

2025

CUSTOMER SERVICE PERFORMANCE REPORT

*PENNSYLVANIA ELECTRIC & NATURAL GAS
DISTRIBUTION COMPANIES*

*PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES*





Customer Service Performance Report 2025

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Introduction

This report by the Public Utility Commission (PUC) , which fulfills the requirements of [52 Pa. Code § 54.156](#) and [52 Pa. Code § 62.37](#), presents quality of service data for the major electric distribution companies (EDCs) and the major natural gas distribution companies (NGDCs). The major EDCs are: Duquesne Light Co. (Duquesne); PPL Electric Utilities Corporation (PPL); PECO Energy Co. (PECO); UGI Utilities Inc. (UGI Electric); and the four FirstEnergy rate districts¹ – Met Ed rate district, Penelec rate district, Penn Power rate district, and West Penn rate district. The major NGDCs are: Columbia Gas of Pennsylvania Inc. (Columbia); National Fuel Gas Co. (NFG); Peoples Natural Gas Co. (Peoples); Philadelphia Gas Works (PGW); UGI Penn Natural; and UGI Utilities Inc. (UGI Gas).

Pursuant to the requirements of the [Electricity Generation Customer Choice and Competition Act](#)² and the [Natural Gas Choice and Competition Act](#),³ EDCs and NGDCs are required to maintain or improve the levels of customer service that existed prior to the effective dates of the Acts. Regulations at [52 Pa. Code § 54.156](#) and [52 Pa. Code § 62.37](#) require the EDCs⁴ and the NGDCs⁵ to report on important components of customer service, including telephone access to the utility; billing frequency; meter reading; timely response to customer disputes; and the level of customer satisfaction with the utility's handling of recent interactions with its customers.⁶

The tables and graphs throughout the report have been color-coded by industry, with the major EDCs in blue and NGDCs in green. The reporting requirements specified at [52 Pa. Code § 54.153](#) do not make a distinction between the major and non-major EDCs. Therefore, some of the performance metrics are being presented for four non-major EDCs: Citizens Electric (Citizens), Pike County Light & Power (Pike County), UGI Electric and Wellsboro Electric (Wellsboro). In addition, two non-major NGDCs provided customer transaction survey results: Leatherstocking Gas (Leatherstocking) and Valley Energy. All the metrics for the non-major utilities are contained within [Appendix E](#). Additionally, the overall satisfaction survey metrics and number of customers for the non-major utilities have been added.

¹ On December 7, 2023, at [Docket No. A-2023-3038771, et al.](#), the PUC approved a joint settlement that addressed all issues related to the consolidation of Met Ed, Penelec, Penn Power, and West Penn into the FirstEnergy Pennsylvania Electric Company. Under the terms of the settlement, the current rate structure of each rate district will continue over a period covering three rate cases filed on or after January 1, 2025, or ten years from the date of the PUC's approval of the merger, whichever comes first. In the meantime, the FirstEnergy data is tracked separately by each individual rate district.

² [66 Pa. C.S. §§ 2801-2812](#).

³ [66 Pa. C.S. Chapter 22](#).

⁴ *Rulemaking on EDC Reporting Requirements for Quality of Service Benchmarks and Standards*, [Docket No. L-00970131](#), Order entered April 24, 1998. Reporting began in 1999.

⁵ *Rulemaking on NGDC Reporting Requirements for Quality of Service Benchmarks and Standards*, [Docket No. L-00000147](#), Order entered January 14, 2000. Reporting began in 2001.

⁶ [52 Pa. Code §§ 54.151 - 54.156](#) for EDCs and [52 Pa. Code §§ 62.31 - 62.37](#) for NGDCs.

I. Utility-Reported Performance

In accordance with reporting requirements specified at [52 Pa. Code § 54.153](#) and [52 Pa. Code § 62.33](#), the EDCs and the NGDCs reported statistics for 2025 regarding telephone access, billing, meter reading, and disputes not responded to within 30 days. For each of the required measures, the utilities report data by month and by 12-month average. With the exception of the telephone access statistics and the small business bill information, the required statistics directly relate to the regulations in [52 Pa. Code Chapter 56 Standards and Billing Practices for Residential Public Utility Service](#).

The data shows that performance measures are interconnected, with results in one area often affecting others. For example, delays in meter readings can lead to underestimated usage, make-up bills, and increased customer complaints. Higher call volumes can strain telephone access, slow dispute resolution, and cause missed reporting deadlines, which in turn affect survey results and generate more complaints. Overall, the findings highlight how utilities remain vulnerable to service disruptions caused by internal or external pressures such as staffing shortages, heavy call volume, new billing system issues, etc.

Treatment of Specific Utilities

The four FirstEnergy rate districts use the same call center, so the telephone access metrics are combined under FirstEnergy. Also, FirstEnergy's call taking system does not have a busy-out report beyond port capacity reporting.

Historically, the Customer Service Performance Report presented PECO statistics with the EDCs, although PECO's statistics include data for both the utility's electric and natural gas accounts.

A. Telephone Access

To accurately reflect telephone access, utilities must report:

1. **Busy-Out Rate**
2. **Call Abandonment Rate**
3. **Percent of Calls Answered Within 30 Seconds**

1. Busy-Out Rate

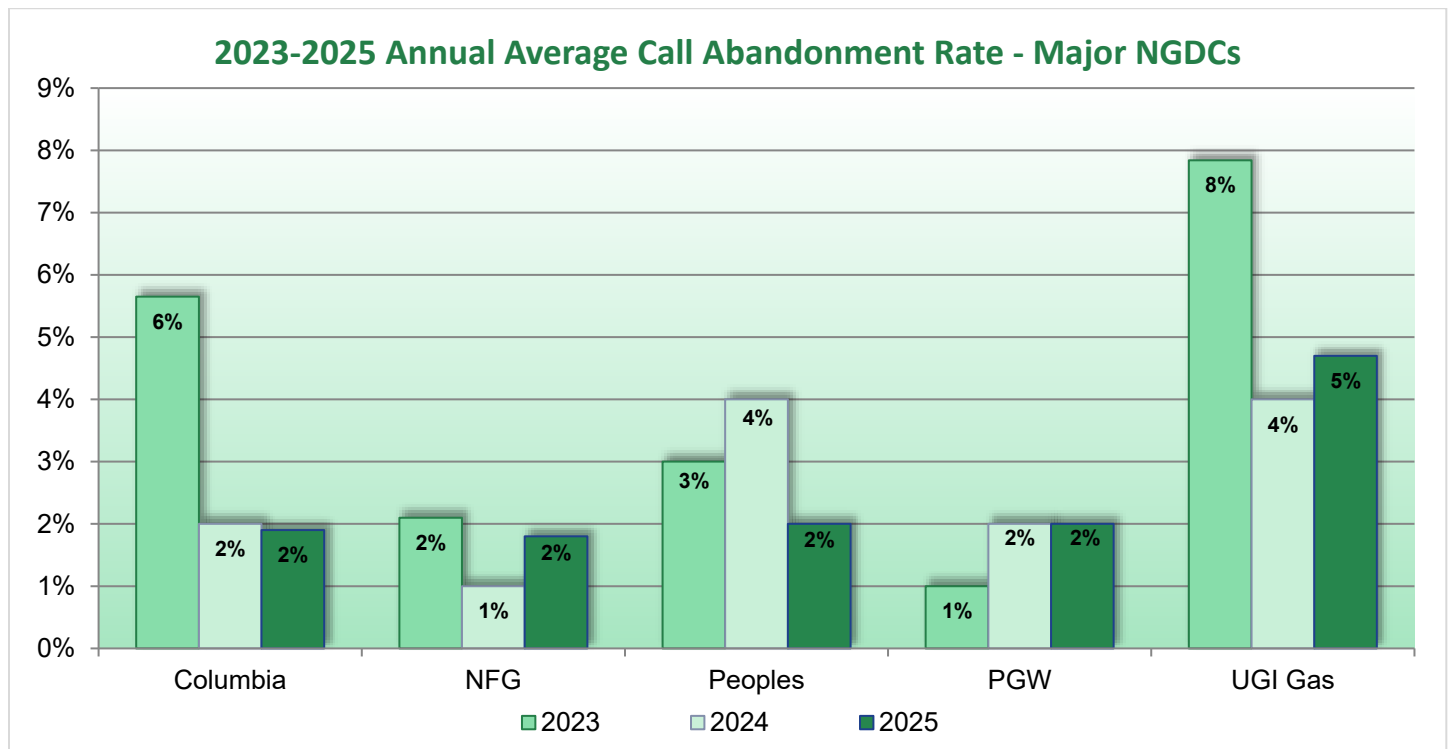
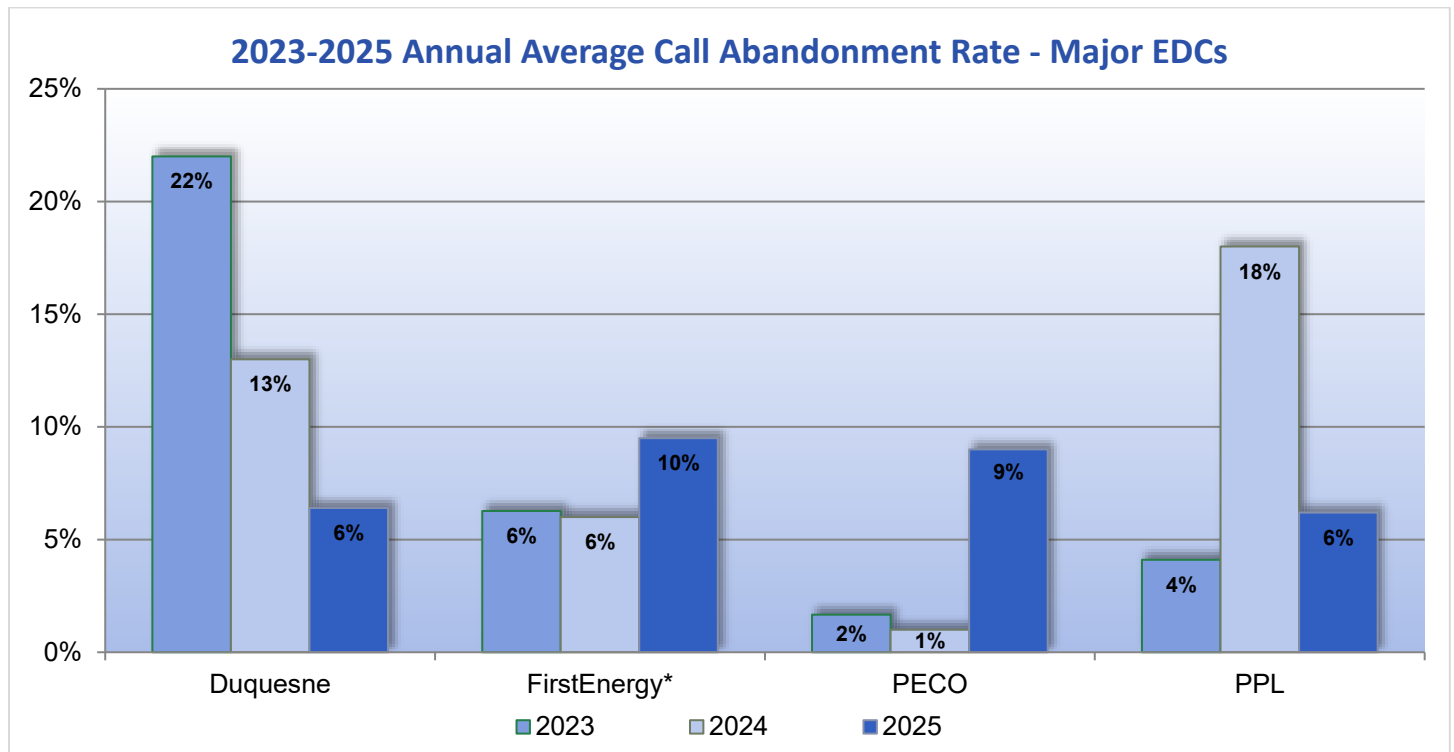
The EDCs and NGDCs are required to report the average busy-out rate for each call center, business office, or both. The busy-out rate⁷ is the number of calls to a utility's call center that received a busy signal, divided by the total number of calls that the utility received at its call center or business office. The utilities are not required to report the number of calls.

