

Collections Data for the Major Electric, Gas, and Water Companies

Updated 5/14/2026 2025 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg
Duquesne	\$ 857,935,189	\$ 16,644,042	1.94%	\$ 5,654,063	\$ 10,989,979	1.28%	33.97%	54,918	498,207	553,125
Met Ed	\$ 957,266,852	\$ 16,192,950	1.69%	\$ 2,259,035	\$ 13,933,915	1.46%	13.95%	163,667	360,521	524,188
PECO	\$ 3,511,428,279	\$ 75,978,695	2.16%	\$ 23,829,890	\$ 52,148,805	1.49%	31.36%	643,407	933,624	1,577,031
Penelec	\$ 858,239,174	\$ 16,000,245	1.86%	\$ 2,839,459	\$ 13,160,786	1.53%	17.75%	99,408	401,262	500,670
Penn Power	\$ 289,884,226	\$ 3,335,408	1.15%	\$ 652,771	\$ 2,682,637	0.93%	19.57%	36,339	114,626	150,965
PPL	\$ 2,747,438,303	\$ 67,626,687	2.46%	\$ 22,896,461	\$ 44,730,226	1.63%	33.86%	506,497	767,450	1,273,947
West Penn	\$ 1,077,038,057	\$ 14,526,268	1.35%	\$ 2,828,667	\$ 11,697,601	1.09%	19.47%	172,452	464,056	636,508
ELECTRIC	\$ 10,299,230,080	\$ 210,304,295	2.04%	\$ 60,960,346	\$ 149,343,949	1.45%	28.99%	1,676,688	3,539,746	5,216,434
Columbia	\$ 661,752,019	\$ 15,163,141	2.29%	\$ 3,982,926	\$ 11,180,215	1.69%	26.27%	410,556	4,357	414,913
NFG	\$ 174,014,714	\$ 5,467,741	3.14%	\$ 1,169,844	\$ 4,297,897	2.47%	21.40%	194,853	1,437	196,290
Peoples	\$ 744,706,342	\$ 12,310,770	1.65%	\$ 2,460,420	\$ 9,850,350	1.32%	19.99%	653,691	3,542	657,233
PGW	\$ 733,608,038	\$ 36,331,539	4.95%	\$ 6,311,326	\$ 30,020,213	4.09%	17.37%	469,758	12,384	482,142
UGI Gas	\$ 688,685,850	\$ 30,920,481	4.49%	\$ 14,512,139	\$ 16,408,342	2.38%	46.93%	610,669	25,031	635,700
GAS	\$ 3,002,766,963	\$ 100,193,672	3.34%	\$ 28,436,655	\$ 71,757,017	2.39%	28.38%	2,339,527	46,751	2,386,278
TOTAL	\$ 13,301,997,043	\$ 310,497,967		\$ 89,397,001	\$ 221,100,966			4,016,215	3,586,497	7,602,712

2025 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg
Aqua	\$ 470,456,699	\$ 3,963,397	0.84%	\$ 1,245,938	\$ 2,717,459	0.58%	31.44%	4,108	415,925	420,033
PAWC*	\$ 608,684,331	\$ 9,725,388	1.60%	\$ 375,859	\$ 9,349,529	1.54%	3.86%	119,691	530,161	649,852
Pittsburgh Water	\$ 146,305,398	\$ 74,859	0.05%	\$ 74,859	\$ 0	0.00%	100.00%	3,058	97,141	100,199
Audubon*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Columbia Water	\$ 5,316,208	\$ 6,727	0.13%	\$ 0	\$ 6,727	0.13%	0.00%	0	12,286	12,286
Community Utilities	\$ 4,937,151	\$ 565,490	11.45%	\$ 0	\$ 565,490	11.45%	0.00%	0	2,667	2,667
Newtown Artesian	\$ 4,480,539	\$ 0	0.00%	\$ 0	\$ 0	0.00%	0.00%	0	9,757	9,757
Veolia PA	\$ 42,232,888	\$ 277,323	0.66%	\$ 13,598	\$ 263,725	0.62%	4.90%	982	62,017	62,999
York	\$ 42,823,970	\$ 622,523	1.45%	\$ 22,665	\$ 599,858	1.40%	3.64%	12,901	53,948	66,849
Other Class A	\$ 99,790,756	\$ 1,472,063	1.48%	\$ 36,263	\$ 1,435,800	1.44%	2.46%	13,883	140,675	154,558
WATER	\$ 1,325,237,184	\$ 15,235,707	1.15%	\$ 1,732,919	\$ 13,502,788	1.02%	11.37%	140,740	1,183,902	1,324,642

*PAWC's data includes Audubon as of 5/31/2025, due to PAWC's acquisition of Audubon.

