

# **2018 CUSTOMER SERVICE PERFORMANCE REPORT**

*PENNSYLVANIA ELECTRIC & NATURAL GAS  
DISTRIBUTION COMPANIES*

*PENNSYLVANIA PUBLIC UTILITY COMMISSION*

*BUREAU OF CONSUMER SERVICES*





# **Customer Service Performance Report 2018**

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# Introduction

This report<sup>1</sup> by the Public Utility Commission (PUC or Commission) presents quality of service data for the major electric distribution companies<sup>2</sup> (EDCs) and the major natural gas distribution companies<sup>3</sup> (NGDCs). The Electricity Generation Customer Choice and Competition Act<sup>4</sup> and the Natural Gas Choice and Competition Act<sup>5</sup> require the EDCs and NGDCs to maintain, at a minimum, the levels of customer service that existed prior to the effective dates of the acts. In response, the Commission took steps to ensure the continued provision of high-quality customer service through the implementation of regulations that require the EDCs<sup>6</sup> and the NGDCs<sup>7</sup> to report statistics on important components of customer service, including: telephone access to the company; billing frequency; meter reading; timely response to customer disputes; and the level of customer satisfaction with the company's handling of recent interactions with its customers<sup>8</sup>.

NGDCs that serve fewer than 100,000 residential accounts are not required to report the same statistics as the larger companies. The smaller NGDCs must perform mail surveys of customers who contact them and report the survey results to the Commission. The smaller NGDCs surveyed their customers in 2018 and sent the results in 2019. The Bureau of Consumer Services (BCS) has summarized the information supplied by the EDCs and NGDCs, as well as the survey data supplied by the survey company, into the charts and tables that appear on the following pages.

The reporting requirements<sup>9</sup> include a provision that BCS is to report to the Commission various statistics associated with informal consumer complaints and payment agreement requests (PARs) filed with the Commission. BCS is to report a "justified consumer complaint rate," a "justified PAR rate," "the number of informally verified infractions of applicable statutes and regulations" and an "infraction rate" for the EDCs and NGDCs. A justified informal consumer complaint is a complaint where the BCS has determined that the utility did not follow Commission procedures or regulations. The justified informal consumer complaint rate is the number of justified, informal, residential consumer complaints per 1,000 residential customers, as determined by BCS. A PAR is justified where a utility did not follow Commission negotiation procedures or regulations. The justified rate is the number of justified complaints or PARs, as determined by BCS, from residential customers per 1,000 residential customers. An informally verified infraction is an apparent misapplication of Commission statutes or regulations as determined by BCS through its examination of information obtained as part of its review of informal consumer complaints and PARs. The infraction rate is the number of informally verified infractions, as determined by BCS, per 1,000 residential customers. These statistics also are important indicators of service quality.

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<sup>1</sup> This report fulfills the requirements of 52 Pa. Code § 54.156 and 52 Pa. Code § 62.37

<sup>2</sup> Duquesne Light Co. (Duquesne); PPL Electric Utilities Corporation (PPL); PECO Energy Co. (PECO); UGI Utilities Inc. (UGI-Electric); and the FirstEnergy companies –Metropolitan Edison Co. (Met-Ed), Pennsylvania Electric Co. (Penelec); Pennsylvania Power Co. (Penn Power) and West Penn Power Co. F.K.A. Allegheny Power Co. (West Penn)

<sup>3</sup> Columbia Gas of Pennsylvania Inc. (Columbia); National Fuel Gas Co. (NFG); Peoples – Equitable Division (Peoples–Equitable); Peoples Natural Gas Co. (Peoples) (See page 3, Treatment of Peoples Companies); Philadelphia Gas Works (PGW); UGI Penn Natural; and UGI Utilities Inc. (UGI-Gas) (See page 3, Treatment of PECO Energy)

<sup>4</sup> 66 Pa. C.S. §§ 2801-2812

<sup>5</sup> 66 Pa. C.S. Chapter 22

<sup>6</sup> Rulemaking on EDC Reporting Requirements for Quality of Service Benchmarks and Standards final on April 24, 1998 at Docket No. L-00970131. Reporting began in 1999.

<sup>7</sup> Rulemaking on NGDC Reporting Requirements for Quality of Service Benchmarks and Standards Order entered Jan. 14, 2000 at Docket No. L-00000147 final on Jan. 12, 2000. Reporting began in 2001.

<sup>8</sup> 52 Pa Code §§ 54.151- 54.156 for EDCs and 52 Pa Code §§ 62.31-62.37 for NGDCs

<sup>9</sup> 52 Pa Code § 54.155 and 52 Pa Code § 62.36

BCS has calculated and reported these rates for a number of years in the annual report, Utility Consumer Activities Report and Evaluation: Electric, Gas, Water and Telephone Utilities (UCARE). BCS will report the 2018 rates noted above in the 2018 UCARE report. The report offers detailed descriptions of each of these measures, as well as a comparison with performance statistics from the previous year. Access to the 2018 Utility Consumer Activities Report and Evaluation, and the 2018 Report on Pennsylvania's Electric and Natural Gas Distribution Companies Customer Service Performance, is available on the Commission's website, [www.puc.pa.gov](http://www.puc.pa.gov), under the link for filings and resources.

## I. Company-Reported Performance

In accordance with Reporting Requirements for Quality of Service Benchmarks and Standards (quality of service reporting requirements), the EDCs and the NGDCs reported statistics for 2018 regarding telephone access, billing, meter reading and disputes not responded to within 30 days. For each of the required measures, the companies report data by month and include a 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 Utility Service.

### Treatment of PECO Energy

Historically, the Customer Service Performance Report has presented PECO statistics with the EDCs, although PECO's statistics include data for both the company's electric and natural gas accounts. PECO has three categories of customers: electric only, gas only and those receiving both electric and gas service. The company is not able to separate and report the data by gas and electric accounts. For example, PECO's gas and/or electric customers contact the same call center and receive only one bill per billing period. However, customers receiving electric and natural gas from PECO have two separate meters, and the company must read each one. Starting with 2004 data, the report presents PECO's natural gas meter-reading statistics with the NGDCs separately from the company's electric meter-reading statistics.

### Treatment of the FirstEnergy Companies: West Penn Power, Met-Ed, Penelec, and Penn Power

With PUC approval on March 8, 2011, West Penn Power subsequently joined Metropolitan Edison (Met-Ed), Pennsylvania Electric (Penelec) and Penn Power as operating subsidiaries of FirstEnergy<sup>10</sup>.

This report treats the four FirstEnergy companies as separate companies, except for the telephone access section (pages 4 through 10). In that section, at the request of FirstEnergy, Met-Ed, Penelec and Penn Power, this data is presented as FirstEnergy because the companies use the same call center routing and reporting platform. West Penn Power transitioned to the FirstEnergy system in April 2012; however, due to the commitments made in the merger, FirstEnergy tracks and reports West Penn Power separately. Therefore, West Penn Power's data in the telephone access section is presented separately from the other FirstEnergy companies.

### Treatment of Peoples Natural Gas Companies

With PUC approval on November 17, 2013, Equitable Gas Company was merged into the Peoples Natural Gas Company<sup>11</sup>. Equitable is now a separate division of Peoples Natural Gas (Peoples – Equitable Division). Information herein is reported separately for the Peoples and Equitable Divisions.

In 2014 Peoples Natural Gas and Peoples-Equitable were two separate companies. When the companies merged in 2015, six months of reporting was for two separate call centers and six months of reporting was for one combined call center. By 2016, one call center was used for the full twelve months of reporting.

In 2016, the singular call center began handling calls for Peoples-TWP in addition to Peoples and Equitable division customers.

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<sup>10</sup> Docket Nos. A-2010-2176520 and A-2010-2176732

<sup>11</sup> Docket Nos. A-2013-2353647, A-2013-2353649 and A-2013-2353651

## Treatment of UGI Companies

The reporting information for UGI Gas, UGI Penn Natural Gas and UGI Electric also includes data from UGI Central Penn Gas that was not reported separately. The UGI Central Penn Gas data positively affected the overall numbers by a de minimis amount.

### A. Telephone Access

The quality of service reporting requirements for both the EDCs and the NGDCs include telephone access to a company because customers must be able to readily contact their EDC or NGDC with questions, complaints and requests for service, and to report service outages and other problems. Attempted contacts to a call center initially have one of two results: They are either “received” by the company, or they receive a busy signal and thus are not “received” by the company. Calls in the “busy-out rate” represent those attempted calls that received a busy signal or message; they were not “received” by the company because the company lines or trunks were at capacity.

For the calls that are “received” by the company, the caller has several options. One option is to choose to speak to a company representative. When a caller chooses this option, the caller enters a queue to begin a waiting period until a company representative is available to take the call. Once a call enters the queue, it can take one of three routes: it will either be abandoned (the caller chooses not to wait and disconnects the call); it will be answered within 30 seconds; or it will be answered in a time period that is greater than 30 seconds. The percent of those calls answered within 30 seconds is reported to the Commission.

In order to produce an accurate picture of telephone access, the companies must report three separate measures of telephone access: 1) average busy-out rate; 2) call abandonment rate; and 3) percent of calls answered within 30 seconds. Requiring three separate measures averts the possibility of masking telephone access problems by presenting only one or two parts of the total access picture. For example, a company could report that it answers every call in 30 seconds or less. If this were the only statistic available, one might conclude that the access to the company is very good. However, if there are only a few trunk lines into this company’s call distribution system, other callers attempting to contact the company will receive a busy signal once these trunks are at capacity. The callers that get through wait 30 seconds or less for someone to answer, but a large percentage of customers cannot get through to the company; thus, telephone access is not very good at all. Therefore, it is important to look at both percent of calls answered within 30 seconds and busy-out rates to get a clearer picture of the telephone access to the EDC or NGDC.

The third measurement, call abandonment rate, indicates how many customers drop out of the queue of customers waiting to talk to a company representative. A high call abandonment rate is most likely an indication that the length of the wait to speak to a company representative is too long. Statistics on call abandonment are often inversely related to statistics measuring calls answered within 30 seconds. For the most part, the companies answering a high percent of calls within 30 seconds have low call abandonment rates, and those answering a lower percent of calls within 30 seconds have higher call abandonment rates. The 2016-18 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2016-18 data reported by the NGDCs, for the most part, conforms to this relationship.

This report presents the EDC and NGDC statistics on telephone access in the following three charts:

- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

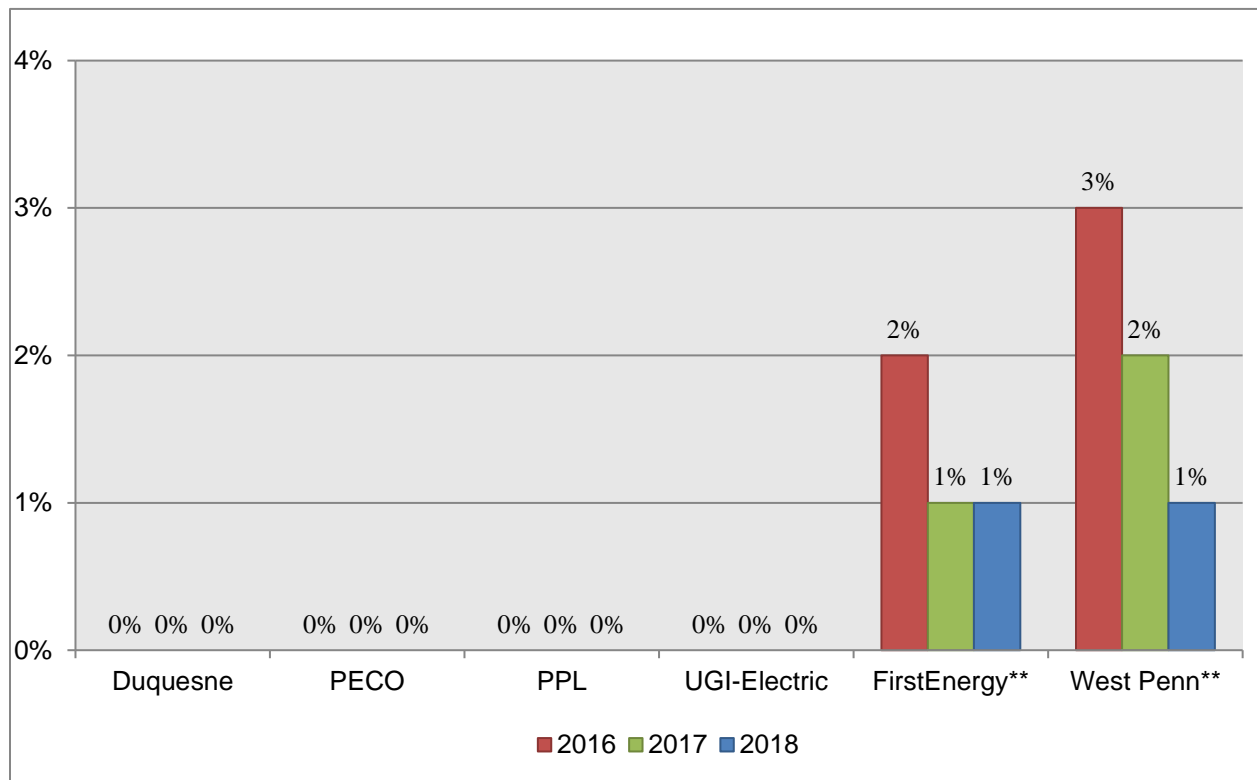


## 1. Busy-Out Rate

The Commission's regulations<sup>12</sup> require EDCs to report to the Commission the average busy-out rate for each call center or business office, as well as a 12-month cumulative average for the company. Similarly, NGDCs are required<sup>13</sup> to report the average busy-out rate. Each regulation defines busy-out rate as the number of calls to a call center that receive a busy signal divided by the total number of calls received at a call center. For example, a company with a 10 percent average busy-out rate means that 10 percent of the customers who attempted to call the company received a busy signal (and thus did not gain access) while 90 percent of the customer calls were received by the company. If the company has more than one call center, it is to supply the busy-out rates for each center, as well as a combined statistic for the company as a whole.

The following chart presents the combined busy-out rate for each major EDC during the three-year period 2016, 2017 and 2018. The second chart presents the combined busy-out rate for each major NGDC during 2016, 2017 and 2018.

**EDCs Busy-Out Rate\* 2016-18**



\*12-month average. If the 12-month average is less than 1 percent, it is shown on the chart as 0 percent.