The 2025 reported busy-out rate was zero for each of the major EDCs, except Duquesne reported a busy-out rate of 0.1%. The 2025 reported busy-out rate was zero for each of the major NGDCs, except NFG reported a busy-out rate of 1.2%. Therefore, we do not present a table or graph for this metric.

⁷ [52 Pa. Code § 54.152](#) and [52 Pa. Code § 62.32](#).

2. Call Abandonment Rate

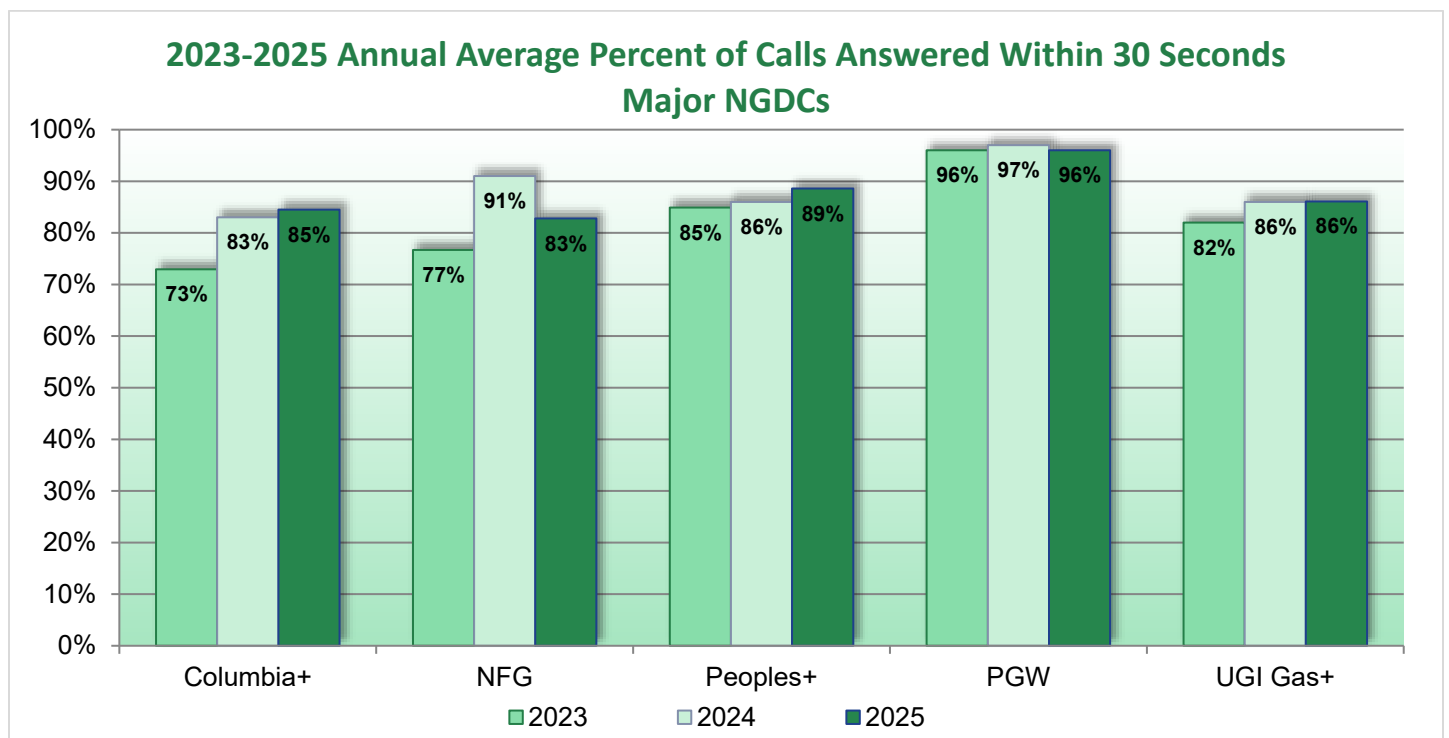
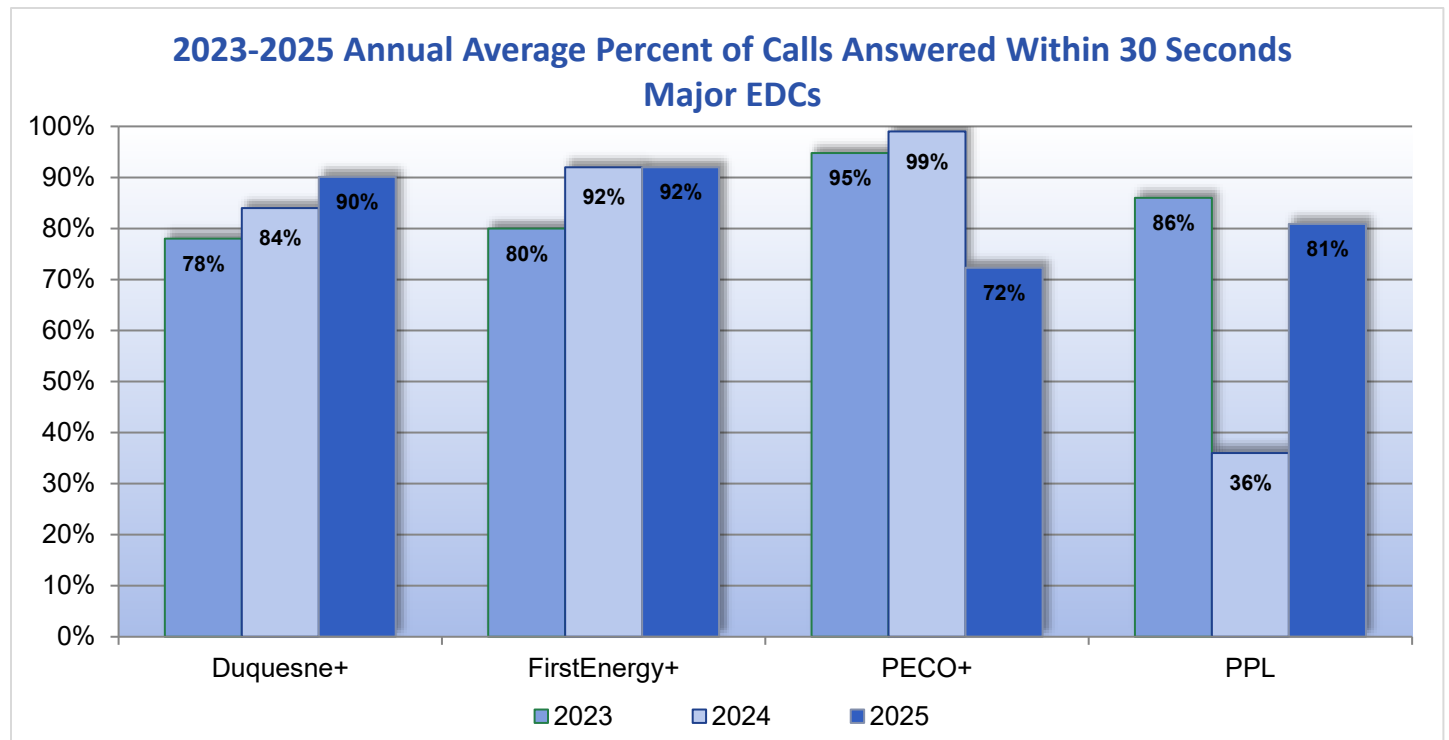
The EDCs and NGDCs are required to report the average call abandonment rate for each call center, business office, or both. The call abandonment rate⁸ is the number of calls to a utility's call center that were abandoned, divided by the total number of calls that the utility received at its call center or business office. The utilities are not required to report the total number of calls.



⁸ [52 Pa. Code § 54.152](#) and [52 Pa. Code § 62.32](#).

3. Percent of Calls Answered Within 30 Seconds

Each EDC and NGDC must report the percent of calls answered within 30 seconds or less at the utility's call center.⁹ Answered calls means a utility representative is ready to render assistance to the caller. An acknowledgment that the consumer is on the line does not constitute an answer. The utilities with a plus (+) in the following graphs included Interactive Voice Response (IVR) calls in the calculations for this metric, so comparison of utilities across the industry may be misleading.



⁹ Pursuant to the quality of service reporting requirements at [52 Pa. Code § 54.153\(b\)](#) and [52 Pa. Code § 62.33\(b\)](#).

B. Billing

A utility is required to render a bill once every billing period to all residential customers.¹⁰ Billing period is defined as a period of not less than 26 days and not more than 35 days except in specific circumstances.

1. Number and Percent of Residential Bills Not Rendered Once Every Billing Period

The EDCs and NGDCs are required to report the number and percent of residential bills that the utility failed to render.¹¹

2023-2025 Annual Average Number of Residential Bills Not Rendered Once Every Billing Period – Major EDCs

Utility	2023	2024	2025
Duquesne	0	1	1
Met Ed	56	112	409
PECO	412	8,955	15,247
Penelec	44	127	422
Penn Power	7	2	70
PPL	5,040	222	416
West Penn	20	8	252
Industry Average	797	1,347	2,402

FirstEnergy indicated the increases in bills not rendered was attributed to system billing issues related to the conversion of its customer assistance program. PECO noted the significant increases in 2024 and 2025 were due to issues with PECO's new, more complex billing system, which was implemented in 2024.

2023-2025 Annual Average Number of Residential Bills Not Rendered Once Every Billing Period – Major NGDCs

Utility	2023	2024	2025
Columbia	0	0	0
NFG	0	0	0
Peoples	0	17,427	0
PGW	0	3	13
UGI Gas	1	1	0
Industry Average	0	2,905	2

¹⁰ [66 Pa. C.S. § 1509](#) and [52 Pa. Code § 56.11](#).

¹¹ [52 Pa. Code § 54.153\(b\)\(2\)\(i\)](#) and [52 Pa. Code § 62.33\(b\)\(2\)\(i\)](#).

Peoples indicated that the significant increase in 2024 was attributable to its bill print vendor closing abruptly during the summer of 2024. While transitioning to the new bill print vendor, several files were missed in November 2024, which resulted in a delay in the printing and mailing of bills for one month. Because a significant number of bills were impacted in November, it resulted in a higher annual average number.

2. Number and Percent of Bills to Small Business Customers Not Rendered Once Every Billing Period

Quality of service reporting requirements for the EDCs and NGDCs require that utilities report the number and percent of small business bills the utilities failed to render. The billing period for small business customers can also be monthly, bimonthly, or quarterly.¹² The EDC regulations define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months.¹³ The NGDC regulations define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300,000 cubic feet (Mcf).¹⁴

2023-2025 Annual Average Number of Bills to Small Business Customers Not Rendered Once Every Billing Period – Major EDCs

Utility	2023	2024	2025
Duquesne	0	1	0
Met Ed	41	49	78
PECO	429	6,139	4,641
Penelec	44	63	94
Penn Power	13	4	16
PPL	6,077	125	185
West Penn	30	20	44
Industry Average	948	914	723

¹² [66 Pa. C.S. § 1509.](#)

¹³ [52 Pa. Code § 54.152.](#)

¹⁴ [52 Pa. Code § 62.32.](#)

2023-2025 Annual Average Number of Bills to Small Business Customers Not Rendered Once Every Billing Period – Major NGDCs

Utility	2023	2024	2025
Columbia	0	0	0
NFG	0	0	0
Peoples	0	1,328	0
PGW	1	0	0
UGI Gas	1	1	0
Industry Average	0	222	0

C. Meter Reading

The quality of service reporting requirements include three measures of meter reading performances that correspond with the meter reading requirements.¹⁵ PECO reports meter reading performance metrics separately for PECO Electric and PECO Gas.

1. Number and Percent of Residential Meters Not Read by the Utility or Customer in Six Months

A utility may estimate the bill of a residential customer if personnel are unable to gain access to obtain an actual meter reading.¹⁶ However, at least every six months, the utility must obtain an actual meter reading or customer-supplied reading to verify the accuracy of prior estimated bills. EDCs and NGDCs are required to report the number and percent of residential meters they have not read.¹⁷

2023-2025 Annual Average Number of Residential Meters Not Read by Utility or Customer in Six Months – Major EDCs

Utility	2023	2024	2025
Duquesne	2	1	1
Met Ed	3	19	0
PECO	162	181	537
Penelec	0	11	93
Penn Power	2	6	0
PPL	12	13	3
West Penn	7	23	54
Industry Average	27	36	98

¹⁵ [52 Pa. Code § 56.12\(4\)\(ii\)](#), [§ 56.12\(4\)\(iii\)](#), and [§ 56.12\(5\)\(i\)](#).