Collections Data for the Major Electric, Gas, and Water Companies

Updated 5/14/2026 2025 Company	Not on Arrangement # Overdue Cust. 12-Month Avg	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Arrearage / Avg Bill Ratio	Percent of Dollars Not on Arrangements	Percent of Overdue Customers Not on Arrangements	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg
Duquesne	60,441	10.93%	\$ 13,630,610	\$ 225.52	1.75	58.52%	85.28%	10,433	1.89%	\$ 9,660,802
Met Ed	65,060	12.41%	\$ 26,157,454	\$ 402.05	2.64	49.59%	73.36%	23,626	4.51%	\$ 26,589,086
PECO	220,205	13.96%	\$ 120,804,440	\$ 548.60	3.89	68.48%	83.71%	42,849	2.72%	\$ 55,615,063
Penelec	68,007	13.58%	\$ 27,834,775	\$ 409.29	2.86	49.07%	74.66%	23,076	4.61%	\$ 28,886,214
Penn Power	16,783	11.12%	\$ 6,878,946	\$ 409.88	2.56	49.53%	75.23%	5,527	3.66%	\$ 7,009,710
PPL	122,488	9.61%	\$ 75,145,384	\$ 613.49	3.46	52.34%	58.84%	85,666	6.72%	\$ 68,422,771
West Penn	73,066	11.48%	\$ 27,548,947	\$ 377.04	2.68	49.90%	75.55%	23,640	3.71%	\$ 27,662,070
ELECTRIC	626,050	12.00%	\$ 298,000,556	\$ 476.00	3.19	57.11%	74.45%	214,817	4.12%	\$ 223,845,716
Columbia	24,212	5.84%	\$ 5,733,125	\$ 236.79	1.77	27.17%	61.88%	14,916	3.59%	\$ 15,368,067
NFG	22,202	11.31%	\$ 3,940,295	\$ 177.47	2.34	47.22%	76.30%	6,897	3.51%	\$ 4,404,543
Peoples	94,954	14.45%	\$ 21,072,889	\$ 221.93	3.04	60.39%	86.31%	15,055	2.29%	\$ 13,823,768
PGW	92,897	19.27%	\$ 42,709,925	\$ 459.76	4.86	78.13%	84.97%	16,429	3.41%	\$ 11,956,351
UGI Gas	51,396	8.08%	\$ 10,256,511	\$ 199.56	2.02	33.88%	69.90%	22,127	3.48%	\$ 20,020,818
GAS	285,661	11.97%	\$ 83,712,745	\$ 293.05	3.08	56.08%	79.11%	75,424	3.16%	\$ 65,573,547
TOTAL	911,711		\$ 381,713,301					290,241		\$ 289,419,263

2025 Company	Not on Arrangement # Overdue Cust. 12-Month Avg	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Arrearage / Avg Bill Ratio	Percent of Dollars Not on Arrangements	Percent of Overdue Customers Not on Arrangements	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg
Aqua	37,942	9.03%	\$ 4,786,930	\$ 126.16	1.07	33.18%	73.72%	13,528	3.22%	\$ 9,639,843
PAWC*	90,855	13.98%	\$ 10,418,910	\$ 114.68	1.46	30.00%	77.96%	25,679	3.95%	\$ 24,312,785
Pittsburgh Water	13,736	13.71%	\$ 9,428,473	\$ 686.41	5.67	48.62%	71.33%	5,520	5.51%	\$ 9,963,044
Audubon*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Columbia Water	391	3.18%	\$ 44,178	\$ 112.99	2.30	93.95%	97.51%	10	0.08%	\$ 2,846
Community Utilities	458	17.17%	\$ 162,900	\$ 355.68	2.30	67.16%	79.51%	118	4.42%	\$ 79,648
Newtown Artesian	272	2.79%	\$ 39,036	\$ 143.51	1.52	96.59%	98.19%	5	0.05%	\$ 1,379
Veolia PA	4,838	7.68%	\$ 446,085	\$ 92.20	1.64	87.21%	96.84%	158	0.25%	\$ 65,398
York	8,795	13.16%	\$ 517,678	\$ 58.86	1.15	28.25%	84.32%	1,635	2.45%	\$ 1,314,913
Other Class A	14,754	9.55%	\$ 1,209,877	\$ 82.00	1.42	45.24%	88.45%	1,926	1.25%	\$ 1,464,184
WATER	157,287	11.87%	\$ 25,844,190	\$ 164.31	1.75	36.29%	77.12%	46,653	3.52%	\$ 45,379,856

*PAWC's data includes Audubon as of 5/31/2025, due to PAWC's acquisition of Audubon.

