

2003 Customer Service Performance



Pennsylvania Electric & Natural Gas Distribution Companies

Pennsylvania Public Utility Commission
Bureau of Consumer Services



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Introduction

This is the second comprehensive report of the Public Utility Commission (Commission) presenting quality of service data for both the Electric Distribution Companies (EDCs) and the major National Gas Distribution Companies (NGDCs). Prior to last year, the Commission produced two separate reports. This is the fifth year EDC customer-service performance statistics are available and the third year NGDC statistics are available. This report fulfills the requirements of 52 Pa. Code §54.156 of the EDC reporting requirements and 52 Pa. Code §62.37 of the NGDC reporting requirements. Both provide for the Commission to annually produce a summary report on the customer-service performance of the EDCs and NGDCs using the statistics collected as a result of the reporting requirements.

The Electricity Generation Customer Choice and Competition Act and *The Natural Gas Choice and Competition Act* require the EDCs and NGDCs to maintain, at a minimum, the levels of customer service that were in existence 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 and the NGDCs 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 (§§54.151-54.156 for EDCs and §§62.31-62.37 for NGDCs).

The Commission adopted the final rulemaking establishing *Reporting Requirements for Quality of Service Benchmarks and Standards* for the EDCs on April 23, 1998. The EDCs began reporting the required data to the Commission in August 1999, for the first six months of that year and followed up with a report on annual activity in February 2000. In February 2001, the EDCs began submitting their annual data on telephone access, billing, meter reading and response to customer disputes. Each year since January 2000, the companies have surveyed customers who initiated an interaction with their EDC.

The Commission adopted the final rulemaking establishing *Reporting Requirements for Quality of Service Benchmarks and Standards* for the NGDCs on Jan. 12, 2000. As per the regulations, NGDCs that serve more than 100,000 residential customers began reporting the required data to the Commission in August 2001, for the first six months of that year and followed up with a report on annual activity in February 2002. Beginning in February 2003, the NGDCs filed their first annual reports on telephone access, billing, meter reading and response to customer disputes. In January 2002, the companies began their surveys of customers who had initiated an interaction with the companies. NGDCs that serve fewer than 100,000 residential accounts are not required to report statistics on the various measures required of the larger companies. The smaller NGDCs must conduct mail surveys of customers who contact them and report the survey results to the Commission. The smaller NGDCs surveyed their customers in 2003, and sent the results to the Commission in 2004.

The Bureau of Consumer Services (BCS) has summarized the information supplied by the EDCs and NGDCs, including survey data, into the charts and tables that appear on the following pages. The data for PECO Energy (PECO) appears with that of the EDCs. The

company is unable to report information separately for its electric and natural gas accounts; as a result PECO combines statistics for both in its annual report to the Commission. The BCS has reported PECO consumer complaint and payment arrangement request data with that of the electric industry for many years. Likewise, the BCS reports PECO's quality of service data with that of the other EDCs. The report does not include statistics from Philadelphia Gas Works (PGW). PGW data will not be included in the annual customer service performance report until 2005.¹

The reporting requirements at §54.155 and §62.36 include a provision whereby the BCS is to report to the Commission various statistics associated with informal consumer complaints and payment arrangement requests that consumers file with the Commission. The BCS is to report a "justified consumer complaint rate," a "justified payment arrangement request rate," "the number of informally verified infractions of applicable statutes and regulations," and an "infraction rate" for the EDCs and NGDCs. These statistics are also important indicators of service quality. The 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)*. The BCS reported the 2003 rates noted above in the 2003 UCARE report that the Commission released in November of this year. 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 2003 *Utility Consumer Activities Report and Evaluation* and the *2003 Report on Pennsylvania's Electric and Natural Gas Distribution Companies Customer Service Performance* are available on the Commission's Web site: www.puc.state.pa.us.

¹ The Commission assumed regulatory responsibility over PGW on July 1, 2000, and did not require PGW to file a restructuring plan until July 1, 2002. Further, PGW was not required to comply with Chapter 56 regulations until September 2003. The company will begin reporting quality of service statistics for 2004.

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 2003 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. This report presents PECO Energy (PECO) statistics with the EDCs although PECO's statistics include data for both the company's electric and natural gas accounts. 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 §56 *Standards and Billing Practices for Residential Utility Service*.

Treatment of the FirstEnergy Companies

Beginning with 2003 data, FirstEnergy has advised BCS to report Metropolitan Edison (Met-Ed) and Pennsylvania Electric (Penelec) as separate companies except in the Telephone Access Section because they use the same call center. Prior to 2003, BCS reported these two companies combined under the company name GPU. The third FirstEnergy Company is Penn Power. Penn Power has always been treated as a separate company.

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.

In order to produce an accurate picture of telephone access, the companies must report three separate measures of telephone access. Requiring three separate measures averts the possibility of masking telephone access problems by presenting only one or two parts of the total access picture: 1) percent of calls answered within 30 seconds, 2) average busy-out rate; and 3) call abandonment rate. For example, a company may report that it answers every call in 30 seconds or less. If only this statistic is available, one might conclude that the access to the company is very good. However, if this company has only a few trunk lines into the company's call distribution system, once these trunks are at capacity, other callers receive a busy signal when they attempt to contact the company. Thus, a large percentage of customers cannot get through to the company and 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.

Further, the 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 had low call abandonment rates and those answering a lower percent of calls within 30 seconds had higher call abandonment rates. The 2001-03 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2001-03 data reported by the NGDCs also conform to this relationship.

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.

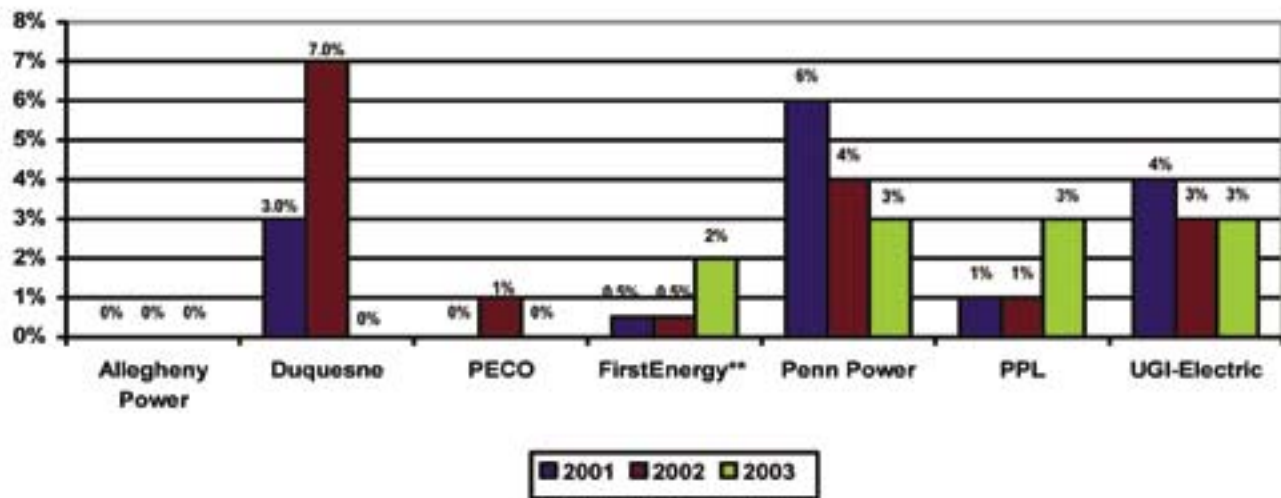
This report presents the EDC and NGDC statistics on telephone access in the following three charts:

- Busy-out rate
- Call abandonment rate
- Percent of calls answered within 30 seconds

1. Busy-Out Rate

The Commission’s Regulations at §54.153(b)(1)(ii) require that the EDCs 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, §62.33(b)(ii) requires the NGDCs to report the average busy-out rate. Each regulation defines a 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% average busy-out rate means that 10% of the customers who attempted to call the company received a busy signal (and thus did not gain access) while 90% 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 chart below presents the combined busy-out rate for each major EDC during 2001, 2002 and 2003. The second chart presents the combined busy-out rate for each major NGDC during 2001, 2002 and 2003.

Electric Distribution Companies Busy-Out Rate* 2001-03



* 12-month average.

** Met-Ed and Penelec (formerly GPU) use the same call center so these two companies are combined under FirstEnergy.

The 2003 results show that FirstEnergy and PPL had a higher busy-out rate than in 2002. For the other five EDCs, the busy-out rate was either lower or remained the same. PPL attributes the increase in its average busy-out rate to the five major storms that affected the company and its customers in 2003, particularly Hurricane Isabel. FirstEnergy also attributes its higher average busy-out rate primarily to Hurricane Isabel.

Penn Power did not include busy-out rates from its OSI collection center due to a problem with the Carrier Reports that was not identified until January 2004.

Allegheny Power explains that it continues to use a service bureau to take overflow outage calls “effectively eliminating busy signals.” Its average busy-out rate of zero has remained the same for the past three years.

Duquesne explains its average busy-out rate of zero by noting that in late 2002, the company switched communication service providers. In changing providers, the company acquired a feature that allows overflow of customer calls from the Duquesne service center trunks onto a service provider trunk. The service provider trunk gives the customer information regarding the current circumstances in the service territory, typically related to outage conditions.

PECO’s busy-out rate is .022%, rounded to 0%.

**Natural Gas Distribution Companies
Busy-Out Rate*
2001-03**

Company	2001	2002	2003
Dominion Peoples	Statistic Not Available	0%	0%
Columbia	1%**	0%	0.6%
NFG	9%	1%	2%
PG Energy	17%***	5%	4%
Equitable	18%****	3%	7%
UGI-Gas	Statistic Not Available [#]	Statistic Not Available [#]	Statistic Not Available [#]

* 12-month average.

** Columbia's actual overall 2001 statistics are not available. BCS calculated this statistic based on data from Columbia's individual call centers.

*** PG Energy's 2001 data is for July through December only.

**** Equitable's 2001 data is for the second six months of 2001 only. Neither the 2001 nor 2002 data include calls to the company's emergency call number.

The Commission granted these companies a temporary waiver of the section that requires reporting this statistic.

UGI-Gas was still not able to capture the busy-out rate for its call centers in 2003. UGI-Gas requested a waiver of §62.33(1) (ii) until it is able to supply this data. The company reports that it expects to be able to report this information in the near future. All of the other NGDCs were able to report this statistic for 2002 and 2003. Data is also not available for calls to Equitable's emergency number.

Equitable reports that, in the months of March and April 2003, the company experienced busy-out rates of 17% and 65% due to a change in the phone number printed on the termination related correspondence. The company took corrective action and, as a result, there were no busy-outs for the last seven months of 2003.

