

2007 Customer Service Performance Report



Pennsylvania Electric &
Natural Gas Distribution Companies

Pennsylvania Public Utility Commission
Bureau of Consumer Services



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Introduction

This comprehensive report of the Public Utility Commission (Commission) presents quality of service data for both the Electric Distribution Companies (EDCs) and the major Natural Gas Distribution Companies (NGDCs). Prior to the first comprehensive report on annual activity in 2002, the Commission produced two separate reports. 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.

On Dec. 3, 1996, the Electricity Generation Customer Choice and Competition Act (Act), 66 Pa. C.S. §§ 2801-2812, was enacted. The Natural Gas Choice and Competition Act (Act), 66 Pa. C.S. Chapter 22, was enacted on June 22, 1999. These acts 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. Beginning in February 2001, the EDCs began submitting annual data on telephone access, billing, meter reading and response to customer disputes. In January 2000, the companies began surveying customers who had initiated an interaction with their EDC, and the companies have continued this practice on an annual basis.

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 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. In January 2002, the companies began their surveys of customers who had initiated interactions with the companies. Beginning in February 2003, the NGDCs filed their first annual reports on telephone access, billing, meter reading and response to customer disputes. 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 2006 and sent the results to the Commission in 2007.

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 reporting requirements at § 54.155 and § 62.36 include a provision whereby 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 2007 rates noted above in the 2007 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 2007 Utility Consumer Activities Report and Evaluation, and the 2007 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.

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 2007 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 Energy (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 now presents the natural gas meter-reading statistics with the NGDCs, separately from the electric meter-reading statistics.

Treatment of the FirstEnergy Companies

FirstEnergy requested BCS to report Metropolitan Edison (Met-Ed) and Pennsylvania Electric (Penelec) as separate companies beginning with 2003 data. BCS has always treated Penn Power, the third FirstEnergy Company, as a separate company. Because Met-Ed, Penelec and Penn Power use the same call center, however, the data appears under FirstEnergy in the Telephone Access Section.

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) percent of calls answered within 30 seconds; 2) average busy-out rate; and 3) call abandonment rate. 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 2005-07 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2005-07 data reported by the NGDCs also conform to this relationship.

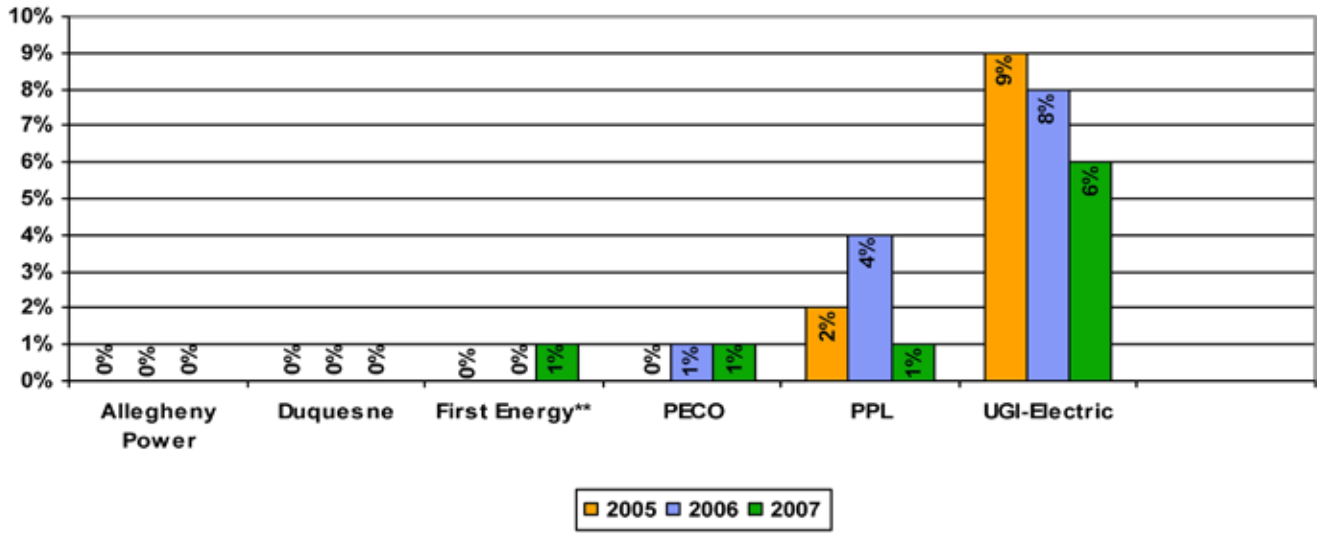
This report presents the EDC and NGDC statistics on telephone access in the following three charts:

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

1. Busy-Out Rate

The Commission's regulations at § 54.153(b)(1)(ii) require that the EDCs are 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, § 62.33(b)(1)(ii) requires the NGDCs 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 chart below presents the combined busy-out rate for each major EDC during 2005, 2006 and 2007. The second chart presents the combined busy-out rate for each major NGDC during 2005, 2006 and 2007.

Electric Distribution Companies Busy-Out Rate* 2005-07

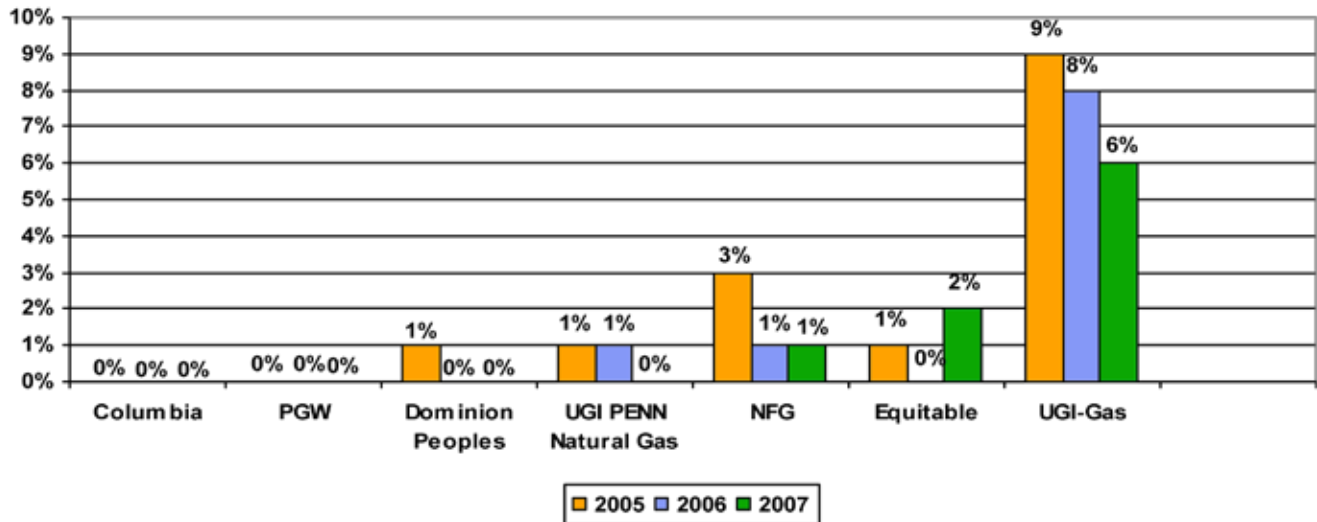


*12-month average.