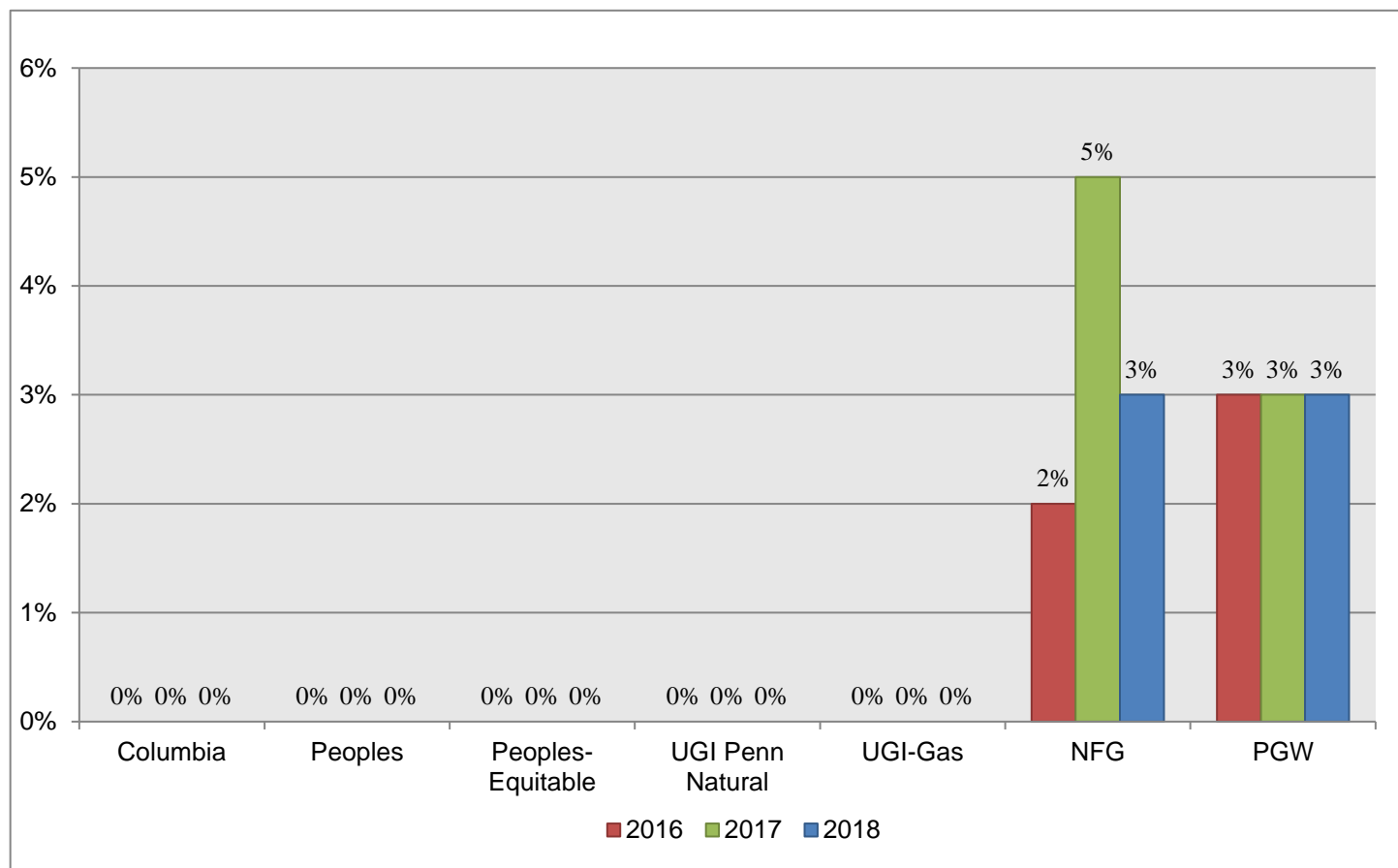
\*\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

Five of the six EDCs (Duquesne, PECO, PPL and UGI-Electric) reported a 2018 busy-out rate that is equal to the 2017 rate. West Penn reported an improvement in this measurement in 2018.

<sup>12</sup> 52 Pa Code § 54.153(b)(1)(ii)

<sup>13</sup> 52 Pa Code § 62.33(b)(1)(ii)

## NGDCs Busy-Out Rate\* 2016-18



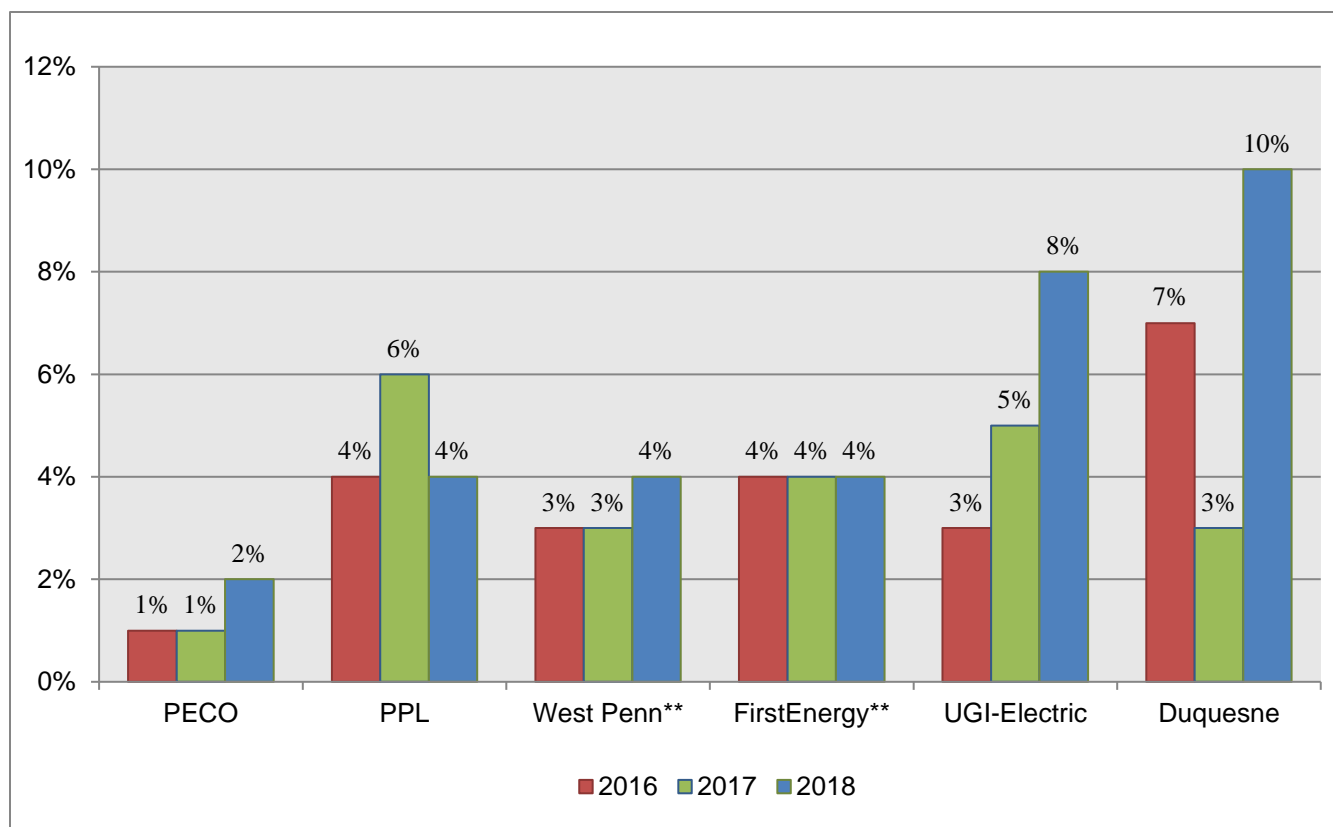
\*12-month average. If the 12-month average is less than 1 percent, it is shown on the chart as 0 percent.

All NGDCs maintained the same performance in 2018 as 2017 except NFG. NFG reported an improvement in this measurement in 2018. Also, NFG's busy-out rate for 2017 was based on an eleven-month average since data was unavailable for January 2017 due to a vendor reporting issue.

## 2. Call Abandonment Rate

The EDCs and NGDCs are required to report to the Commission the average call abandonment rate for each call center, business office or both. The call abandonment rate<sup>14</sup> is the number of calls to a company's call center that were abandoned, divided by the total number of calls that the company received at its call center or business office. For example, an EDC with a 10 percent call abandonment rate means that 10 percent of the calls received were terminated by the customer prior to speaking to an EDC representative. As the time that customers spend "on hold" increases, they have a greater tendency to hang up, raising the call abandonment rates. If the EDC or NGDC has more than one call center, it is to supply the call abandonment rates for each center, as well as a combined statistic for the company as a whole.

EDCs Call Abandonment Rate\* 2016-18



\*12-month average.

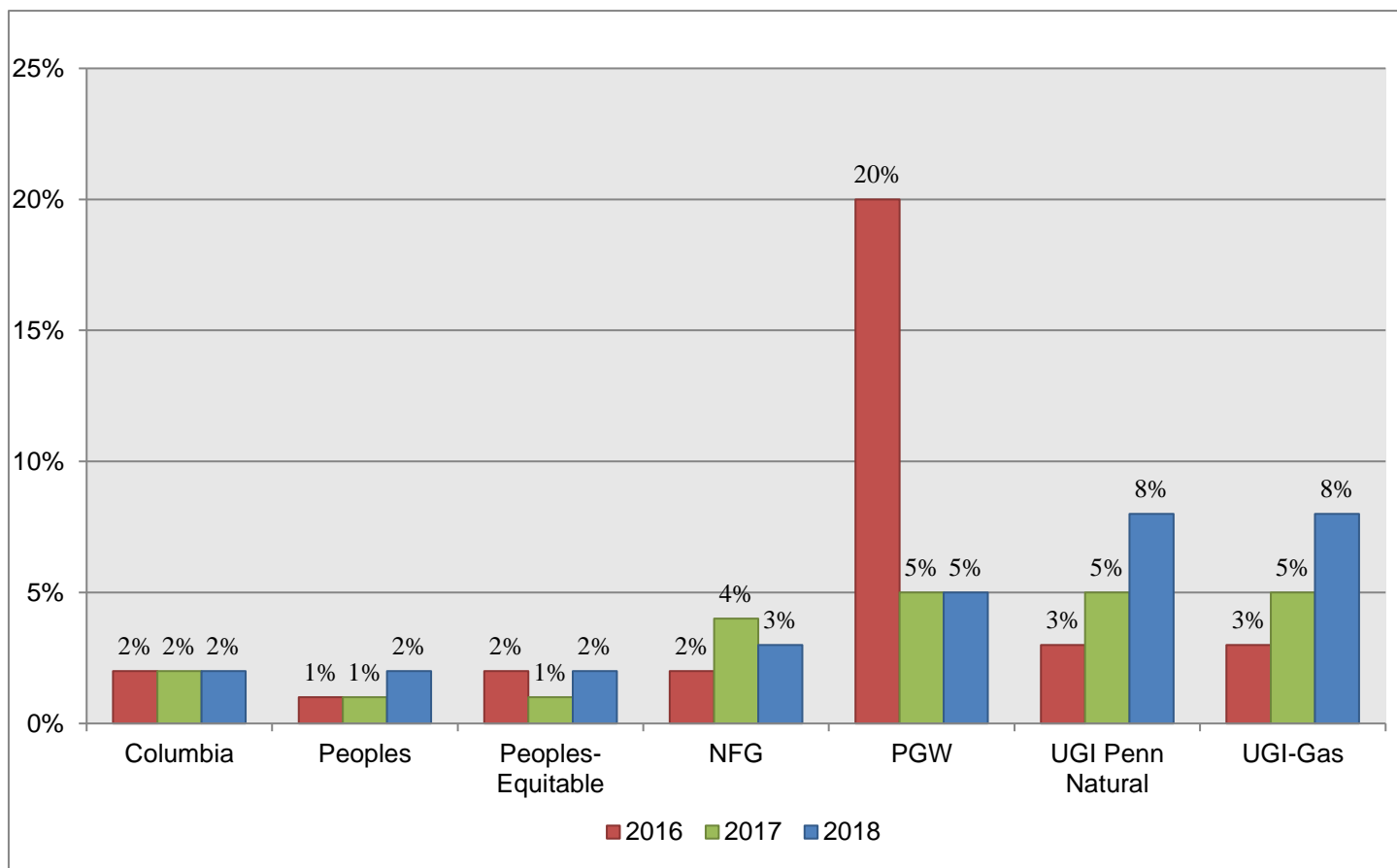
\*\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

The above statistics show four of the EDCs (PECO, West Penn UGI Electric and Duquesne) reported an increase in their call abandonment rate from 2017-18. PPL reported an improvement in 2018 in this performance standard and First Energy reported the same performance as 2017.

Duquesne explained that the increase in abandoned calls in 2018 was a result of an 11% increase in their call volume and higher than usual call center staffing turnover.

<sup>14</sup> 52 Pa Code § 54.152 and § 67.32

## NGDCs Call Abandonment Rate\* 2016-18



\*12-month average.

UGI-Gas and UGI Penn Natural explained the reason for the decrease in performance in this measurement in 2018 was due to the implementation of a new Customer Billing system in September 2017. UGI-Gas also stated that the company experienced a malfunction with one of its mobile reading units in December 2017, thus adding to the overall increase in its Call Abandonment Rate. UGI reports the areas most affected include higher call volumes, longer average handle times, and higher than normal processing times for billing exceptions. Impacts on performance continued through the first quarter of 2018. The company worked to identify new processes needed to effectively manage call volumes and average handle time by providing additional training and resources.

In 2016, PGW reported a significant increase in the average call abandonment rate due to the implementation of a new phone system installed in its call center in early 2016. PGW also reported, by the fall of 2016, proper fixes were implemented. PGW has maintained the same performance in this measurement in the past two years.

