

2015 Collections Data for the Major Electric and Gas Companies

2015 Company	Gross Residential Billings	Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Customers
Duquesne	\$ 517,693,491	\$ 11,249,134	2.17%	\$ 1,025,981	\$ 10,223,153	1.97%	9.12%	525,714
Met.Ed.	\$ 580,097,486	\$ 14,112,271	2.43%	\$ 2,434,349	\$ 11,677,922	2.01%	17.25%	492,501
PECO	\$ 2,538,411,191	\$ 32,619,563	1.29%	\$ 9,648,722	\$ 22,970,841	0.90%	29.58%	1,455,425
Penelec	\$ 501,135,992	\$ 12,311,625	2.46%	\$ 2,168,853	\$ 10,142,772	2.02%	17.62%	502,415
Penn Power	\$ 173,081,319	\$ 2,579,296	1.49%	\$ 403,011	\$ 2,176,285	1.26%	15.62%	142,591
PPL	\$ 2,027,064,362	\$ 66,007,829	3.26%	\$ 19,120,894	\$ 46,886,935	2.31%	28.97%	1,226,583
West Penn Pwr	\$ 612,001,071	\$ 10,531,117	1.72%	\$ 2,700,606	\$ 7,830,511	1.28%	25.64%	622,404
ELECTRIC	\$ 6,949,484,912	\$ 149,410,835	2.15%	\$ 37,502,416	\$ 111,908,419	1.61%	25.10%	4,967,633
Columbia	\$ 382,178,953	\$ 9,437,857	2.47%	\$ 4,002,865	\$ 5,434,992	1.42%	42.41%	387,782
NFG	\$ 134,831,811	\$ 4,483,553	3.33%	\$ 503,747	\$ 3,979,806	2.95%	11.24%	199,061
Peoples	\$ 288,744,126	\$ 12,278,609	4.25%	\$ 390,763	\$ 11,887,846	4.12%	3.18%	331,587
Peoples-Equitable	\$ 204,966,830	\$ 2,189,341	1.07%	\$ 226,408	\$ 1,962,933	0.96%	10.34%	245,930
PGW	\$ 486,111,491	\$ 48,411,806	9.96%	\$ 8,216,248	\$ 40,195,558	8.27%	16.97%	470,788
UGI-Gas	\$ 205,051,789	\$ 6,842,786	3.34%	\$ 1,308,112	\$ 5,534,674	2.70%	19.12%	338,929
UGI-Penn Natural	\$ 164,358,415	\$ 4,419,332	2.69%	\$ 894,974	\$ 3,524,358	2.14%	20.25%	151,648
GAS	\$ 1,866,243,415	\$ 88,063,284	4.72%	\$ 15,543,117	\$ 72,520,167	3.89%	17.65%	2,125,725
TOTAL	\$ 8,815,728,327	\$ 237,474,119		\$ 53,045,533	\$ 184,428,586			7,093,358

Note: All industry averages are based on total scores and not on an average of company scores except the three average bill columns.

2015 Collections Data for the Major Electric and Gas Companies

2015 Company	Not on Agreement Overdue Customers	Not on Agreement Overdue Percent	Not on Agreement Dollars Overdue	Not on Agreement Average Arrearage	Not on Agreement Weighted Arrearage	Agreements Overdue Customers	Agreements Overdue Percent	Agreements Dollars Overdue	Agreements Average Arrearage
Duquesne	57,938	11.02%	\$ 13,333,887	\$ 230.14	2.19	15,248	2.90%	\$ 11,194,593	\$ 734.17
Met.Ed.	62,120	12.61%	\$ 13,705,735	\$ 220.63	2.25	34,237	6.95%	\$ 24,757,223	\$ 723.11
PECO	249,878	17.17%	\$ 63,243,486	\$ 253.10	2.28	25,383	1.74%	\$ 15,333,350	\$ 604.08
Penelec	60,842	12.11%	\$ 12,552,932	\$ 206.32	2.47	33,059	6.58%	\$ 22,238,183	\$ 672.68
Penn Power	16,627	11.66%	\$ 3,715,143	\$ 223.44	2.22	7,709	5.41%	\$ 5,318,752	\$ 689.94
PPL	172,266	14.04%	\$ 91,032,574	\$ 528.44	3.68	50,405	4.11%	\$ 27,510,706	\$ 545.79
West Penn Pwr	84,317	13.55%	\$ 13,778,839	\$ 163.42	2.00	26,598	4.27%	\$ 15,708,067	\$ 590.57
ELECTRIC	703,988	14.17%	\$ 211,362,596	\$ 300.24	2.90	192,639	3.88%	\$ 122,060,874	\$ 633.62
Columbia	26,117	6.73%	\$ 3,921,167	\$ 150.14	1.85	19,012	4.90%	\$ 12,193,864	\$ 641.38
NFG	18,789	9.44%	\$ 3,631,240	\$ 193.26	3.11	7,389	3.71%	\$ 2,937,929	\$ 397.61
Peoples	35,521	10.71%	\$ 6,462,544	\$ 181.94	2.47	14,142	4.26%	\$ 4,351,414	\$ 307.69
Peoples-Equitable	27,463	11.17%	\$ 3,579,024	\$ 130.32	1.83	8,674	3.53%	\$ 4,513,018	\$ 520.29
PGW	99,356	21.10%	\$ 46,757,341	\$ 470.60	5.37	23,039	4.89%	\$ 16,594,741	\$ 720.29
UGI-Gas	60,302	17.79%	\$ 12,607,225	\$ 209.07	3.40	5,224	1.54%	\$ 2,283,726	\$ 437.16
UGI-Penn Natural	28,916	19.07%	\$ 8,656,763	\$ 299.38	3.06	3,689	2.43%	\$ 1,873,817	\$ 507.95
GAS	296,464	13.95%	\$ 85,615,304	\$ 288.79	3.78	81,169	3.82%	\$ 44,748,509	\$ 551.30
TOTAL	1,000,452		\$ 296,977,900			273,808		\$ 166,809,383	