** Met-Ed, Penelec and Penn Power use the same call center so these companies are combined under FirstEnergy.

All of the electric companies either improved or maintained their busy-out rate from 2006 to 2007. PPL Electric reports an improved average busy-out rate in 2007. According to the company, one of the primary reasons for the lowered rate is the increased use of the interactive voice-response system (IVR). PPL Electric notes that in 2007 it added more functionality and options to the IVR. The 2007 results show that UGI-Electric, although reporting an improved busy-out rate, still has a significantly higher busy-out rate than the other electric companies.

Natural Gas Distribution Companies Busy-Out Rate* 2005-07

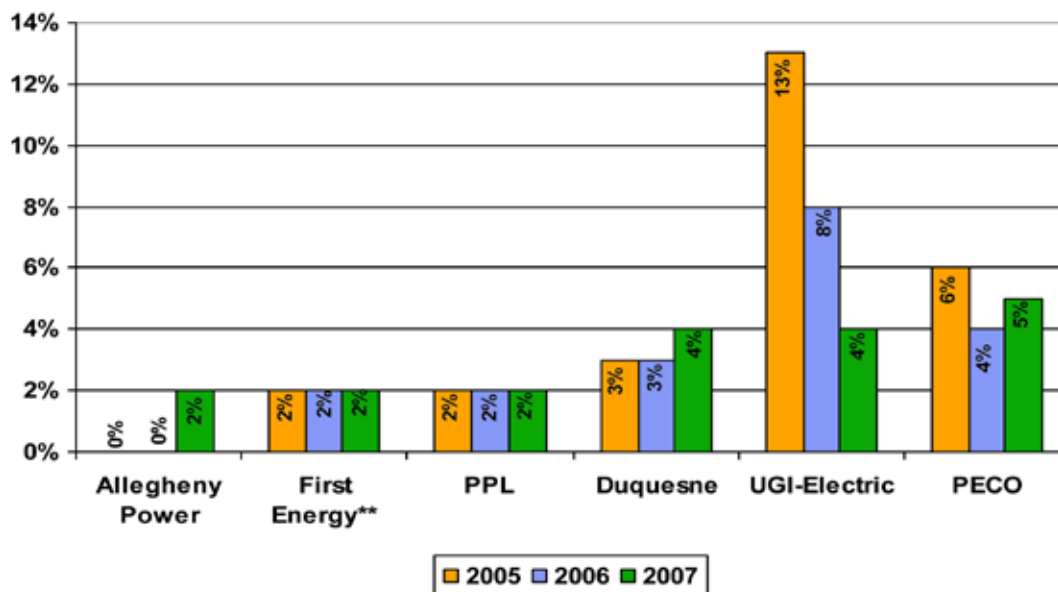


Equitable is the only gas company showing a worse busy-out rate in 2007. The other six gas companies either maintained or improved their busy-out rate from 2006 to 2007. Equitable explains that the increased rate is the result of a line programming and configuration problem in April 2007 that caused an unusually high busy-out rate on an individual telephone line. The company points out that it was not Equitable's main customer service number that experienced the problem, which was corrected. In 10 out of 12 months in 2007, Equitable's busy-out rate was below 1 percent. Although the UGI-Gas busy-out rate of 6 percent for 2007 marks an improvement over 2006, it is still the highest of the seven NGDCs.

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 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. The next chart presents the call abandonment rate for each major EDC during 2005, 2006 and 2007.

Electric Distribution Companies Call Abandonment Rate* 2005-07



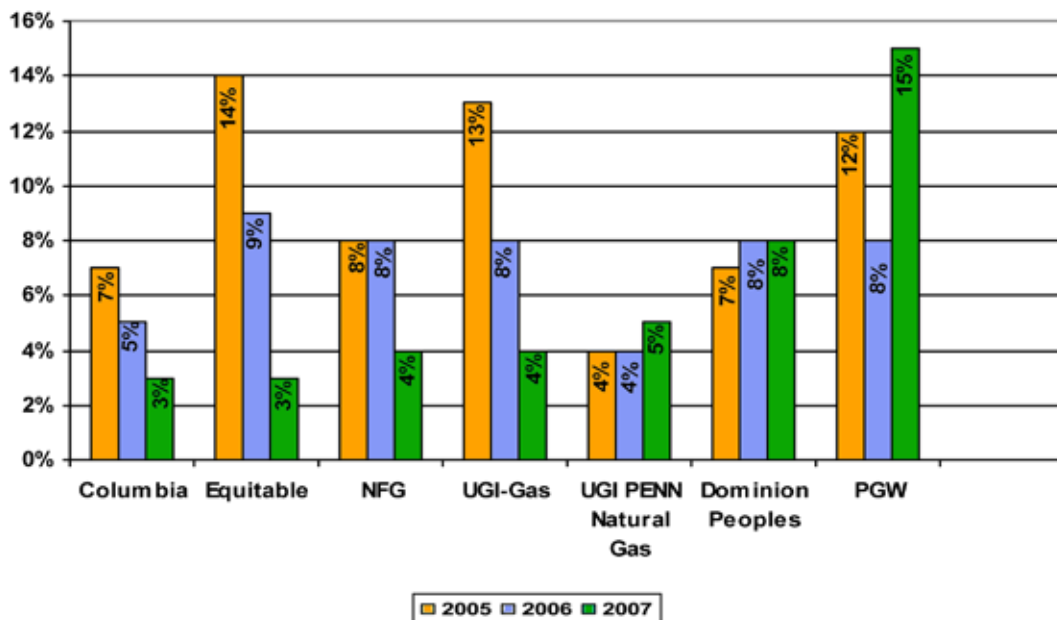
*12-month average.

** Met-Ed, Penelec and Penn Power use the same call center so these companies are combined under FirstEnergy.

For the third year in a row, UGI-Electric reported an improved call abandonment rate, bringing it closer to the rates reported by the other electric companies. It is the only electric company that shows an improved call abandonment rate from 2006 to 2007. The above statistics show a call abandonment rate slightly higher for half of the EDCs in 2007 than in 2006. PECO attributes its slight decrease in performance to a significant increase in call volume in its Credit Call Center.

The chart on the following page presents the 2007 call abandonment rates for the major NGDCs.