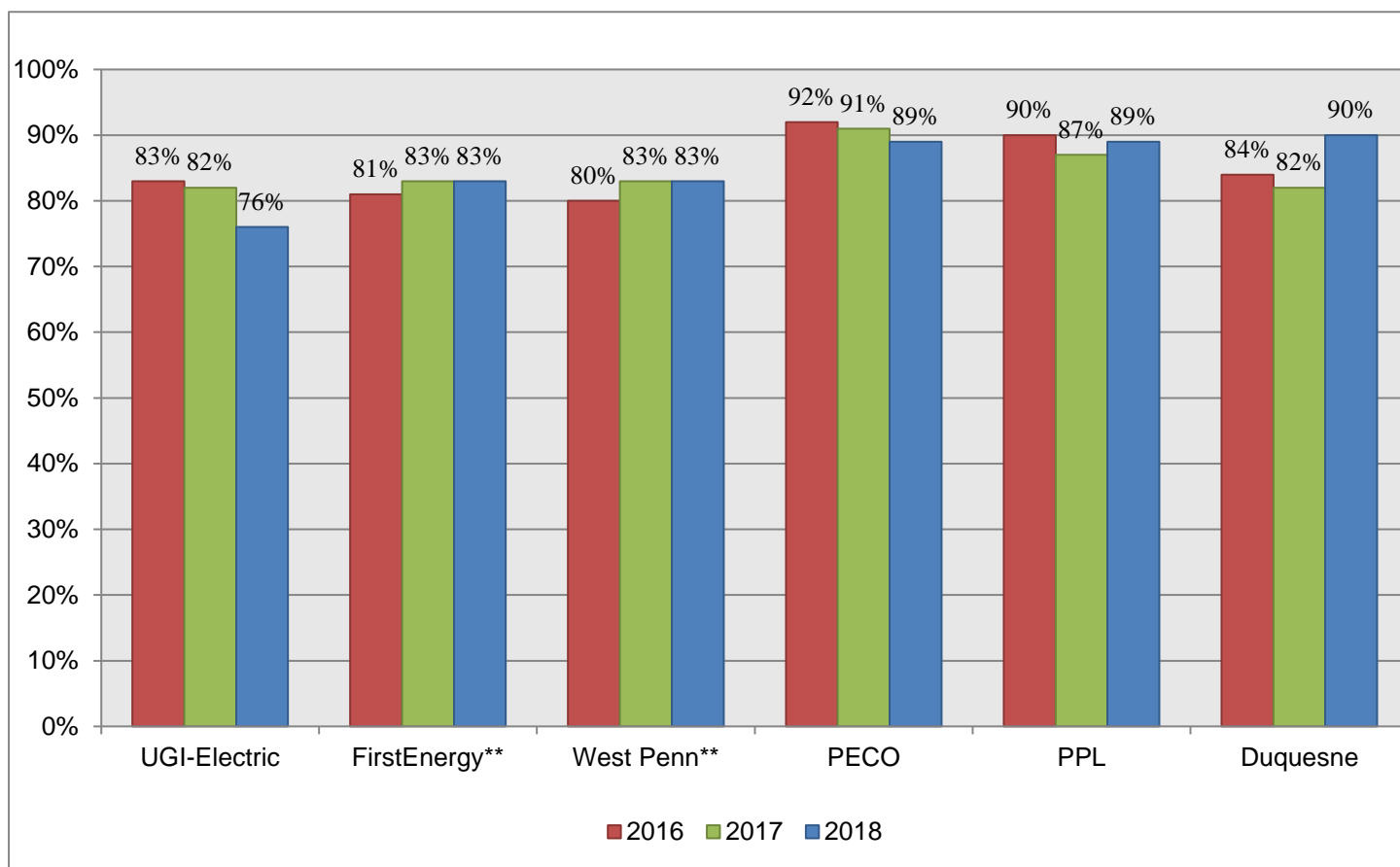
### 3. Percent of Calls Answered Within 30 Seconds

Each EDC and major NGDC is to “take measures necessary and keep sufficient records” to report the percent of calls answered within 30 seconds or less at the company’s call center<sup>15</sup>. The section specifies that “answered” means a company representative is ready to render assistance to the caller.

<sup>15</sup> Pursuant to the quality of service reporting requirements at 52 PA Code § 54.153(b) and § 62.33(b)

An acknowledgement that the consumer is on the line does not constitute an answer. If a company operates more than one call center (a center for handling billing disputes and a separate one for making payment agreements, for example), the company is to provide separate statistics for each call center and a statistic that combines performance for all the call centers.

### EDCs Percent of Calls Answered Within 30 Seconds\* 2016-18



\*12-month average.

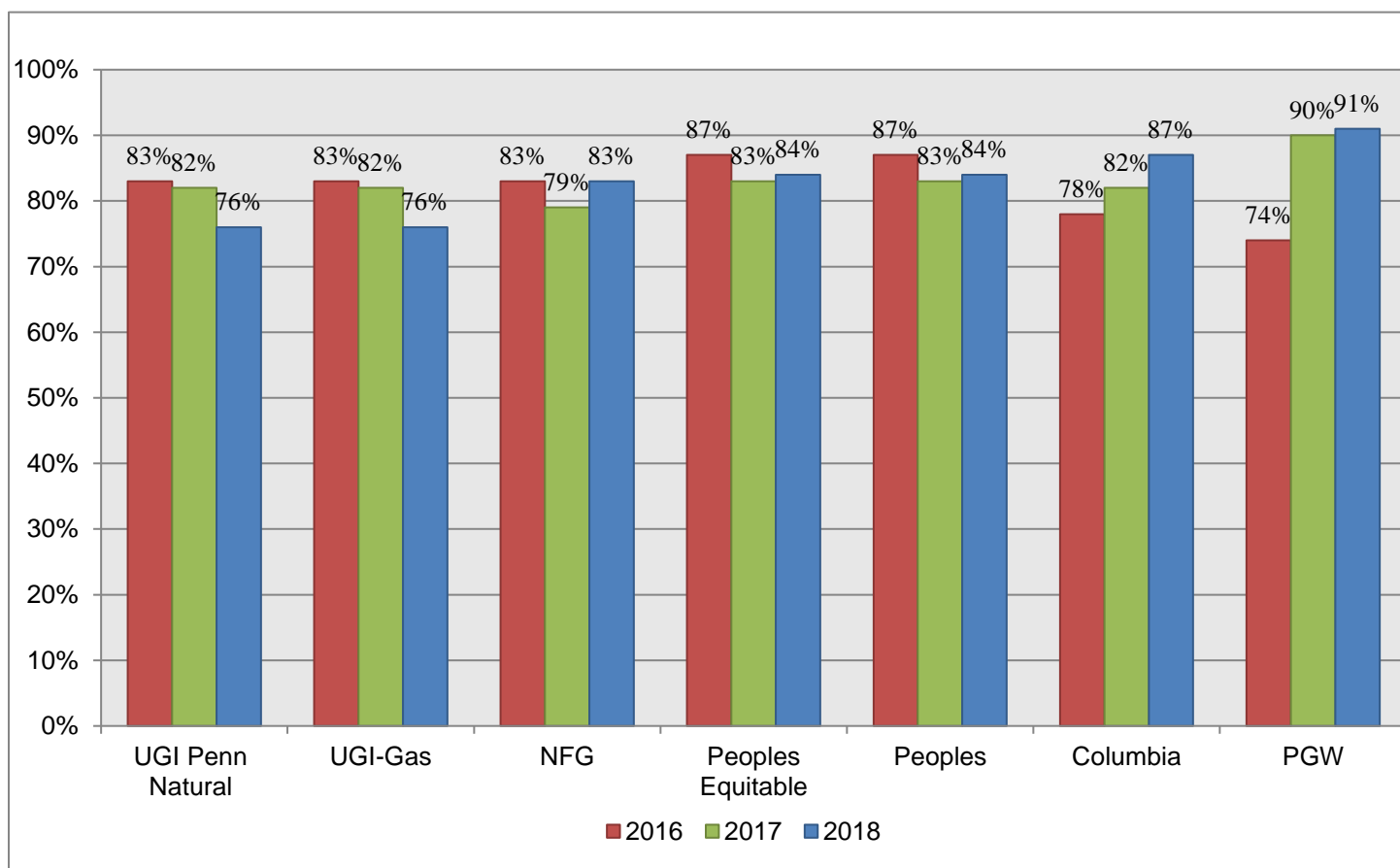
\*\*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

The 2018 data shows First Energy and West Penn maintained the same performance from 2017-2018. PPL and Duquesne reported an improvement in this measure in 2018 and PECO and UGI-Electric reported a slight decrease in performance from 2017 to 2018 in this measure.

In 2018 the EDCs maintained a combined average of 85 percent.

UGI Electric explained the reason for the decrease in performance in 2018 was due to the implementation of a new Customer Billing system in September 2017. UGI-Gas also stated that the company experienced a malfunction with one of its mobile reading units in December 2017, thus adding to the overall increase in its Call Abandonment Rate. The areas most affected include higher call volumes, longer average handle times, and higher than normal processing times for billing exceptions. Impacts on performance continued through the first quarter of 2018. The company worked to identify new processes needed to effectively manage call volumes and average handle time by providing additional training and resources.

## NGDCs Percent of Calls Answered Within 30 Seconds\* 2016-18



\*12-month average.

The percent of calls answered within 30 seconds varies depending on call volume and the number of employees available to take calls. NFG, Peoples Equitable, Peoples, Columbia and PGW reported improvements in 2018. The UGI Companies reported a decrease in their average in this measurement in 2018.

The average of the NGDCs for 2018 was 83 percent of calls answered within 30 seconds.

UGI-Gas and UGI Penn Natural explained the reason for the decrease in performance in 2018 was due to the implementation of a new Customer Billing system in September 2017. UGI-Gas also stated that the company experienced a malfunction with one of its mobile reading units in December 2017, thus adding to the overall increase in its Call Abandonment Rate. The areas most affected include higher call volumes, longer average handle times, and higher than normal processing times for billing exceptions. Impacts on performance continued through the first quarter of 2018. The company worked to identify new processes needed to effectively manage call volumes and average handle time by providing additional training and resources.

## B. Billing

A utility is to render a bill once every billing period to all customers<sup>16</sup>. The customer bill is often the only communication between the company and its customer, thus underscoring the need to produce and send this fundamental statement to customers at regular intervals. When a customer does not receive a bill each month, it frequently generates complaints to the company and sometimes to the Commission. The failure of a company to render a bill once every billing period also adversely affects collections performance.

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

The EDCs and major NGDCs shall report the number and percent of residential bills that the company failed to render<sup>17</sup>. The following tables present the average monthly percent of residential bills that each major EDC and NGDC failed to render once every billing period during 2016, 2017 and 2018.

#### Number and Percent\* of EDC Residential Bills Not Rendered Once Every Billing Period

Company	2016		2017		2018	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	455	.09%	225	.04%	3	.00%
Met-Ed	49	.01%	16	.00%	9	.00%
Penelec	46	.01%	13	.00%	11	.00%
Penn Power	5	.00%	5	.00%	1	.00%
PPL	235	.02%	956	.08%	736	.06%
PECO	69	.00%	68	.00%	172	.01%
UGI-Electric	2	.00%	84	.19%	32	.06%
West Penn	19	.00%	10	.00%	7	.00%

\*12-month average.

Seven of the EDCs reported improvements in performance in this measurement in 2018.

PECO explained their increase in the number of Residential Bills not rendered once every billing period was caused by a system billing failure. Errors occur when there is a mismatch between billed consumption and the total sum of interval data requested by the alternate energy supplier. PECO's upgraded Meter Data Management system scheduled for implementation in January 2019 is expected to help reduce the number of discrepancy errors as well as reduce the time required to resolve them.

<sup>16</sup> Pursuant to 66 Pa.C.S. § 1509 and Standards and Billing Practices for Residential Utility Service (52 Pa Code § 56.11)

<sup>17</sup> Pursuant to 52 Pa Code § 54.153(b)(2)(i) and § 62.33(b)(2)(i)

## Number and Percent\* of NGDC Residential Bills Not Rendered Once Every Billing Period

Company	2016		2017		2018	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
NFG	15	.01%	12	.01%	2	.00%
Peoples-Equitable	0	0%	0	0%	0	0%
Peoples	0	0%	0	0%	0	0%
PGW	76	.01%	21	.00%	45	.01%
UGI-Gas	5	.00%	1588	.5%	123	.04%
UGI Penn Natural	4	.00%	171	.14%	84	.06%

\*12-month average.

NFG, UGI-Gas and UGI Penn Natural reported improvements in this measurement in 2018. UGI-Gas and UGI Penn Natural explained the reason for the decrease in performance in 2017 was due to the implementation of a new Customer Billing system in September 2017. Impacts on performance continued through the first quarter of 2018. The company worked to identify new processes needed to effectively manage call volumes and average handle time by providing additional training and resources.

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

Quality of service reporting requirements for both the EDCs and the NGDCs require that companies report the number and percent of small-business bills the companies failed to render<sup>18</sup>. The EDC regulations define<sup>19</sup> 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. The NGDC regulations define<sup>20</sup> a small-business customer as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300 thousand cubic feet (Mcf). The tables on the following page show the average number and percent of small-business customers the major EDCs and NGDCs did not bill according to statute.

<sup>18</sup> 66 Pa.C.S. § 1509

<sup>19</sup> 52 Pa. Code § 54.152

<sup>20</sup> 52 Pa. Code § 62.32



## Number and Percent\* of EDC Bills to Small-Business Customers Not Rendered Once Every Billing Period

Company	2016		2017		2018	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	362	.07%	451	1.1%	2	.00%
Met-Ed	12	.02%	6	.01%	6	.00%
Penelec	12	.01%	7	.01%	9	.01%
Penn Power	2	.01%	3	.01%	3	.02%
PPL	58	.03%	197	.11%	338	.18%
PECO	90	.06%	120	.09%	237	.13%
UGI-Electric	0	.00%	22	.26%	6	.07%
West Penn	5	.01%	7	.01%	4	.00%

\*12-month average.

Penelec, PECO and PPL explained the reason for the rise in the number of bills not rendered to small-business customers was the result of the continued deployment of smart meter technology across their service territories.

## Number and Percent\* of NGDC Bills to Small-Business Customers Not Rendered Once Every Billing Period

Company	2016		2017		2018	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
NFG	1	.01%	1	.01%	0	0%
Peoples -Equitable	0	0%	0	0%	0	0%
Peoples	0	0%	0	0%	0	0%
PGW	1	.01%	1	.01%	1	.00%
UGI-Gas	4	.01%	818	2%	27	.07%
UGI Penn Natural	3	.02%	88	.67%	12	.08%

\*12-month average.

UGI Gas had reported the increase in the number of bills not rendered in 2017 was due to the implementation of a new Customer Billing system. The 2018 data reflects improvements were achieved.

## C. Meter Reading

Regular meter reading is important in order to produce accurate bills for customers who expect to receive bills based on the amount of electricity or natural gas they have used. Actual meter readings can be obtained by physically accessing and visually inspecting a meter, through devices that permit direct interrogation of the meter, or through AMR (Automated Meter Reader) devices. The Commission's experience is that the lack of actual meter readings generates complaints to companies, as well as to the Commission. The Commission has expressed concern that regular meter reading may be one of the customer service areas where EDCs and NGDCs might, under competition, reduce the level of service<sup>21</sup>. The quality of service reporting requirements includes three measures of meter-reading performances that correspond with the meter-reading requirements<sup>22</sup>.

### 1. Number and Percent of Residential Meters Not Read by Company 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<sup>23</sup>. 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 are required<sup>24</sup> to report the number and percent of residential meters they have not read.

#### Number and Percent\* of EDC Residential Meters Not Read by Company or Customer in Six Months

Company	2016		2017		2018	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	462	.08%	180	.03%	68	.00%
Met-Ed	71	.01%	26	.01%	23	.00%
Penelec	25	.01%	7	.00%	6	.00%
Penn Power	0	0%	0	0%	0	.0%
PPL	44	.00%	133	.01%	210	.02%
PECO	138	.01%	90	.01%	21	.00%
UGI-Electric	1	.00%	2	.00%	16	.03%
West Penn	115	.02%	29	.01%	9	.00%

\*12-month average.