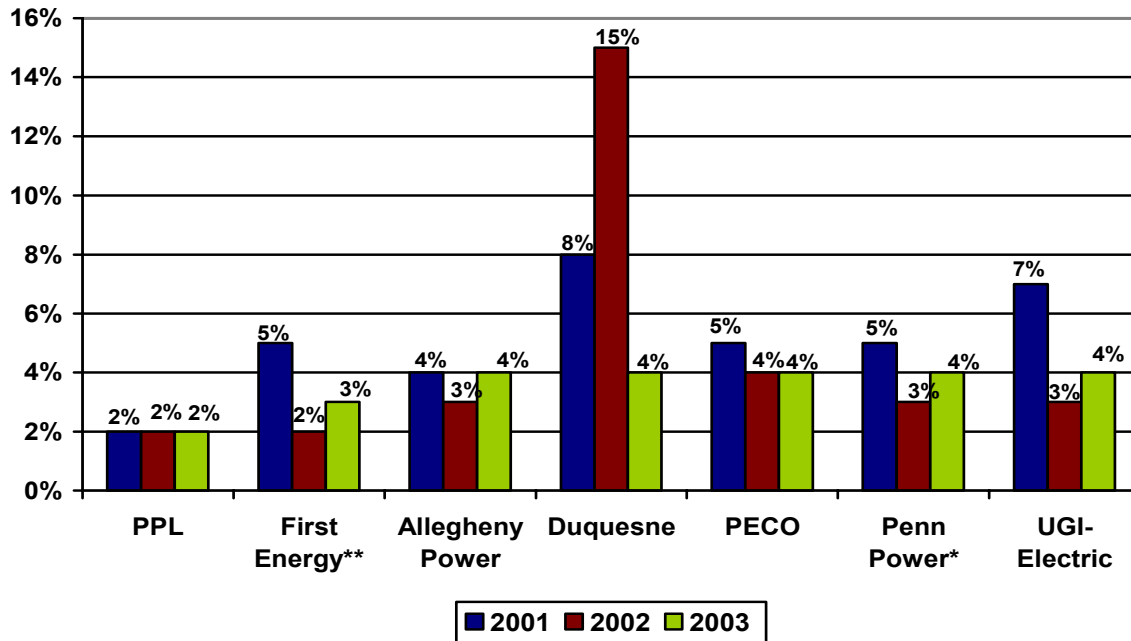
2. Call Abandonment Rate

Consistent with the regulations, the EDCs and NGDCs are to report to the Commission the average call abandonment rate for each call center, business office, or both. The call abandonment rate 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 (§ 54.152 and § 67.32). For example, an EDC with a 10% call abandonment rate means that 10% 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. The chart below presents the combined call abandonment rate for each major EDC during 2001, 2002 and 2003.



Electric Distribution Companies Call Abandonment Rate* 2001-03



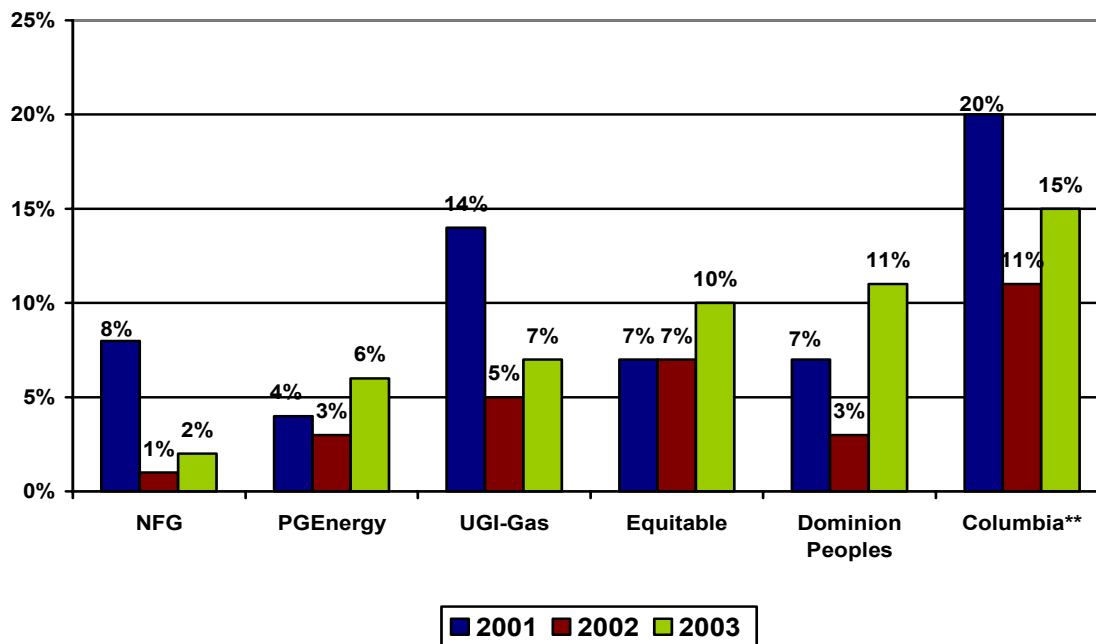
* Met-Ed and Penelec (formerly GPU) use the same call center so these two companies are combined under FirstEnergy.

** Penn Power's telecommunications package is not able to count calls as "abandoned" until after the call has been "received" (in a queue waiting to speak to a representative) for more than 30 seconds. Thus, calls abandoned before 30 seconds have elapsed are not included in this figure. Statistics for the other EDCs include all abandoned calls.

The above statistics show that only one company reduced its call abandonment rate from 2002 to 2003. Two maintained their 2002 rates and four companies had higher call abandonment rates in 2003 than in 2002. Duquesne's average call abandonment rate fell from 15% in 2002 to 4% in 2003.

The chart on the following page presents the 2003 call abandonment rates for the major NGDCs.

Natural Gas Distribution Companies Call Abandonment Rate* 2001-03



* 12-month average.

** Columbia's actual overall 2001 statistics are not available. The BCS calculated this statistic based on information from Columbia's individual call centers.

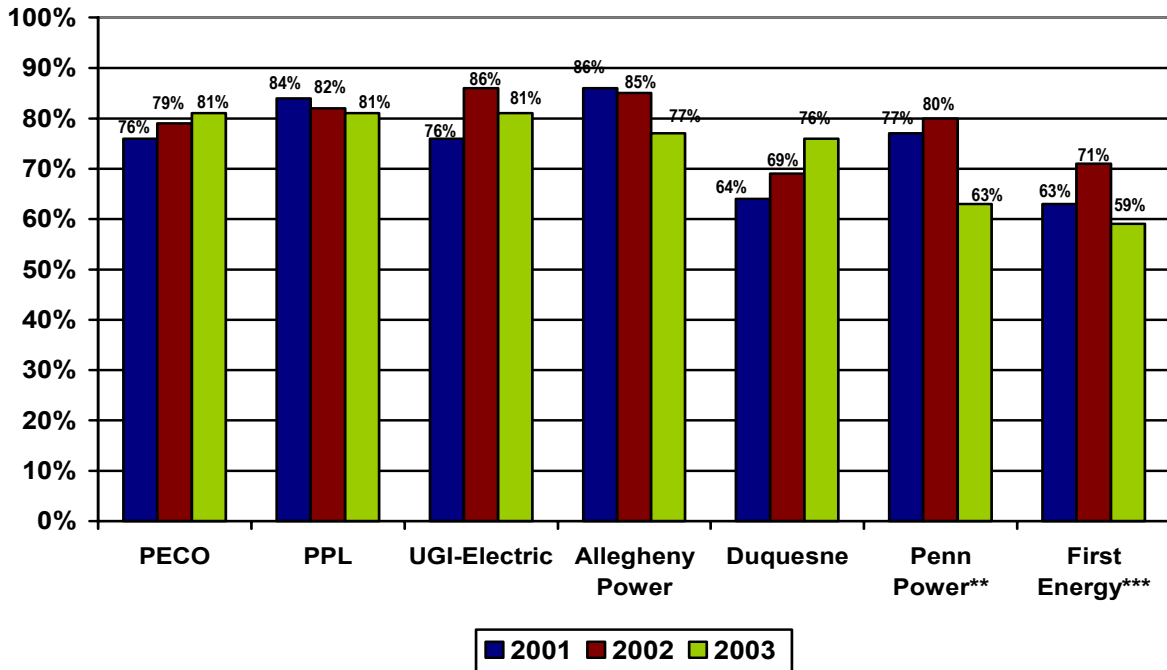
Each of the six NGDCs had a higher average call abandonment rate in 2003 than in 2002. Equitable explains that its call volume increased by 13% over 2002 and, despite an increase in staffing levels, the call abandonment rate increased. Equitable attributes the decline in phone availability to the training required to support the implementation of several new systems, particularly the new billing system, as well as to an increase in absenteeism.

Dominion Peoples attributes its increase in average call abandonment rate partly to a 9% increase in call volume. PG Energy's average call abandonment rate, according to the company, increased due to a higher call volume.

3. Percent of Calls Answered Within 30 Seconds

Pursuant to the quality of service reporting requirements at §54.153(b) and §62.33(b), 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. The section specifies that "answered" means a company representative is ready to render assistance to the caller. 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 arrangements, for example), the company is to provide separate statistics for each call center and a statistic that combines performance for all the call centers. The chart below presents the combined percentage of calls answered within 30 seconds for each of the major EDCs in Pennsylvania during 2001, 2002 and 2003

Electric Distribution Companies Percent of Calls Answered Within 30 Seconds* 2001-03



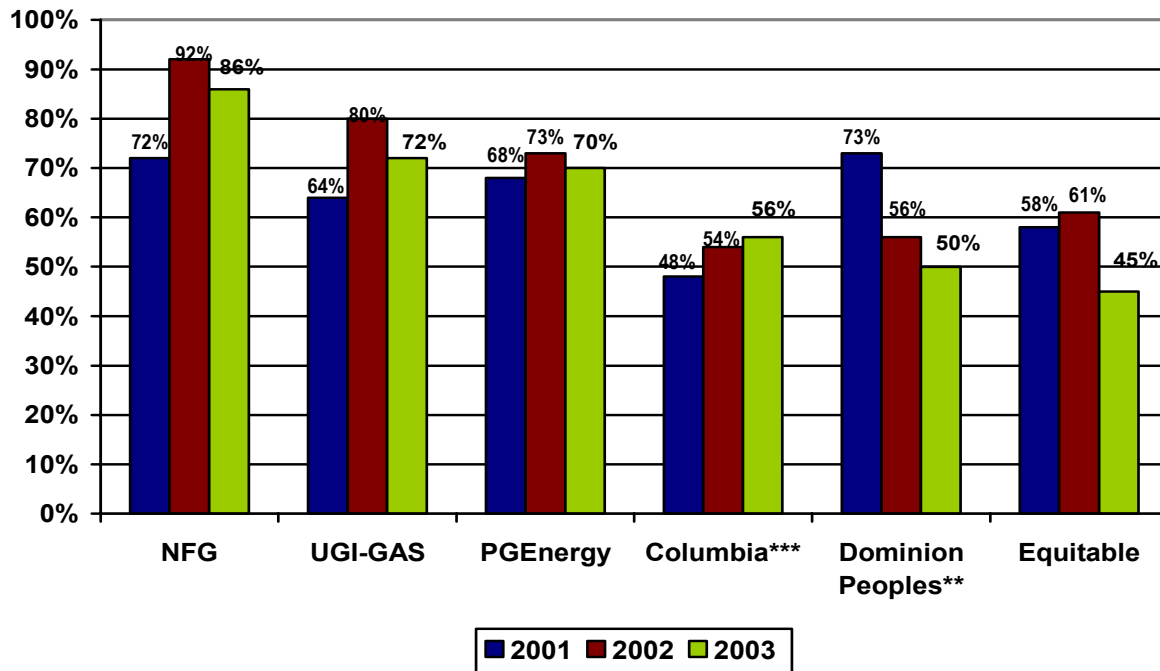
* 12-month average.