Natural Gas Distribution Companies Call Abandonment Rate* 2005-07



*12-month average.

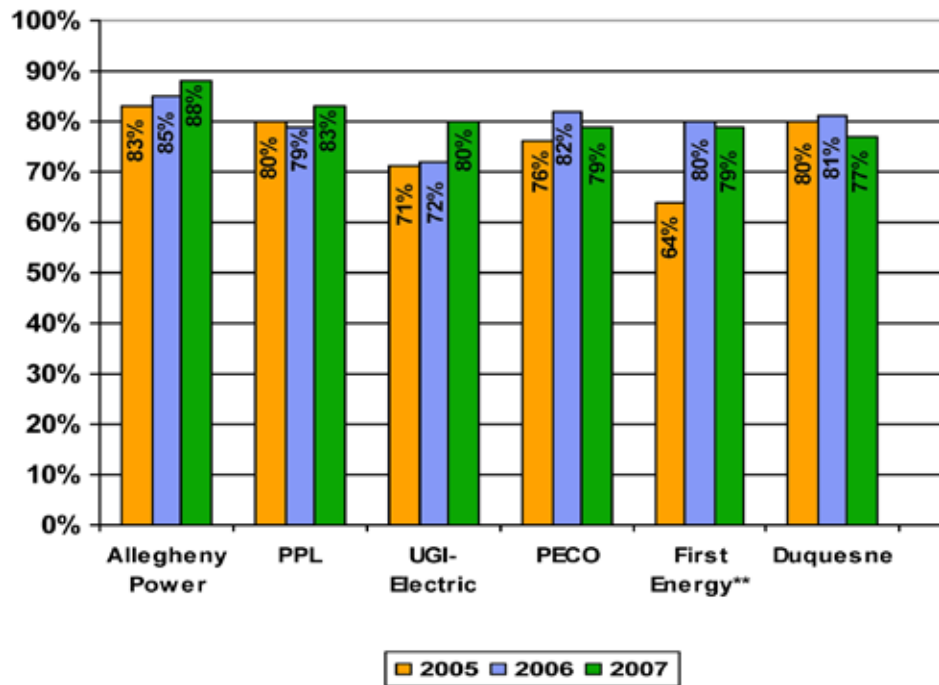
Two of the seven NGDCs, UGI PENN Natural Gas and PGW, had a higher average call abandonment rate in 2007 than in 2006. After showing an improvement last year, PGW reported the highest call abandonment rate for 2007 going from 8 percent to 15 percent. PGW explains the decreased performance is due to attrition in staffing levels, which it is addressing. Equitable reported a significant improvement in its call abandonment rate for 2007, lowering it from 9 percent to 3 percent. Equitable credits the decrease in calls abandoned to the increase in calls answered within 30 seconds.

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 first of the next two charts presents the combined percent of calls answered within 30 seconds for each of the major EDCs in Pennsylvania during 2005, 2006 and 2007, while the second chart presents the data for the major NGDCs during that time period.

Electric Distribution Companies Percent of Calls Answered Within 30 Seconds* 2005-07



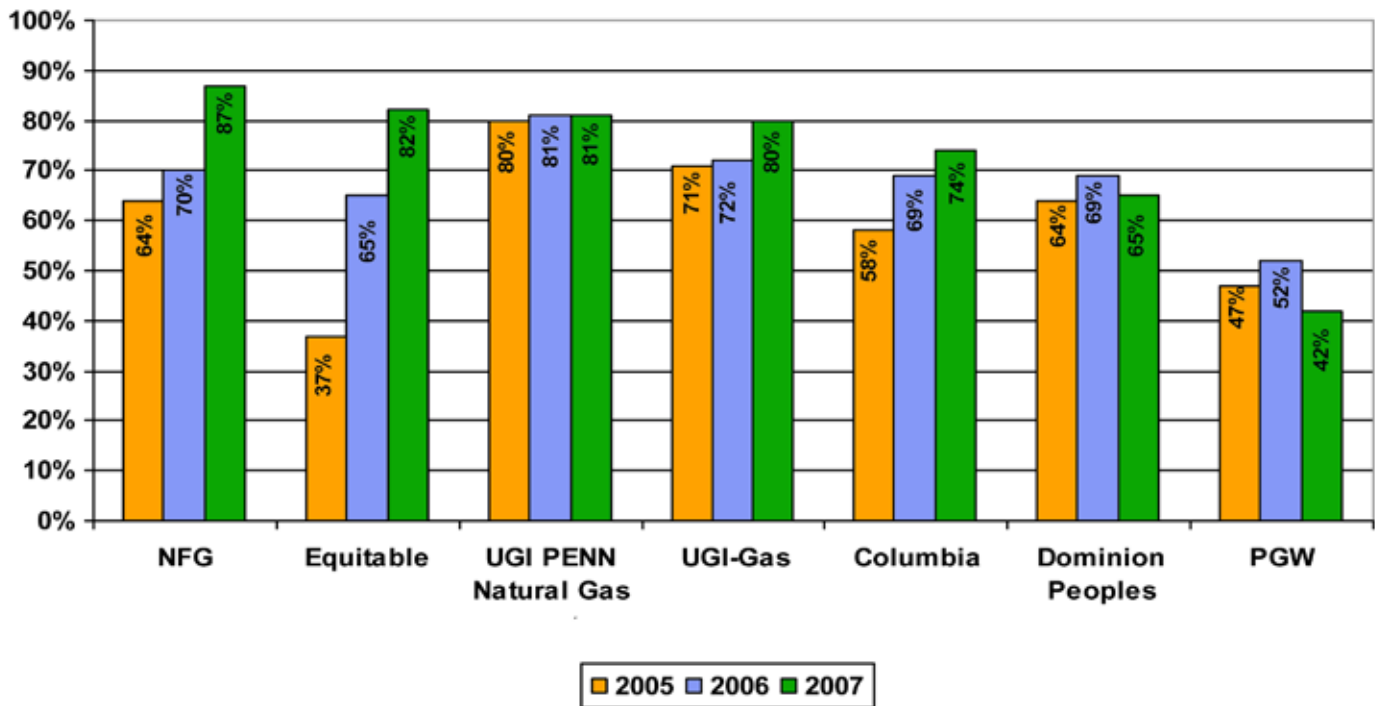
*12-month average.

** Met-Ed, Penelec and Penn Power use the same call center so these companies are combined under FirstEnergy.

The 2007 results show better access for half of the electric companies. The three companies with improved access show an 80 percent or higher percentage in 2007 than in 2006. After showing the most significant improvement from 2005 to 2006, FirstEnergy's access slipped slightly to 79 percent for 2007.