As shown above, five of the EDCs reported improvement in this measurement in 2018. Penn Power remained the same in 2018 as 2017.

<sup>21</sup> Final Rulemaking Orders establishing Reporting Requirements for Quality of Service Benchmarks and Standards (L-00000147 and L-970131).

<sup>22</sup> 52 Pa Code § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).

<sup>23</sup> 52 Pa Code § 56.12(4)(ii).

<sup>24</sup> 52 Pa Code § 54.153(b)(3)(i), 56.12(4)(ii).

PPL reported higher numbers of meters not read by the company in six months in 2018 due to the continued implementation of smart meters. As existing meters were being switched to Smart Meters, some existing meters due to be read, were not read due to their upcoming meter exchange.

### Number and Percent\* of NGDC Residential Meters Not Read by Company or Customer in Six Months

Company	2016		2017		2018	
	Number	Percent	Number	Percent	Number	Percent
Columbia	1	.00%	3	.00%	3	.00%
NFG	**	**	941	.6%	1200	.8%
Peoples-Equitable	0	0%	0	0%	0	.0%
Peoples	518	.16%	671	.19%	423	.1%
PECO (Gas)	82	.02%	16	.00%	6	.00%
PGW	67	.01%	57	.01%	62	.00%
UGI-Gas	53	.02%	62	.02%	90	.03%
UGI Penn Natural	21	.01%	26	.02%	35	.02%

\*12-month average.

\*\*Waiver requested due to the company's inability to provide the requested data. (Docket No. P-2017-2584586)

The major NGDCs are required<sup>25</sup> to report the number and percent of residential meters for which the company has failed to obtain an actual or customer-supplied meter reading within the past six months. The table above presents the data that the companies reported for 2016, 2017 and 2018. The report presents PECO's natural gas meter-reading data separately from its electric meter-reading data.

NFG reported the continued rise in the number of meters not read in six months was due to non-response to multiple phone and letter attempts to contact customers to schedule appointments.

The UGI companies explains the increase in the number of residential meters not read in the six-month category was due to the implementation of a new Customer Billing System.

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

A company may estimate the bill of a residential customer if company personnel are unable to gain access to obtain an actual meter reading<sup>26</sup>. However, at least once every 12 months, the company must obtain an actual meter reading to verify the accuracy of either the estimated or customer-supplied readings. The EDCs are required to report the number and percent of residential meters for which they failed to meet the requirements<sup>27</sup>. The following table presents the statistics the EDCs submitted to the Commission for this measure.

<sup>25</sup> § 62.33(b)(3)(i), § 56.12(4)(ii).

<sup>26</sup> § 56.12(4)(iii)

<sup>27</sup> § 54.153(b)(3)(ii)

### Number and Percent\* of EDC Residential Meters Not Read in 12 Months

Company	2016		2017		2018	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	72	.01%	42	.01%	10	.00%
Met-Ed	1	0%	0	0%	1	.00%
Penelec	0	0%	0	0%	0	0%
Penn Power	0	0%	0	0%	0	0%
PPL	6	0%	6	.00%	35	.00%
PECO	15	0%	14	.00%	1	.00%
UGI-Electric	0	0%	0	0%	1	.00%
West Penn	6	.00%	1	.00%	0	0%

\*12-month average.

PPL reported the increase in the number of Residential Meters not read in twelve months was related to the continued installation of smart meters.

### Number and Percent\* of NGDC Residential Meters Not Read in 12 Months

Company	2016		2017		2018	
	Number	Percent	Number	Percent	Number	Percent
Columbia	2	.00%	1	.00%	1	.00%
NFG	**	**	298	2%	259	.2%
Peoples-Equitable	0	0%	0	0%	0	0%
Peoples	69	.02%	66	.02%	132	.03%
PECO (Gas)	20	.00%	2	.00%	2	.00%
PGW	1	.00%	1	.00%	6	.00%
UGI-Gas	38	.01%	29	.01%	36	.01%
UGI Penn Natural	4	.00%	3	.00%	10	.01%

\*12-month average.

\*\* Waiver requested due to the company's inability to provide the requested data. (Docket No. P2017-2584586)

The major NGDCs are required to report the number and percent of residential meters for which the company failed to obtain an actual meter reading within the past 12 months<sup>28</sup>.

Peoples has reported the decreased performance in the number of meters not read is due to the focus on installing electronic reading devices. As more devices are installed, Peoples expects to see a decrease in the number of meters not read.

NFG had requested an exemption waiver in 2016 since their reporting data was unavailable for several months. In 2018, NFG's reported data reflects improvement in this performance measurement.

### 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<sup>29</sup>. 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 and major NGDC must report<sup>30</sup> to the Commission 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. The following tables show the data as reported by the major companies. However, the accuracy of the data in the tables regarding remote reading devices cannot be verified. Although the Commission has defined remote meter-reading devices and direct interrogation devices, there is still a question whether certain meters qualify as direct interrogation devices.

The number of remote meters not read within five years was zero for each of the five electric companies with remote meter-reading capabilities in 2016, 2017 and 2018<sup>31</sup>.

NFG reported 30 (4 percent) residential remote meters not read in five years up from 15 (2.2 percent) not read in 2017. NFG reports the increase in the number of Residential Meters not read in five years is due to non-response to multiple phone and letter attempts to contact customers to schedule appointments.

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<sup>28</sup> 52 Pa Code § 62.33(b)(3)(ii)

<sup>29</sup> 52 Pa Code § 56.12(5)(i)

<sup>30</sup> 52 Pa Code § 54.153(b)(3)(iii) and § 62.33(b)(3)(iii)

<sup>31</sup> 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 complaining party within 30 days of the initiation of the dispute<sup>32</sup>. A complaint or dispute filed with a company is not necessarily a negative indicator of service quality. However, a company's failure to promptly respond to the customer's complaint within 30 days is a potential infraction of the regulations<sup>33</sup> and may also be an indication of poor service as well as a cause of complaints to the Commission.

### 1. Number of Residential Disputes that Did Not Receive a Response within 30 Days

Each EDC and major NGDC is required<sup>34</sup> to report to the Commission the actual number of disputes for which the company did not provide a response within 30 days, as required under the Chapter 56 regulations. The following two tables present this information as reported by the companies.

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<sup>32</sup> 52 Pa Code § 56.151(5)

<sup>33</sup> 52 Pa Code § 56.151(5)

<sup>34</sup> 52 Pa Code § 54.153(b)(4), § 62.33(b)(4)

## Number of EDC Residential Disputes That Did Not Receive a Response Within 30 Days

Company	2016	2017	2018
Duquesne	57	36	56
Met-Ed	0	0	0
Penelec	0	0	0
Penn Power	0	0	0
PPL	55	65	100
PECO	1	1	2
UGI-Electric	0	27	122
West Penn	0	0	0

To address the increase in the number of dispute reports not issued within 30 days, PPL has developed a team to update the process and have one sole person manage the accounts.

UGI-Electric explains the reported increase in the number of disputes not answered within 30 days in 2018 was a result of the implementation of a new Customer Billing system in September 2017.

Duquesne explains the 2018 increase was a combination of factors. Duquesne reported some disputes take longer to resolve if the investigation is still pending at day 30, Timing of the customer's payment and scheduling issues or cancelled appointments can be factors. Miscommunications between the Contact Center and the Metering Department can also be a factor.

## Number of NGDC Residential Disputes That Did Not Receive a Response Within 30 Days

Company	2016	2017	2018
Columbia	0	0	2
NFG	*	1	7
Peoples-Equitable	0	0	0
Peoples	0	0	0
PGW	0	0	61
UGI-Gas	0	141	298
UGI Penn Natural	0	66	138

\*Waiver requested due to the company's inability to provide the requested data. (Docket No. P-2017-2584586)

The UGI companies explained the increase in the number of disputes not responded to within 30 days in 2018 was due to the implementation of a new billing system in September 2017 that continued to impact the number of residential disputes that did not receive a response within 30 days through the first few months of 2018.

PGW attributes the increase to an increased number of disputes received in 2018 as well as a result of having newer Customer Service Representatives.

## II. Customer Transaction Survey Results

EDCs and major NGDCs are required<sup>35</sup> to report to the Commission the results of telephone transaction surveys of customers who have had interactions with the company. The purpose of the transaction surveys is to assess the customer's perception regarding this recent interaction. The regulations specify that the survey questions are to measure access to the company; employee courtesy; employee knowledge; promptness of the EDC or NGDC response or visit; timeliness of the company response or visit; and satisfaction with the handling of the interaction.

The EDCs and NGDCs must carry out the transaction survey process using survey questionnaires and procedures that provide the Commission with uniform data to directly compare customer service performance among EDCs and NGDCs in Pennsylvania. A survey working group composed of EDC representatives and Commission staff designed the survey questionnaire. The first surveys of EDC customers were conducted in 2000, and the survey of NGDC customers was conducted for the first time in 2002. All of the major EDCs and NGDCs use a common survey company.

The surveys focus on residential and small-business customers who have recently contacted their company. Industrial and large-commercial customers are not included in the survey, since these large customers have specific representatives within their respective companies with whom they discuss any problems, concerns and issues. For both the EDCs and the NGDCs, the survey sample also excludes all transactions that result from company outbound calling programs or other correspondence. However, transactions with consumers who use a company's automated telephone system exclusively, as well as those who contact their company by personal visit, are eligible to be surveyed.

Each month, the EDCs and NGDCs randomly select a sample of transaction records for consumers who have contacted them within the past 30 days. The companies transmit the sample lists to the research firm. The research firm randomly selects individual consumers from the sample lists. The survey firm contacts individual consumers in the samples until it meets a monthly quota of completed surveys for each company.

Each year, the survey firm completes approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95 percent probability that the results have a statistical precision of plus or minus five percentage points of what the results would be if all customers who had contacted their EDC or NGDC had been surveyed, meeting the PUC requirements<sup>36</sup>.

Survey working group members from both industries agreed that the 700 completed surveys should include 200 contacts about credit and collection issues and 500 contacts about all other types of issues. Under this plan, the credit and collection contacts do not dominate survey results. Credit and collection contacts are from customers who need to make payment agreements; customers who received termination notices or had service terminated; those who are requested to pay security deposits; and others with bill payment problems. Consumer contacts about other issues include calls about billing questions and disputes; installation of service requests; metering problems; outage reporting; questions about choosing an alternative supplier; and a variety of other reasons.

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<sup>35</sup> Reporting Requirements for Quality of Service Benchmarks and Standards at 52 Pa Code § 54.154, § 62.34.

<sup>36</sup> 52 Pa Code § 54.154(5) and § 62.34(5)

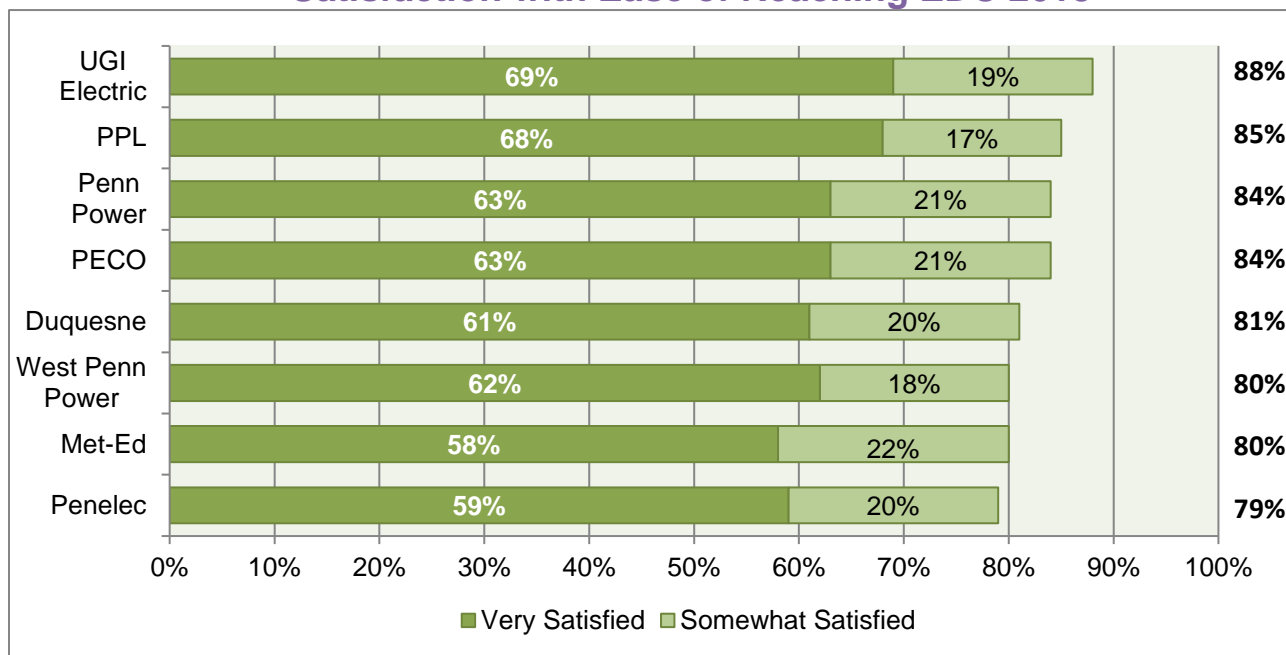


This report summarizes the 2016-18 EDC and NGDC survey data into the charts and tables that appear later in this chapter and in the appendices. For the EDCs, the chapter presents the results from the 2018 surveys, while Appendix A presents a comparison of results from the past three years. Appendix A also includes additional details of the EDC survey results. Appendix B presents a comparison of the NGDC survey results from the past three years. Both Appendix A and B provide information about the number and type of consumers who participated in the 2018 surveys, as well as the average number of residential customers each EDC and NGDC serve.