Collections Data for the Major Electric, Gas, and Water Companies

Updated 5/14/2026 2025 Company	Arrangements Average Arrearage	Arrangements Arrearage/Avg Bill Ratio	Percent of Dollars on Arrangements	Percent of Overdue Customers in Arrangements	Total Overdue Customers	Total Percent Overdue Customers	Total Dollars Overdue	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer
Duquesne	\$ 925.99	7.18	41.48%	14.72%	70,874	12.81%	\$ 23,291,412	\$ 328.63	2.55	16,332	2.95%
Met Ed	\$ 1,125.42	7.40	50.41%	26.64%	88,686	16.92%	\$ 52,746,540	\$ 594.76	3.91	36,830	7.03%
PECO	\$ 1,297.93	9.21	31.52%	16.29%	263,054	16.68%	\$ 176,419,503	\$ 670.66	4.76	126,734	8.04%
Penelec	\$ 1,251.79	8.75	50.93%	25.34%	91,083	18.19%	\$ 56,720,989	\$ 622.74	4.35	23,392	4.67%
Penn Power	\$ 1,268.27	7.93	50.47%	24.77%	22,310	14.78%	\$ 13,888,656	\$ 622.53	3.89	6,761	4.48%
PPL	\$ 798.72	4.51	47.66%	41.16%	208,154	16.34%	\$ 143,568,155	\$ 689.72	3.89	55,686	4.37%
West Penn	\$ 1,170.14	8.31	50.10%	24.45%	96,706	15.19%	\$ 55,211,017	\$ 570.92	4.05	21,611	3.40%
ELECTRIC	\$ 1,042.03	6.99	42.89%	25.55%	840,867	16.12%	\$ 521,846,272	\$ 620.61	4.17	287,346	5.51%
Columbia	\$ 1,030.31	7.71	72.83%	38.12%	39,128	9.43%	\$ 21,101,192	\$ 539.29	4.03	9,477	2.28%
NFG	\$ 638.62	8.44	52.78%	23.70%	29,099	14.82%	\$ 8,344,838	\$ 286.77	3.79	7,711	3.93%
Peoples	\$ 918.22	12.59	39.61%	13.69%	110,009	16.74%	\$ 34,896,657	\$ 317.22	4.35	21,010	3.20%
PGW	\$ 727.76	7.69	21.87%	15.03%	109,326	22.68%	\$ 54,666,276	\$ 500.03	5.28	29,363	6.09%
UGI Gas	\$ 904.81	9.16	66.12%	30.10%	73,523	11.57%	\$ 30,277,329	\$ 411.81	4.17	31,260	4.92%
GAS	\$ 869.40	9.14	43.92%	20.89%	361,085	15.13%	\$ 149,286,292	\$ 413.44	4.35	98,821	4.14%
TOTAL					1,201,952		\$ 671,132,564			386,167	

2025 Company	Arrangements Average Arrearage	Arrangements Arrearage/Avg Bill Ratio	Percent of Dollars on Arrangements	Percent of Overdue Customers in Arrangements	Total Overdue Customers	Total Percent Overdue Customers	Total Dollars Overdue	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer
Aqua	\$ 712.58	6.02	66.82%	26.28%	51,470	12.25%	\$ 14,426,773	\$ 280.29	2.37	8,717	2.08%
PAWC*	\$ 946.80	12.03	70.00%	22.04%	116,534	17.93%	\$ 34,731,695	\$ 298.04	3.79	18,067	2.78%
Pittsburgh Water	\$ 1,804.90	14.92	51.38%	28.67%	19,256	19.22%	\$ 19,391,517	\$ 1,007.04	8.32	642	0.64%
Audubon*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Columbia Water	\$ 284.60	5.80	6.05%	2.49%	401	3.26%	\$ 47,024	\$ 117.27	2.39	233	1.90%
Community Utilities	\$ 674.98	4.36	32.84%	20.49%	576	21.60%	\$ 242,548	\$ 421.09	2.72	143	5.36%
Newtown Artesian	\$ 275.80	2.93	3.41%	1.81%	277	2.84%	\$ 40,415	\$ 145.90	1.55	29	0.30%
Veolia PA	\$ 413.91	7.38	12.79%	3.16%	4,996	7.93%	\$ 511,483	\$ 102.38	1.83	898	1.43%
York	\$ 804.23	15.77	71.75%	15.68%	10,430	15.60%	\$ 1,832,591	\$ 175.70	3.45	628	0.94%
Other Class A	\$ 760.22	13.14	54.76%	11.55%	16,680	10.79%	\$ 2,674,061	\$ 160.32	2.77	1,931	1.25%
WATER	\$ 972.71	10.35	63.71%	22.88%	203,940	15.40%	\$ 71,224,046	\$ 349.24	3.72	29,357	2.22%