PECO's 12-month average for the year 2007 is also below 80 percent, but not as low as in 2005. For the first time since 2001, Duquesne reported a decline in call center access. Its 12-month average of 77 percent is the lowest of all the electric companies in 2007. Duquesne Light attributes the decrease in this performance metric to a 16 percent increase from 2006 to 2007 in overall call volume. Duquesne adds that the call volume experienced in 2007 was the busiest call volume in the past four years. PPL attributes its improved percentage of calls answered within 30 seconds to the use of OSI Outsourcing to help handle calls from April 1 through Nov. 30 2007. Allegheny Power experienced an improvement that it attributes to ongoing efforts to improve customer service representative training "in an attempt to reduce repeat customer calls." The company states that it also implemented a new natural language Interactive Voice Response (IVR) system in August 2007. It explains that this system increases the available self-service options, allowing customers to complete transactions without waiting to speak to a representative.

Natural Gas Distribution Companies Percent of Calls Answered Within 30 Seconds* 2005-07



*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. For the first time in the last three years, more than one gas company reached a rate of 80 percent of calls answered within 30 seconds. NFG reported a marked improvement from 70 percent of calls answered within 30 seconds in 2006 to 87 percent in 2007. This is the highest percentage of calls answered within 30 seconds that any gas company has reported since 2002.

Equitable again shows a significant improvement in the percent of calls answered within 30 seconds from 65 percent in 2006 to 82 percent in 2007.

For the second year straight, Columbia has improved its calls answered within 30 seconds. Columbia credits progress in all three measurements of call center performance to stabilization within the call center workforce and flexibility scheduling personnel to meet high peak call volumes. The company notes that its call center management team has become more familiar with a new workforce management system enhancing its call forecasting and planning.

Dominion Peoples and PGW were the only two gas companies that reported rates that declined in 2007. After showing a slight improvement from 2005 to 2006, PGW reports only 42 percent of calls answered within 30 seconds in 2007, a significantly lower rate than in 2006 and lower than in 2005. PGW, in acknowledging that its grade of service measured through call access decreased during 2007, cites attrition in staffing levels as the cause. To address this, PGW notes that it added two new employee training classes during the year and achieved budgeted staffing levels in December 2007.

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 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 consumer 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

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 following tables present the average monthly percent of residential bills that each major EDC and NGDC failed to render once every billing period during 2005, 2006 and 2007.

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

Company	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Allegheny Power	94	.01%	23	.00%	32	.01%
Duquesne Light	0	0%	0	0%	0	0%
Met-Ed	22	.01%	20	.00%	19	.00%
PECO	21	.00%	130	.00%	204	.01%
Penelec	29	.01%	21	.00%	20	.00%
Penn Power	11	.01%	6	.00%	11	.01%
PPL	42	.00%	45	.00%	43	.00%
UGI-Electric	1	.00%	1	.00%	3	.01%

*12-month average.

PECO's average of 204 residential bills not rendered once every billing period represents a decline from 2006 to 2007. PECO points out that the monthly average number of residential and small business customer bills not rendered once every billing period continues to fall below 1 percent. The company explained in last year's report that the rise in the residential average from 21 to 130 occurred in the last quarter 2006 as a direct result of the system conversion the company effected in October 2006. January 2007 performance was a direct result of that October 2006 conversion. PECO reports that, after January, its "work down plan" did bring performance back to the level of quality prior to the system conversion.

Four of the electric companies show an increase in this average from 2006 to 2007. Three show a decrease in the average. Duquesne Light points out that it continues to issue all residential bills at the required frequency.

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

Company	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Columbia	7	.00%	167	.00%	452	.00%
Dominion Peoples	28	.01%	162	.05%	64	.02%
Equitable	242	.10%	45	.02%	27	.01%
NFG	17	.01%	23	.01%	15	.01%
PGW	4,227	1.00%	56	.01%	107	.00%
UGI-Gas	1	.00%	0	0%	60	.02%
UGI PENN Natural Gas	0	0%	0	0%	0	0%

*12-month average.

Columbia notes that, in 2007, the total number of residential deferred bills increased significantly when compared to 2006 billing data. The company explains that, particularly during the months of July and December 2007, it experienced billing issues with a number of customers who participated in Columbia's Residential CHOICE Program. According to Columbia, it rectified these issues by making program enhancements to its billing system.

After showing a significant reduction from 2005 to 2006 in the number of bills not rendered once every billing period, PGW shows a slight increase in the 2007 monthly average. PGW states that this slight increase is due to advancements made to the tracking database which is currently capturing the data more accurately. PGW notes that overall, the percentage and number of deferred bills is small in comparison to 2005.

UGI notes that the company is in the process of an Automated Meter Reading (AMR) program which will enable all meters to be read monthly. UGI explains that during this process there was a period of time when some accounts were unable to be billed during the normal billing cycle of 26-35 days. UGI filed for and received a waiver from the PUC during this rerouting time period.

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 300,000 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	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Allegheny Power	36	.04%	8	.01%	18	.02%
Duquesne Light	0	0%	0	0%	0	0%
Met-Ed	11	.02%	10	.04%	10	.02%
PECO	2	.00%	61	.04%	71	.05%
Penelec	12	.02%	7	.01%	11	.01%
Penn Power	5	.03%	4	.02%	4	.02%
PPL	46	.03%	32	.02%	32	.02%
UGI-Electric	0	0%	0	0%	0	0%

*12-month average.

Although none of the electric companies reported an improvement in this performance metric from 2006 to 2007, five of the eight companies maintained the average reported the previous year. Allegheny Power and PECO reported a higher average number of bills not rendered to small business customers in 2007 than in 2006. PECO cites the conversion of its customer billing and information system as the primary factor impacting performance in this area.

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

Company	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Columbia	11	.00%	22	.00%	6	.00%
Dominion Peoples	3	.02%	14	.07%	7	.03%
Equitable	32	.30%	6	.05%	3	.02%
NFG	2	.02%	3	.03%	1	.02%
PGW	208	1.00%	NA	NA	141	7.36%
UGI-Gas	0	0%	0	0%	7	.03%
UGI PENN Natural Gas	0	0%	0	0%	0	0%

*12-month average.

Four of the seven gas companies reported an improved average in the number of bills not rendered to small business customers. PGW rectified its omission of this data in last year's report and reported averages for both 2006 and 2007.

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 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 [L-00000147 and L-970131], the Commission stated its 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. 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 the company has not read in accordance 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	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Allegheny Power	72	.01%	35	.01%	32	.01%
Duquesne Light	4	.00%	3	.00%	2	.00%
Met-Ed	321	.08%	312	.07%	287	.06%
PECO	1,999	.13%	1,046	.07%	817	.06%
Penelec	403	.08%	301	.06%	243	.05%
Penn Power	79	.05%	72	.05%	42	.03%
PPL	30	.00%	15	.00%	21	.00%
UGI-Electric	1	.00%	1	.00%	0	.00%

*12-month average.