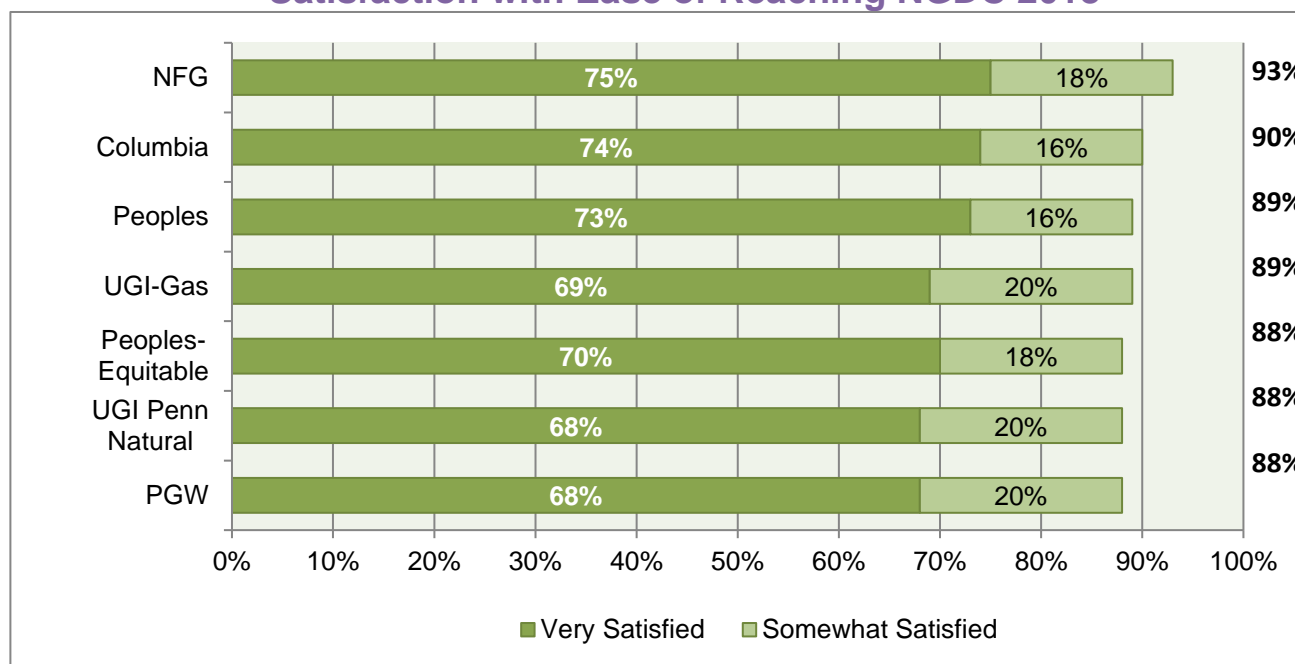
## A. Reaching the Company

One of the first survey questions in each of the surveys asks the consumer, “On a scale of 1-10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the ease of reaching the EDC or the NGDC?” The bar charts that follow present the percent of consumers who indicated satisfaction with the initial stage of their contact with the company. For 2018, the average of the percentages of EDC customers who responded that they were either “satisfied” or “somewhat satisfied” with the ease of reaching the company is 83 percent. For NGDCs, the average of the percentages of NGDC consumers who responded that they were either “satisfied” or “somewhat satisfied” with the ease of reaching the company is 89 percent. Past survey results are available in the appendices.

### Satisfaction with Ease of Reaching EDC 2018



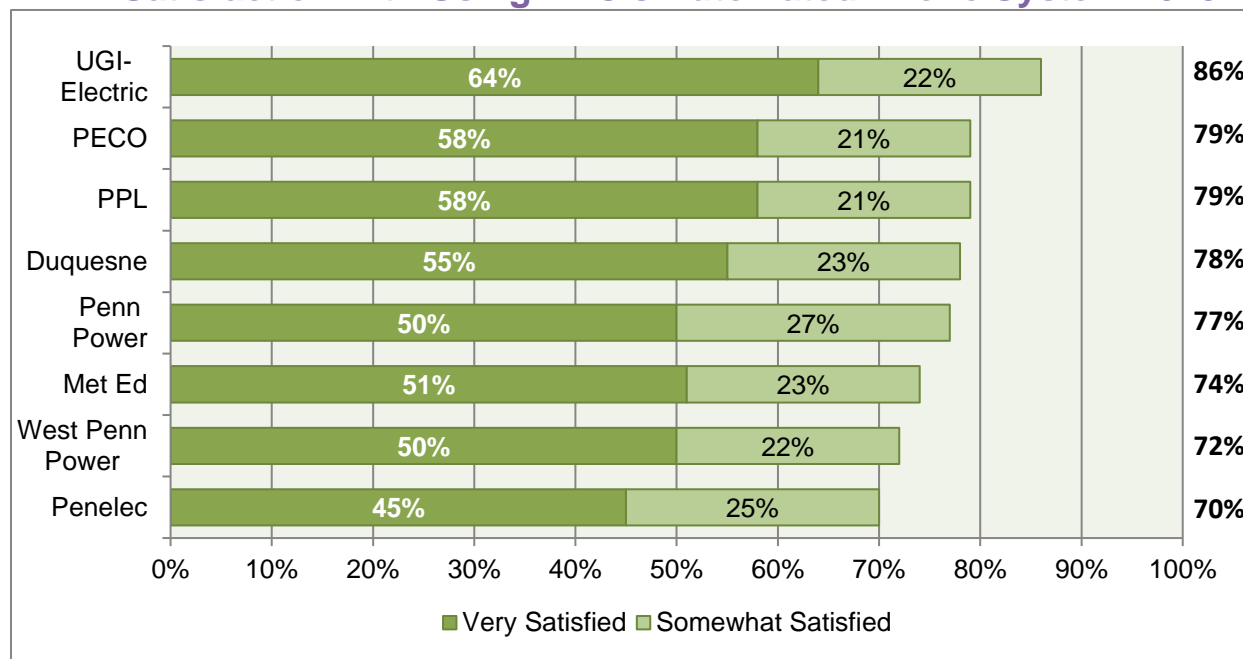
### Satisfaction with Ease of Reaching NGDC 2018



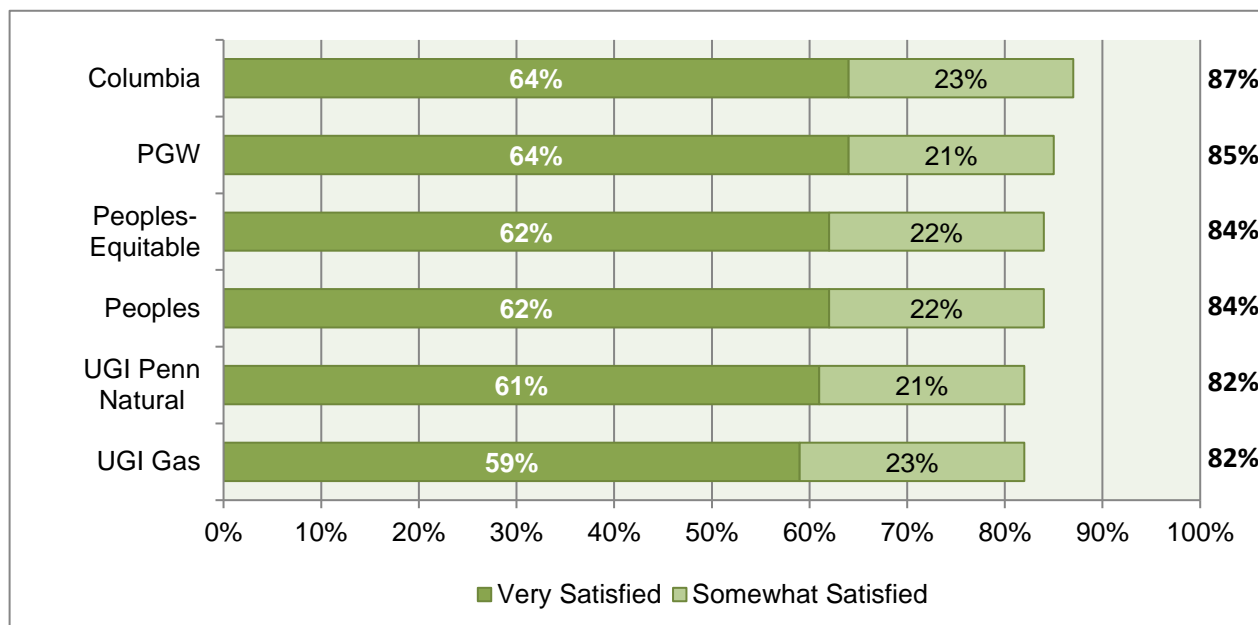
## B. Automated Phone Systems

Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and NGDCs but one<sup>37</sup> use an automated telephone system to filter calls and save time and money on consumer calls. The surveys ask consumers questions about their experience using the automated systems. On average, 77 percent of EDC consumers reported being either “very satisfied” or “somewhat satisfied” with the EDCs’ automated phone system. For the major NGDCs, an average of 84 percent of NGDC consumers reported satisfaction with using the automated systems. More details on how customers perceive using automated phone systems can be found in the appendices. The charts that follow present the level of satisfaction consumers expressed about using the EDC or NGDC automated telephone systems.

### Satisfaction with Using EDC’s Automated Phone System 2018



### Satisfaction with Using NGDC’s Automated Phone System 2018



<sup>37</sup> NFG does not use an automated telephone system at its call center.

## C. Company Representatives

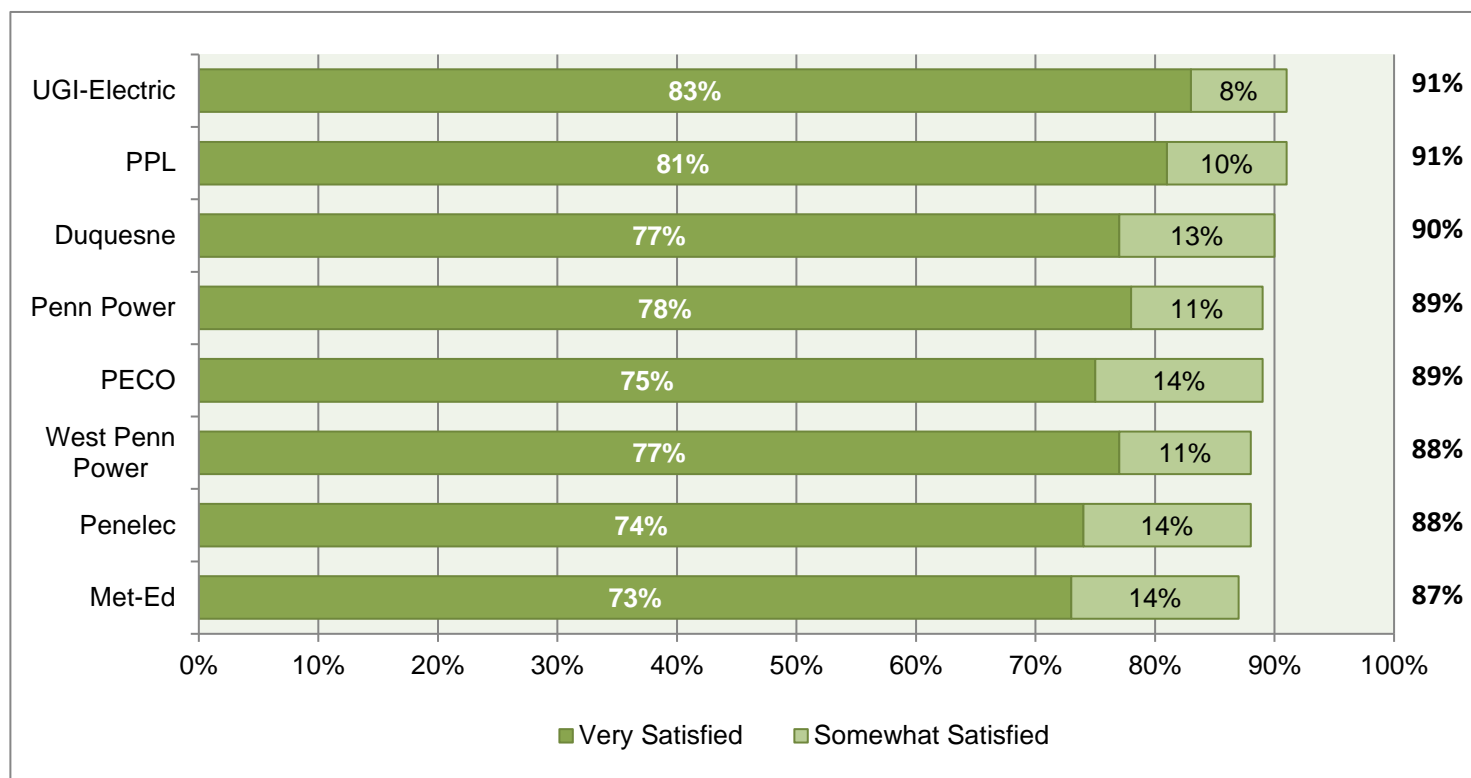
Consumers who indicated that they had spoken with a company representative were asked specifically how satisfied they were with that interaction. A consumer's overall rating of satisfaction with the company representative's handling of the contact may be influenced by several factors, including the courtesy and knowledge of the representatives.

In 2018, on average, 89 percent of EDC consumers indicated being either "somewhat satisfied" or "very satisfied" with the way the company representative handled the consumer contact. On average, 92 percent of NGDC consumers indicated they were either "somewhat satisfied" or "very satisfied" with the way the company representative handled the interaction.