¹⁶ [52 Pa. Code § 56.12\(4\)\(ii\)](#).

¹⁷ [52 Pa. Code § 54.153\(b\)\(3\)\(i\)](#) and [52 Pa. Code § 56.12\(4\)\(ii\)](#).

2023-2025 Annual Average Number of Residential Meters Not Read by Utility or Customer in Six Months – Major NGDCs

Utility	2023	2024	2025
Columbia	10	6	15
NFG	1,192	1,037	974
PECO (Gas)	18	53	222
Peoples	8	4	6
PGW	134	208	98
UGI Gas	49	36	25
Industry Average	235	224	223

2. Number and Percent of Residential Meters Not Read in 12 Months

A utility may estimate the bill of a residential customer if utility personnel are unable to gain access to obtain an actual meter reading.¹⁸ However, at least once every 12 months, the EDCs and NGDCs must obtain an actual meter reading to verify the accuracy of either the estimated or customer-supplied readings, and are required to report the number and percent of residential meters when they fail to meet the requirements.¹⁹ This requirement also applies to NGDCs.²⁰

2023-2025 Annual Average Number of Residential Meters Not Read in 12 Months – Major EDCs

Utility	2023	2024	2025
Duquesne	0	1	0
Met Ed	0	15	0
PECO	22	23	141
Penelec	0	3	2
Penn Power	1	14	0
PPL	1	2	1
West Penn	0	36	10
Industry Average	3	13	22

¹⁸ [52 Pa. Code § 56.12\(4\)\(iii\)](#).

¹⁹ [52 Pa. Code § 54.153\(b\)\(3\)\(ii\)](#).

²⁰ [52 Pa. Code § 62.33\(b\)\(3\)\(ii\)](#).

2023-2025 Annual Average Number of Residential Meters Not Read in 12 Months – Major NGDCs

Utility	2023	2024	2025
Columbia	2	1	1
NFG	724	200	231
PECO (Gas)	2	6	50
Peoples	6	4	4
PGW	38	71	31
UGI Gas	16	8	4
Industry Average	131	48	54

3. Number and Percent of Residential Remote Meters Not Read in Five Years

A utility may render a bill on the basis of readings from a remote reading device.²¹ However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Each EDC must report to the PUC the number and percent of residential remote meters for which it failed to obtain an actual meter reading under the timeframe described in Chapter 56.²² It should be noted that while the PUC has defined remote meter reading devices and direct interrogation devices, there is still a question whether certain meters qualify as direct interrogation devices; therefore the accuracy of the data provided by the major utilities for this performance measurement cannot be verified.²³

With the exception of NFG, the 2024 reported number of remote meters not read once in the last five years was zero for each of the major EDCs and NGDCs. This continues the trend of utilities with remote meter reading capabilities, reporting zero in the years 2022-2024.²⁴ Therefore, we do not present a table or graph for this metric. In 2024, NFG reported a 12-month cumulative average of 15, or 4%, of all residential remote meters were not read in accordance with [§ 56.12\(5\)\(i\)](#).

²¹ [52 Pa. Code § 56.12\(5\)\(i\)](#).

²² [52 Pa. Code § 54.153\(b\)\(3\)\(iii\)](#) and [52 Pa. Code § 62.33\(b\)\(3\)\(iii\)](#).

²³ AMRs and direct interrogation devices do not have to have an actual reading every 5 years. There may be questionable direct interrogation devices that are not getting an actual reading every 5 years to ensure accuracy. Therefore, it is possible this data is understated.

²⁴ As required by [52 Pa. Code § 56.12\(5\)\(i\)](#).

D. Response to Disputes

When a customer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the customer within 30 days of the initiation of the dispute.²⁵

1. Number of Residential Disputes That Did Not Receive a Response Within 30 Days

Each EDC and NGDC is required to report to the PUC the actual number of disputes for which the utility did not provide a response to the customer within 30 days.²⁶

2023-2025 Total Number of Residential Disputes that Did Not Receive a Response Within 30 Days – Major EDCs

Utility	2023	2024	2025
Duquesne	49	70	92
Met Ed	0	0	0
PECO	2	11	2,578
Penelec	0	0	1
Penn Power	0	0	0
PPL	132	186	1,705
West Penn	1	0	0
Industry Total	184	267	4,376

PECO noted the significant increase in 2025 was due to issues with PECO's new, more complex billing system, which was implemented in 2024. PPL explained that the significant increase in 2025 was due to a discrepancy in dispute-handling data associated with recent changes to its reporting and tracking procedures.

2023-2025 Total Number of Residential Disputes that Did Not Receive a Response Within 30 Days – Major NGDCs

Utility	2023	2024	2025
Columbia	1	0	0
NFG	9	5	6
Peoples	0	0	0
PGW	33	21	25
UGI Gas	18	3	17
Industry Total	61	29	48

²⁵ [52 Pa. Code § 56.151\(5\)](#).

²⁶ [52 Pa. Code § 54.153\(b\)\(4\)](#) and [52 Pa. Code § 62.33\(b\)\(4\)](#).

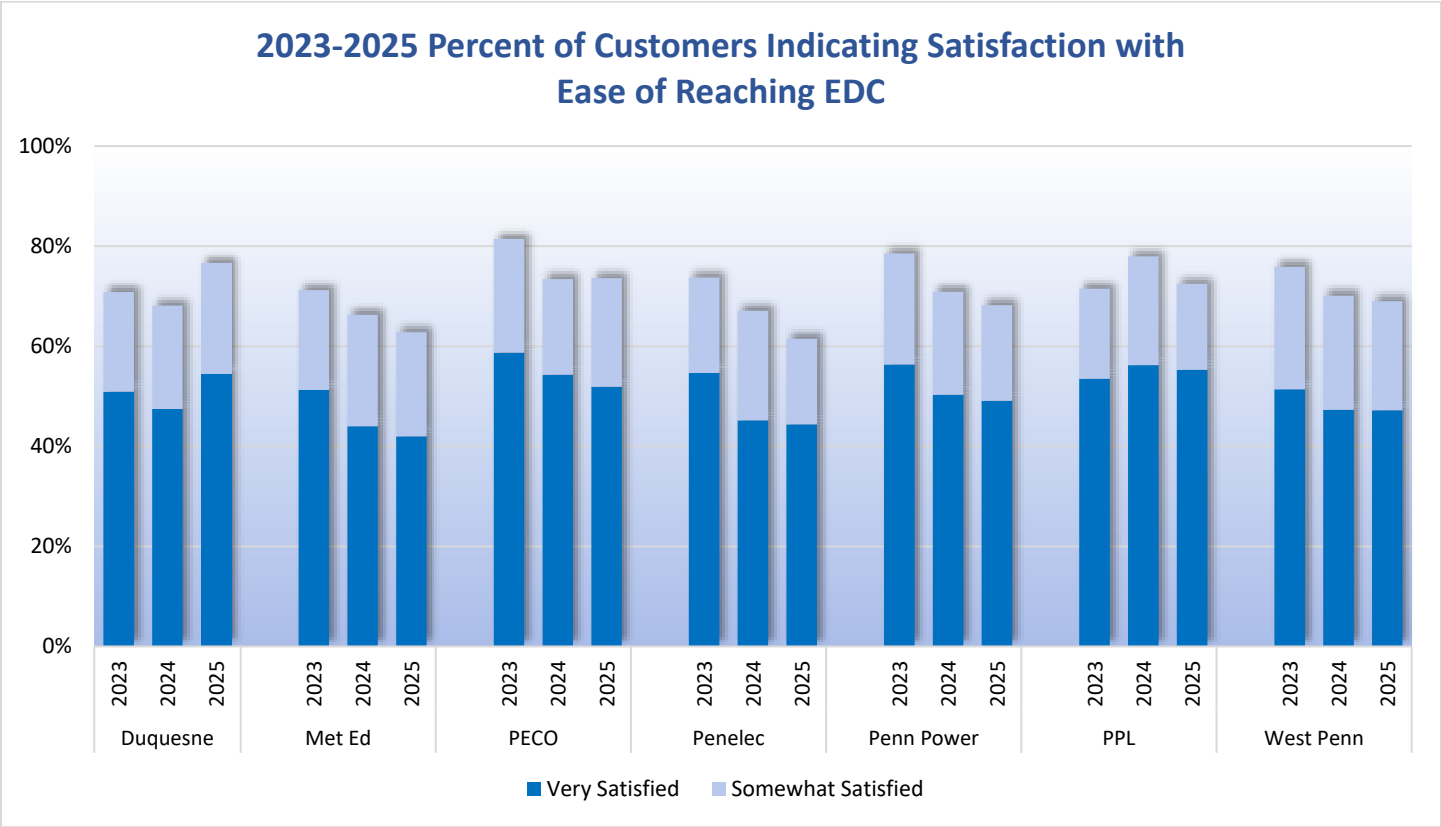
II. Customer Transaction Survey Results

EDCs and major NGDCs are required to report customer transaction survey results to the PUC.²⁷ The transaction surveys assess the customer’s perceptions of recent interactions, focusing on access, employee courtesy and knowledge, response promptness and timeliness, and overall satisfaction with the interaction.

The surveys focus on residential and small business customers who contacted their utility within the past 30 days, excluding industrial customers and outbound utility-initiated contacts. Each month, utilities submit randomly selected customer phone numbers to a research firm to survey approximately 700 customers per utility annually. Of the 700 customers surveyed, at least 200 must be related to credit and collections issues. This sample size meets statistical validity standards with a +/- margin of error at 95% confidence.

A. Reaching the Utility

The first survey question evaluates customer satisfaction with the ease of reaching their EDC. Respondents rate their experience on a scale from 1 (very dissatisfied) to 10 (very satisfied).



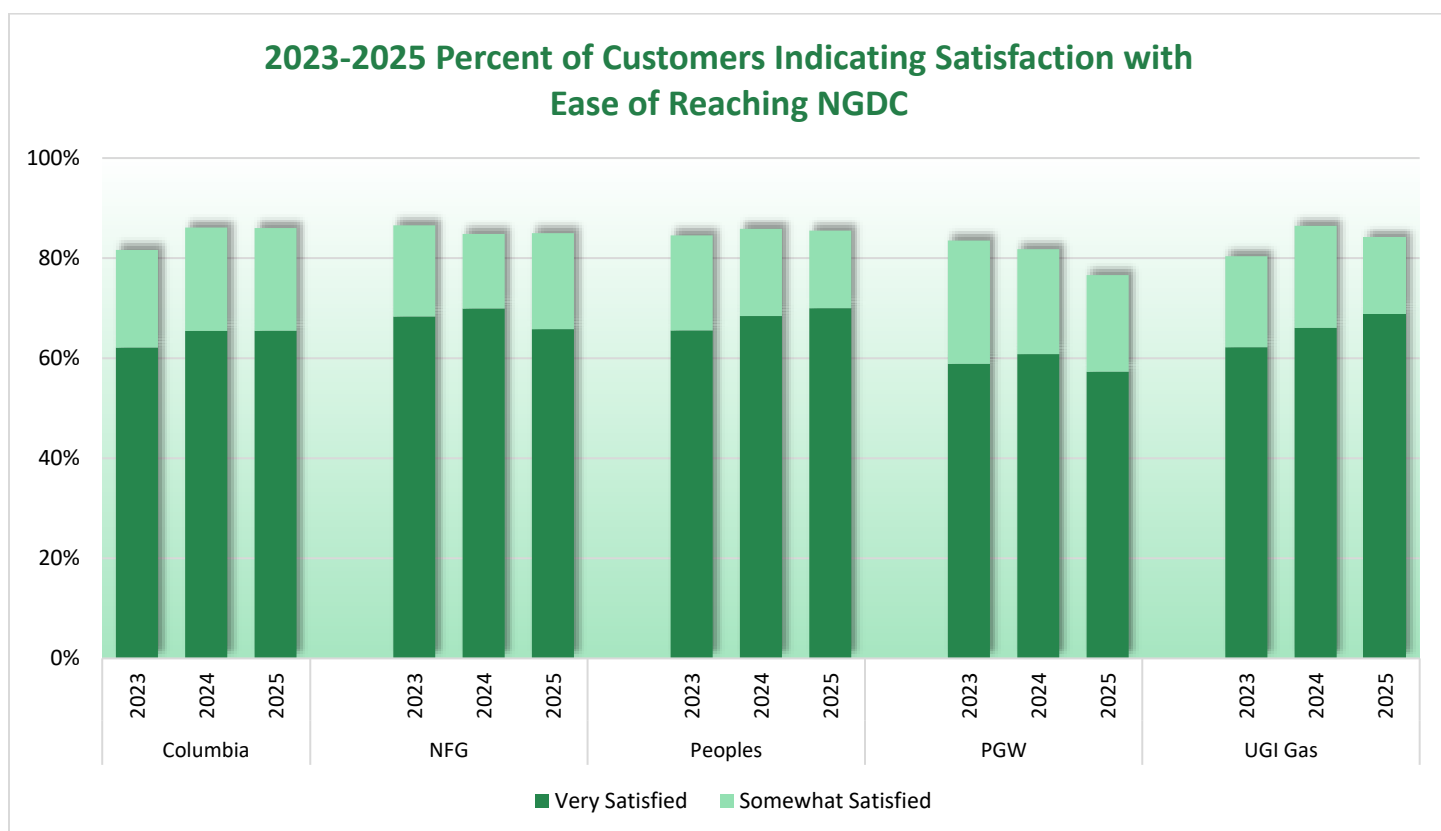
²⁷ Reporting Requirements for Quality of Service Benchmarks and Standards at [52 Pa. Code § 54.154](#) and [52 Pa. Code § 62.34](#).