Seven of the eight electric companies show improvement in this measure. Only PPL Electric shows a slight increase in the number of residential meters not read by the company or customer in six months. PECO reports that the number of meters not read within six months is still decreasing. The average number of 817 meters not read within six months in 2007 is 59 percent fewer than the average number of 1,999 meters not read within six months in 2005. PECO notes this is a result of reaching a “steady state” after the system conversion and completion of the Automatic Meter installation.

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

Company	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Columbia	776	.21%	776	.21%	891	.23%
Dominion Peoples	819	.25%	512	.19%	962	.29%
Equitable	3,906	1.70%	2,458	1.06%	213	.09%
NFG	491	.24%	570	.29%	713	.36%
PECO (Gas)	769	.18%	373	.08%	189	.04%
PGW	1,290	.27%	713	.14%	477	.10%
UGI-Gas	1,039	.32%	1,510	.45%	1,435	.42%
UGI PENN Natural Gas	0	0%	1	.00%	0	0%

*12-month average.

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 2005, 2006 and 2007.

For the second year in a row, Equitable significantly improved its performance in this measure. The number of residential meters Equitable reported as not read in accordance with §56.12(4)(ii) in 2007 is 91 percent fewer than the number of meters not read in 2006. The company notes that this trend is the result of the continued installation of AMR devices.

The number of residential meters not read as required by 56.12(4)(ii), and the number of residential meters not read as required by 56.12(4)(iii) reported by Dominion Peoples for 2006 are incomplete. According to the company, the data for January and February 2006 was not captured due to a mistake during the transition of key personnel. For 2007, Dominion Peoples reported 962 meters not read as required by 56.12(4)(ii), more than reported for 2005.

PGW reports that because of “saturation of AMR installations” the number of meters not read has again decreased.

UGI-Gas reports that it is currently in the process of an AMR program that will enable all meters to be read monthly and has greatly reduced any accounts that are not read timely.

Of the reporting gas companies, NFG’s percent of meters not read as required is the second highest. NFG explains that its statistics declined in 2007 due to a reduced number of automated meter-reading devices in service. NFG notes that in order to address the problem it has hired additional meter readers, and is evaluating new technology and “has started to automate the non-read process. “

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 failed to meet the requirements of this section. The following table 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	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Allegheny Power	4	.00%	1	.00%	0	0%
Duquesne	1	.00%	0	0%	1	.00%
Met-Ed	71	.02%	70	.02%	65	.01%
PECO	1,135	.07%	561	.04%	235	.02%
Penelec	60	.01%	60	.01%	47	.01%
Penn Power	11	.01%	14	.01%	14	.01%
PPL	0	0%	0	0%	0	0%
UGI-Electric	0	0%	0	0%	0	0%

*12-month average.

PECO reduced its average number of meters not read within 12 months by 58 percent from 2006 to 2007. The company notes that this improvement is a result of enforcing the notice process for hard to access meters in addition to proactive customer contact strategies allowing for increased access to metering equipment.

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

Company	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Columbia	260	.07%	251	.07%	242	.06%
Dominion Peoples	324	.08%	102	.04%	119	.04%
Equitable	810	.40%	814	.40%	53	.02%
NFG	350	.17%	581	.30%	716	.37%
PECO (Gas)	319	.07%	201	.05%	54	.01%
PGW	851	.18%	372	.00%	133	.00%
UGI-Gas	293	.09%	321	.10%	318	.09%
UGI PENN Natural Gas	0	0%	0	0%	0	0%

*12-month average.

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. This is the third year that the report presents PECO's natural gas meter-reading data separately from its electric meter-reading data.

Equitable shows significant improvement in the number of meters not read within 12 months from 814 in 2006 to 53 in 2007. The company credits the improvement to the continued installation of AMR devices.

NFG again shows an increase in the number of meters not read in 12 months; from 350 in 2005, to 581 in 2006, to 716 in 2007. The company explains that a reduced number of AMR devices in service contributed to the decline.

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 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.

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

Company	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Met-Ed	0	0%	0	0%	0	0%
Penelec	0	0%	0	0%	0	0%
UGI-Electric	0	0%	0	0%	0	0%
PECO**	NA	NA	NA	NA	NA	NA
Allegheny Power**	NA	NA	NA	NA	NA	NA
Penn Power**	NA	NA	NA	NA	NA	NA
PPL**	NA	NA	NA	NA	NA	NA

*12-month average.

**No remotely read meters.

Half of the electric companies report that they have no remote meters. The other half of the electric companies show zero remote meters not read in five years.

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

Company	2005		2006		2007	
	Number	Percent	Number	Percent	Number	Percent
PGW	0	0%	0	0%	0	0%
Dominion Peoples	1	.07%	0	0%	0	0%
UGI-Gas	110	.68%	13	.00%	53	.96%
NFG	13	.70%	2	.14%	2	.12%
Columbia**	NA	NA	NA	NA	NA	NA
Equitable**	NA	NA	NA	NA	NA	NA
PECO (Gas) **	NA	NA	NA	NA	NA	NA
UGI PENN Natural Gas**	NA	NA	NA	NA	NA	NA

*12-month average.

**No remotely read meters.

Two of the Natural Gas Distribution Companies reported residential remote meters not read in 2007 as required by §56.12(5)(i).

After reporting an improvement in 2006 from 2005, UGI-Gas shows an increase in the number of residential remote meters not read in five years as required.

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	2005	2006	2007
Allegheny Power	48	45	18
Duquesne	19	6	137
Met-Ed	77	0	0
PECO	26	2	139
Penelec	62	0	1
Penn Power	19	0	0
PPL	293	297	96
UGI-Electric	0	0	0

Two of the eight EDCs reported a decrease from 2006 to 2007 in the number of disputes not responded to within 30 days. Three of the companies again reported zero disputes not responded to within 30 days.

PPL reduced the number of disputes not issued a response within 30 days by 68 percent from 2006 to 2007. PPL Electric attributes the improvement to securing more readings from its advanced metering infrastructure, directing more resources to address billing issues, generating additional status reports, and communicating regularly with call center and field personnel about the status of the dispute reports.

PECO experienced a 42 percent increase in disputes in 2007 compared to 2006. The company cites three contributing factors: the system conversion, the new bill format, and an increase in “former address disputes” generated by a change in functionality to track by customer instead of by premise. PECO notes that it is likely the trend will continue throughout the first and second quarters of 2008. The company explains that it has realigned staffing to handle an increase in volume.

Duquesne reports that the number of instances in which a response exceeded 30 days increased to an average of 11 disputes per month for 2007. The company attributes this increase to an overall 20 percent increase in billing disputes compared to 2006. Additionally, Duquesne

attributes the majority of the 20 percent increase in billing disputes and 16 percent increase in billing related call volume to the January 2007 rate change, which impacted most residential customers June through October, the months following high air conditioner usage.