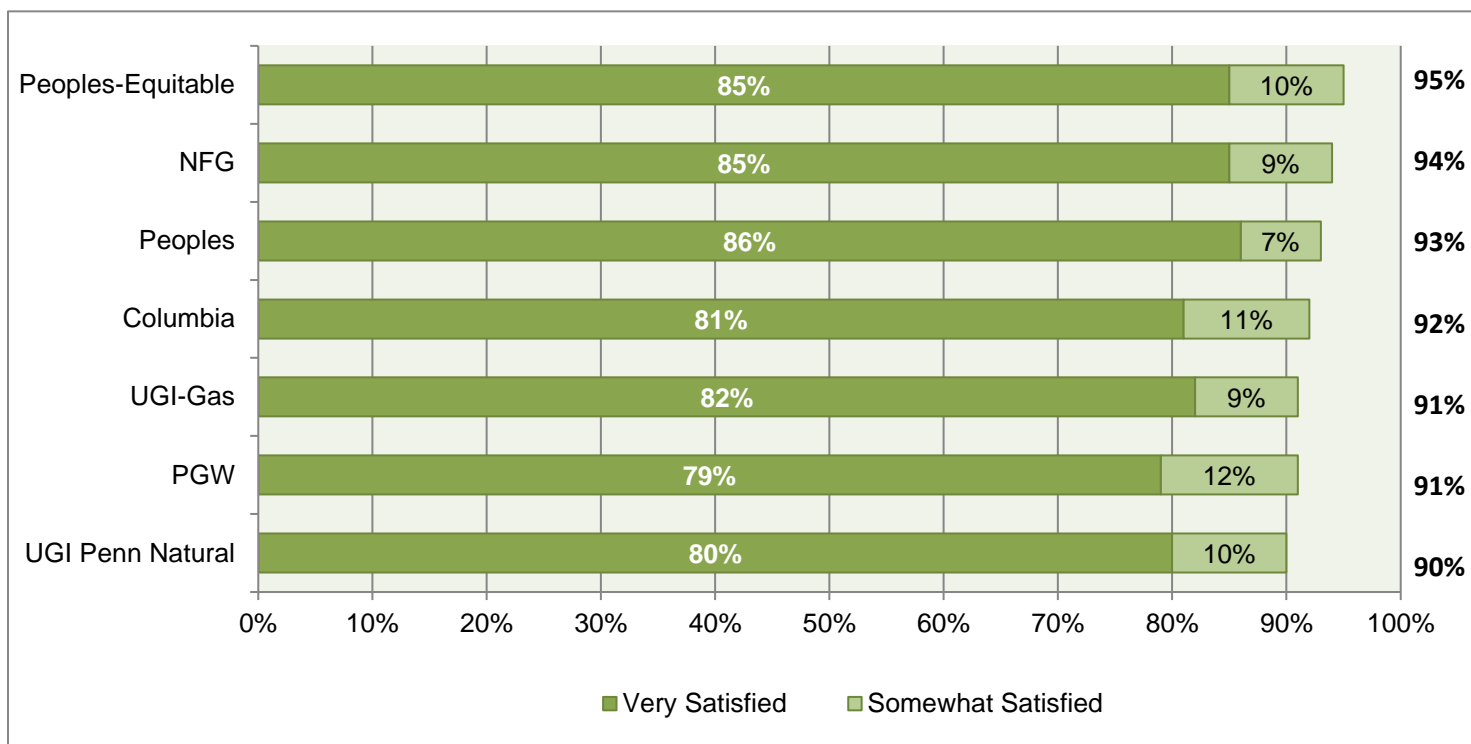
Also, in 2018, on average, 93 percent of EDC consumers indicated the company person they spoke with was either "very courteous" or "somewhat courteous" with the majority indicating the representative was "very courteous." An average of 90 percent rated the company representative as "very knowledgeable" or "somewhat knowledgeable." The majority gave a "very knowledgeable" rating. On average, 95 percent of consumers rated NGDC representatives as either "very courteous" or "somewhat courteous." In addition, 94 percent of NGDC consumers rated company representatives as either "very knowledgeable" or "somewhat knowledgeable."

The following tables show the consumers' level of satisfaction with this interaction. Additional information, including previous years' results, is available in the appendices.

## Satisfaction with EDC Representative's Handling of the Contact 2018

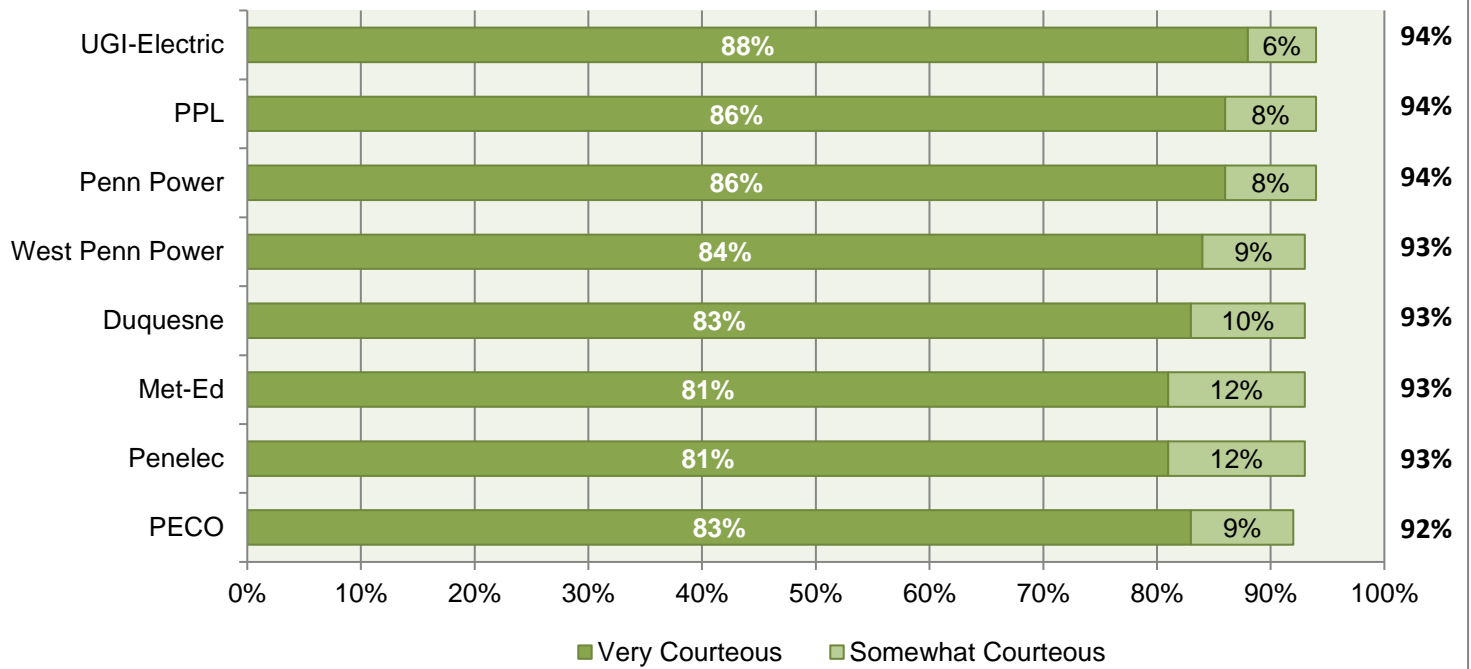


## Satisfaction with NGDC Representative's Handling of the Contact 2018

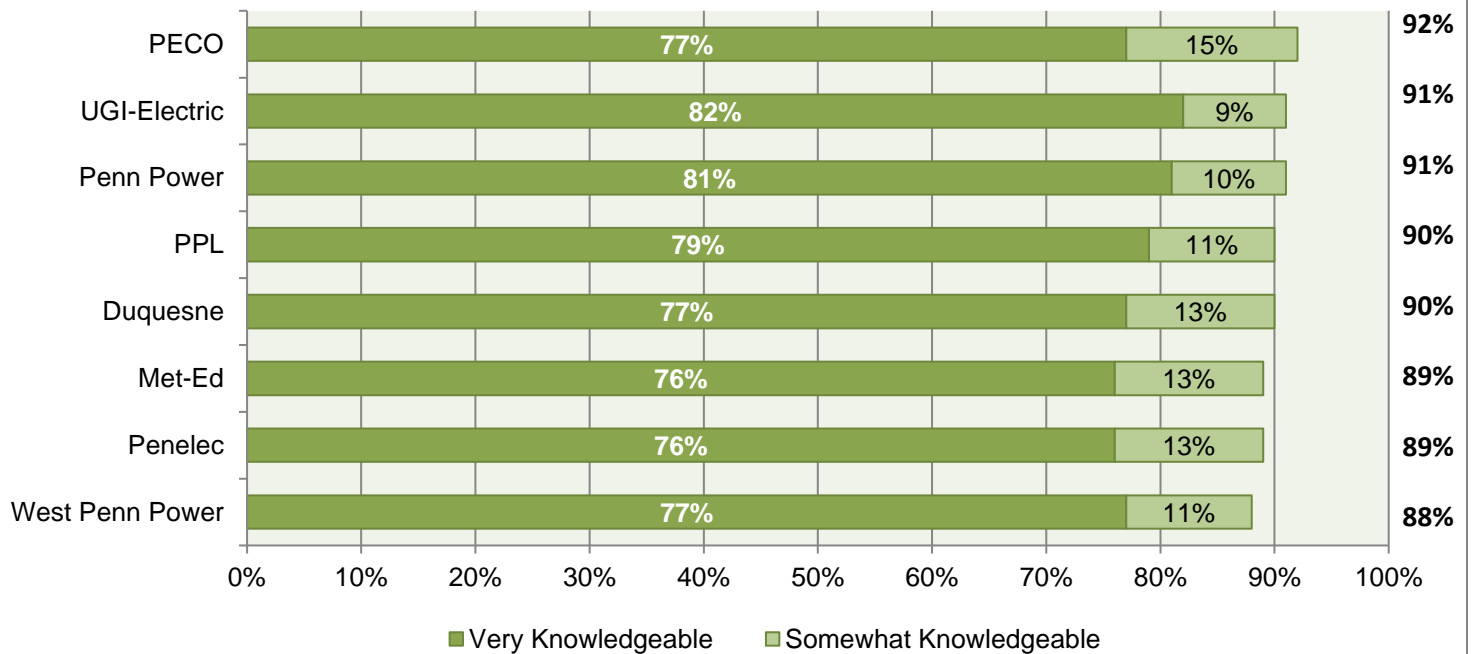


## Consumer Ratings of EDC Representatives 2018

### Call Center Representative's Courtesy

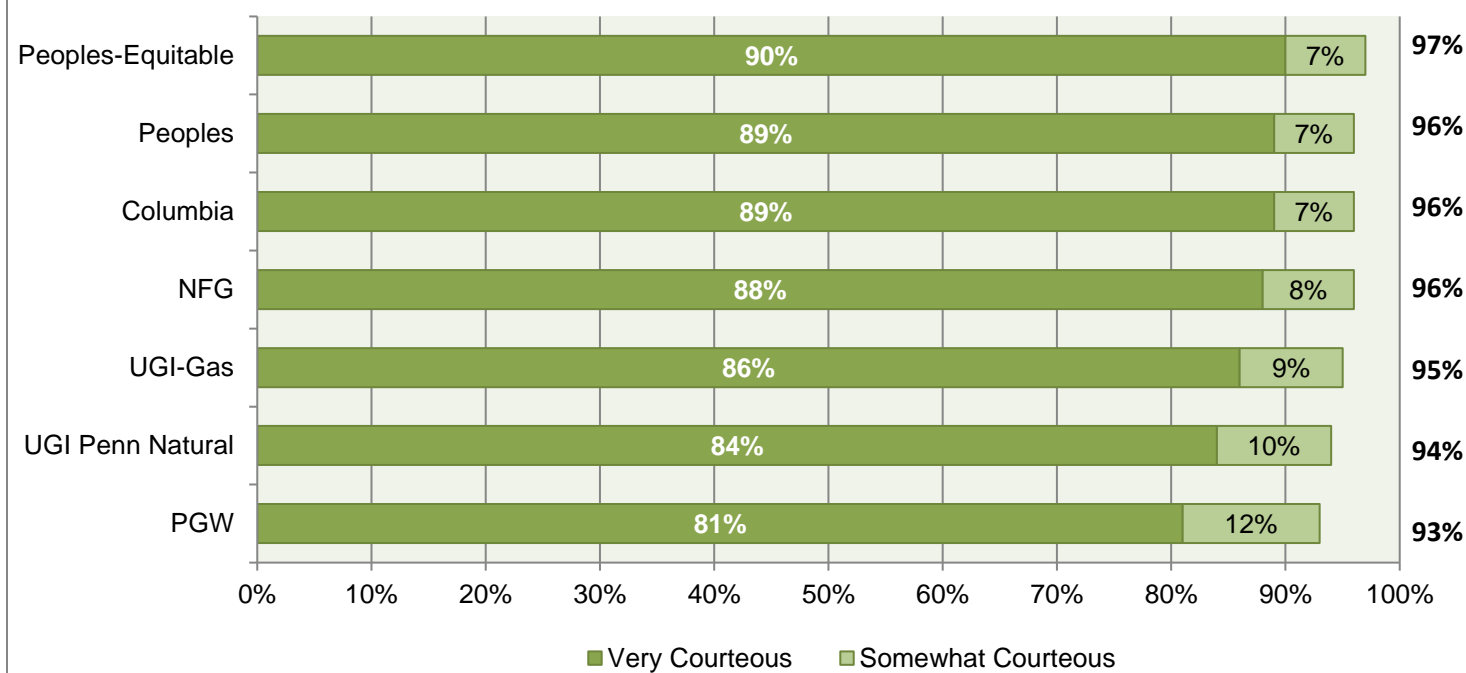


### Call Center Representative's Knowledge

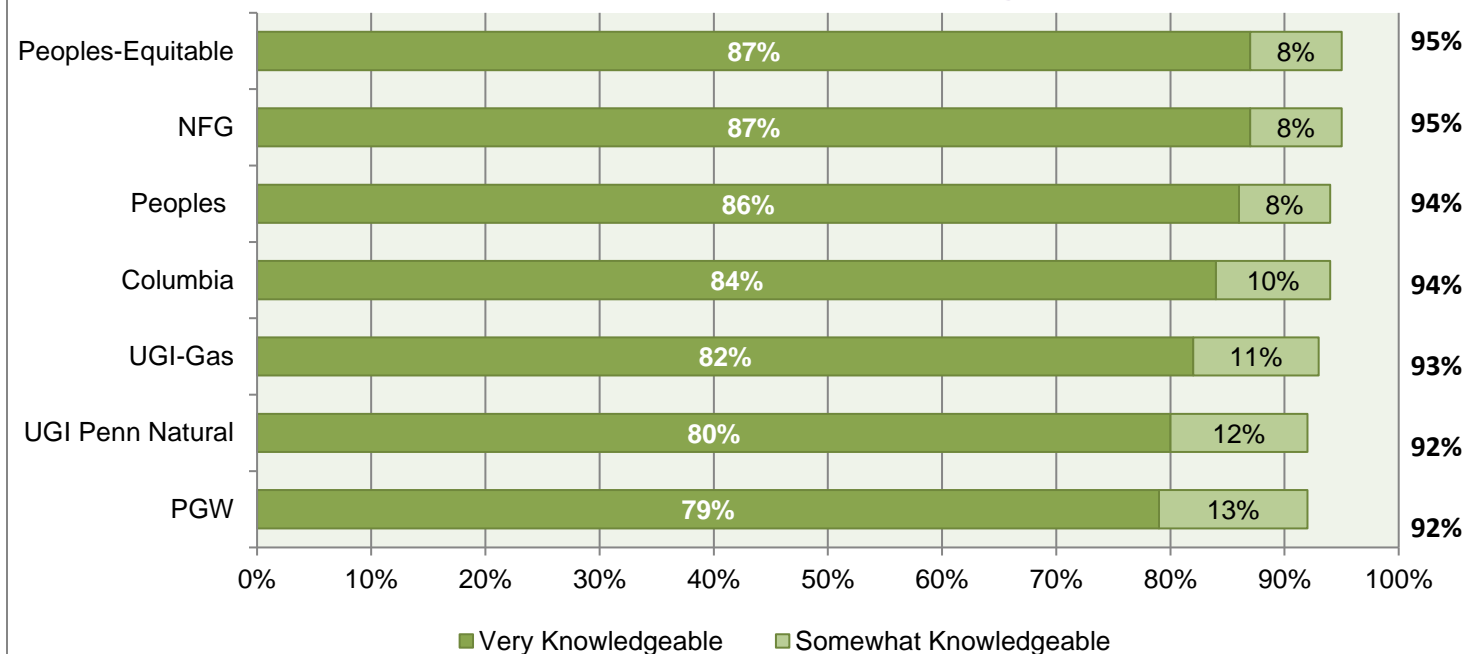


## Consumer Ratings of NGDC Representatives 2018

### Call Center Representative's Courtesy



### Call Center Representative's Knowledge



## D. Overall Satisfaction

Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company's automated telephone system; the wait to speak to a company representative; and the courtesy and knowledge of that representative. If a field visit is part of the interaction, this, too, would affect the consumer's overall assessment. The tables that follow present the 2018 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

The following chart presents the results of the responses to the question, "Considering all aspects of this recent contact with the company, and using the same 1 to 10 scale, how satisfied were you with the quality of service provided by the company?" In 2018, the EDC industry average shows that 87 percent of consumers were "satisfied" and 71 percent "very satisfied" with the overall quality of service they received from their EDCs. In 2018, the industry average for overall satisfaction with NGDC customer contacts is 91 percent with 79 percent being "very satisfied." Additional information is available in the appendices.