*PAWC's data includes Audubon as of 5/31/2025, due to PAWC's acquisition of Audubon.

Collections Data for the Major Electric, Gas, and Water Companies

Updated 5/14/2026 2025 Company	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants	Total \$ Security Deposits Applicants
Duquesne	12,270	75.13%	\$ 156.00	\$ 126.00	\$ 128.98	2.71%	\$ 5,889,140	4,523	\$ 2,223,011	15,572	\$ 3,248,274
Met Ed	33,019	89.65%	\$ 183.00	\$ 138.00	\$ 152.05	5.51%	\$ 19,044,062	10,130	\$ 9,040,468	26,542	\$ 7,530,198
PECO	102,626	80.98%	\$ 137.83	\$ 142.27	\$ 140.89	5.02%	\$ 21,057,930	25,357	\$ 16,545,030	105,874	\$ 10,413,003
Penelec	19,293	82.48%	\$ 176.00	\$ 135.00	\$ 143.14	6.61%	\$ 18,289,743	9,697	\$ 9,040,863	21,554	\$ 5,544,633
Penn Power	5,651	83.58%	\$ 210.00	\$ 144.00	\$ 159.89	4.79%	\$ 4,102,084	2,238	\$ 2,111,853	5,450	\$ 1,403,004
PPL	40,474	72.68%	\$ 214.73	\$ 152.30	\$ 177.12	5.23%	\$ 13,945,978	21,887	\$ 23,691,865	2,800	\$ 1,019,066
West Penn	17,712	81.96%	\$ 178.00	\$ 127.00	\$ 140.82	5.13%	\$ 16,726,956	9,606	\$ 8,013,191	24,095	\$ 5,769,181
ELECTRIC	231,045	80.41%	\$ 179.37	\$ 137.80	\$ 148.98	5.07%	\$ 99,055,893	83,438	\$ 70,666,281	201,887	\$ 34,927,359
Columbia	5,480	57.82%	\$ 134.49	\$ 56.13	\$ 133.67	3.19%	\$ 3,906,518	1,358	\$ 1,063,733	7,125	\$ 2,480,903
NFG	6,109	79.22%	\$ 75.96	\$ 38.13	\$ 75.68	4.80%	\$ 987,421	1,862	\$ 979,669	69	\$ 23,320
Peoples	18,375	87.46%	\$ 73.13	\$ 33.21	\$ 72.91	4.69%	\$ 6,516,518	24,652	\$ 15,072,294	4,151	\$ 736,649
PGW	21,550	73.39%	\$ 95.65	\$ 55.54	\$ 94.62	7.45%	\$ 1,064,278	8,507	\$ 13,005,176	8,774	\$ 1,992,454
UGI Gas	22,583	72.24%	\$ 101.50	\$ 32.84	\$ 98.80	4.40%	\$ 6,193,503	10,099	\$ 8,201,232	46,384	\$ 9,944,665
GAS	74,097	74.98%	\$ 96.15	\$ 43.17	\$ 95.14	4.97%	\$ 18,668,238	46,478	\$ 38,322,104	66,503	\$ 15,177,991
TOTAL	305,142						\$ 117,724,131	129,916	\$ 108,988,385	268,390	\$ 50,105,350