** Penn Power's telecommunications package is not able to distinguish the difference between an answered call and an abandoned call until the call has been "received" (in queue waiting to speak to a representative) for more than 30 seconds. As a result, this statistic represents calls that were answered and/or abandoned within 30 seconds. Statistics for the other EDCs represent answered calls only.

*** Met-Ed and Penelec (formerly GPU) use the same call center so these two companies are combined under FirstEnergy.

The 2003 results show improved access for two companies, Duquesne and PECO. Penn Power and FirstEnergy's telephone access decreased considerably from 2002 to 2003. They attribute the decreased service levels to the frequency and intensity of major storm outage/emergency events in 2003, particularly Hurricane Isabel. Allegheny Power attributes its 8% drop in service level to a combination of factors: an increase in call volume, a loss of experienced staff and a change in customer service center hours of operation. UGI Electric characterized its decline in telephone access as expected due to consolidating the electric and gas divisions' call centers in an effort to improve customer satisfaction for the long term.

Natural Gas Distribution Companies Percent of Calls Answered Within 30 Seconds* 2001-03



* 12-month average.

** Columbia's actual overall 2001 statistics are not available. BCS calculated this statistic base on data from Columbia's individual call centers.

*** Dominion Peoples' January-June data for its contracted call center is reported as percent answered within 20 seconds in 2001.

The percent of calls answered within 30 seconds varies depending on call volume and the number of employees available to take calls. Columbia increased its staffing levels and implemented new technologies to better forecast call volume and to plan adequate staffing during peak call times. Columbia's service level improved again in 2003. Telephone access rates for the other NGDCs deteriorated. Equitable reports that continued enhanced collection effort, coupled with colder weather and higher rates, resulted in a 13% increase in call volume over 2002. Equitable's increase in overall average staffing levels did not prevent the service levels from declining.

Dominion Peoples targeted an annual service level goal in both 2002 and 2003 of 50% of all calls to be answered in 30 seconds. Dominion Peoples reports that the company experienced a 97% increase in call volume in 2003 over 2002. Most of the increases occurred in August through October. To handle future expected call volume similar to that sustained in 2003, Dominion Peoples is presently increasing staff in the call center and adding enhancements to its Web page to enable customers to conduct simple transactions through the internet.

B. Billing

Pursuant to 66 Pa.C.S. §1509 and *Standards and Billing Practices for Residential Utility Service* (§56.11), a utility is to render a bill once every billing period to all customers. The customer bill is often the only communication between the company and a customer, thus underscoring the need to produce and send this very fundamental statement to customers at regular intervals. The failure of a customer to receive a bill each month frequently generates consumer complaints to the company and sometimes to the Commission. It also adversely affects collections performance.

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

Pursuant to §54.153(b)(2)(i) and §62.33(b)(2)(i), the EDCs and major NGDCs shall report the number and percent of residential bills that the company failed to render pursuant to §56.11. The table below presents the average monthly percent of residential bills that each major EDC failed to render once every billing period during 2001, 2002 and 2003.



**Electric Distribution Companies
Number and Percent* of Residential Bills
Not Rendered Once Every Billing Period**

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Met-Ed**					18	0%
PECO	9,120***	.53%***	1,125	.07%	77	0%
Penelec**					14	0%
UGI-Electric	8	.01%	4	.01%	4	.01%
Allegheny Power	88	.01%	102	.02%	107	.02%
Penn Power	3	0%	1	0%	30	.02%
PPL	499	.04%	470	.04%	368	.03%
GPU	1,046	.11%	141	.01%		

* 12-month average.

** FirstEnergy Companies Met-Ed and Penelec reported as GPU in 2001 and 2002.

*** Reported numbers are higher than actual numbers due to computer errors caused by rebilling previously billed accounts.

PECO experienced a significant decrease in the number of bills it did not render and explains the improvement is the result of an effort to clarify the reporting requirements and correct the computer programs that generate the data for reporting the number of bills not rendered every billing period.

Penn Power reports that its average increase is the result of a learning curve for FirstEnergy East accounting group which now handles the Penn Power billing. Due to a system upgrade, the statistical report which is utilized by Penn Power to gather the information for the numbers and percentages of residential and business customers not rendered a bill once every billing period was not available for June 2003. For the same reason, the statistical report was not available for Met-Ed and Penelec in May and June 2003.

**Natural Gas Distribution Companies
Number and Percent* of Residential Bills
Not Rendered Once Every Billing Period**

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Columbia	52	0%	9	0%	4	0%
PG Energy	0	0%	0	0%	0	0%
Equitable	6	0%	7	0%	15	.01%
NFG	28	.02%	21	0%	11	.01%
UGI-Gas	14	.01%	16	.01%	12	.01%
Dominion Peoples	938	.30%	352	.11%	70	.02%

* 12-month average.

Residential billing performance improved for most of the NGDCs in 2003. Dominion Peoples credits continued process refinements in metering combined with more effective coordination with field management personnel for its significant improvement.

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

Both the EDC and the NGDC quality of service reporting requirements require that companies report the number and percent of small business bills the companies failed to render in accordance with 66 Pa.C.S. §1509. The reporting requirements at §54.152 define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, industrial or business rate classification. In addition, the maximum registered peak load for the small business customer must be less than 25 kilowatt hours within the last 12 months. Meanwhile, the NGDC reporting requirements at §62.32 define 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.

Electric Distribution Companies Number and Percent* of Bills to Small Business Customers Not Rendered Once Every Billing Period

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
UGI-Electric	0	.01%	1	.02%	0	0%
Penn Power	3	0%	1	0%	1	.01%
PECO	3,840**	2.12%**	880	.49%	37	.02%
Met-Ed***					11	.02%
Penelec***					24	.03%
Allegheny Power	110	.14%	137	.17%	90	.11%
PPL	316	.19%	231	.12%	203	.12%
GPU	300	.27%	94	.08%		

* 12-month average.

** Reported numbers are higher than actual numbers due to computer errors caused by rebilling previously billed accounts.

*** FirstEnergy Companies Met-Ed and Penelec reported as GPU in 2001 and 2002.

PECO reports, as it did with residential bills, that the significant decrease in the number of bills not rendered to small business customers is due to revisions to the computer program that generates the data.

As with the residential customers, Met-Ed and Penelec were not able to report on the number of small business customers not rendered a bill in May and June 2003. Penn Power was not able to report this statistic for June 2003.

**Natural Gas Distribution Companies
Number and Percent* of Bills to Small Business
Customers Not Rendered Once/Billing Period**

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Columbia	40	.08%	10	.00%	7	.00%
PG Energy	0	0%	0	0%	0	0%
NFG	5	.06%	3	.03%	1	.01%
UGI-Gas	3	.01%	4	.02%	3	.01%
Equitable	2	.00%	2	.00%	7	.04%
Dominion Peoples	131	.69%	44	.16%	9	.05%

* 12-month average.

The above table presents the average monthly number and percent of bills to small business customers that each major NGDC failed to render once every billing period during 2003. As the table shows, five of the six NGDCs improved or maintained their average from 2002 to 2003. Equitable experienced a slight rise in its average and attributes any failure to render a bill at least once a billing period to either employee error or backlog in the audit and billing area.

C. Meter Reading

Regular meter reading is important to produce accurate bills for customers who expect to receive bills based on the amount of service they have used. The Commission's experience is that the lack of actual meter readings generates complaints to companies, as well as to the Commission. In both of The Final Rulemaking Orders establishing *Reporting Requirements for Quality of Service Benchmarks and Standards*, the Commission stated its concern that regular meter reading may be one of the customer service areas where EDCs and NGDCs might reduce service under competition. The quality of service reporting requirements include three measures of meter reading performance that correspond with the meter reading requirements of the Chapter 56 regulations at §56.12(4)(ii), § 56.12(4)(iii) and §56.12(5)(i).



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

Pursuant to §56.12(4)(ii), a utility may estimate the bill of a residential ratepayer if utility personnel are unable to gain access to obtain an actual meter reading. However, at least every six months, the utility must obtain an actual meter reading or ratepayer supplied reading to verify the accuracy of prior estimated bills. The quality of service reporting requirements at §54.153(b)(3)(i) require EDCs to report the number and percent of residential meters for which they have failed to comply with §56.12(4)(ii). The results are compiled in the next table.

Electric Distribution Companies Number and Percent* of Residential Meters Not Read by Company or Customer in Six Months

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
UGI-Electric	1	0%	0	0%	0	0%
Duquesne	442	.08%	146	.03%	24	0%
Penn Power	14	.01%	8	.06%	10	.01%
Allegheny Power	76	.01%	83	.01%	78	.01%
PPL	270	.02%	270	.02%	287	.02%
Met-Ed**					245	.06%
Penelec**					350	.07%
PECO	13,956	.72%	8,841	.44%	6,008	.30%
GPU	875	.10%	729	.08%		

* 12-month average.

** FirstEnergy companies Met-Ed and Penelec reported as GPU in 2001 and 2002.

Met-Ed reports that it continues to use phone calls and letters to owners, in addition to supervisor visits and meter readings on Saturdays, in order to obtain actual readings. Met-Ed was able to read 95.6% of all its meters in 2003. Penelec reports that access issues prohibited the company from reading all of its meters in 2003.

**Natural Gas Distribution Companies
Number and Percent* of Residential Meters Not Read
By Company or Customer in Six Months**

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
PG Energy	30	0%	7	0%	8	0%
Equitable	436	.18%	380	.16%	417	.17%
Columbia	1,721	.48%	1,084	.32%	980	.27%
Dominion Peoples	2,901**	.90%	1,025	.32%	984	.30%
NFG	432	.26%	626	.35%	748	.37%
UGI-Gas	1,705	.58%	2,288	.76%	1,443	.62%

* 12-month average.

** Averages based on the 6-month averages (January-June and July-December).

The *Reporting Requirements for Quality of Service Benchmarks and Standards* at §62.33(b)(3)(i) require the major NGDCs to report the number and percent of residential meters for which the company has failed to obtain an actual or ratepayer supplied meter reading within the past six months as required under §56.12(4)(ii). The table above presents the data that the companies reported for 2001, 2002 and 2003. Three of the six gas companies improved performance from 2002 to 2003. The other three reported higher numbers for 2003 than they did for 2002. Equitable reports that the number of meters not read in accordance with §56.12(4)(ii) increased slightly due to the inclement weather in the early and latter parts of 2003. During the first six months of 2003, PG Energy experienced a slight increase in the number of residential meters not read within six months and attributes the increase to extreme weather conditions.