As indicated in the introduction to the section on customer surveys, the companies and survey firm divided consumer contacts into credit and collection contacts, and contacts about other matters.

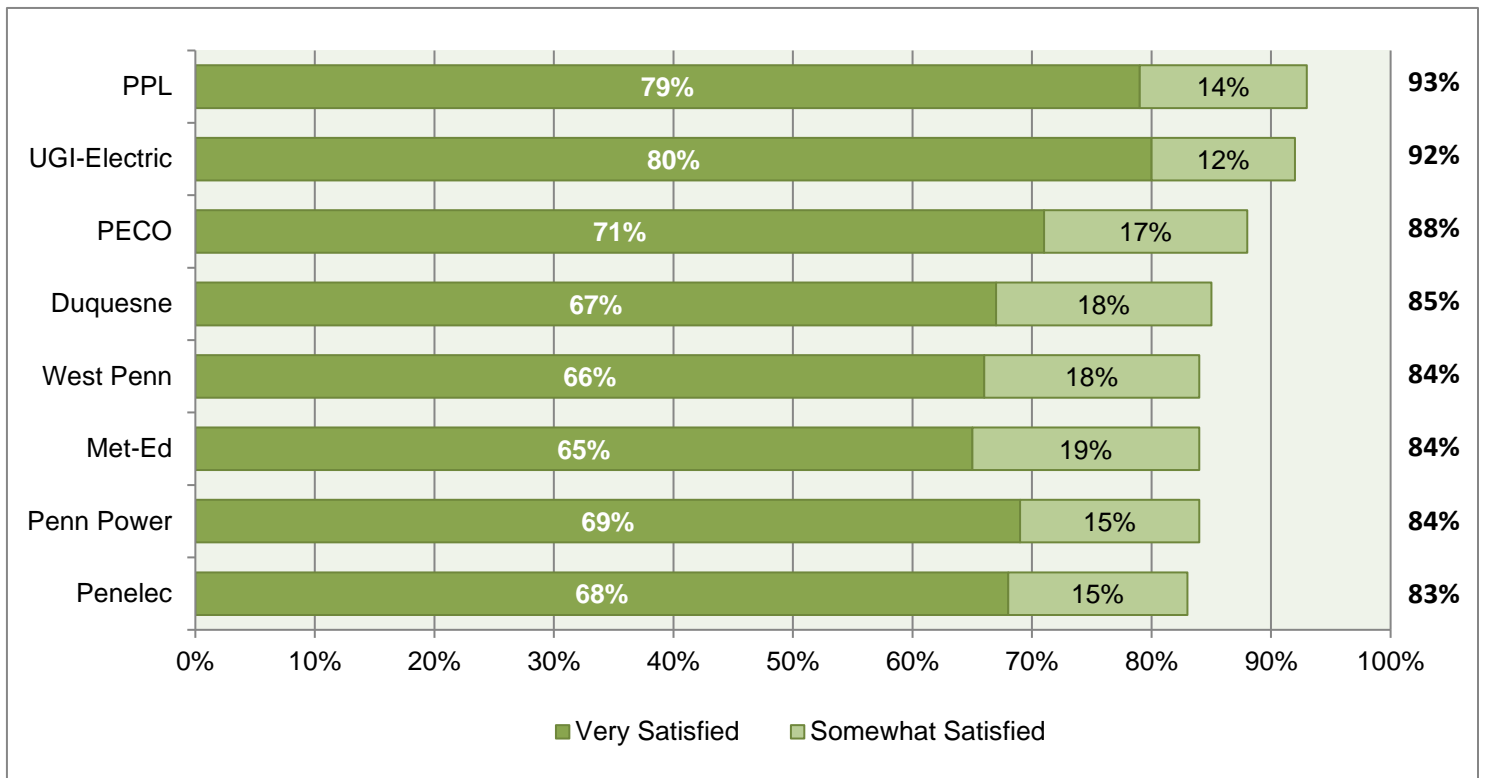
Members of both working groups had expressed concern that the satisfaction level of consumers who had contacted the companies about credit and collection issues would negatively influence the overall satisfaction ratings. However, the opposite proved true for all EDCs in the first two years the survey was conducted.

Customers of five of the eight EDCs rated their satisfaction higher on credit and collection contacts in 2018 than on other types of contacts. The average percentage of customers that were either "very satisfied" or "somewhat satisfied" was 88 percent. The average percentage of customers who were either "very satisfied" or "somewhat satisfied" with their non-credit and collection contacts with the EDCs is 86 percent. Appendix A, Table 2, presents the level of satisfaction by these two categories of contacts, as well as the overall satisfaction level for each of the EDCs for 2016-18.

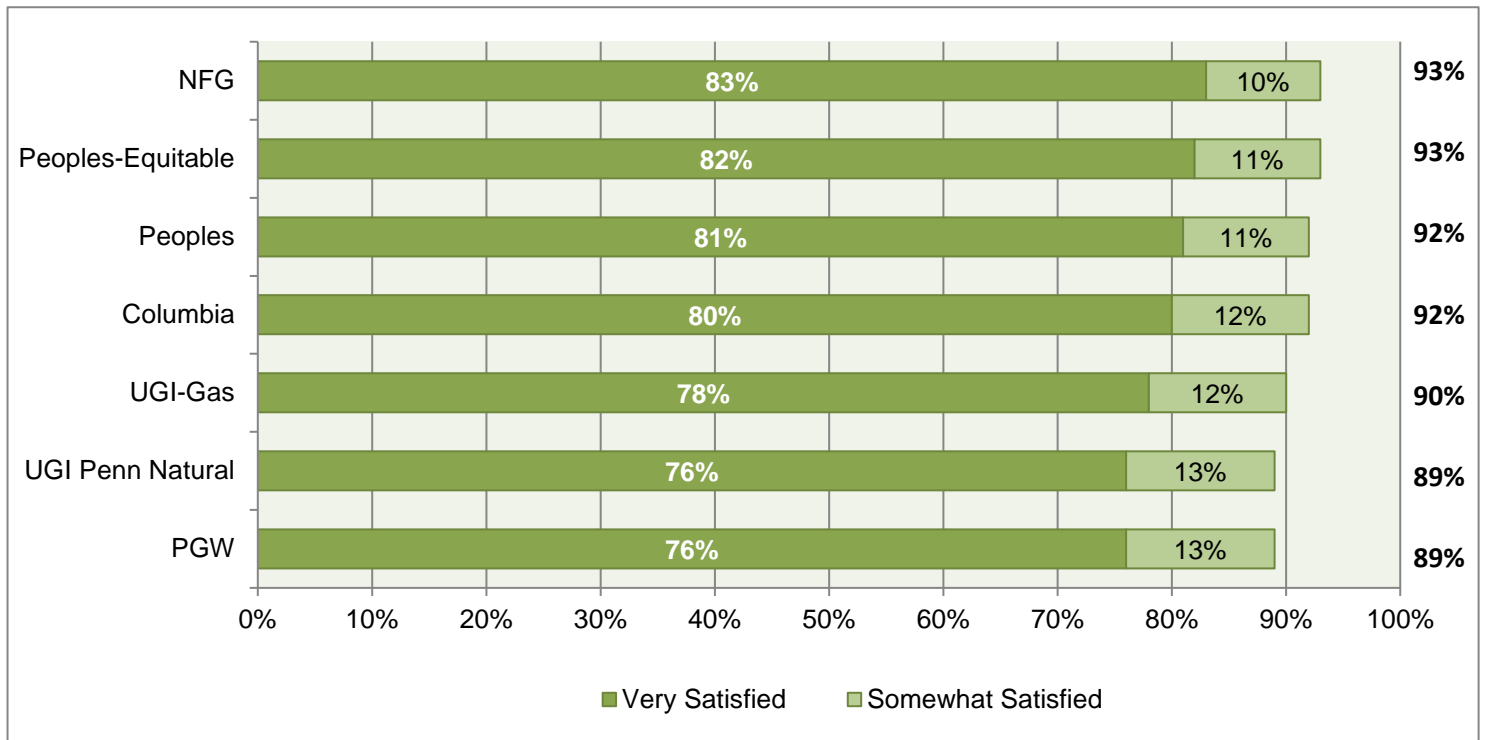
In 2018, three of the seven NGDCs rated their satisfaction higher on credit and collection contacts in 2018 than on other types of contacts. However, the average percentage of customers that were either "very satisfied" or "somewhat satisfied" was the same overall average (91 percent) as the number of customers who contacted the NGDCs about non-credit and collection issues. Appendix B, Table 2, presents the level of satisfaction by these two categories of contacts, as well as the overall satisfaction level for each of the NGDCs.



## Overall Satisfaction with EDC's Quality of Service during Recent Contact 2018



## Overall Satisfaction with NGDC's Quality of Service during Recent Contact 2018



### III. Conclusion

This report fulfills the PUC's responsibility to annually summarize the quality-of-service statistics that the EDCs and NGDCs report to the Commission. The telephone access, billing, meter-reading and dispute data is due to the Commission annually on Feb. 1. On April 1 of each year, the Commission is to receive the results of the customer surveys conducted during the previous year. The UCARE report will again provide statistics associated with 2018 consumer complaints and PARs filed with the Commission by the customers of the major EDCs and NGDCs.

The Commission uses three sources of data to obtain as complete a picture as possible of the quality of customer service experienced by customers of the major electric and gas companies. The first source is the company itself, reporting telephone access statistics; the number of bills not rendered monthly to residential and commercial customers; meters not read according to Chapter 56 regulations; and disputes not handled within 30 days. The Commission uses consumer complaints and PARs filed with the Commission by the customers of the EDCs and NGDCs as a second source of data. As noted in the introduction, 2018 data on informal complaints and PARs filed with the Commission will be reported in the Commission's annual UCARE report. Finally, the Commission uses the results of the surveys of the companies' customers who have had customer-initiated contacts with the companies. This latter source of information tells the Commission about the ease of contacting the companies; the consumers' view of the knowledge and courtesy of the companies' customer service representatives; as well as the consumers' overall satisfaction with the way the company handled the contacts. This information allows the Commission to monitor the quality of EDCs' and NGDCs' customer-service performance.

The survey results show that, for the most part, customers are satisfied with the service they receive from their companies. Nevertheless, the company-reported performance data indicates there is room for improvement on the part of Pennsylvania's major electric and gas companies. For example, the number of accounts not billed, meters not read, and disputes not responded to within 30 days represent infractions of the Chapter 56 regulations. Although some companies have improved their telephone access statistics, access remains at a less-than-desirable level for others.

Customers who cannot reach their company contact the Commission to report access problems. The Commission closely monitors company performance on access measures not only through reported statistics, but also through customer reports to the BCS. Deficiencies in call center access are an even greater cause for concern since the 2004 passage of Act 201, which specifically forbids the Commission from accepting complaints from customers who have not first contacted the utility<sup>38</sup>.

The analysis provided by both the EDCs and the NGDCs regarding the company-reported statistics show that the various measures prescribed by the reporting requirements are interrelated. Often, the level of performance on one of the measures directly affects a company's performance on one or more of the other measures. For example, if a company fails to obtain actual meter readings for long periods of time, it may underestimate the customers' usage. When the company does get actual reads, the make-up bills may cause the customers to call the company, generating increased volumes of complaints. This may affect telephone access statistics. Further, as several companies have pointed out, an increased volume of complaints often leads to a company not being able to handle the disputes in a timely manner and the failure to issue reports to the disputes within the required 30-day timeframe. Later, such behavior may influence customer survey results and generate consumer complaints with the Commission. Finally, Commission review of the complaints may generate high justified consumer complaint rates, as well as high infraction rates.

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<sup>38</sup> 52 Pa. Code § 56.166

# Appendix A

## EDC Survey Results 2016-18

Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2016	2017	2018	2016	2017	2018
Duquesne	79%	84%	81%	70%	75%	78%
Met-Ed	79%	79%	80%	71%	70%	74%
PECO	86%	85%	84%	80%	78%	79%
Penelec	81%	90%	79%	74%	71%	70%
Penn Power	79%	83%	84%	73%	72%	77%
PPL	90%	89%	85%	84%	79%	79%
UGI-Electric	88%	85%	88%	83%	79%	86%
West Penn	80%	82%	80%	73%	71%	72%
<b>Average</b>	<b>83%</b>	<b>85%</b>	<b>83%</b>	<b>76%</b>	<b>74%</b>	<b>77%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of their recent contact with the EDC.

Table 1B

Company	Satisfaction with EDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with EDC*		
	2016	2017	2018	2016	2017	2018
Duquesne	89%	88%	90%	85%	84%	86%
Met-Ed	88%	84%	87%	84%	82%	82%
PECO	90%	89%	89%	88%	86%	87%
Penelec	87%	87%	88%	83%	84%	85%
Penn Power	87%	86%	89%	84%	84%	87%
PPL	94%	90%	91%	93%	89%	89%
UGI-Electric	93%	92%	91%	92%	89%	90%
West Penn	87%	86%	88%	84%	82%	86%
<b>Average</b>	<b>89%</b>	<b>88%</b>	<b>89%</b>	<b>87%</b>	<b>85%</b>	<b>87%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of their recent contact with the EDC.

**Table 2**  
**Overall Satisfaction with EDC Contact: Credit/Collection v. Other Calls\* 2016-18**

Company	Credit/Collection			Other			Overall		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Duquesne	89%	92%	87%	83%	80%	86%	85%	84%	86%
Met-Ed	83%	81%	85%	84%	82%	81%	84%	82%	82%
PECO	86%	84%	86%	89%	87%	86%	88%	86%	87%
Penelec	84%	88%	89%	83%	83%	84%	83%	84%	85%
Penn Power	89%	85%	88%	82%	84%	86%	84%	84%	87%
PPL	94%	88%	89%	92%	90%	90%	93%	89%	89%
UGI-Electric	89%	92%	90%	92%	82%	90%	92%	89%	90%
West Penn	81%	84%	88%	85%	81%	84%	84%	82%	86%
<b>Average</b>	<b>87%</b>	<b>87%</b>	<b>88%</b>	<b>86%</b>	<b>84%</b>	<b>86%</b>	<b>87%</b>	<b>85%</b>	<b>87%</b>

\*Other calls include all categories of contacts to an EDC other than those related to credit and collection. Other calls include contacts 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.