Duquesne notes that it responded to this increase with a dispute automation initiative in the first quarter of 2008 aimed at improvements to dispute response time.

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

Company	2005	2006	2007
Columbia	81	109	36
Dominion Peoples	0	112	2,229
Equitable	154	249	1
NFG	2	7	8
PGW	803	596	323
UGI-Gas	2	0	0
UGI PENN Natural Gas	0	0	0

Of the seven NGDCs, only one reported considerably more disputes not responded to within 30 days in 2007 than in 2006. Three companies reported fewer disputes not responded to within 30 days and two again reported zero.

Dominion Peoples reported that 2,229 residential disputes did not receive a response within 30 days. According to Dominion Peoples, in the first and second quarters of 2007, job assignments and functions were in the process of being moved or realigned in preparation for the pending divestiture of Dominion Peoples. The company explains that during the transition period, disputes were universally not completed in a timely manner. The company notes that during the third quarter of 2007, the procedures were re-established and additional staff trained to eliminate the backlog of disputes and assure that incoming disputes were completed within 30 days.

Columbia experienced a significant decrease in the number of disputes not answered within 30 days.

Equitable states that it realigned work assignments during 2007 to decrease response time to disputes. This resulted in a 67 percent improvement from 2006 to 2007.

PGW reports that the number of customer disputes not issued a response within 30 days decreased again from 2006 to 2007. The company notes that its new complaint tracking system, implemented in 2007, as well as changes in processes, improved timely response to disputes.

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.

This is the fourth year that all of the major EDCs and NGDCs used a common survey company. This report also presents PGW survey data for the fourth year.

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 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 percent.

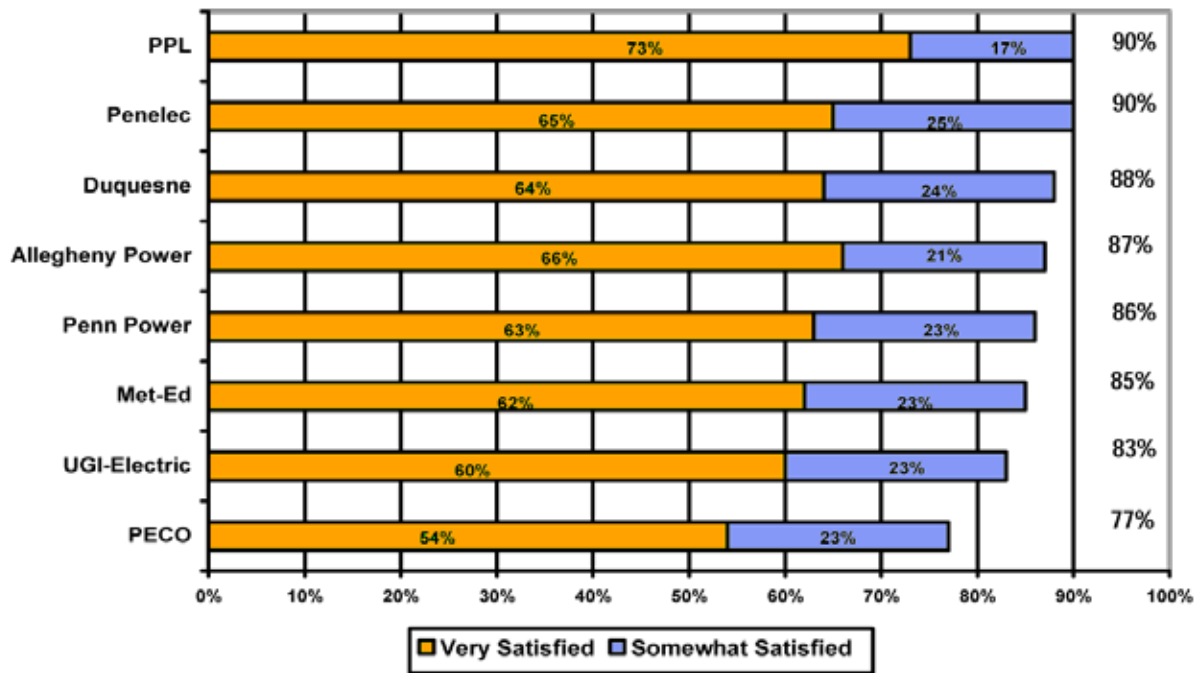
Survey working group members from both industries agreed the 700 completed surveys should include 200 contacts about credit and collection issues and 500 contacts about all other types of issues. Under this plan, the credit and collection contacts do not dominate survey results. Credit and collection 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 2005-07 EDC survey data and the 2005-07 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 2007 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 2007 surveys, as well as the average number of residential customers each EDC and NGDC serve. In all charts and tables related to the surveys, “don’t know” and “refused” responses to survey questions were removed from the analysis.

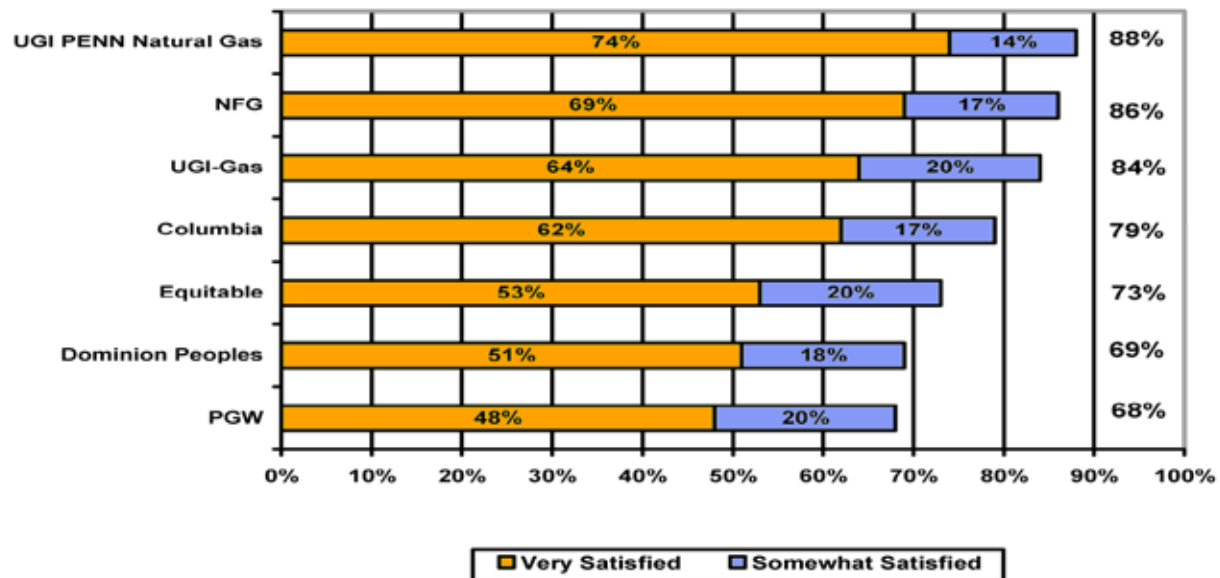
A. Reaching the Company

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 and requests for service, and to report service outages and other service problems. For 2007, 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 86 percent. Survey results from the 2006 and 2005 surveys are available in Appendix A, Table 1. 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 78 percent. The NGDC survey results from the 2006 and 2005 surveys are available in Appendix B, Table 1.

