



UGI Utilities, Inc.
1 UGI Drive
Denver, PA 17517

Daniel V. Adamo
Vice President – Customer Relations

April 30, 2026

VIA ELECTRONIC FILING

Mr. Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
Harrisburg, PA 17105-3265

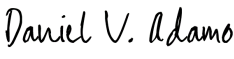
**Re: Annual Customer Service Performance – UGI Utilities, Inc. – Gas Division
Docket No. R-2024-3052716**

Dear Secretary Homsher:

Pursuant to the Commission Order entered September 11, 2025 at Docket No. R-2024-3052716, UGI Utilities, Inc. – Gas Division ("UGI Gas") submits an annual customer service performance report. This filing satisfies the reporting requirement established in paragraph 93 of the Joint Petition for Settlement in the above-referenced docket and presents annual customer service metrics of UGI Gas, as prescribed in 52 Pa. Code §§ 62.33 – 62.34, in comparison to prior year and peers.

Copies of this filing have been provided per the attached Certificate of Service. Should you have any questions related to this filing, please contact Tracey Ciesnolevicz, Regulatory Governance and Performance, via e-mail at tciesnolevicz@ugi.com.

Respectfully yours,

Signed by:

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Daniel V. Adamo

Enclosures: Customer Service Annual Performance

cc: Certificate of Service

CERTIFICATE OF SERVICE

UGI Utilities, Inc. – Gas Division

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

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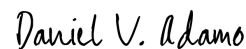
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Date: April 30, 2026

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Daniel V. Adamo

UGI UTILITIES - GAS DIVISION
 CUSTOMER SERVICE ANNUAL PERFORMANCE REPORT
 CALENDAR YEARS 2024 AND 2025

COMPANY-REPORTED PERFORMANCE

A. Telephone Access	UGI GAS 2024		UGI GAS 2025		Columbia 2024		NFG 2024		Peoples 2024		PGW 2024	
	%		%		%		%		%		%	
1. Busy-Out Rate	0.0%		0.0%		0.0%		1.8%		0.0%		0.0%	
2. Call Abandonment Rate	4.0%		4.7%		2%		1%		4%		2%	
3. Percent of Calls Answered within 30 seconds	86%		86%		83%		91%		86%		97%	

B. Billing	UGI GAS 2024		UGI GAS 2025		Columbia 2024		NFG 2024		Peoples 2024		PGW 2024	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
1. Number/Percent Residential Bills Not Rendered Once Every Billing Period	1	0.00%	0	0.00%	0	0.00%	0	0.00%	17,427	3.10%	3	0.00%
2. Number/Percent Bills to Small Business Customers Not Rendered Once Every Billing Period	1	0.01%	0	0.00%	0	0.00%	0	0.00%	1,328	3.20%	0	0.00%

C. Meter Reading	UGI GAS 2024		UGI GAS 2025		Columbia 2024		NFG 2024		Peoples 2024		PGW 2024	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
1. Number/Percent Residential Meters Not Read by Company or Customer in Six Months	36	0.01%	25	0.00%	6	0.00%	1,037	0.93%	4	0.00%	208	0.04%
2. Number/Percent Residential Meters Not Read in 12 Months	8	0.00%	4	0.00%	1	0.00%	200	0.18%	4	0.00%	71	0.02%
3. Number/Percent Residential Remote Meters Not Read in Five Years	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

D. Response to Disputes	UGI GAS 2024		UGI GAS 2025		Columbia 2024		NFG 2024		Peoples 2024		PGW 2024	
	Count		Count		Count		Count		Count		Count	
1. Number of Residential Disputes That Did Not Receive a Response within 30 Days	3		17		0		5		0		21	

CUSTOMER TRANSACTION SURVEY

A. Reaching the Company	UGI GAS	UGI GAS	Columbia	NFG	Peoples	PGW	Industry
	2024 (a)	2025 (b)	2024 (c)	2024 (d)	2024 (e)	2024 (f)	Average
Q3: Satisfaction with ease of reaching the Company	86% ^f	84%	86% ^f	85%	86% ^f	82%	85%

B. Automated Phone System	UGI GAS	UGI GAS	Columbia	NFG	Peoples	PGW	Industry
	2024 (a)	2025 (b)	2024 (c)	2024 (d)	2024 (e)	2024 (f)	Average
Q5: Ease of using automated telephone system	76%	77%	80%	NA	76%	80%	78%
Q6: Satisfaction with automated telephone system choices	74%	76%	78%	NA	74%	77%	76%
Q7: Overall satisfaction with automated telephone system	74%	77%	78%	NA	76%	77%	76%
Q9: Satisfaction with time to speak with a representative	81%	83% ^c	78%	83% ^c	79%	82%	81%

C. Company Representatives	UGI GAS	UGI GAS	Columbia	NFG	Peoples	PGW	Industry
	2024 (a)	2025 (b)	2024 (c)	2024 (d)	2024 (e)	2024 (f)	Average
Q10: CSR – Courteous	95%	94%	94%	93%	94%	93%	94%
Q11: CSR – Knowledgeable	91%	90%	92%	90%	92%	92%	91%
Q12: CSR – Overall handling of contact	91%	90%	91%	90%	90%	90%	90%
Q15: Satisfaction – Work completed timely (field)	87%	91%	94%	90%	92%	85%	90%
Q17: Satisfaction – Field rep response time	86%	87%	93% ^d	77%	85%	86%	84%
Q18: Field rep – Courteous	98%	99%	97%	95%	98%	97%	97%
Q19: Field rep – Knowledgeable	92%	93%	92%	92%	96%	96%	94%
Q20: Field rep – Respectful of property	97% ^d	98% ^{de}	97% ^{de}	85%	91%	97% ^d	92%
Q21: Field rep – Overall handling	95% ^d	99% ^{cde}	91%	84%	92%	94% ^d	90%

D. Overall Satisfaction	UGI GAS	UGI GAS	Columbia	NFG	Peoples	PGW	Industry
	2024 (a)	2025 (b)	2024 (c)	2024 (d)	2024 (e)	2024 (f)	Average
Q22: Overall satisfaction with quality of service provided	88%	86%	89%	87%	88%	86%	87%

Notes: Survey metric = percent of respondents rating 'Satisfied' or 'Very Satisfied' (Top-4-Box on a 1–10 scale). Peer and industry data for 2025 not yet published by PA PUC.
 A letter indicates score is statistically higher than score of company denoted with that letter.