**Table 3**  
**Contacting an EDC 2016-18**

Company	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**		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Duquesne	72%	78%	79%	69%	75%	75%	72%	83%	76%
Met-Ed	72%	73%	75%	72%	70%	74%	76%	75%	74%
PECO	79%	80%	83%	79%	77%	78%	81%	80%	82%
Penelec	74%	71%	70%	75%	70%	70%	75%	74%	74%
Penn Power	74%	74%	73%	74%	72%	76%	77%	76%	76%
PPL	86%	81%	81%	84%	80%	79%	86%	84%	83%
UGI-Electric	81%	79%	82%	82%	79%	84%	84%	83%	82%
West Penn	72%	68%	72%	72%	69%	71%	75%	76%	72%
<b>Average</b>	<b>76%</b>	<b>76%</b>	<b>77%</b>	<b>76%</b>	<b>74%</b>	<b>76%</b>	<b>78%</b>	<b>79%</b>	<b>77%</b>

\*Percent of customers who answered "very easy to use" or "somewhat easy to use" when asked how easy it was to use the EDC's automated telephone system.

\*\*Percent of customers who answered either "very satisfied" or "somewhat satisfied" to questions about satisfaction with how well the choices of the automated telephone system fit the nature of the customer's call and how satisfied they were with the amount of time it took to speak to a company representative.

**Table 4**  
**Consumer Ratings of EDC Representatives 2016-18**

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2016	2017	2018	2016	2017	2018
Duquesne	94%	93%	93%	89%	89%	90%
Met-Ed	90%	90%	93%	88%	87%	89%
PECO	92%	93%	92%	91%	89%	92%
Penelec	94%	94%	93%	92%	89%	89%
Penn Power	94%	92%	94%	91%	87%	91%
PPL	98%	96%	94%	95%	91%	90%
UGI-Electric	93%	95%	94%	94%	92%	91%
West Penn	92%	94%	93%	90%	89%	88%
<b>Average</b>	<b>93%</b>	<b>93%</b>	<b>93%</b>	<b>91%</b>	<b>89%</b>	<b>90%</b>

\*Percent of consumers who described the company representative as either "very courteous" or "somewhat courteous" and "very knowledgeable" or "somewhat knowledgeable" when asked about their perception of these aspects of the call center representative.

**Table 5A**  
**Premises Visit from an EDC Field Representative 2016-18**

Company	Overall Satisfaction with the Way Premises Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Duquesne	96%	79%	82%	84%	72%	80%	94%	88%	96%
Met-Ed	85%	80%	57%	75%	75%	60%	86%	96%	80%
PECO	83%	90%	85%	73%	82%	79%	94%	100%	97%
Penelec	78%	86%	87%	79%	87%	87%	91%	100%	93%
Penn Power	97%	88%	76%	92%	85%	81%	100%	97%	87%
PPL	89%	96%	81%	92%	80%	75%	96%	100%	100%
UGI-Electric	97%	68%	78%	81%	74%	88%	100%	86%	94%
West Penn	86%	85%	75%	78%	75%	78%	100%	94%	100%
<b>Average</b>	<b>89%</b>	<b>84%</b>	<b>78%</b>	<b>82%</b>	<b>79%</b>	<b>79%</b>	<b>95%</b>	<b>95%</b>	<b>93%</b>

\*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, "promptness" is the state or condition of acting or responding with speed or readiness to a customer's question, complaint, dispute or request. An example of promptness might be the utility responding to a customer's request for a premises visit with an appointment in five days rather than in five weeks.

\*\*Percent of consumers who described the company field representative as "very courteous" or "somewhat courteous" when asked about their perceptions about various aspects of the field representative's visit to the consumer's home or property.

**Table 5B**  
**Premises Visit from an EDC Field Representative 2016-18**

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Duquesne	97%	76%	93%	100%	87%	89%	82%	81%	92%
Met-Ed	86%	92%	67%	95%	78%	68%	87%	90%	69%
PECO	100%	100%	95%	93%	84%	81%	65%	84%	91%
Penelec	90%	90%	93%	94%	91%	87%	86%	92%	81%
Penn Power	100%	93%	88%	97%	86%	80%	87%	86%	79%
PPL	92%	100%	100%	97%	94%	81%	92%	86%	87%
UGI-Electric	100%	85%	88%	97%	74%	86%	82%	73%	79%
West Penn	94%	94%	94%	97%	85%	78%	78%	84%	80%
<b>Average</b>	<b>95%</b>	<b>91%</b>	<b>90%</b>	<b>96%</b>	<b>85%</b>	<b>81%</b>	<b>82%</b>	<b>85%</b>	<b>82%</b>

\*Percent of consumers who described the company field representative as “very knowledgeable” or “somewhat knowledgeable” and “very respectful” or “somewhat respectful” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

\*\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “timeliness” is the state or condition of acting at the appropriate or correct time as previously determined or promised when responding to a customer’s question, complaint, dispute or request. An example of timeliness might be a utility representative arriving at the customer’s residence on the date and at the time previously agreed upon by the utility and the customer.

**Table 6**  
**Characteristics of 2018 EDC Survey Participants**

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premises Visit
Duquesne	700	100%	0%	62%	83%	8%
Met-Ed	700	97%	3%	65%	92%	6%
PECO	700	97%	3%	61%	84%	7%
Penelec	701	97%	3%	62%	94%	5%
Penn Power	700	99%	1%	61%	90%	4%
PPL	700	98%	2%	56%	76%	8%
UGI-Electric	700	97%	3%	61%	96%	6%
West Penn	700	98%	2%	65%	93%	5%
<b>Average</b>	<b>700</b>	<b>98%</b>	<b>2%</b>	<b>62%</b>	<b>89%</b>	<b>6%</b>

**Table 7**  
**Average Number of EDC Residential Customers 2018**

Company	Average Number of Residential Customers
Duquesne	535,487
Met-Ed	502,110
PECO	1,492,306
Penelec	501,456
Penn Power	145,285
PPL	1,227,683
UGI-Electric	55,225
West Penn	626,454

# Appendix B

## NGDC Survey Results 2016-18

Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using NGDC's Automated Phone System*		
	2016	2017	2018	2016	2017	2018
Columbia	91%	92%	90%	83%	84%	87%
Peoples	90%	91%	89%	83%	84%	84%
Peoples-Equitable	89%	91%	88%	79%	85%	84%
NFG	93%	93%	93%	NA	NA	NA
PGW	80%	86%	88%	82%	83%	85%
UGI-Gas	91%	90%	89%	84%	84%	82%
UGI Penn Natural	89%	90%	88%	82%	84%	82%
<b>Average</b>	<b>89%</b>	<b>90%</b>	<b>89%</b>	<b>82%</b>	<b>84%</b>	<b>84%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of their recent contact with the NGDC.

Table 1B

Company	Satisfaction with NGDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with NGDC*		
	2016	2017	2018	2016	2017	2018
Columbia	92%	94%	92%	93%	94%	92%
Peoples	94%	95%	93%	94%	91%	92%
Peoples-Equitable	94%	95%	95%	93%	94%	93%
NFG	95%	93%	94%	94%	93%	93%
PGW	92%	92%	91%	87%	89%	89%
UGI-Gas	95%	93%	91%	92%	91%	90%
UGI Penn Natural	92%	94%	90%	93%	91%	89%
<b>Average</b>	<b>93%</b>	<b>94%</b>	<b>92%</b>	<b>92%</b>	<b>92%</b>	<b>91%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of their recent contact with the NGDC.



**Table 2**  
**Overall Satisfaction with Contact: NGDC Credit/Collection v. Other Calls\* 2016-18**

Company	Credit/Collection			Other			Overall		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Columbia	92%	95%	94%	84%	93%	91%	93%	94%	92%
Peoples	95%	92%	89%	93%	91%	93%	94%	91%	92%
Peoples-Equitable	91%	92%	95%	93%	95%	93%	93%	94%	93%
NFG	92%	91%	93%	95%	93%	94%	94%	93%	93%
PGW	91%	90%	94%	86%	89%	88%	91%	89%	89%
UGI-Gas	88%	91%	89%	94%	90%	89%	92%	91%	90%
UGI Penn Natural	93%	91%	86%	93%	92%	90%	93%	91%	89%
<b>Average</b>	<b>92%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>	<b>92%</b>	<b>91%</b>	<b>93%</b>	<b>92%</b>	<b>91%</b>

\*Other calls include all categories of contacts to an NGDC other than those related to credit and collection. Other calls include contacts about reliability and safety, billing matters, connect/disconnect requests, customer choice, and miscellaneous issues such as requests for rate information or name and address changes.

**Table 3**  
**Contacting an NGDC 2016-18**

Company	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**		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Columbia	83%	83%	85%	84%	85%	84%	88%	86%	87%
Peoples	81%	80%	81%	82%	79%	80%	84%	86%	85%
Peoples-Equitable	80%	84%	81%	82%	83%	83%	84%	87%	86%
NFG	NA	NA	NA	NA	NA	NA	93%	94%	91%
PGW	83%	83%	84%	80%	82%	86%	76%	84%	83%
UGI-Gas	83%	84%	83%	81%	83%	83%	89%	88%	87%
UGI Penn Natural	79%	82%	83%	82%	82%	81%	86%	87%	83%
<b>Average</b>	<b>82%</b>	<b>83%</b>	<b>83%</b>	<b>82%</b>	<b>82%</b>	<b>83%</b>	<b>86%</b>	<b>87%</b>	<b>86%</b>

\*Percent of customers who answered "very easy to use" or "somewhat easy to use" when asked how easy it was to use the NGDC's automated telephone system.

\*\*Percent of customers who answered either "very satisfied" or "somewhat satisfied" to questions about satisfaction with how well the choices of the automated telephone system fit the nature of the customer's call and how satisfied they were with the amount of time it took to speak to a company representative.

**Table 4**  
**Consumer Ratings of NGDC Representatives 2016-18**

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2016	2017	2018	2016	2017	2018
Columbia	96%	96%	96%	94%	95%	94%
Peoples	96%	97%	96%	95%	97%	94%
Peoples-Equitable	97%	97%	97%	96%	96%	95%
NFG	97%	95%	96%	96%	94%	95%
PGW	93%	93%	93%	94%	92%	92%
UGI-Gas	97%	96%	95%	95%	94%	93%
UGI Penn Natural	95%	96%	94%	95%	95%	92%
<b>Average</b>	<b>96%</b>	<b>96%</b>	<b>95%</b>	<b>95%</b>	<b>95%</b>	<b>94%</b>

\*Percent of consumers who described the company representative as either “very courteous” or “somewhat courteous” and “very knowledgeable” or “somewhat knowledgeable” when asked about their perception of these aspects of the call center representative.

**Table 5A**  
**Premises Visit from an NGDC Field Representative 2016-18**

Company	Overall Satisfaction with the Way Premises Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Columbia	94%	92%	86%	90%	86%	89%	98%	98%	97%
Peoples	99%	86%	89%	92%	88%	90%	98%	98%	100%
Peoples-Equitable	96%	89%	86%	85%	90%	89%	94%	99%	96%
NFG	97%	94%	88%	89%	85%	87%	97%	98%	97%
PGW	95%	97%	90%	89%	88%	90%	95%	97%	100%
UGI-Gas	93%	91%	88%	84%	91%	79%	99%	97%	95%
UGI Penn Natural	94%	96%	87%	87%	84%	87%	98%	98%	94%
<b>Average</b>	<b>95%</b>	<b>92%</b>	<b>88%</b>	<b>88%</b>	<b>87%</b>	<b>87%</b>	<b>97%</b>	<b>98%</b>	<b>97%</b>

\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “promptness” is the state or condition of acting or responding with speed or readiness to a customer’s question, complaint, dispute or request. An example of promptness might be the utility responding to a customer’s request for a premises visit with an appointment in five days rather than in five weeks.

\*\*Percent of consumers who described the company field representative as “very courteous” or “somewhat courteous,” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

**Table 5B**  
**Premises Visit from an NGDC Field Representative 2016-18**

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2016	2017	2018	2016	2017	2018	2016	2017	2018
Columbia	97%	96%	95%	98%	93%	92%	91%	88%	87%
Peoples	98%	97%	96%	99%	85%	86%	89%	91%	98%
Peoples-Equitable	96%	100%	96%	99%	89%	84%	90%	92%	91%
NFG	97%	98%	96%	97%	96%	88%	89%	94%	90%
PGW	93%	97%	96%	97%	95%	93%	90%	91%	91%
UGI-Gas	97%	92%	88%	100%	88%	86%	82%	91%	82%
UGI Penn Natural	98%	99%	94%	99%	95%	88%	87%	87%	87%
<b>Average</b>	<b>97%</b>	<b>97%</b>	<b>94%</b>	<b>98%</b>	<b>92%</b>	<b>88%</b>	<b>88%</b>	<b>91%</b>	<b>89%</b>

\*Percent of consumers who described the company field representative as “very knowledgeable” or “somewhat knowledgeable” and “very respectful” or “somewhat respectful” when asked about their perceptions about various aspects of the field representative’s visit to the consumer’s home or property.

\*\*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “timeliness” is the state or condition of acting at the appropriate or correct time as previously determined or promised when responding to a customer’s question, complaint, dispute or request. An example of timeliness might be a utility representative arriving at the customer’s residence on the date and at the time previously agreed upon by the utility and the customer.

**Table 6**  
**Characteristics of 2018 NGDC Survey Participants**

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used NGDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premises Visit
Columbia	700	98%	2%	63%	87%	12%
Peoples	700	98%	2%	61%	92%	15%
Peoples-Equitable	701	99%	1%	65%	94%	13%
NFG	700	98%	2%	NA	95%	14%
PGW	700	95%	5%	63%	94%	9%
UGI-Gas	700	97%	3%	61%	95%	14%
UGI Penn Natural	700	99%	1%	59%	96%	15%
<b>Average</b>	<b>700</b>	<b>98%</b>	<b>2%</b>	<b>62%</b>	<b>93%</b>	<b>13%</b>

**Table 7**  
**Average Number of NGDC Residential Customers 2018**

Company	Average Number of Residential Customers
Columbia	396,835
NFG	197,108
Peoples	334,790
Peoples-Equitable	248,408
PGW	477,533
UGI-Gas	361,784
UGI Penn Natural	156,555