2025 Company	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants	Total \$ Security Deposits Applicants
Aqua	6,231	71.48%	\$ 98.16	\$ 118.56	\$ 118.36	3.07%	\$ 1,117,072	4,005	\$ 1,839,682	0	\$ 0
PAWC*	12,137	67.18%	\$ 73.00	\$ 80.00	\$ 78.71	5.71%	\$ 4,156,545	9,229	\$ 5,279,411	0	\$ 0
Pittsburgh Water	284	44.24%	\$ 164.07	\$ 119.63	\$ 120.99	13.25%	\$ 1,659,311	10,607	\$ 8,312,036	0	\$ 0
Audubon*	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Columbia Water	184	78.97%	\$ 0.00	\$ 49.06	\$ 49.06	0.88%	\$ 32,654	69	\$ 4,947	135	\$ 6,750
Community Utilities	109	76.22%	\$ 0.00	\$ 154.74	\$ 154.74	4.91%	\$ 0	5	\$ 1,664	0	\$ 0
Newtown Artesian	22	75.86%	\$ 0.00	\$ 94.21	\$ 94.21	0.90%	\$ 9,000	24	\$ 1,669	0	\$ 0
Veolia PA	669	74.50%	\$ 56.09	\$ 56.09	\$ 56.09	1.21%	\$ 1,677,514	486	\$ 65,337	0	\$ 0
York	440	70.06%	\$ 51.00	\$ 51.00	\$ 51.00	4.28%	\$ 131,561	380	\$ 113,122	0	\$ 0
Other Class A	1,424	73.74%	\$ 15.30	\$ 57.87	\$ 57.87	2.68%	\$ 1,850,729	964	\$ 186,739	135	\$ 6,750
WATER	20,076	68.39%	\$ 87.63	\$ 94.02	\$ 93.98	5.37%	\$ 8,783,657	24,805	\$ 15,617,868	135	\$ 6,750

*PAWC's data includes Audubon as of 5/31/2025, due to PAWC's acquisition of Audubon.

Collections Data for the Major Electric, Gas, and Water Companies

Updated 5/14/2026 2025 Company	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand	Annual Med Certs Submitted	Annual Med Certs Accepted
Duquesne	5,196	\$ 1,546,118	35,971	\$ 7,437,961	4,865	4,830
Met Ed	8,178	\$ 3,160,644	72,552	\$ 20,756,284	3,484	3,192
PECO	40,798	\$ 12,420,602	179,660	\$ 36,652,328	21,051	13,125
Penelec	6,961	\$ 2,530,462	59,010	\$ 15,470,316	3,657	3,371
Penn Power	1,742	\$ 592,203	14,899	\$ 3,748,138	945	869
PPL	917	\$ 374,505	4,307	\$ 1,465,984	7,343	6,918
West Penn	7,492	\$ 2,639,445	67,860	\$ 17,098,653	3,351	3,068
ELECTRIC	71,284	\$ 23,263,979	434,259	\$ 102,629,664	44,696	35,373
Columbia	1,881	\$ 582,462	17,454	\$ 1,374,226	1,907	1,425
NFG	194	\$ 57,199	341	\$ 113,054	802	756
Peoples	3,265	\$ 683,514	5,285	\$ 733,381	4,037	2,066
PGW	812	\$ 219,333	7,867	\$ 2,508,609	9,739	8,578
UGI Gas	12,316	\$ 1,943,932	71,249	\$ 12,830,383	3,062	3,062
GAS	18,468	\$ 3,486,440	102,196	\$ 17,559,653	19,547	15,887
TOTAL	89,752	\$ 26,750,419	536,455	\$ 120,189,317	64,243	51,260

2025 Company	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand	Annual Med Certs Submitted	Annual Med Certs Accepted
Aqua	0	\$ 0	0	\$ 0	581	471
PAWC*	0	\$ 0	0	\$ 0	2,900	1,962
Pittsburgh Water	0	\$ 0	0	\$ 0	152	142
Audubon*	n/a	n/a	n/a	n/a	n/a	n/a
Columbia Water	0	\$ 0	590	\$ 29,505	6	6
Community Utilities	0	\$ 0	0	\$ 0	5	3
Newtown Artesian	0	\$ 0	0	\$ 0	0	0
Veolia PA	0	\$ 0	0	\$ 0	48	48
York	0	\$ 0	0	\$ 0	184	170
Other Class A	0	\$ 0	590	\$ 29,505	243	227
WATER	0	\$ 0	590	\$ 29,505	3,876	2,802

*PAWC's data includes Audubon as of 5/31/2025, due to PAWC's acquisition of Audubon.