The following table presents the percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked about the ease of reaching the EDC.

2023-2025 Survey Results – Ease of Reaching EDC

Utility	Satisfaction with Ease of Reaching the Utility		
	2023	2024	2025
Duquesne	71%	68%	77%
Met Ed	71%	66%	63%
PECO	82%	73%	74%
Penelec	74%	67%	62%
Penn Power	79%	71%	68%
PPL	72%	78%	73%
West Penn	76%	70%	69%
Industry Average	75%	71%	69%

The first survey question evaluates customer satisfaction with the ease of reaching their NGDC. Respondents rate their experience on a scale from 1 (very dissatisfied) to 10 (very satisfied).



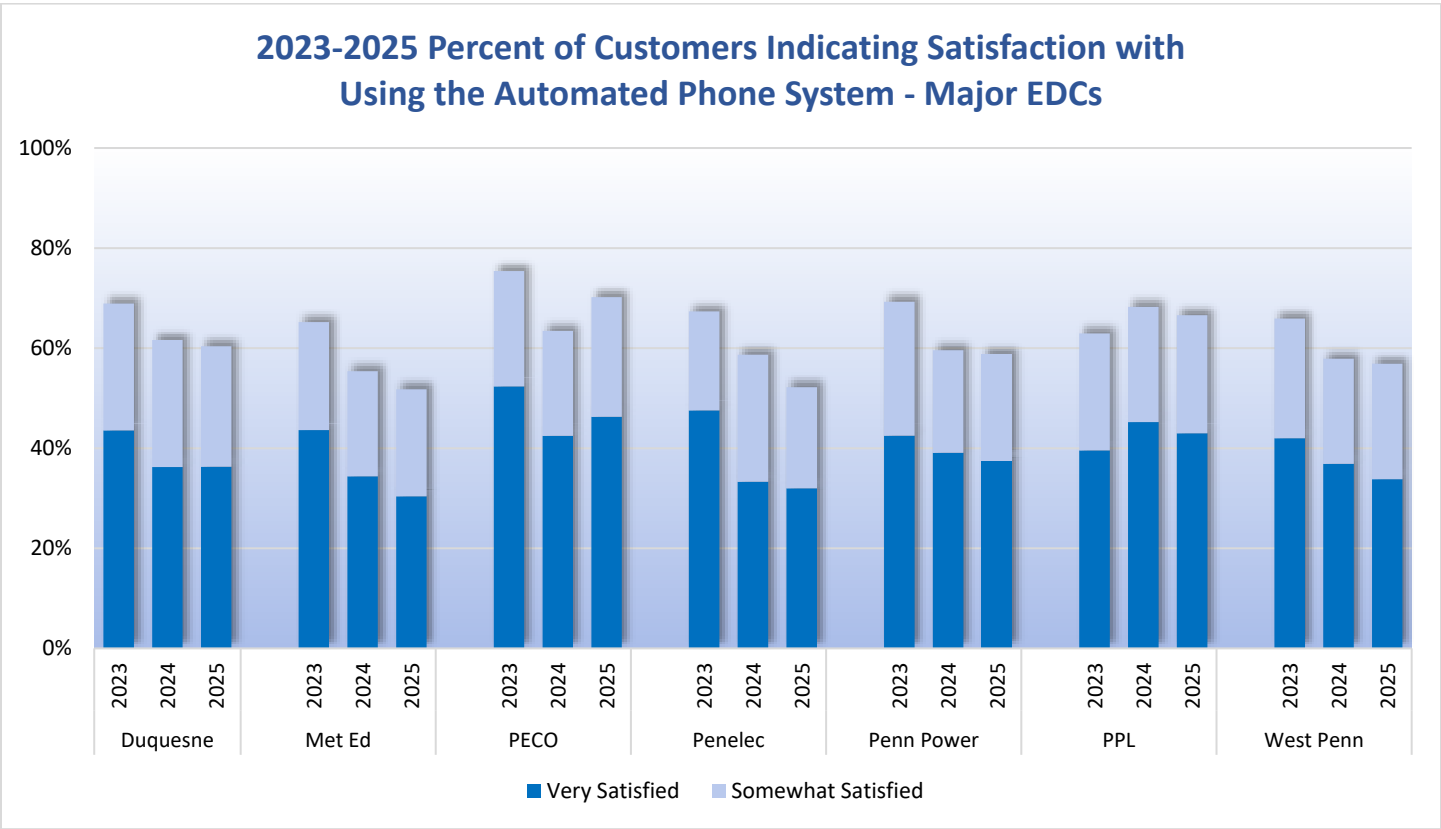
The following table presents the percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked about the ease of reaching the NGDC. NFG does not use an automated telephone system at its call center.

2023-2025 Survey Results – Ease of Reaching NGDC

Utility	Satisfaction with Ease of Reaching the Utility		
	2023	2024	2025
Columbia	81%	86%	86%
NFG	86%	85%	85%
Peoples	84%	86%	85%
PGW	84%	82%	77%
UGI Gas	80%	86%	84%
Industry Average	83%	85%	83%

B. Automated Phone Systems

Survey interviewers asked consumers about their experience using automated phone systems during initial contact with their EDC.



2023-2025 Survey Results – Using the Automated Phone System – Major EDCs

Utility	Satisfaction with Using EDC's Automated Phone System		
	2023	2024	2025
Duquesne	69%	62%	60%
Met Ed	65%	55%	52%
PECO	75%	63%	70%
Penelec	67%	59%	52%
Penn Power	69%	60%	59%
PPL	63%	68%	67%
West Penn	66%	58%	57%
Industry Average	68%	60%	59%

The table presents three key customer satisfaction indicators related to the use of EDCs' and NGDCs' automated phone systems: ease of use, satisfaction with menu options, and wait to speak with a representative.

2023-2025 Survey Results – Contacting the Major EDCs

Utility	Ease of Using EDC's Automated Telephone System			Satisfaction with Choices Offered by Automated Telephone System			Satisfaction with Wait to Speak to an EDC Representative		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Duquesne	74%	62%	61%	69%	63%	62%	63%	59%	71%
Met Ed	65%	55%	55%	65%	54%	53%	69%	59%	56%
PECO	75%	69%	71%	74%	63%	69%	77%	69%	62%
Penelec	67%	56%	55%	67%	59%	54%	67%	58%	52%
Penn Power	68%	59%	61%	68%	60%	57%	70%	62%	60%
PPL	66%	72%	67%	61%	68%	64%	62%	75%	66%
West Penn	69%	57%	58%	67%	55%	56%	68%	65%	62%
Industry Average	69%	61%	61%	67%	60%	59%	68%	63%	61%

2023-2025 Percent of Customers Indicating Satisfaction with Using the Automated Phone System - Major NGDCs



*NFG does not use an automated telephone system at its call center.

The table presents three key customer satisfaction indicators related to the use of EDCs' and NGDCs' automated phone systems: ease of use, satisfaction with menu options, and wait to speak with a representative.

2023-2025 Survey Results – Using the Automated Phone System – Major NGDCs

Utility	Satisfaction with Using NGDC's Automated Phone System		
	2023	2024	2025
Columbia	78%	78%	76%
NFG	N/A	N/A	N/A
Peoples	79%	76%	72%
PGW	79%	77%	73%
UGI Gas	79%	74%	77%
Industry Average	79%	76%	75%

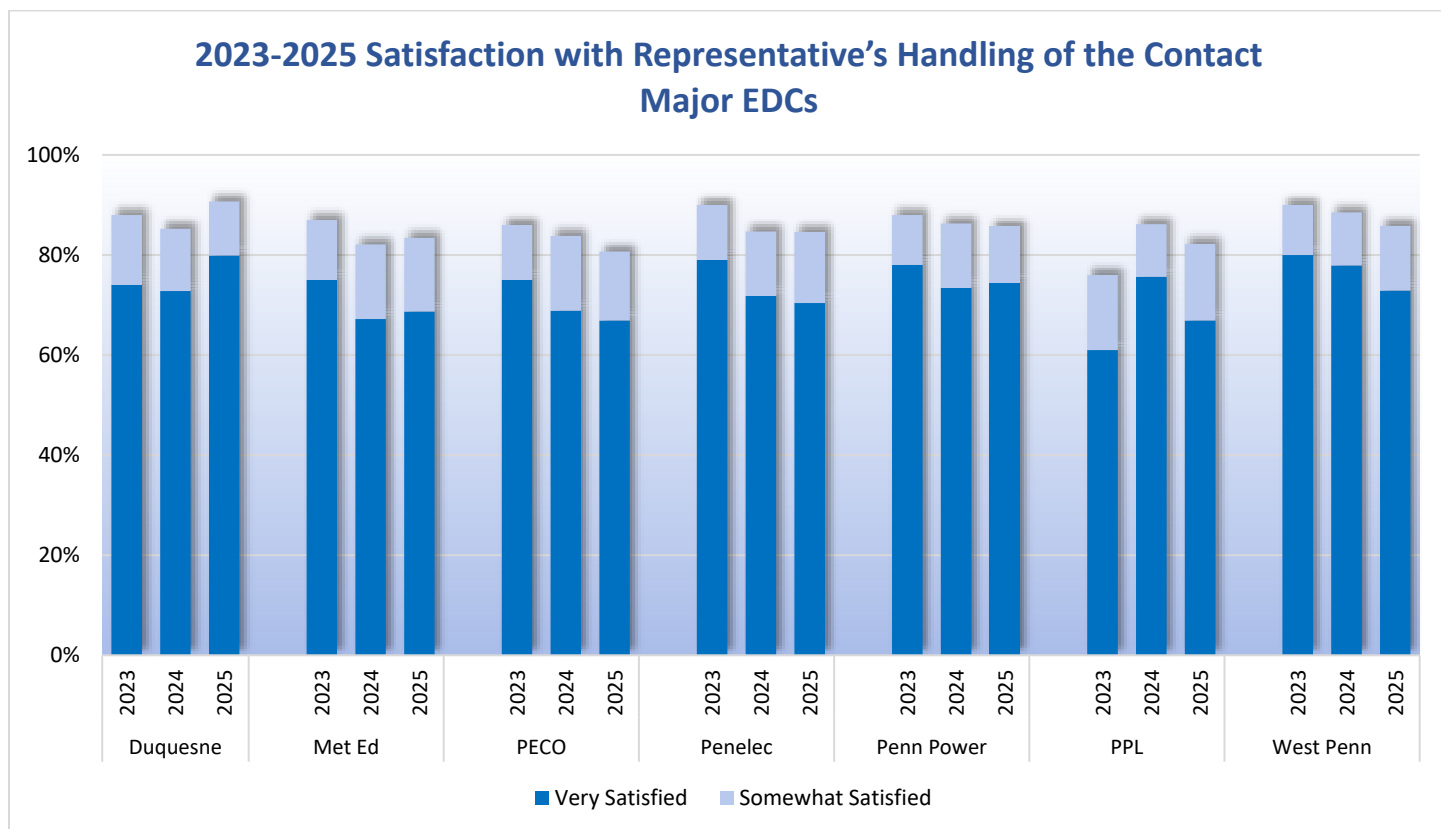
The table presents three key customer satisfaction indicators related to the use of NGDCs' automated phone systems: ease of use, satisfaction with menu options, and wait to speak with a representative.

