

*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 – June 2026

*Public Utility Commission
Bureau of Consumer Services*

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 June 2026

Industry	Residential Consumer Complaints	Residential PARs
Electric	5,161	16,741
Gas	1,231	4,622
Water	576	1,294
Telecommunications	534	2
Other*	32	121
Total	7,534	22,780

*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 June 2026

Company	Residential Consumer Complaints	Residential PARs
Duquesne	359	1,547
Met Ed	444	1,967
PECO	1,603	4,835
Penelec	376	1,801
Penn Power	97	507
PPL	620	3,659
West Penn	436	2,003
Total	3,935	16,319

Major Natural Gas Distribution Companies

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

January through June 2026

Company	Residential Consumer Complaints	Residential PARs
Columbia	82	361
National Fuel Gas (NFG)	36	161
Peoples	195	524
Philadelphia Gas Works (PGW)	398	2,152
UGI Gas	173	1,407
Total	884	4,605

Major Water Utilities

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

January through June 2026

Company	Residential Consumer Complaints	Residential PARs
Aqua PA	152	192
PA American	306	850
Pittsburgh Water	68	149
Total	526	1,191

Major Local Telecommunications Companies

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

January through June 2026

Company	Residential Consumer Complaints	Residential PARs
Brightspeed	75	1
Frontier Commonwealth	82	0
Verizon North	10	0
Verizon PA	241	0
Windstream	75	0
Total	483	1

Compliance

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

ELECTRIC	Duquesne	Met Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	2	21	339	25	10	23	24
Title 66 and Other	0	1	9	0	0	1	1
Total	2	22	348	25	10	24	25
GAS	Columbia	NFG	Peoples	PGW	UGI Gas		
Chapter 56	2	6	27	35	19		
Title 66 and Other	0	0	1	4	1		
Total	2	6	28	39	20		
WATER	Aqua PA	PA American	Pittsburgh Water				
Chapter 56	54	51	7				
Title 66 and Other	1	1	0				
Total	55	52	7				
TELECOMMUNICATIONS	Brightspeed	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	4	2	2	6	3		
Chapter 63	22	16	3	142	22		
Chapter 64	10	2	0	1	0		
Title 66 and Other	15	4	2	23	7		
Total	51	24	7	172	32		

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.