Note: All industry av

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2015 Company	Agreements Weighted Arrearage	Percent of Dollars in Agreements	Percent of Overdue Cust. in Agreements	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Weighted Arrearage	Terminations
Duquesne	6.97	45.64%	20.83%	73,186	13.92%	\$ 24,528,480	\$ 335.15	3.18	16,601
Met.Ed.	7.37	64.37%	35.53%	96,357	19.56%	\$ 38,462,958	\$ 399.17	4.07	25,136
PECO	5.45	19.51%	9.22%	275,261	18.91%	\$ 78,576,836	\$ 285.46	2.58	87,144
Penelec	8.05	63.92%	35.21%	93,901	18.69%	\$ 34,791,115	\$ 370.51	4.43	21,579
Penn Power	6.84	58.88%	31.68%	24,336	17.07%	\$ 9,033,895	\$ 371.22	3.68	4,951
PPL	3.80	23.21%	22.64%	222,671	18.15%	\$ 118,543,280	\$ 532.37	3.71	52,229
West Penn Pwr	7.22	53.27%	23.98%	110,915	17.82%	\$ 29,486,906	\$ 265.85	3.25	12,551
ELECTRIC	6.13	36.61%	21.48%	896,627	18.05%	\$ 333,423,470	\$ 371.86	3.59	220,191
Columbia	7.88	75.67%	42.13%	45,129	11.64%	\$ 16,115,031	\$ 357.09	4.39	12,664
NFG	6.40	44.72%	28.23%	26,178	13.15%	\$ 6,569,169	\$ 250.94	4.04	9,025
Peoples	4.18	40.24%	28.48%	49,663	14.98%	\$ 10,813,958	\$ 217.75	2.96	7,894
Peoples-Equitable	7.32	55.77%	24.00%	36,137	14.69%	\$ 8,092,042	\$ 223.93	3.15	3,562
PGW	8.22	26.19%	18.82%	122,395	26.00%	\$ 63,352,082	\$ 517.60	5.91	29,602
UGI-Gas	7.12	15.34%	7.97%	65,526	19.33%	\$ 14,890,951	\$ 227.25	3.70	9,658
UGI-Penn Natural	5.20	17.79%	11.31%	32,605	21.50%	\$ 10,530,580	\$ 322.97	3.30	6,829
GAS	7.21	34.33%	21.49%	377,633	17.76%	\$ 130,363,813	\$ 345.21	4.52	79,234
TOTAL				1,274,260		\$ 463,787,283			299,425

Note: All industry av

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2015 Company	Termination Percent per Customer	Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill	% of Billings In Debt	Collections Operating Expenses
Duquesne	3.16%	10,578	63.72%	\$ 138.00	\$ 103.00	\$ 105.32	4.74%	\$ 7,405,412
Met.Ed.	5.10%	20,503	81.57%	\$ 127.00	\$ 89.00	\$ 98.13	6.63%	\$ 16,926,682
PECO	5.99%	67,000	76.88%	\$ 109.76	\$ 111.24	\$ 110.79	3.10%	\$ 14,721,156
Penelec	4.30%	16,506	76.49%	\$ 112.00	\$ 79.00	\$ 83.58	6.94%	\$ 15,011,373
Penn Power	3.47%	4,880	98.57%	\$ 149.00	\$ 91.00	\$ 100.83	5.22%	\$ 3,444,506
PPL	4.26%	39,083	74.83%	\$ 187.32	\$ 119.78	\$ 143.61	5.85%	\$ 12,669,951
West Penn Pwr	2.02%	9,732	77.54%	\$ 112.00	\$ 74.00	\$ 81.83	4.82%	\$ 12,771,498
ELECTRIC	4.43%	168,282	76.43%	\$ 133.58	\$ 95.29	\$ 103.44	4.80%	\$ 82,950,578
Columbia	3.27%	7,088	55.97%	\$ 82.00	\$ 34.00	\$ 81.37	4.22%	\$ 2,635,931
NFG	4.53%	6,081	67.38%	\$ 62.44	\$ 28.50	\$ 62.10	4.87%	\$ 650,180
Peoples	2.38%	5,597	70.90%	\$ 73.86	\$ 33.82	\$ 73.58	3.75%	\$ 2,501,252
Peoples-Equitable	1.45%	2,361	66.28%	\$ 71.32	\$ 18.85	\$ 71.03	3.95%	\$ 2,417,037
PGW	6.29%	19,672	66.45%	\$ 90.25	\$ 35.07	\$ 87.61	13.03%	\$ 1,200,173
UGI-Gas	2.85%	5,559	57.56%	\$ 65.00	\$ 23.00	\$ 61.43	7.26%	\$ 3,548,792
UGI-Penn Natural	4.50%	4,222	61.82%	\$ 101.00	\$ 30.00	\$ 97.77	6.41%	\$ 1,454,435
GAS	3.73%	50,580	63.84%	\$ 77.98	\$ 29.03	\$ 76.41	6.99%	\$ 14,407,800
TOTAL		218,862						\$ 97,358,378

Note: All industry av