Satisfaction with the Ease of Reaching the Electric Distribution Company 2007



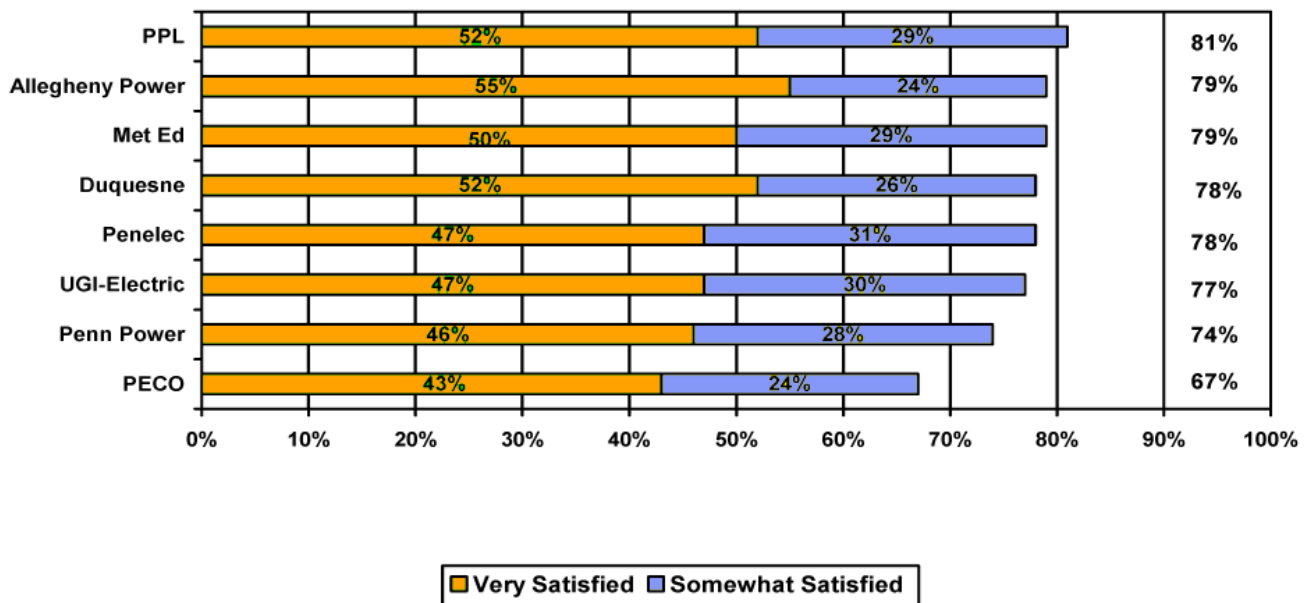
Satisfaction with the Ease of Reaching the Natural Gas Distribution Company 2007



B. Automated Phone Systems

Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. 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 is the one company that does not use an automated telephone system at its call center). The surveys ask consumers several questions about their experience with using the automated systems. The charts that follow present the level of satisfaction consumers expressed about using the EDCs' or NGDCs' automated telephone systems.

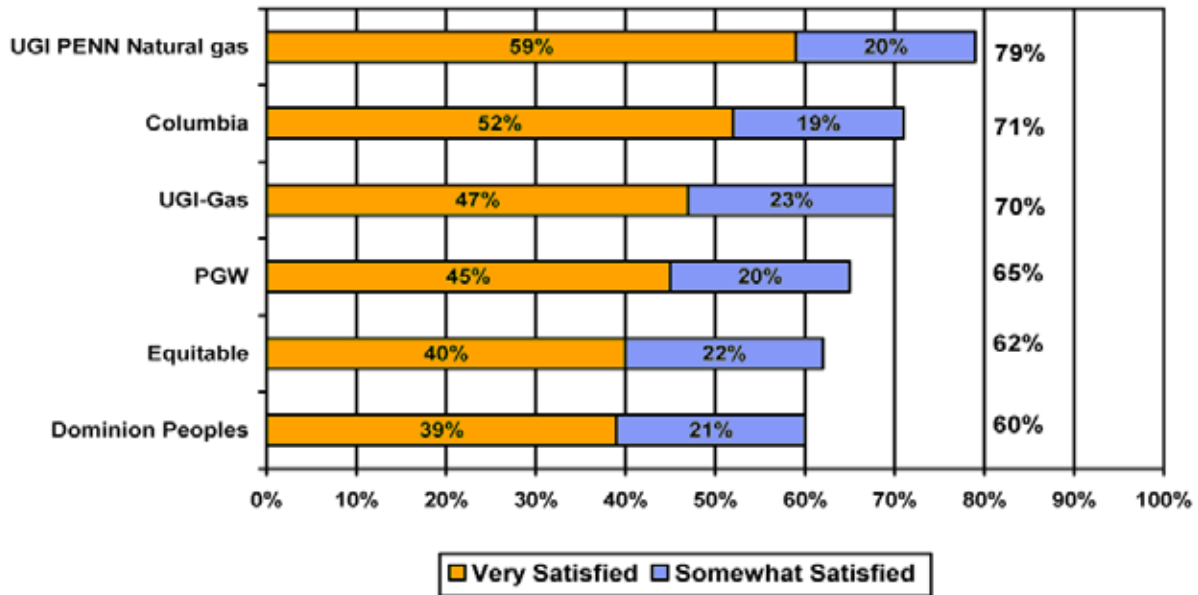
Satisfaction with Using an Electric Distribution Company's Automated Phone System 2007



On average, 77 percent of EDC consumers reported being either very satisfied or somewhat satisfied with the EDCs' automated phone system. Appendix A, Table 3, presents other details of how consumers perceive using an EDC's automated phone systems.

The following chart presents the survey findings regarding the perceptions of NGDC consumers regarding the NGDC telephone systems. It shows that, for the major NGDCs, 68 percent 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 how customers perceive using an NGDC's automated phone system.

