

*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 – September 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 September 2026

Industry	Residential Consumer Complaints	Residential PARs
Electric	8,180	26,217
Gas	1,687	7,615
Water	886	2,089
Telecommunications	903	5
Other*	50	200
Total	11,706	36,126

*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 September 2026

Company	Residential Consumer Complaints	Residential PARs
Duquesne	614	2,727
Met Ed	741	3,046
PECO	2,607	7,896
Penelec	630	2,718
Penn Power	160	768
PPL	1,004	5,429
West Penn	757	2,934
Total	6,513	25,518

Major Natural Gas Distribution Companies

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

January through September 2026

Company	Residential Consumer Complaints	Residential PARs
Columbia	135	538
National Fuel Gas (NFG)	53	280
Peoples	305	867
Philadelphia Gas Works (PGW)	571	3,368
UGI Gas	244	2,529
Total	1,308	7,582

Major Water Utilities

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

January through September 2026

Company	Residential Consumer Complaints	Residential PARs
Aqua PA	221	304
PA American	455	1,377
Pittsburgh Water	108	232
Total	784	1,913

Major Local Telecommunications Companies

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

January through September 2026

Company	Residential Consumer Complaints	Residential PARs
Brightspeed	115	1
Frontier Commonwealth	123	0
Verizon North	20	0
Verizon PA	452	3
Windstream	109	0
Total	819	4

Compliance

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

ELECTRIC	Duquesne	Met Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	8	48	783	62	20	45	56
Title 66 and Other	0	7	25	0	0	1	2
Total	8	55	808	62	20	46	58
GAS	Columbia	NFG	Peoples	PGW	UGI Gas		
Chapter 56	3	13	36	73	36		
Title 66 and Other	0	0	1	5	0		
Total	3	13	37	78	36		
WATER	Aqua PA	PA American	Pittsburgh Water				
Chapter 56	76	107	23				
Title 66 and Other	1	1	0				
Total	77	108	23				
TELECOMMUNICATIONS	Brightspeed	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	7	3	3	12	6		
Chapter 63	37	44	5	264	49		
Chapter 64	10	2	0	2	0		
Title 66 and Other	18	7	2	51	9		
Total	72	56	10	329	64		

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.