

*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 – March 2026

*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 March 2026

| Industry           | Residential Consumer Complaints | Residential PARs |
|--------------------|---------------------------------|------------------|
| Electric           | 2,585                           | 3,618            |
| Gas                | 666                             | 1,235            |
| Water              | 289                             | 492              |
| Telecommunications | 281                             | 1                |
| Other*             | 17                              | 42               |
| <b>Total</b>       | <b>3,838</b>                    | <b>5,388</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 March 2026

| Company      | Residential Consumer Complaints | Residential PARs |
|--------------|---------------------------------|------------------|
| Duquesne     | 148                             | 184              |
| Met Ed       | 219                             | 425              |
| PECO         | 703                             | 946              |
| Penelec      | 174                             | 369              |
| Penn Power   | 49                              | 111              |
| PPL          | 296                             | 1,033            |
| West Penn    | 214                             | 434              |
| <b>Total</b> | <b>1,803</b>                    | <b>3,502</b>     |

# Major Natural Gas Distribution Companies

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

January through March 2026

| Company                      | Residential Consumer Complaints | Residential PARs |
|------------------------------|---------------------------------|------------------|
| Columbia                     | 42                              | 101              |
| National Fuel Gas (NFG)      | 15                              | 28               |
| Peoples                      | 76                              | 64               |
| Philadelphia Gas Works (PGW) | 193                             | 660              |
| UGI Gas                      | 73                              | 375              |
| <b>Total</b>                 | <b>399</b>                      | <b>1,228</b>     |

# Major Water Utilities

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

January through March 2026

| Company          | Residential Consumer Complaints | Residential PARs |
|------------------|---------------------------------|------------------|
| Aqua PA          | 86                              | 86               |
| PA American      | 143                             | 329              |
| Pittsburgh Water | 34                              | 38               |
| <b>Total</b>     | <b>263</b>                      | <b>453</b>       |

# Major Local Telecommunications Companies

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

January through March 2026

| Company               | Residential Consumer Complaints | Residential PARs |
|-----------------------|---------------------------------|------------------|
| Brightspeed           | 44                              | 0                |
| Frontier Commonwealth | 51                              | 0                |
| Verizon North         | 5                               | 0                |
| Verizon PA            | 117                             | 0                |
| Windstream            | 34                              | 0                |
| <b>Total</b>          | <b>251</b>                      | <b>0</b>         |

# Compliance

## Snapshot of Residential Verified Infraction Statistics by Industry Informal Complaints Opened January through March 2026

| <b>ELECTRIC</b>           | Duquesne    | Met Ed                | PECO          | Penelec    | Penn Power       | PPL      | West Penn |
|---------------------------|-------------|-----------------------|---------------|------------|------------------|----------|-----------|
| Chapter 56                | 1           | 16                    | 127           | 0          | 2                | 7        | 17        |
| Title 66 and Other        | 0           | 0                     | 0             | 0          | 0                | 0        | 1         |
| <b>Total</b>              | <b>1</b>    | <b>16</b>             | <b>127</b>    | <b>0</b>   | <b>2</b>         | <b>7</b> | <b>18</b> |
| <b>GAS</b>                | Columbia    | NFG                   | Peoples       | PGW        | UGI Gas          |          |           |
| Chapter 56                | 1           | 0                     | 0             | 4          | 9                |          |           |
| Title 66 and Other        | 0           | 0                     | 0             | 0          | 0                |          |           |
| <b>Total</b>              | <b>1</b>    | <b>0</b>              | <b>0</b>      | <b>4</b>   | <b>9</b>         |          |           |
| <b>WATER</b>              | Aqua PA     |                       | PA American   |            | Pittsburgh Water |          |           |
| Chapter 56                | 31          |                       | 23            |            | 3                |          |           |
| Title 66 and Other        | 1           |                       | 0             |            | 0                |          |           |
| <b>Total</b>              | <b>32</b>   |                       | <b>23</b>     |            | <b>3</b>         |          |           |
| <b>TELECOMMUNICATIONS</b> | Brightspeed | Frontier Commonwealth | Verizon North | Verizon PA | Windstream       |          |           |
| Chapter 30                | 1           | 1                     | 1             | 2          | 1                |          |           |
| Chapter 63                | 8           | 6                     | 1             | 50         | 10               |          |           |
| Chapter 64                | 3           | 2                     | 0             | 1          | 0                |          |           |
| Title 66 and Other        | 7           | 2                     | 0             | 9          | 5                |          |           |
| <b>Total</b>              | <b>19</b>   | <b>11</b>             | <b>2</b>      | <b>62</b>  | <b>16</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.