2023-2025 Survey Results – Contacting the Major NGDCs

Utility	Ease of Using NGDC's Automated Telephone System			Satisfaction with Choices Offered by Automated Telephone System			Satisfaction With Wait To Speak to an NGDC Representative		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Columbia	77%	80%	73%	78%	78%	74%	75%	78%	80%
NFG	N/A	N/A	N/A	N/A	N/A	N/A	85%	83%	87%
Peoples	78%	76%	73%	80%	74%	72%	77%	79%	83%
PGW	80%	80%	76%	78%	77%	72%	83%	82%	77%
UGI Gas	77%	76%	77%	76%	74%	76%	78%	81%	83%
Industry Average	78%	78%	75%	78%	76%	74%	80%	81%	82%

C. Utility Representatives

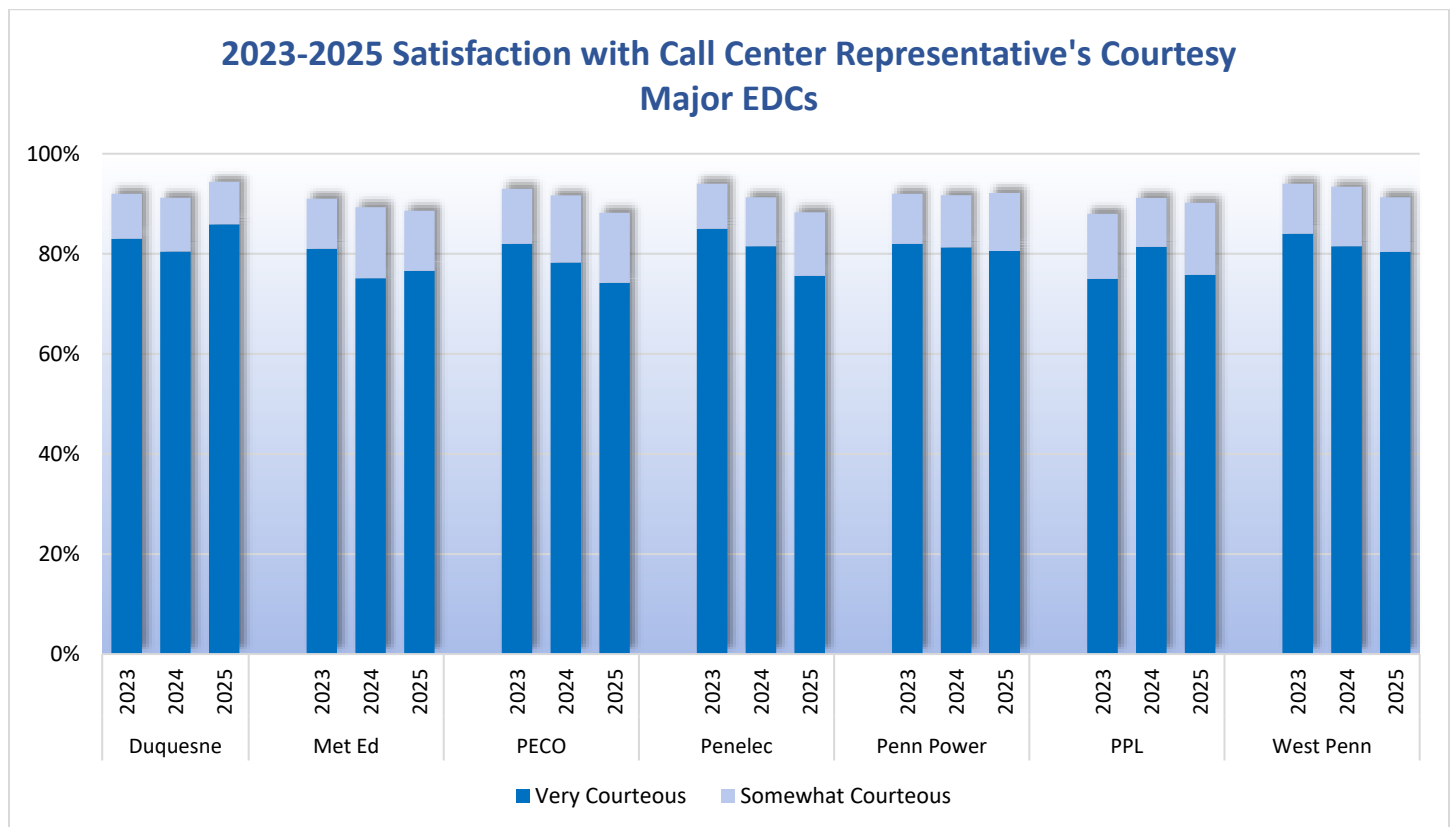
Consumers who spoke with a utility representative were asked how satisfied they were with the interaction.



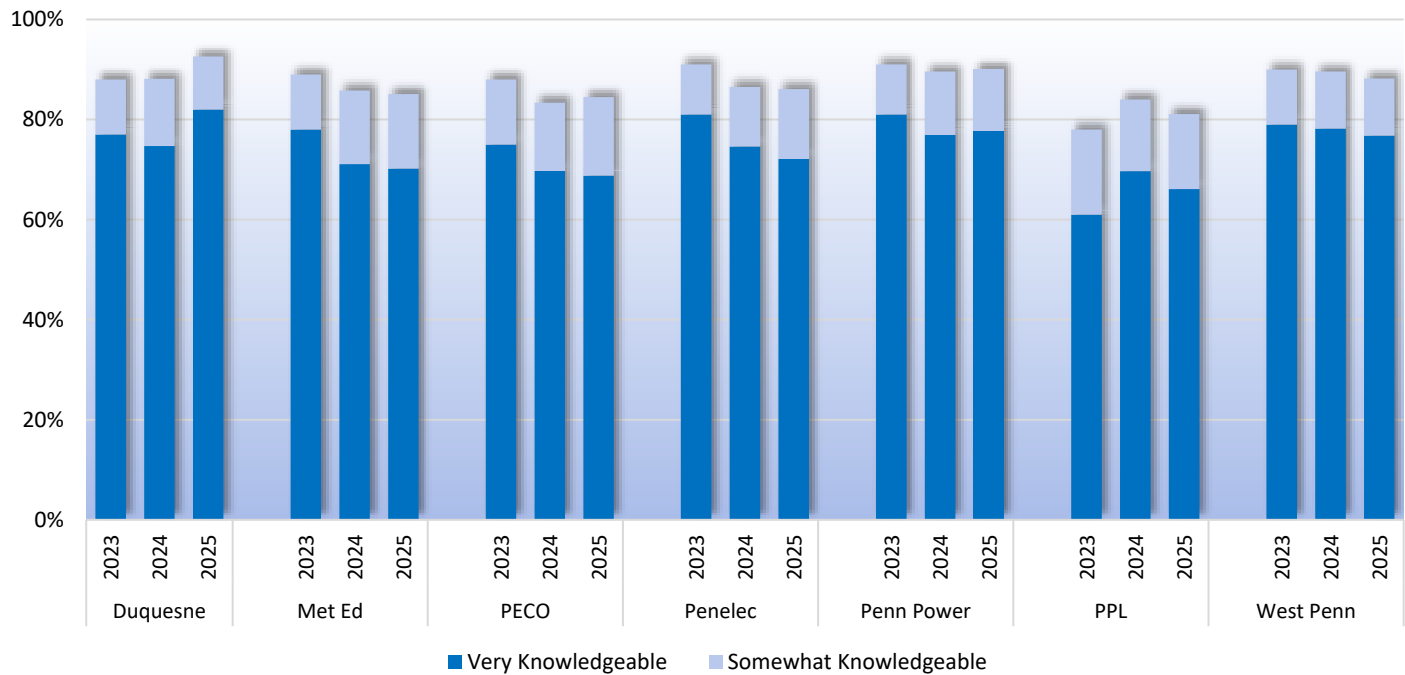
The following table presents the percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with the EDC representative’s handling of their recent contact.

2023-2025 Survey Results – Representative’s Handling of Contact – Major EDCs

Utility	Satisfaction with EDC Representative’s Handling of Contact		
	2023	2024	2025
Duquesne	88%	85%	91%
Met Ed	87%	82%	83%
PECO	86%	84%	81%
Penelec	90%	85%	85%
Penn Power	88%	86%	86%
PPL	76%	86%	82%
West Penn	90%	88%	86%
Industry Average	87%	85%	85%



2023-2025 Satisfaction with Call Center Representative's Knowledge Major EDCs



The following table presents the percent of consumers who described the utility representative as either “very courteous” or “somewhat courteous” and “very knowledgeable” or “somewhat knowledgeable” when asked about the call center representative.

2023-2025 Survey Results – Consumer Ratings of Representatives – Major EDCs

Utility	Call Center Representative's Courtesy			Call Center Representative's Knowledge		
	2023	2024	2025	2023	2024	2025
Duquesne	92%	91%	94%	88%	88%	93%
Met Ed	91%	89%	89%	89%	86%	85%
PECO	92%	92%	88%	88%	83%	85%
Penelec	93%	91%	88%	91%	87%	86%
Penn Power	92%	92%	92%	91%	90%	90%
PPL	88%	91%	90%	78%	84%	81%
West Penn	94%	93%	91%	90%	90%	88%
Industry Average	92%	91%	91%	88%	87%	87%

The survey measured how consumers perceived representatives' courtesy, knowledge, and respect during field visits, with results presented in the following table.

2023-2025 Survey Results – Premises Visit from a Field Representative – Major EDCs

Utility	Field Rep's Courtesy			Field Rep's Knowledge			Field Rep's Respect for Property		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Duquesne	100%	96%	85%	93%	91%	90%	78%	84%	90%
Met Ed	94%	93%	90%	88%	93%	90%	81%	77%	74%
PECO	98%	93%	94%	98%	87%	84%	96%	75%	72%
Penelec	100%	100%	94%	100%	86%	91%	83%	88%	81%
Penn Power	100%	89%	95%	100%	81%	90%	85%	76%	76%
PPL	97%	97%	100%	90%	98%	95%	89%	88%	100%
West Penn	89%	91%	92%	78%	87%	84%	71%	83%	74%
Industry Average	98%	95%	94%	94%	90%	90%	85%	82%	82%

The next metrics surveyed customer satisfaction with utility field representatives and include: (1) Promptness, acting quickly or responsively to a customer's request (e.g., scheduling a visit within days, rather than weeks); (2) Timeliness, arriving at the agreed-upon date and time for a scheduled visit; and (3) Overall satisfaction with the visit.