NFG reports that there were no procedural changes in 2003 and no identifiable cause for the .02 percent increase in meters not read in six months. In 2003, UGI-Gas significantly reduced the 12-month average number of meters not read according to §56.12(4)(ii) when compared with the 12-month average for 2002.

2. Number and Percent of Residential Meters Not Read In 12 months

Pursuant to §56.12 (4)(iii), a company may estimate the bill of a residential ratepayer if company personnel are unable to gain access to obtain an actual meter reading. However, at least once every 12 months, the company must obtain an actual meter reading to verify the accuracy of either the estimated or ratepayer supplied readings. The *Reporting Requirements for Quality of Service Benchmarks and Standards* at §54.153(b)(3)(ii) require the EDCs to report the number and percent of residential meters for which they fail to meet the requirements of this section. The table below presents the statistics the EDCs submitted to the Commission for this measure.

**Electric Distribution Companies
Number and Percent* of Residential Meters Not Read
in 12 Months**

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
PPL	1	0%	0	0%	0	0%
UGI-Electric	0	0%	0	0%	0	0%
Duquesne	63	.01%	7	0%	3	0%
Penn Power	3	0%	0	0%	1	0%
Allegheny Power	5	0%	5	0%	5	.01%
Met-Ed**					53	.01%
Penelec**					73	.02%
PECO	12,196	.63%	8,052	.40%	6,626	.33%
GPU	317	.04%	627	.07%		

* 12-month average.

** FirstEnergy companies Met-Ed and Penelec reported as GPU in 2001 and 2002.

In its 2003 report to the Commission, PECO noted the company has begun to aggressively address no-read meters by installing AMR (automatic) meters. PECO instructed all of its field forces to install AMR meters when they gain access to no-read customer properties. PECO's commitment in 2004 is to reduce by 50% the number of meters not read in a 12-month period.

Penelec reports that the company made every effort to address the access issue which prohibited reading meters. Those efforts include phone attempts, sending letters to the customer, leaving door hangers with messages to call the company to set up an appointment to have the meter read, as well as attempting to read the meter during the normal cycle reading.

**Natural Gas Distribution Companies
Number and Percent* of Residential Meters Not Read
in 12 Months**

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
PG Energy	0	0%	0	0%	0	0%
Dominion Peoples	824**	.26%**	115	.04%	91	.03%
Columbia	1,035	.29%	440	.13%	389	.10%
NFG	211	.13%	162	.09%	266	.12%
Equitable	672	.29%	698	.30%	490	.21%
UGI-Gas	602	.20%	695	.23%	954	.31%

* 12-month average.

** Averages based on the six month averages (January to June and July to December).

For the NGDCs, the quality of service reporting requirements at §62.33(b)(3)(ii) require the major NGDCs 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. Equitable points out that, although the number of meters not read in six months in accordance with §56.12(4)(ii) increased slightly in 2003, the number of meters not read in a 12-month period decreased due to scheduling of customer appointments for meter readings. Columbia reduced the number of its meters not read in a 12-month period from a monthly average of 440 to 389. PG Energy points out that, in 2003, all of the company's residential meters were read in accordance with §56.12(4)(iii).

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

Pursuant to §56.12(5)(i), a utility may render a bill on the basis of readings from a remote reading device. However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Under the quality of service reporting requirements at §54.153(b)(3)(iii) and §62.33(b)(3)(iii), each EDC and major NGDC must report 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 tables on the following page show the data as reported by the major companies.

**Electric Distribution Companies
Number and Percent* of Residential Remote Meters
Not Read in Five Years**

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
PECO	295	18%	74	23.44%	0	0%
UGI-Electric	0	0%	0	0%	0	0%
Met-Ed**					1	.02%
Penelec**					2	.04%
Allegheny Power***	N/A	N/A	N/A	N/A	N/A	N/A
Penn Power***	N/A	N/A	N/A	N/A	N/A	N/A
PPL***	N/A	N/A	N/A	N/A	N/A	N/A
GPU	0	0%	9	.17%		

* 12-month average.

** FirstEnergy Companies Met-Ed and Penelec reported as GPU in 2001 and 2002.

*** No remotely read meters.

PECO reports that it no longer has residential remote meters “on system” as of Dec. 2, 2002. Duquesne points out that, as in 2002, the company obtained actual readings for all residential remote meters in a cycle of at least five years as required by §56.12(5)(i).

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.

**Natural Gas Distribution Companies
Number and Percent* of Residential Remote Meters Not Read
in Five Years**

Company	2001		2002		2003	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
Dominion Peoples	0	0%	0	0%	0	0%
PG Energy	0	0%	0	0%	0	0%
Equitable	70	.42%	104	.79%	123	1.33%
NFG	67	2.50%	54	2.10%	39	1.70%
UGI-Gas	1,739	10.50%**	806	5.04%	504	3.20%

* 12 month average.

** Percent revised from 2001 report based on correction by UGI-Gas. For 2001, the company had incorrectly reported the percent based on its total number of residential meters rather than on the number of the company's remote residential meters.

Equitable reports that the number of residential remote meters not read in 2003 as required by §56.12(5)(i) increased slightly over 2002, due primarily to the volume of required reads, as well as meter accessibility. The company installed a large volume of devices throughout 1998. These devices were all due for five-year reads in 2003.

D. Response to Disputes

When a ratepayer 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 pursuant to § 56.151(5). 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 may be an indication of poor service. Further, to respond beyond the 30-day limit is an infraction of §56.151(5) and a cause of complaints to the Commission.

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

The *Reporting Requirements for Quality of Service Benchmarks and Standards* at §54.153(b)(4) and §62.33(b)(4) require each EDC and major NGDC 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.

Electric Distribution Companies Number of Residential Disputes that Did Not Receive a Response within 30 Days

Company	2001	2002	2003
UGI-Electric	8	7	7
Duquesne	146	164	34
PECO	156*	55	38
Penn Power	3	1	44
Met-Ed			201**
Penelec			225**
Allegheny Power	205	287	242
PPL	3,209	1,587	1,726
GPU	416	686	

* Due to computer problems, PECO was not able to report this information for the first seven months of 2001. This number is from the latter five months of the year.

** FirstEnergy companies Met-Ed and Penelec reported as GPU in 2001 and 2002.

PECO reports that, as of December 2003, it has identified 38 residential customer disputes as having no company report issued within 30 days of the initiation of the dispute. The company identified field representative availability as continuing to be an area where there are opportunities for improvement. PECO implemented new processes focusing on identifying the need for a field visit within the first 10 days of a dispute being initiated in order to ensure that jobs are completed within the 30-day window.

Duquesne reports that it expected improvement in this measure in 2003, because the problem that caused the high volume of disputes in 2001 and 2002 was resolved during the fourth quarter of 2002. Performance in this measure improved significantly since then and the number of outstanding disputes per month has remained low.

PPL reports that several factors have been identified as causing a drop in the company's performance in issuing reports within 30 days. PPL said that its Customer Contact Center (CCC) focused on improving billing from February through April 2003. This effort resulted in disputes extending beyond 30 days. Further, PPL explained that the CCC also struggled with achieving grade-of-service results such as the percentage of calls answered within 30 seconds. This resulted in Customer Service Representatives spending more time on the phone and less time on clerical work. Finally, PPL attributes the increase in the number of disputes not answered within 30 days to the five major storms in 2003, which also reduced the amount of time that the Customer Service Representatives could spend on clerical work.

**Natural Gas Distribution Companies
Number of Residential Disputes that Did Not Receive
a Response Within 30 Days**

Company	2001	2002	2003
PG Energy	0	0	1
NFG	22	5	3
Equitable	18	26	21
Columbia	220	96	71
UGI-Gas	301	160	207
Dominion Peoples	133	1,806	514

Dominion Peoples reports that in 2002, the company installed a new automated method of entering customer disputes. As noted in 2002 reporting data, the company's figures were negatively impacted due to a learning curve and process refinement issues. Dominion Peoples notes that, facilitated by an effective process refinement in 2003, the company has recorded a dramatic improvement in dispute responses supplied within 30 days.

UGI-Gas reported 207 customer disputes that went over the 30-day limit during 2003, an increase over the 160 reported in 2002. Of the 207 disputes that exceeded the 30-day limit, 175 were recorded in the first six months of 2003. The other 32 disputes were recorded in July, August and September 2003.

PG Energy reports that the company continues to maintain a daily log of open disputes in order to ensure that all customers receive an initial response within 30 days.

II. Customer Transaction Survey Results

In conformance with the *Reporting Requirements for Quality of Service Benchmarks and Standards* at §54.154 for the EDCs and § 62.34 for the major NGDCs, the companies are 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 EDC survey questionnaire and survey procedures in 1999. The first surveys of EDC customers were conducted in 2000. In 2001, the NGDCs formed a survey working group to design the survey questionnaire and survey procedures. The NGDCs agreed to use the same basic survey as the EDCs with similar procedures. The survey of NGDC customers was conducted for the first time in 2002.

Both working groups decided that the focus of the surveys should be on residential and small business customers who have recently contacted their company. The working groups agreed that industrial customers and large commercial customers should not be included in the survey since these large customers have specific representatives within their respective companies with whom they discuss any problems, concerns and issues, and thus should be excluded from the survey. 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.

In the four years of the EDC survey, six of the major EDCs used a common survey company. Technical limitations precluded the seventh company from using this survey company to conduct the survey of its customers. This EDC used a different independent research firm to conduct the survey and compile the results. However, the EDC used the same sampling and other survey procedures, as well as the same questionnaire. The EDCs agree the Commission and others can use the survey results to directly compare EDC customer service performance. All of the major NGDCs agreed to use one survey company to conduct the survey and compile survey results.

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 firms. The research firms randomly select individual consumers from the sample lists. The survey firms contact individual consumers in the samples until they meet a monthly quota of completed surveys for each company.

Each year, the survey firms complete approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95% probability 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. Thus, the sampling plan meets the requirements of §54.154(5) and §62.34(5) that specify that the survey results must be statistically valid within plus or minus 5%.

