

*The Quarterly Update to the annual UCARE  
presents a preliminary snapshot of overall  
activity on jurisdictional utilities in the electric,  
natural gas, water and telecommunications  
industries for the Bureau of Consumer Services.*

# Quarterly Update to UCARE Report

January – December 2025

*Public Utility Commission  
Bureau of Consumer Services*

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## Introduction

The quarterly update to the annual UCARE report presents preliminary data on jurisdictional utilities in the electric, gas, water and telecommunications industries. The update provides a snapshot of overall Bureau of Consumer Services (BCS) activity, which includes the volume of Consumer Complaints and Payment Arrangement Requests (PARs). Industry specific tables show the volume of activity for the major utilities within the electric, gas, water, and telecommunications industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

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# BCS Activity

## Total Volume of Consumer Complaints and Payment Arrangement Requests (PARs) by Industry

January through December 2025

Industry	Residential Consumer Complaints	Residential PARs
Electric	8,817	26,454
Gas	2,007	9,467
Water	1,302	2,844
Telecommunications	1,333	12
Other*	155	237
<b>Total</b>	<b>13,614</b>	<b>39,014</b>

\*Sewer and steam heat complaints are designated as "other" in this table.

# Major Electric Distribution Companies

## Consumer Complaint and Payment Arrangement Request (PAR) Statistics for Major Companies

January through December 2025

Company	Residential Consumer Complaints	Residential PARs
Duquesne	606	2,500
Met Ed	857	3,254
PECO	2,971	6,650
Penelec	675	3,193
Penn Power	175	860
PPL	1,169	6,038
West Penn	857	3,226
<b>Total</b>	<b>7,310</b>	<b>25,721</b>

# Major Natural Gas Distribution Companies

## Consumer Complaint and Payment Arrangement Request (PAR) Statistics for Major Companies

January through December 2025

Company	Residential Consumer Complaints	Residential PARs
Columbia	171	595
National Fuel Gas (NFG)	69	342
Peoples	405	1,103
Philadelphia Gas Works (PGW)	643	3,694
UGI Gas	371	3,712
<b>Total</b>	<b>1,659</b>	<b>9,446</b>

# Major Water Utilities

## Consumer Complaint and Payment Arrangement Request (PAR) Statistics for Major Companies

January through December 2025

Company	Residential Consumer Complaints	Residential PARs
Aqua PA	312	452
PA American	634	1,864
Pittsburgh Water	174	312
<b>Total</b>	<b>1,120</b>	<b>2,628</b>

# Major Local Telecommunications Companies

## Consumer Complaint and Payment Arrangement Request (PAR) Statistics for Major Companies

January through December 2025

Company	Residential Consumer Complaints	Residential PARs
Brightspeed	417	0
Frontier Commonwealth	145	0
Verizon North	22	0
Verizon PA	577	6
Windstream	100	1
<b>Total</b>	<b>1,261</b>	<b>7</b>

# Compliance

## Snapshot of Residential Verified Infraction Statistics by Industry Informal Complaints Opened January through December 2025

<b>ELECTRIC</b>	Duquesne	Met Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	47	81	1,945	73	16	47	42
Title 66 and Other	0	1	55	3	1	0	1
<b>Total</b>	<b>47</b>	<b>82</b>	<b>2,000</b>	<b>76</b>	<b>17</b>	<b>47</b>	<b>43</b>
<b>GAS</b>	Columbia	NFG	Peoples	PGW	UGI Gas		
Chapter 56	16	2	19	134	70		
Title 66 and Other	1	1	2	6	3		
<b>Total</b>	<b>17</b>	<b>3</b>	<b>21</b>	<b>140</b>	<b>73</b>		
<b>WATER</b>	Aqua PA		PA American		Pittsburgh Water		
Chapter 56	131		113		26		
Title 66 and Other	2		5		3		
<b>Total</b>	<b>133</b>		<b>118</b>		<b>29</b>		
<b>TELECOMMUNICATIONS</b>	Brightspeed	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	44	6	0	4	4		
Chapter 63	488	50	16	371	52		
Chapter 64	88	3	0	22	3		
Title 66 and Other	123	6	3	53	10		
<b>Total</b>	<b>743</b>	<b>65</b>	<b>19</b>	<b>450</b>	<b>69</b>		

Infraction data on this page is subject to change if the utility disputes infraction(s) or BCS staff discovers additional infraction(s). Final infraction statistics will appear in the annual UCARE report.

# Glossary of Terms

**Consumer Complaint** – Complaint to BCS involving billing, service, rates and other issues not related to requests for payment terms.

**Infraction** – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

**Major Electric Distribution Companies** – Electric distribution companies with more than 100,000 residential customers.

**Major Local Telecommunications Companies** – Local telecommunications companies with more than 50,000 residential customers.

**Major Natural Gas Distribution Companies** – Natural gas distribution companies with more than 100,000 residential customers.

**Major Water Utilities** – Non-municipal water utilities with annual revenues of \$1 million or more for three years in a row are classified as “Class A.” The tables in this report present the statistics for the two largest Class A water companies, Aqua and PAWC, along with Pittsburgh Water. Pittsburgh Water is a municipal utility, which came under the Commission’s regulatory authority effective April 1, 2018.

**Payment Arrangement Request (PAR)** – Consumer request for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.