2023-2025 Survey Results – Premises Visit from a Field Representative – Major EDCs

Utility	Satisfaction that Field Rep Responded Promptly			Satisfaction That Work Completed in a Timely Manner			Overall Satisfaction with the Way Premises Visit Handled		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Duquesne	71%	67%	83%	74%	82%	86%	74%	71%	90%
Met Ed	76%	57%	63%	92%	82%	76%	85%	77%	76%
PECO	68%	51%	62%	90%	73%	62%	88%	73%	66%
Penelec	84%	81%	65%	89%	88%	82%	90%	84%	79%
Penn Power	84%	81%	62%	97%	85%	81%	85%	71%	83%
PPL	76%	83%	89%	85%	94%	86%	88%	87%	96%
West Penn	73%	75%	68%	82%	81%	83%	73%	79%	82%
Industry Average	75%	72%	71%	88%	85%	81%	84%	79%	82%

2023-2025 Satisfaction Representative's Handling of the Contact Major NGDCs

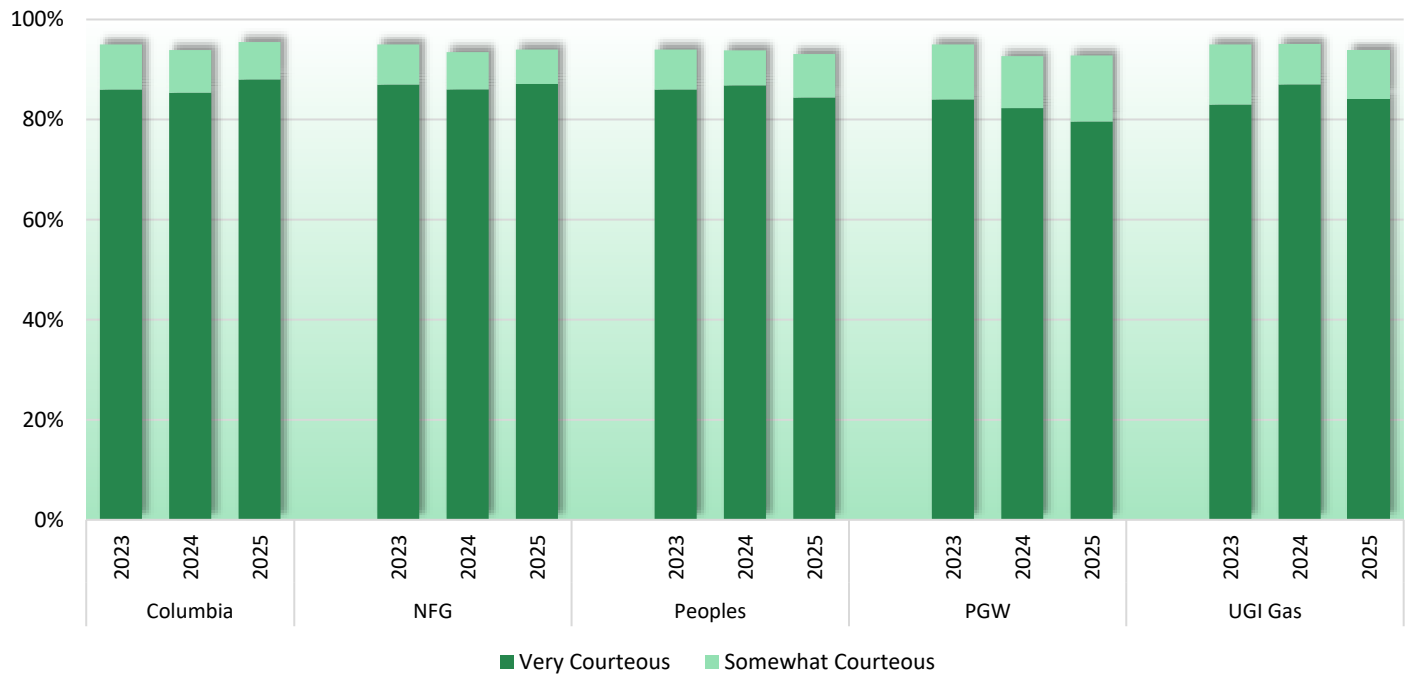


The following table presents the percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with the NGDC representative’s handling of their recent contact.

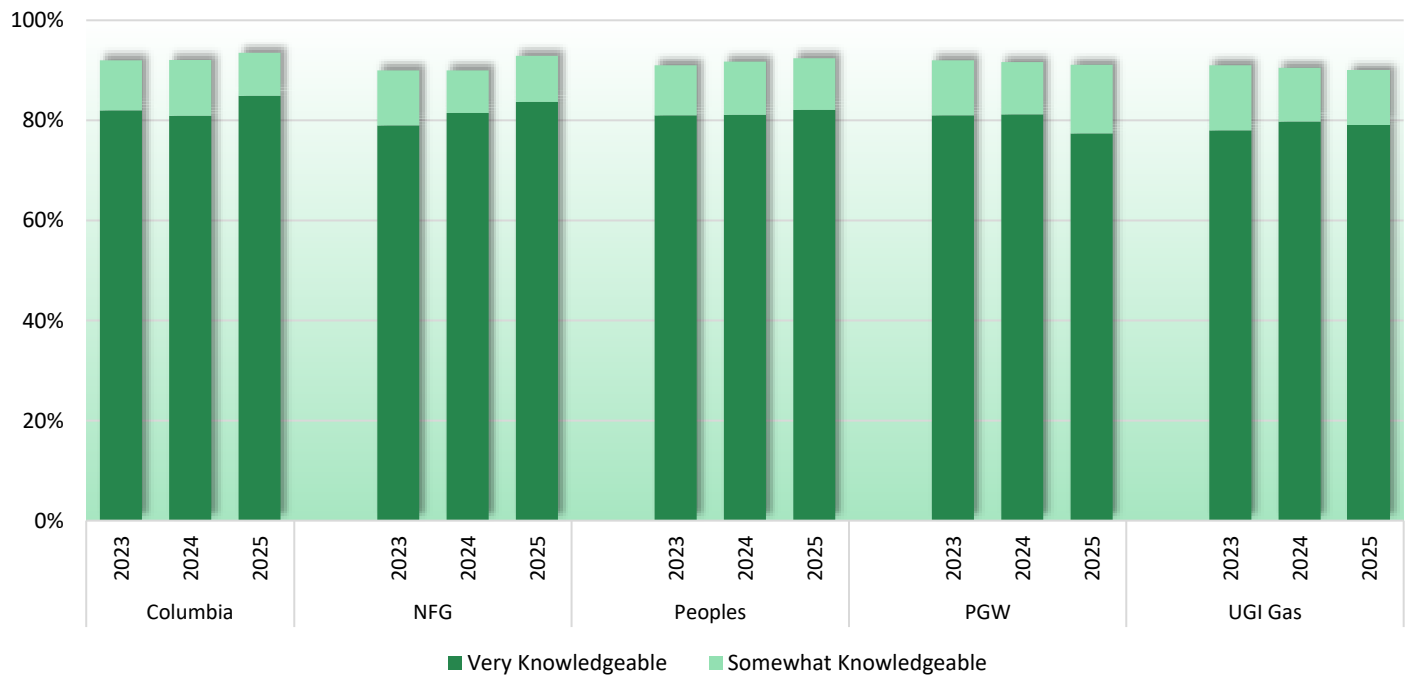
2023-2025 Survey Results – Representative’s Handling of Contact – Major NGDCs

Utility	Satisfaction with NGDC Representative’s Handling of Contact		
	2023	2024	2025
Columbia	91%	91%	94%
NFG	91%	90%	93%
Peoples	91%	90%	89%
PGW	92%	90%	91%
UGI Gas	91%	91%	90%
Industry Average	91%	90%	91%

2023-2025 Satisfaction with Call Center Representative's Courtesy Major NGDCs



2023-2025 Satisfaction with Call Center Representative's Knowledge Major NGDCs



The following table presents the percent of consumers who described the utility representative as either “very courteous” or “somewhat courteous” and “very knowledgeable” or “somewhat knowledgeable” when asked about the call center representative.

2023-2025 Survey Results – Consumer Ratings of Representatives – Major NGDCs

Utility	Call Center Representative’s Courtesy			Call Center Representative’s Knowledge		
	2023	2024	2025	2023	2024	2025
Columbia	95%	94%	95%	92%	92%	94%
NFG	95%	93%	94%	90%	90%	93%
Peoples	94%	94%	93%	91%	92%	92%
PGW	95%	93%	93%	92%	92%	91%
UGI Gas	95%	95%	94%	91%	91%	90%
Industry Average	95%	94%	94%	91%	91%	92%

The survey measured how consumers perceived representatives’ courtesy, knowledge, and respect during field visits, with results presented in the following table.

2023-2025 Survey Results – Premises Visit from a Field Representative – Major NGDCs

Utility	Field Rep’s Courtesy			Field Rep’s Knowledge			Field Rep’s Respect for Property		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Columbia	96%	97%	96%	95%	92%	95%	96%	98%	97%
NFG	98%	95%	98%	96%	92%	96%	88%	85%	91%
Peoples	95%	98%	99%	93%	96%	97%	93%	91%	92%
PGW	97%	97%	97%	98%	96%	96%	94%	97%	84%
UGI Gas	98%	98%	99%	93%	92%	93%	90%	97%	98%
Industry Average	97%	97%	98%	95%	94%	95%	91%	92%	91%

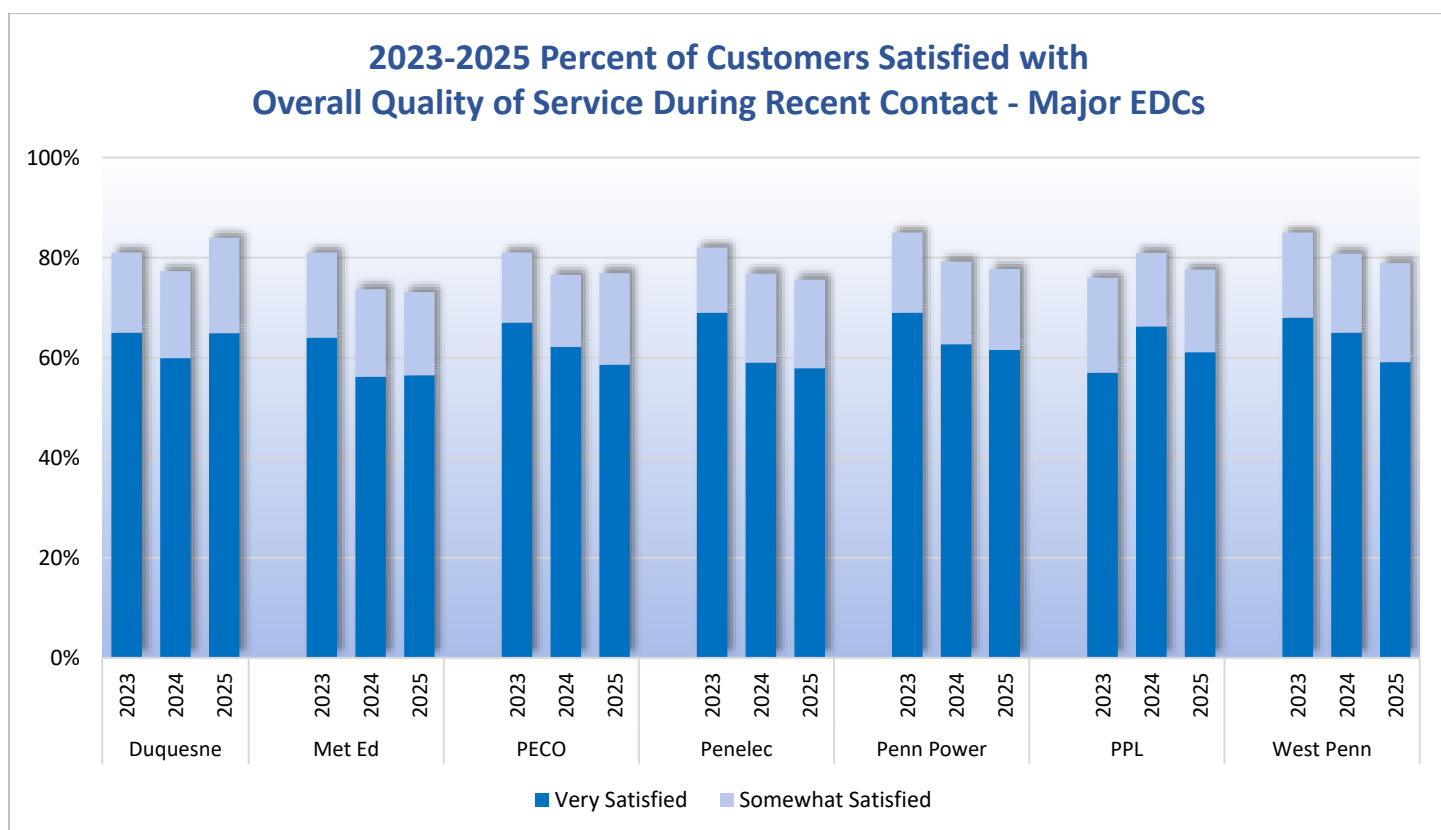
The next metrics surveyed customer satisfaction with utility field representatives and include: (1) Promptness, acting quickly or responsively to a customer’s request (e.g., scheduling a visit within days, rather than weeks); (2) Timeliness, arriving at the agreed-upon date and time for a scheduled visit; and (3) Overall satisfaction with the visit.