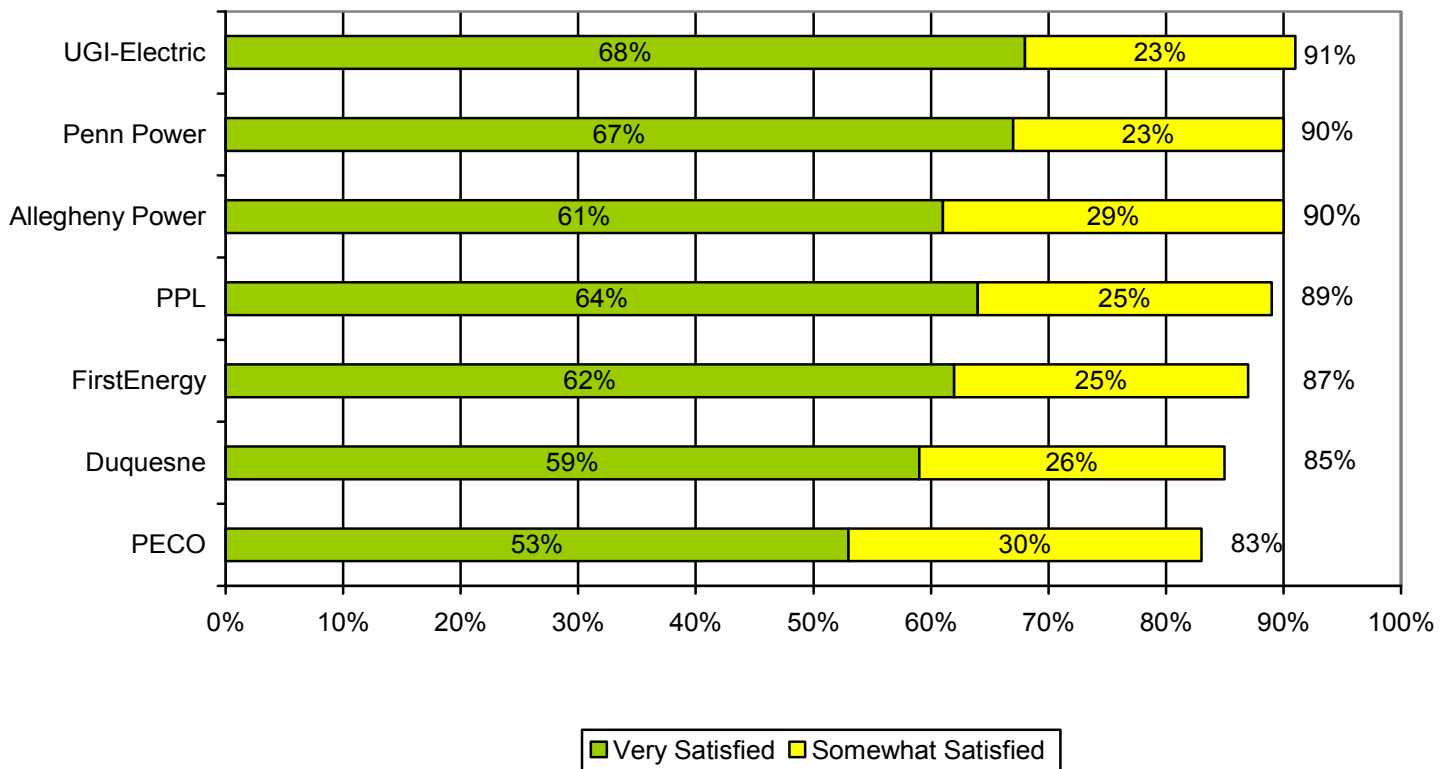
Survey working group members from both industries agreed the 700 completed surveys should include 200 contacts about credit and collection issues, and 500 contacts about all other types of issues. Under this plan, the credit and collection contacts do not dominate survey results. Credit and collection contacts are from customers who need to make payment arrangements, 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.

This report summarizes the 2001-03 EDC survey data and the 2002-03 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 2003 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. Last year was the second year that the NGDCs conducted a survey. Appendix B presents a comparison of results from the 2002 and 2003 surveys. Both Appendix A and B provide information about the number and type of consumers who participated in the 2003 surveys, as well as the average number of residential customer each EDC and NGDC serves. In all charts and tables related to the surveys, “don’t know” and “refused” responses to survey questions were removed from the analysis.

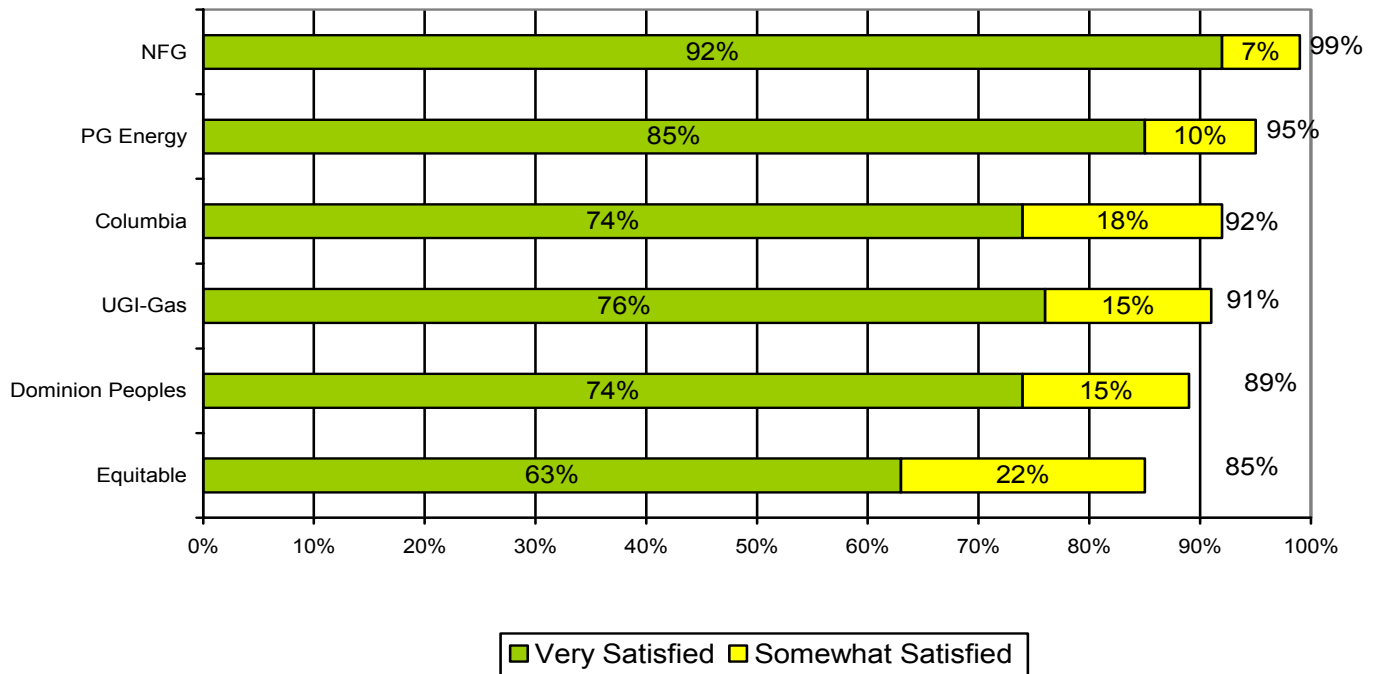
A. Reaching the Company

One of the first survey questions in each of the surveys asks the consumer “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. The Commission believes a company should offer reasonable telephone access to its customers. Customers must be able to readily contact their company with questions, complaints, requests for service, and to report service outages and other service problems. For 2003, the average of the percents of EDC customers who responded that they were either “satisfied” or “somewhat satisfied” with the ease of reaching the company is 88%. Survey results from the 2001 and 2002 surveys are available in Appendix A, Table 1. For NGDCs, the average of the percents of NGDC consumers who responded that they were either “satisfied” or “somewhat satisfied” with the ease of reaching the company is 92%. The NGDC survey results from the 2002 survey are available in Appendix B, Table 1.

**Satisfaction with the Ease of Reaching
the Electric Distribution Company
2003**



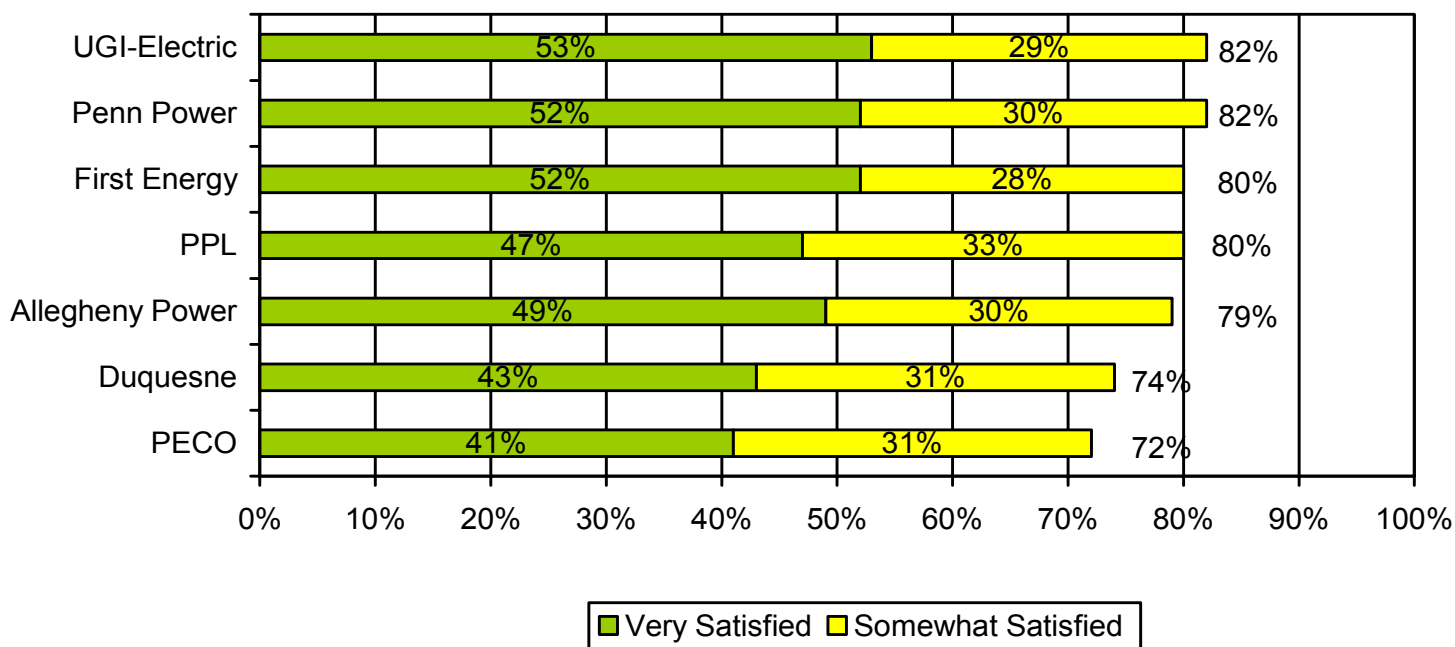
Satisfaction with the Ease of Reaching the Natural Gas Distribution Company 2003



B. Automated Phone Systems

Survey interviewers asked consumers other questions about the preliminary stages of their contact with the EDCs or NGDCs. All the EDCs and all but one of the NGDCs use an automated telephone system to filter calls and save time and money when dealing with consumer calls. (NFG does not use an automated telephone system at its call center.) The surveys asked consumers several questions about their experience with using the automated systems. The charts that follow present the level of satisfaction consumers expressed about using EDCs' or NGDCs' automated telephone systems.