2023-2025 Survey Results – Premises Visit from a Field Representative – Major NGDCs

Utility	Satisfaction that Field Rep Responded Promptly			Satisfaction That Work Completed in a Timely Manner			Overall Satisfaction with the Way Premises Visit Handled		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Columbia	90%	93%	88%	95%	94%	92%	94%	91%	95%
NFG	80%	77%	87%	93%	90%	87%	87%	84%	90%
Peoples	90%	85%	89%	92%	92%	91%	91%	92%	94%
PGW	86%	86%	77%	85%	85%	90%	95%	94%	83%
UGI Gas	82%	86%	87%	89%	87%	91%	87%	95%	99%
Industry Average	85%	84%	85%	91%	90%	90%	91%	90%	91%

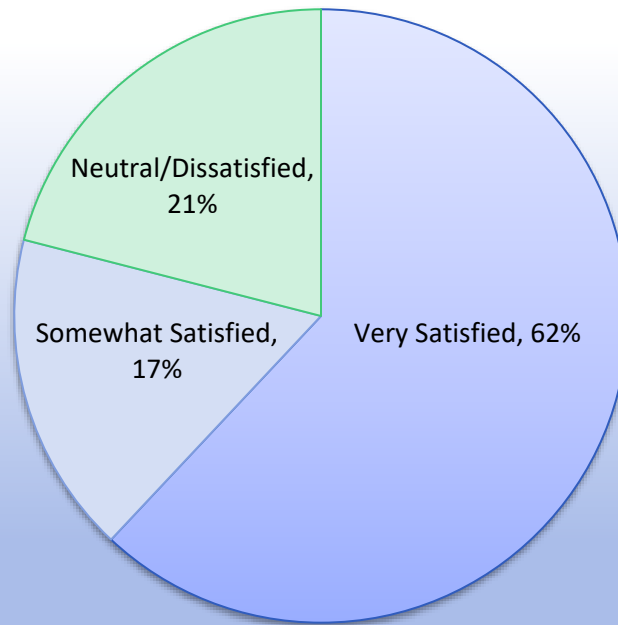
D. Overall Satisfaction

Consumers judge their overall satisfaction with a utility based on several factors, including how easy it is to reach the utility, the usability of its automated phone system, wait times to speak with a representative, and the courtesy and knowledge of that representative. Field visits also influence customer perceptions.

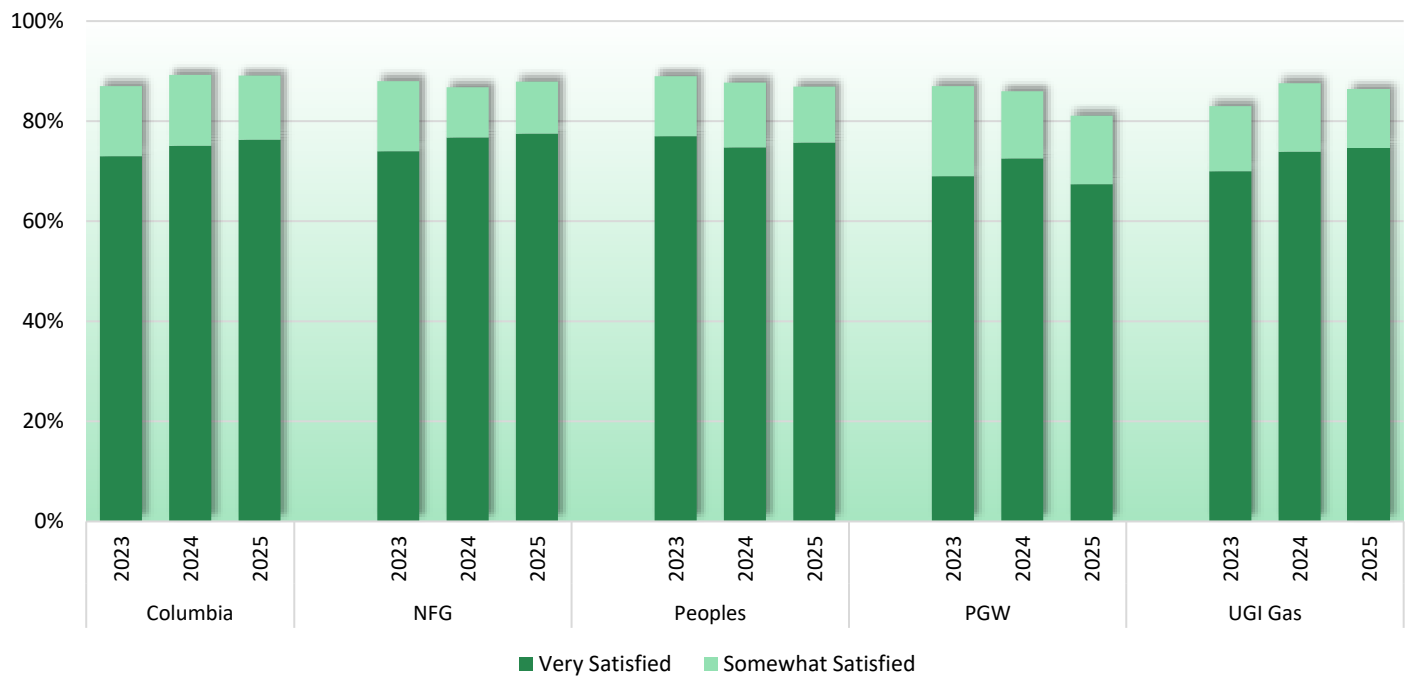


*See [Appendix C](#) for the overall satisfaction with quality of service, broken down by category of contact.

2023-25 Overall Quality of Service During Recent Contact Major EDC 3-Year Industry Average

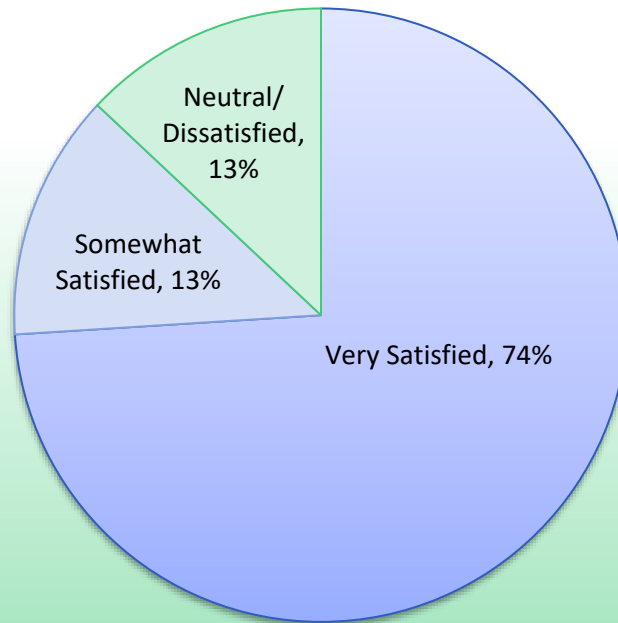


2023-2025 Percent of Customers Satisfied with Overall Quality of Service During Recent Contact - Major NGDCs



*See [Appendix C](#) for the overall satisfaction with quality of service, broken down by category of contact.

**2023-25 Overall Quality of Service During Recent Contact
Major NGDC 3-Year Industry Average**



Conclusion

In 2025, the EDCs' performance results varied by utility. PECO noted its performance in 2024 and 2025 was impacted by issues with its new, more complex billing system, which was implemented in 2024. PPL's call abandonment rate of 6% in 2025 improved from 18% in 2024 but is still higher than the 4% reported in 2023. Overall, the NGDCs maintained or improved performance in 2025 compared to 2023 and 2024.

The 2025 survey results show that the performance of the EDCs has declined overall, compared to 2023 and 2024. In 2025, the EDC industry average showed 78% of consumers were "satisfied/very satisfied" with the overall quality of service, with only 60% reporting as "very satisfied." These figures have declined compared to 82% in 2023 and 78% in 2024 of consumers were "satisfied/very satisfied" and 66% in 2023 and 62% in 2024 being "very satisfied."

The NGDCs had mixed results across all survey categories. In 2025, the NGDC industry average showed 86% of consumers were "satisfied/very satisfied" with the overall quality of service, with 74% being "very satisfied." Both 2023 and 2024 reflected that 87% of customers were "satisfied/very satisfied" with 73% in 2023 and 75% in 2024 being "very satisfied."

Appendices

Appendix A: Characteristics of Survey Participants

2025 Characteristics of Survey Participants – Major EDCs

Utility	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Unknown Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Utility Representative	% Who Needed a Premises Visit
Duquesne	718	89%	11%	0%	52%	89%	6%
Met Ed	703	78%	22%	0%	73%	89%	8%
PECO	701	88%	12%	0%	76%	78%	7%
Penelec	700	80%	20%	0%	74%	92%	8%
Penn Power	700	93%	7%	0%	72%	92%	6%
PPL	702	99%	1%	0%	59%	63%	11%
West Penn	702	79%	21%	0%	71%	92%	7%
Industry Average	704	87%	14%	1%	68%	85%	8%

2025 Characteristics of Survey Participants – Major NGDCs

Utility	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Unknown Consumers	% Who Used NGDC's Automated Phone System	% Who Spoke with a Utility Representative	% Who Needed a Premises Visit
Columbia	701	96%	4%	0%	72%	76%	13%
NFG	702	98%	2%	0%	N/A	95%	22%
Peoples	703	99%	1%	0%	66%	90%	12%
PGW	700	90%	10%	0%	65%	94%	19%
UGI Gas	716	91%	9%	0%	70%	95%	14%
Industry Average	704	95%	5%	0%	68%	90%	16%

Appendix B: Survey Participants Reason for Contact

2023-2025 Survey Participants Reason for Contact – Major EDCs

Utility	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
2025						
Duquesne	24%	38%	13%	17%	5%	4%
Met Ed	3%	31%	2%	40%	3%	21%
PECO	2%	54%	12%	18%	1%	14%
Penelec	2%	31%	5%	36%	3%	22%
Penn Power	3%	29%	2%	44%	2%	20%
PPL	10%	27%	47%	2%	4%	10%
West Penn	4%	31%	4%	37%	3%	21%
Industry Average	7%	34%	12%	28%	3%	16%
2024						
Duquesne	19%	42%	10%	18%	4%	7%
Met Ed	5%	37%	6%	38%	2%	12%
PECO	4%	47%	10%	19%	2%	17%
Penelec	6%	32%	5%	40%	3%	14%
Penn Power	4%	35%	4%	41%	2%	13%
PPL	8%	25%	46%	4%	7%	10%
West Penn	5%	35%	6%	40%	2%	12%
Industry Average	8%	36%	13%	28%	3%	12%
2023						
Duquesne	14%	51%	4%	20%	5%	6%
Met Ed	7%	35%	3%	45%	3%	7%
PECO	15%	47%	10%	15%	3%	11%
Penelec	10%	32%	3%	45%	3%	7%
Penn Power	9%	33%	3%	47%	2%	8%
PPL	8%	40%	26%	4%	11%	11%
West Penn	10%	36%	3%	40%	3%	7%
Industry Average	10%	39%	8%	31%	4%	8%

NOTE: Total of percentages may be more or less than 100% due to rounding.

Appendix B: Survey Participants Reason for Contact (continued)

2023-2025 Survey Participants Reasons for Contact – Major NGDCs

Utility	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
2025						
Columbia	18%	61%	6%	8%	1%	6%
NFG	17%	40%	6%	19%	2%	17%
Peoples	12%	56%	7%	12%	1%	12%
PGW	21%	29%	7%	33%	4%	6%
UGI Gas	29%	41%	6%	8%	3%	14%
Industry Average	19%	45%	6%	16%	2%	11%
2024						
Columbia	16%	61%	4%	11%	1%	7%
NFG	11%	46%	6%	19%	2%	16%
Peoples	10%	53%	5%	17%	3%	12%
PGW	16%	41%	2%	29%	5%	7%
UGI Gas	27%	32%	8%	14%	3%	16%
Industry Average	15%	48%	5%	18%	3%	11%
2023						
Columbia	14%	65%	5%	10%	1%	5%
NFG	14%	43%	3%	23%	3%	13%
Peoples	12%	55%	5%	20%	2%	5%
PGW	18%	44%	5%	25%	3%	6%
UGI Gas	12%	48%	8%	19%	4%	9%
Industry Average	14%	51%	5%	19%	3%	8%

NOTE: Total of percentages may be more or less than 100% due to rounding.

Appendix C: Overall Satisfaction with Contact by Category

The following tables present the percent of consumers who answered either “satisfied” or “very satisfied” with the quality of service, broken down by category of contact. The Other category includes contacts to an EDC about trouble or power outages, billing matters, connect/disconnect requests, customer choice and miscellaneous issues such as requests for rate information or name and address changes.