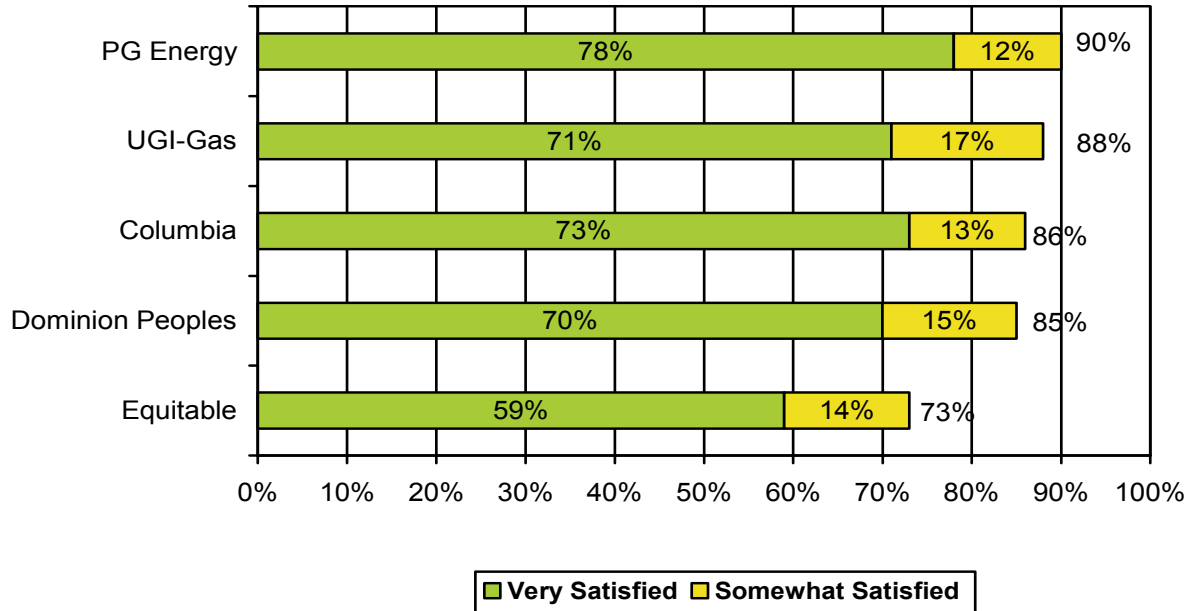
Satisfaction with Using an Electric Distribution Company's Automated Phone System 2003



On average, 78% of EDC consumers reported being either satisfied or somewhat satisfied with the EDCs' automated phone system. Appendix A, Table 3 presents other details of consumers' perceptions of using their EDCs' automated phone systems.

The chart on the following page presents the survey findings regarding the perceptions of NGDC consumers regarding the NGDC telephone systems. It shows that, for the major NGDCs, 84% of NGDC consumers reported satisfaction with using the automated systems. NFG does not use an automated phone system to route consumer calls so NFG is not included in the chart. Appendix B, Table 3 presents other details of customers' perception of using the NGDCs' automated systems.

Satisfaction with Using a Natural Gas Distribution Company's Automated Phone System 2003

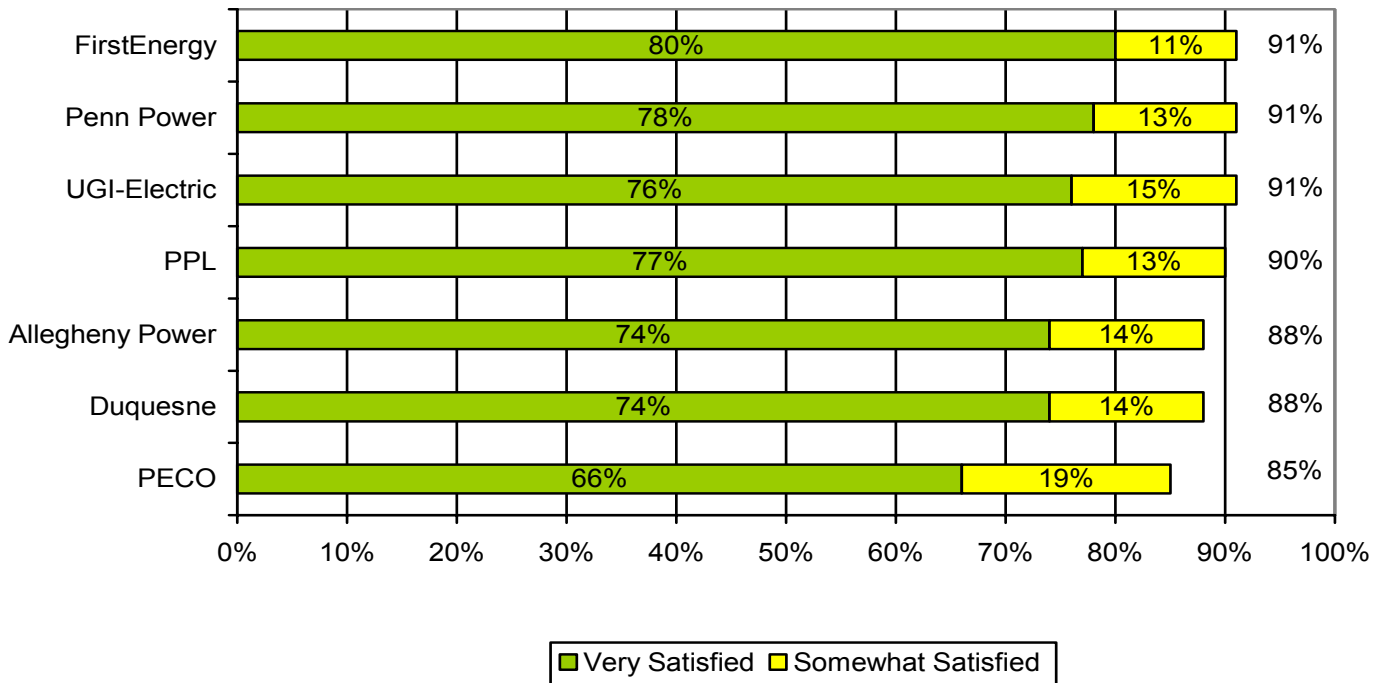


C. Company Representatives

As indicated in Appendix A, Table 6, an average of 89% of surveyed EDC customers indicated that they had spoken with a company representative during their most recent interaction with the company. Appendix B, Table 6 shows, on average, 96% of NDGC consumers indicated they spoke with an NDGC representative during the most recent interaction they had with the company. Each consumer who indicated that they had spoken with a company representative was asked the following question: "Thinking about your conversation, how satisfied were you with the way in which the company representative handled your contact?" The following tables show the consumers' level of satisfaction with this interaction.



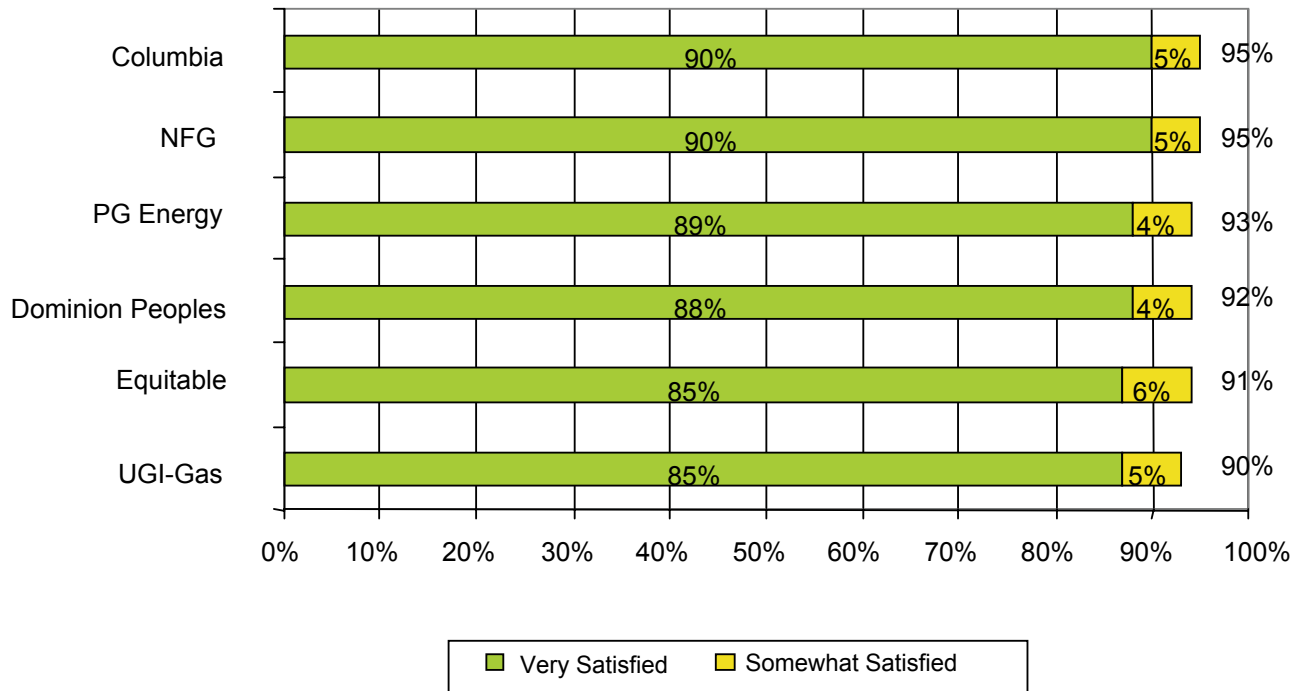
Satisfaction with the Electric Distribution Company Representative's Handling of the Contact 2003



On average in 2003, 89% of EDC consumers indicated being either “somewhat satisfied” or “very satisfied” with the way the company representative handled the consumer contact. Appendix A, Table 1B provides results from 2001 through 2003 regarding consumer satisfaction with how EDC representatives handled the contact to the EDC.

The following chart shows that in 2003, on average, 93% of NGDC consumers indicated they were either “somewhat satisfied” or “very satisfied” with the way the company representative handled the interaction. Appendix B, Table 1B provides results from 2002 and 2003 regarding consumer satisfaction with how NGDC representatives handled the contact to the NGDC.

Satisfaction with the Natural Gas Distribution Company Representative's Handling of the Contact 2003



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. The reporting requirements specify the transaction survey questionnaire must measure consumers' perceptions of employee courtesy and knowledge. The following tables show the EDC and NGDC consumers' 2003 ratings of these attributes of the company representatives with whom they interacted. Appendix A, Table 4 provides a comparison of 2001, 2002 and 2003 ratings of the EDC representatives. Appendix B, Table 4 provides a comparison of 2002 and 2003 ratings of NGDC representatives.



**Consumer Ratings of
Electric Distribution Company Representatives
2003**

Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Allegheny Power	8%	85%	20%	74%
Duquesne	12%	82%	18%	74%
FirstEnergy	7%	88%	18%	76%
PECO	14%	78%	23%	66%
Penn Power	9%	87%	15%	79%
PPL	10%	85%	17%	77%
UGI-Electric	10%	83%	16%	77%
Average	10%	84%	18%	75%

On average, 94% of consumers indicated the company person they spoke with was either "very courteous" or "somewhat courteous," with the vast majority indicating the representative was "very courteous." An average of 93% rated the company representative as "very knowledgeable" or "somewhat knowledgeable," with the majority giving a "very knowledgeable" rating.

**Consumer Ratings of
Natural Gas Distribution Company Representatives
2003**

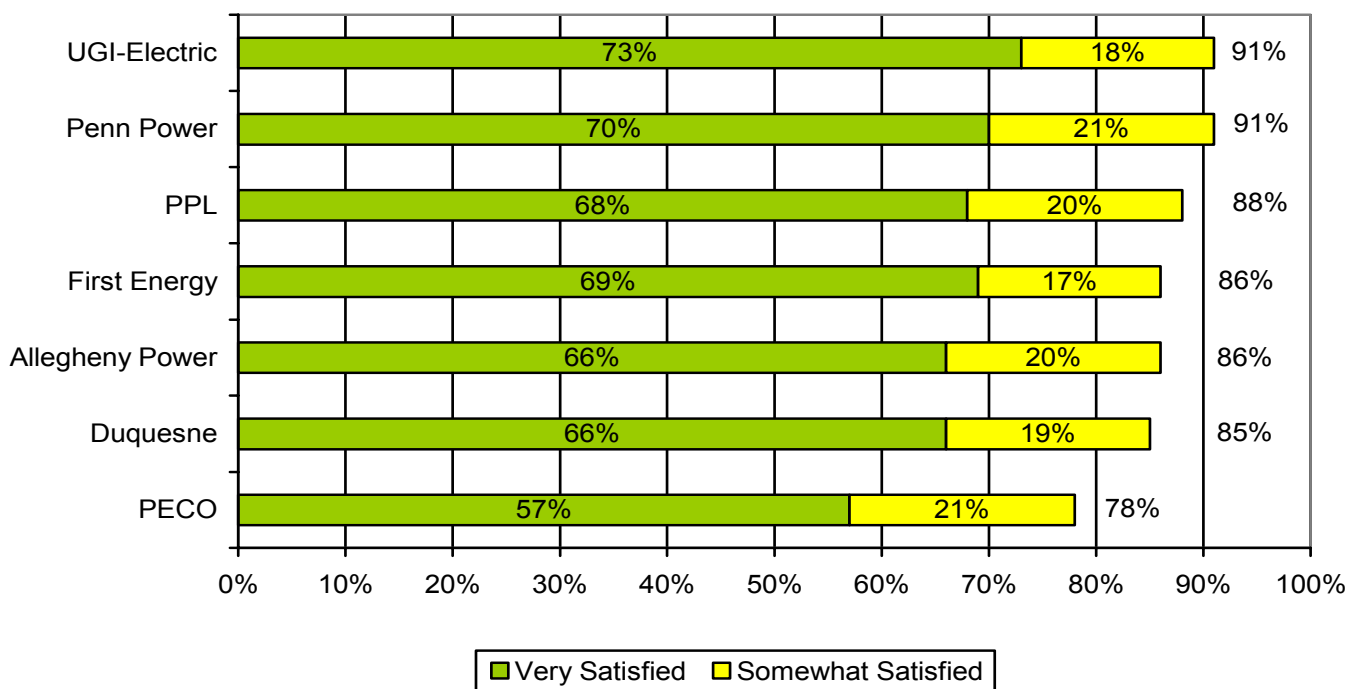
Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Columbia	4%	93%	8%	88%
Dominion Peoples	3%	91%	7%	86%
Equitable	5%	88%	9%	85%
NFG	4%	92%	7%	88%
PG Energy	2%	93%	5%	90%
UGI-Gas	6%	87%	8%	83%
Average	4%	91%	7%	87%

On average, 95% of consumers rated NGDC representatives as either "very courteous" or "somewhat courteous." In addition, 94% of NGDC consumers rated company representatives as either "very knowledgeable" or "somewhat knowledgeable."

D. Overall Satisfaction

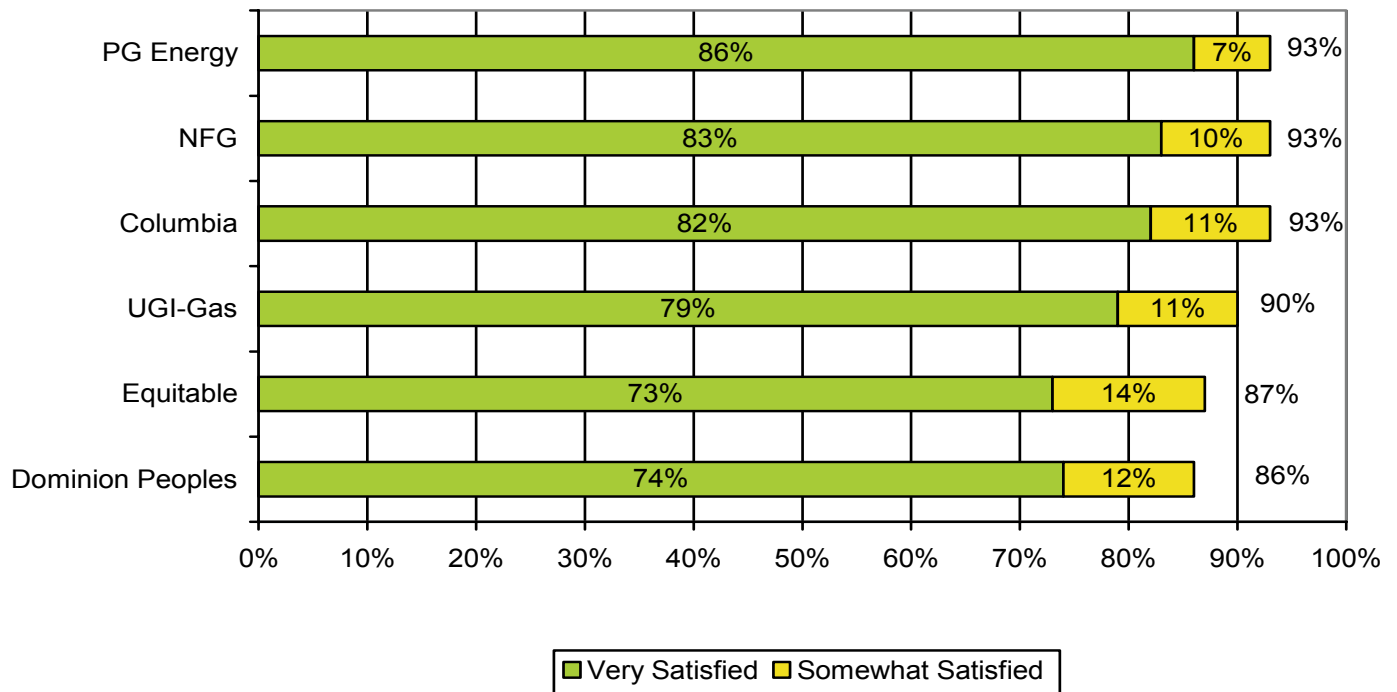
Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the beginning factor. Other factors include the use of the company's automated telephone system, the wait to speak to a company representative, 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 2003 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

Overall Satisfaction with Electric Distribution Company's Quality of Service During Recent Contact 2003



The chart above presents the results of the responses to the question, "Considering all aspects of recent contact with the company, how satisfied were you with the quality of service provided by the company?" In 2003, the EDC industry average showed that 86% of consumers were satisfied (67% very satisfied) with the overall quality of service they received from their EDCs. Appendix A, Table 1B provides 2001, 2002 and 2003 results regarding EDC overall customer satisfaction. Appendix B, Table 1B provides 2002 and 2003 results regarding NGDC overall customer satisfaction.

Overall Satisfaction with Natural Gas Distribution Company's Quality of Service During Recent Contact 2003



In the second year of the NGDC survey, the industry average for overall satisfaction with NGDC customer contacts was 90% (80% were very satisfied). The above chart shows the percent of consumers who indicated satisfaction in response to the question: “Considering all aspects of this recent contact with the NGDC, how satisfied were you with the quality of the service provided by the NGDC?”

As indicated in the introduction to the section on customer surveys, the companies and survey firms 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 the EDCs in the first two years the survey was conducted and for the majority of the EDCs in 2003. Over the last three years, a slightly greater percentage of customers who contacted the EDC about credit and collection issues responded that they were either “very satisfied” or “somewhat satisfied” than the consumers who contacted the EDC about other issues. 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.

Similar to their electric counterparts, natural gas consumers rated their satisfaction slightly higher on credit and collection contacts than other types of contacts. However, this trend is not true for customers of Dominion Peoples and NFG who expressed a greater degree of satisfaction with non-credit and collection contacts in 2003. Appendix B, Table 2 presents the 2002 and 2003 overall satisfaction levels of NGDC consumers who contacted the NGDCs about credit and collection, and non-credit and collection issues.

III. Conclusion

This report fulfills the Commission's responsibility to summarize the quality of service statistics that the EDCs and NGDCs reported to the Commission. The companies will continue to report data annually to the Commission. The telephone access, billing, meter-reading and dispute data is due to the Commission on Feb. 1 each year. On April 1 of each year, the Commission is to receive the results of the customer surveys conducted during the previous year. The BCS report, *Utility Consumer Activities Report and Evaluation (UCARE)*, again provides statistics associated with 2003 consumer complaints and payment arrangement requests filed with the Commission by the customers of the major EDCs and NGDCs.

The information contained in this report along with certain data in the Commission's *UCARE* report allows the Commission to monitor the quality of the EDCs' and NGDCs' customer-service performance. As the Commission fulfills its responsibility to ensure that the level of service quality provided to customers does not deteriorate under competition, it plans to move toward the establishment of benchmarks and standards regarding the various measures presented in this report. The establishment of benchmarks and standards for performance will be the subject of a separate proceeding. In the meantime, the Commission will keep close watch on the data drawn from its various sources of information regarding this important aspect of company performance.

The survey results show, for the most part, customers are satisfied with the service they receive from their companies. The comparison of 2001, 2002 and 2003 survey results indicates no apparent deterioration in EDC service to customers during that time period. On the other hand, 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 complaints not responded to within 30 days represent infractions of the Chapter 56 regulations. For some EDCs and NGDCs, performance on these measures has improved, but, for others, performance has either been stable or has deteriorated. In addition, although some companies have improved their telephone access statistics, access remains at a less than desirable level. As a result, customers of these companies contact the Commission to report access problems. The Commission closely monitors the company performance on these measures through their reported statistics and through complaints to the Bureau of Consumer Services.

The analysis provided by both the EDCs and the NGDCs regarding the company-reported statistics show the various measures prescribed by the reporting requirements are inter-related. 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 the companies 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.

In the near future, the Commission plans to propose quality of service benchmarks and standards for the various measures included in the reporting requirements. Once the Commission sets criteria, the companies and others will be able to judge their customer-service performance by comparing themselves with the benchmarks and standards set in regulation.