2023-2025 Survey Results – Overall Satisfaction with Contact – Major EDCs

Utility	Overall			Credit/Collection			Other		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Duquesne	81%	77%	84%	80%	78%	87%	81%	77%	83%
Met Ed	80%	74%	73%	76%	67%	69%	82%	77%	75%
PECO	81%	77%	77%	85%	72%	69%	79%	79%	80%
Penelec	82%	77%	76%	77%	76%	75%	85%	77%	76%
Penn Power	85%	79%	78%	86%	78%	73%	85%	80%	80%
PPL	76%	81%	78%	77%	77%	77%	76%	83%	78%
West Penn	85%	81%	79%	83%	76%	78%	86%	83%	79%
Industry Average	82%	78%	78%	81%	75%	75%	82%	79%	79%

2023-2025 Survey Results – Overall Satisfaction with Contact – Major NGDCs

Utility	Overall			Credit/Collection			Other		
	2023	2024	2025	2023	2024	2025	2023	2024	2025
Columbia	87%	89%	89%	85%	89%	88%	88%	89%	90%
NFG	88%	87%	88%	86%	84%	87%	89%	88%	88%
Peoples	89%	88%	87%	91%	88%	87%	88%	87%	87%
PGW	87%	86%	81%	88%	86%	79%	86%	86%	82%
UGI Gas	83%	88%	86%	80%	87%	90%	83%	88%	85%
Industry Average	86%	87%	86%	86%	87%	87%	87%	88%	86%

Appendix D: Average Number of Residential Customers

2025 12-Month Average Number of Residential Customers – Major EDCs

Utility	Average Number of Residential Customers*
Duquesne	553,125
Met Ed	524,188
PECO	1,577,031
Penelec	500,670
Penn Power	150,965
PPL	1,273,947
UGI Electric	55,490
West Penn	636,508
Total	5,271,924

*The number of residential customers for the electric, gas and water utilities is a 12-month average drawn from reports required by [Chapter 56 at § 56.231\(a\)\(1\)\(2\)](#). PECO reports combined electric and gas customers.

2025 12-Month Average Number of Residential Customers – Major NGDCs

Utility	Average Number of Residential Customers*
Columbia	414,913
NFG	196,290
Peoples	657,233
PGW	482,142
UGI Gas	635,700
Total	2,386,278

*The number of residential customers for the electric, gas and water utilities is a 12-month average drawn from reports required by [Chapter 56 at § 56.231\(a\)\(1\)\(2\)](#).

Appendix E: Non-Majors

Utility-Reported Performance

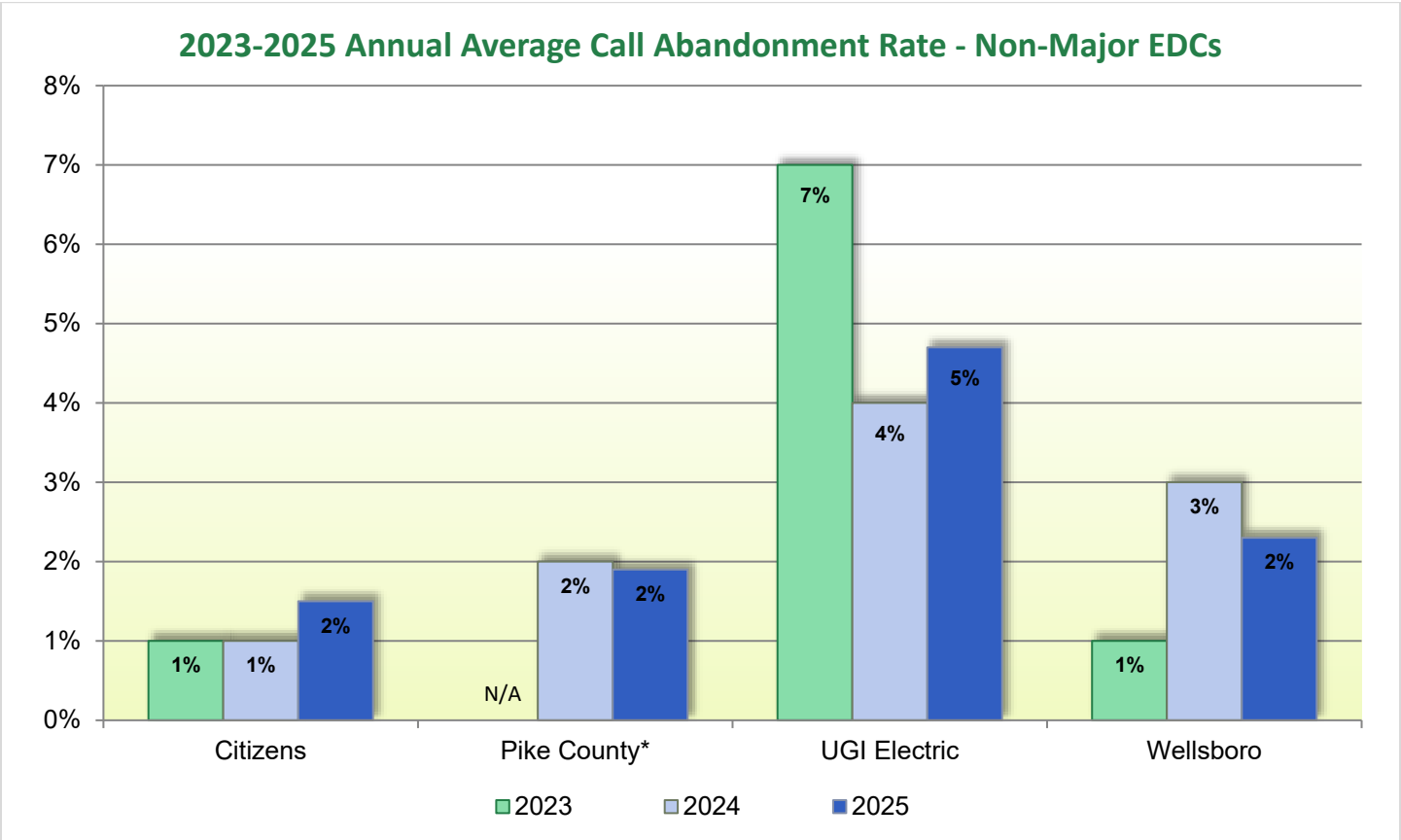
The reporting requirements do not make a distinction between the major and non-major EDCs. Therefore, some of the performance metrics are being presented for four non-major EDCs. Non-major NGDCs are not required to report the performance metrics.

A. Telephone Access

1. Busy-Out Rate

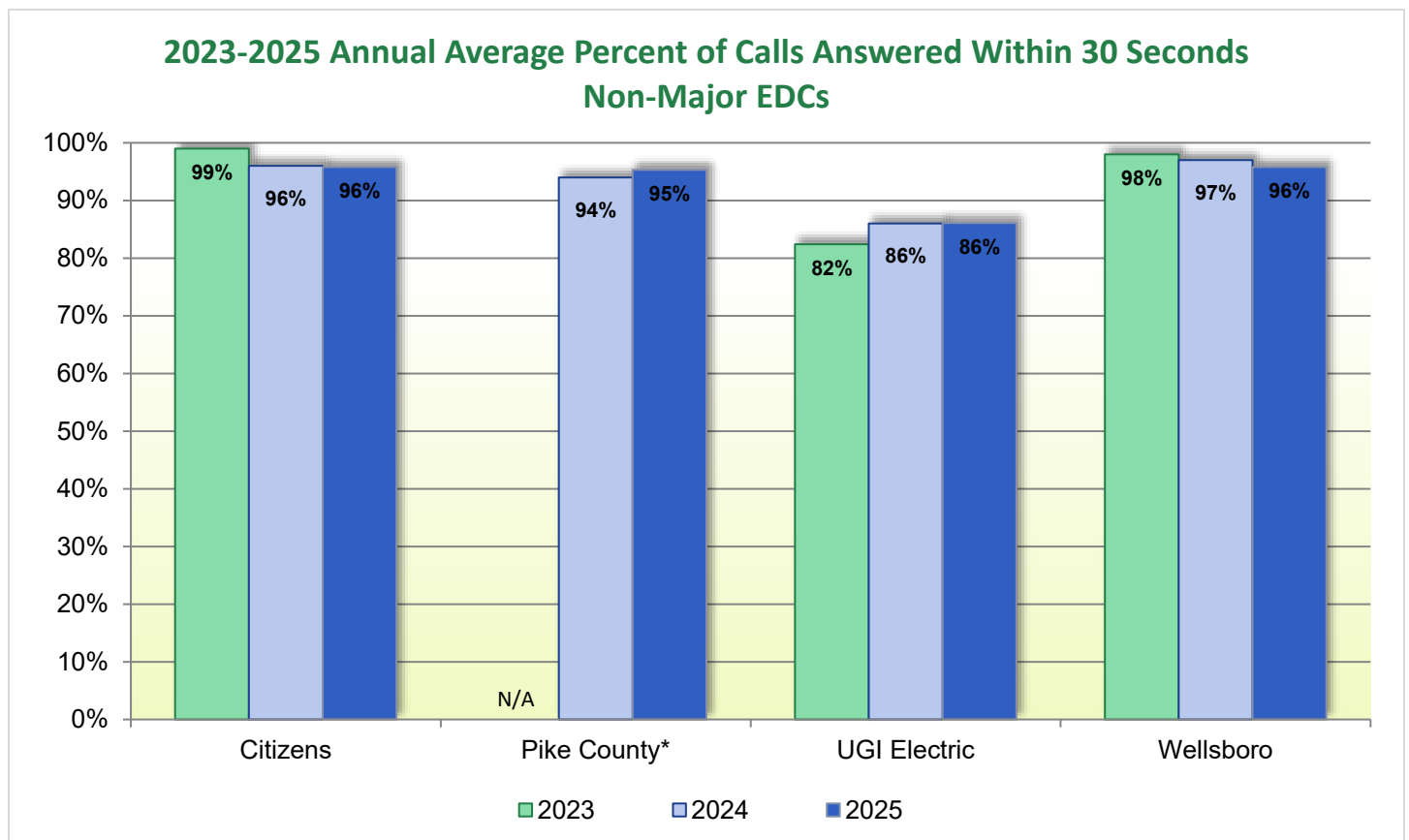
All non-major NGDCs reported a 0% busy-out rate for 2025. Wellsboro Electric advised that the phone system does not have the capability to capture this metric.

2. Call Abandonment Rate



*Pike County’s phone system did not have the capability to track this metric until January of 2024.

3. Percent of Calls Answered Within 30 Seconds



*Pike County's phone system did not have the capability to track this metric until January of 2024.

B. Billing, C. Meter Reading, and D. Response to Disputes

Except for UGI Electric, the reported number of these performance metrics was zero for each of the non-major EDCs. In 2025, UGI Electric reported two residential disputes that did not receive a response within 30 days.

Customer Transaction Survey Results

Overall Satisfaction

The following table presents the percent of consumers who answered either “satisfied” or “very satisfied” with the overall quality of service. Consumers judge their overall satisfaction with a utility based on several factors, including how easy it is to reach the utility, the usability of its automated phone system, wait times to speak with a representative, and the courtesy and knowledge of that representative. In addition to the non-major EDCs, two non-major NGDCs provided customer transaction survey results.

2023-2025 Survey Results – Overall Satisfaction with Contact – Non-Majors

Utility	Overall Satisfaction with Quality of Service During Recent Contact		
Non-Major EDCs	2023	2024	2025
Citizens	81%	85%	83%
Pike County	83%	84%	89%
UGI Electric	79%	79%	82%
Wellsboro	97%	96%	100%
Non-Major EDC Average	82%	82%	85%
Non-Major NGDCs	2023	2024	2025
Leatherstocking	94%	96%	97%
Valley Energy	100%	97%	96%
Non-Major NGDC Average	96%	96%	96%

Average Number of Residential Customers

2025 12-Month Average Number of Residential Customers – Non-Majors

Utility	Average Number of Residential Customers*
Non-Major EDCs	
Citizens	6,006
Pike County	5,600
UGI Electric	55,490
Wellsboro	5,169
Non-Major EDC Total	72,265
Non-Major NGDCs	
Leatherstocking	380
Valley Energy	6,534
Non-Major NGDC Total	6,914

*The number of residential customers for the electric, gas and water utilities is a 12-month average drawn from reports required by [Chapter 56 at § 56.231\(a\)\(1\)\(2\)](#).



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