Appendix A

EDC Survey Results 2001-03

Table 1A

Company	Satisfaction w/ Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2001	2002	2003	2001	2002	2003
Allegheny Power	90%	90%	90%	79%	81%	79%
Duquesne	81%	80%	85%	71%	71%	74%
FirstEnergy	89%	90%	87%	79%	82%	80%
PECO	80%	82%	83%	73%	73%	72%
Penn Power	90%	90%	90%	81%	79%	82%
PPL	91%	90%	89%	81%	81%	80%
UGI-Electric	90%	89%	91%	79%	82%	82%
Average	87%	87%	88%	78%	78%	78%

* Percentage 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.

EDC Survey Results (continued) 2001-2003

Table 1B

Company	Satisfaction with EDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with EDC*		
	2001	2002	2003	2001	2002	2003
Allegheny Power	93%	90%	88%	87%	85%	86%
Duquesne	87%	87%	88%	80%	83%	85%
FirstEnergy	93%	92%	91%	88%	89%	86%
PECO	83%	82%	85%	76%	80%	78%
Penn Power	93%	92%	91%	90%	88%	91%
PPL	90%	90%	90%	90%	89%	88%
UGI-Electric	88%	88%	91%	87%	87%	91%
Average	89%	89%	89%	85%	86%	86%

* Percentage 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.

**Overall Satisfaction with Contact:
EDC Credit/Collection Calls v. Other Calls*
2001-03**

Table 2

Company	Credit/Collection			Other			Overall		
	2001	2002	2003	2001	2002	2003	2001	2002	2003
Allegheny Power	92%	88%	84%	86%	84%	87%	87%	85%	86%
Duquesne	85%	89%	84%	78%	80%	86%	80%	83%	85%
FirstEnergy	90%	89%	93%	88%	88%	84%	88%	89%	86%
PECO	76%	80%	84%	76%	79%	76%	76%	79%	78%
Penn Power	95%	92%	92%	88%	86%	90%	90%	88%	91%
PPL	92%	90%	92%	90%	88%	86%	90%	89%	88%
UGI-Electric	89%	88%	90%	85%	87%	92%	87%	87%	91%
Average	88%	88%	88%	84%	85%	86%	85%	86%	86%

* 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.

**Contacting an EDC
2001-03**

Table 3

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**		
	2001	2002	2003	2001	2002	2003	2001	2002	2003
Allegheny Power	87%	85%	84%	85%	84%	83%	89%	86%	88%
Duquesne	79%	80%	83%	75%	77%	80%	76%	75%	79%
FirstEnergy	89%	87%	85%	84%	86%	83%	85%	87%	87%
PECO	82%	82%	78%	77%	77%	76%	78%	80%	80%
Penn Power	84%	86%	89%	86%	85%	86%	93%	91%	90%
PPL	89%	86%	85%	86%	84%	82%	88%	89%	85%
UGI-Electric	89%	87%	87%	83%	84%	84%	87%	86%	89%
Average	86%	85%	87%	82%	82%	82%	85%	85%	85%

* Percentage 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.

** Percentage 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.

**Consumer Ratings of EDC Representatives
2001-03**

Table 4

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2001	2002	2003	2001	2002	2003
Allegheny Power	95%	95%	93%	93%	91%	94%
Duquesne Light	93%	93%	94%	90%	90%	92%
FirstEnergy	98%	95%	95%	95%	94%	94%
PECO	90%	89%	92%	87%	86%	89%
Penn Power	96%	97%	96%	93%	93%	94%
PPL	94%	93%	95%	94%	94%	94%
UGI-Electric	92%	89%	93%	92%	92%	93%
Average	94%	93%	94%	92%	91%	93%

* Percentage of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit.

**Premise Visit from an EDC Field Representative
2001-03**

Table 5A

Company	Overall Satisfaction with Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2001	2002	2003	2001	2002	2003	2001	2002	2003
Allegheny Power	93%	85%	88%	80%	72%	76%	100%	93%	92%
Duquesne Light	93%	91%	88%	85%	85%	88%	95%	89%	94%
FirstEnergy	92%	92%	84%	84%	88%	77%	96%	100%	89%
PECO	86%	86%	78%	73%	63%	58%	96%	94%	98%
Penn Power	95%	88%	92%	86%	77%	82%	100%	100%	98%
PPL	91%	92%	93%	86%	76%	77%	100%	93%	
UGI-Electric	91%	89%	90%	83%	82%	88%	95%	96%	92%
Average	92%	89%	88%	82%	78%	78%	97%	95%	95%

* Percentage of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit.

** Percentage 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.

**Premise Visit from an EDC Field Representative
(continued)
2001-03**

Table 5B

Company	Field Rep's Knowledge			Field Rep's Respect for Property**			Satisfaction that Work Completed in a Timely Manner*		
	2001	2002	2003	2001	2002	2003	2001	2002	2003
Allegheny Power	100%	91%	96%	94%	91%	90%	83%	83%	79%
Duquesne Light	96%	97%	94%	93%	87%	93%	89%	87%	89%
FirstEnergy	98%	95%	97%	90%	96%	94%	91%	92%	87%
PECO	95%	91%	93%	89%	89%	93%	79%	76%	65%
Penn Power	97%	100%	98%	95%	96%	99%	87%	82%	93%
PPL	94%	96%	95%	96%	94%	97%	91%	74%	80%
UGI-Electric	95%	98%	98%	93%	98%	94%	91%	89%	94%
Average	96%	95%	96%	93%	93%	94%	87%	83%	84%

* Percentage of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit.

** Percentage 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.

Characteristics of 2003 EDC Survey Participants

Table 6

EDC	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Allegheny Power	700	93%	7%	84%	92%	14%
Duquesne Light	700	98%	2%	84%	82%	17%
FirstEnergy	700	98%	2%	81%	93%	15%
PECO	700	93%	7%	79%	85%	21%
Penn Power	708	92%	8%	62%	92%	17%
PPL	700	96%	4%	83%	84%	12%
UGI-Electric	700	93%	7%	76%	97%	17%
Average	701	95%	5%	78%	89%	16%

**Average Number of Residential Customers
2003**

Table 7

Electric Distribution Company	Average Number of Residential Customers
Allegheny Power	597,706
Duquesne	526,288
Met-Ed	452,026
Penelec	503,269
PECO	1,387,771
Penn Power	136,429
PPL	1,148,302
UGI-Electric	53,872

Appendix B

NGDC Survey Results 2002-03

Table 1A

Company	Satisfaction with Ease of Reaching the Company*		Satisfaction with Using NGDC's Automated Phone System*	
	2002	2003	2002	2003
Columbia	86%	92%	84%	86%
Dominion Peoples	91%	89%	85%	85%
Equitable	86%	85%	75%	73%
NFG	98%	99%	NA	NA
PG Energy	95%	95%	89%	90%
UGI-Gas	93%	91%	83%	88%
Average	92%	92%	83%	84%

* Percentage 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

NGDC Survey Results (continued) 2002-03

Table 1B

Company	Satisfaction with NGDC Representative's Handling of Contact*		Overall Satisfaction with Quality of Contact with NGDC *	
	2002	2003	2002	2003
Columbia	95%	95%	92%	93%
Dominion Peoples	94%	92%	90%	86%
Equitable	93%	91%	87%	87%
NFG	94%	95%	93%	93%
PG Energy	95%	93%	93%	93%
UGI-Gas	94%	90%	93%	90%
Average	94%	93%	91%	90%

* Percentage 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.

**Overall Satisfaction with Contact:
NGDC Credit/Collection v. Other Calls
2002-03**

Table 2

Company	Credit/Collection		Other*		Overall	
	2002	2003	2002	2003	2002	2003
Columbia	92%	94%	92%	92%	92%	93%
Dominion Peoples	92%	79%	89%	89%	90%	86%
Equitable	83%	86%	89%	88%	87%	87%
NFG	91%	87%	94%	95%	93%	93%
PG Energy	91%	93%	93%	93%	93%	93%
UGI-Gas	90%	90%	94%	88%	93%	90%
Average	90%	91%	92%	88%	91%	90%

* 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 request for rate information or name and address change.

**Contacting an NGDC
2002-03**

Table 3

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**	
	2002	2003	2002	2003	2002	2003
Columbia	90%	92%	89%	86%	88%	89%
Dominion Peoples	87%	89%	88%	85%	91%	86%
Equitable	82%	85%	81%	76%	88%	84%
NFG	N/A	99%	N/A		99%	98%
PG Energy	93%	95%	93%	93%	94%	94%
UGI-Gas	90%	91%	89%	88%	94%	91%
Average	88%	92%	88%	86%	92%	90%

* Percentage 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.

** Percentage 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.

Consumer Ratings of NGDC Representatives 2002-03

Table 4

Company	Call Center Representative's Courtesy*		Call Center Representative's Knowledge*	
	2002	2003	2002	2003
Columbia	96%	97%	96%	96%
Dominion Peoples	97%	94%	94%	93%
Equitable	97%	93%	95%	94%
NFG	94%	96%	94%	95%
PG Energy	96%	95%	95%	95%
UGI-Gas	96%	93%	95%	91%
Average	96%	95%	95%	94%

* Percentage of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit.

Premise Visit from an NGDC Field Representative 2002-03

Table 5

Company	Overall Satisfaction with Way Premise Visit Handled*		Satisfaction that Work Completed Promptly*		Field Rep's Courtesy**		Field Rep's Knowledge**		Field Rep's Respect for Property**		Satisfaction that Work Completed in a Timely Manner*	
	2002	2003	2002	2003	2002	2003	2002	2003	2002	2003	2002	2003
Columbia	97%	99%	87%	91%	100%	99%	97%	99%	99%	100%	95%	97%
Dominion Peoples	98%	96%	89%	89%	99%	96%	98%	98%	99%	99%	95%	96%
Equitable	100%	96%	87%	88%	100%	98%	100%	98%	100%	100%	96%	94%
NFG	96%	98%	94%	89%	94%	98%	96%	100%	99%	100%	95%	92%
PG Energy	99%	98%	94%	94%	99%	99%	98%	99%	100%	99%	96%	98%
UGI-Gas	99%	98%	93%	90%	99%	98%	97%	96%	100%	99%	94%	97%
Average	98%	98%	91%	90%	99%	98%	98%	98%	100%	100%	95%	96%

* Percentage of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit.

** Percentage of consumers who described the field representative as "very courteous" or "somewhat courteous," "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.

Characteristics of 2003 NGDC Survey Participants

Table 6

EDC	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used NGDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Columbia	700	96%	4%	59%	94%	22%
Dominion Peoples	701	96%	4%	61%	96%	35%
Equitable	700	97%	3%	61%	96%	19%
NFG	700	99%	1%	N/A*	99%	19%
PG Energy	700	98%	2%	38%	92%	56%
UGI-Gas	700	99%	1%	55%	98%	26%
Average	700	98%	3%	55%	96%	30%

* NFG does not use an automated system.

Average Number of Residential Customers 2003

Table 7

Natural Gas Distribution Company	Average Number of Residential Customers
Columbia	353,348
Dominion Peoples	322,512
Equitable	235,736
NFG	195,306
PG Energy	139,384
UGI-Gas	262,816