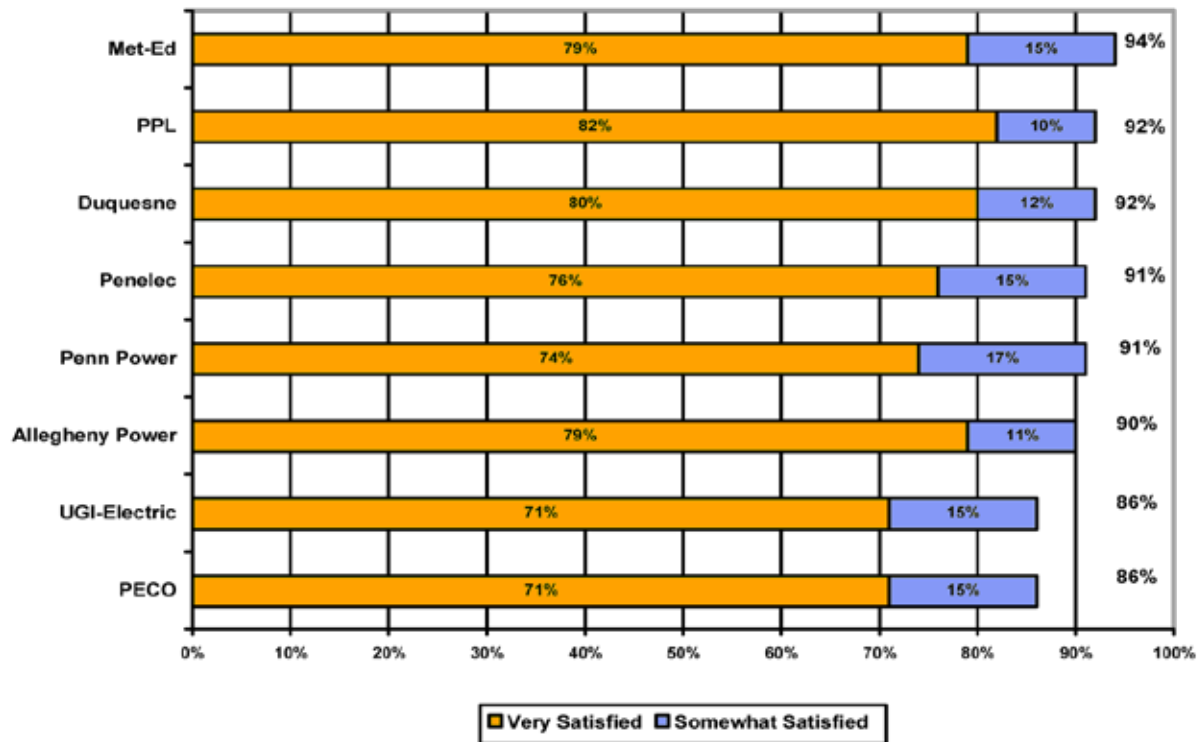
Satisfaction with Using a Natural Gas Distribution Company's Automated Phone System 2007



C. Company Representatives

As indicated in Appendix A, Table 6, an average of 87 percent 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, 95 percent 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.

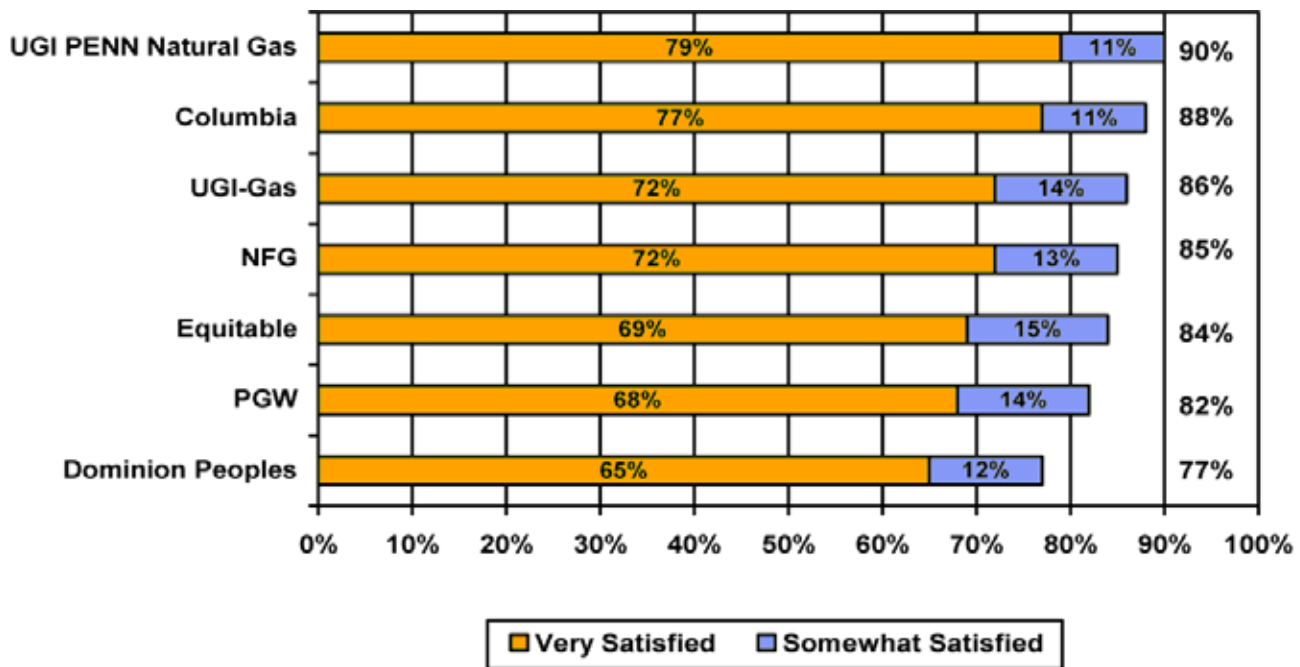
Satisfaction with the Electric Distribution Company Representative's Handling of the Contact 2007



On average in 2007, 90 percent 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 2005 through 2007 regarding consumer satisfaction with how EDC representatives handled the contact to the EDC.

The following chart shows that in 2007, on average, 85 percent 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 2005 through 2007 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 2007



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' 2007 ratings of these attributes of the company representatives with whom they interacted. Appendix A, Table 4, provides a comparison of 2005, 2006 and 2007 ratings of EDC representatives. Appendix B, Table 4, provides a comparison of 2005, 2006 and 2007 ratings of NGDC representatives.

Consumer Ratings of Electric Distribution Company Representatives 2007

Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Allegheny Power	10%	87%	14%	79%
Duquesne	9%	87%	13%	80%
Met-Ed	9%	89%	17%	77%
PECO	11%	81%	13%	75%
Penelec	9%	87%	16%	78%
Penn Power	8%	89%	16%	78%
PPL	7%	90%	11%	83%
UGI-Electric	10%	80%	15%	76%
Average	9%	86%	14%	78%

On average, 95 percent of 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 92 percent rated the company representative as “very knowledgeable” or “somewhat knowledgeable.” The majority gave a “very knowledgeable” rating.

Consumer Ratings of Natural Gas Distribution Company Representatives 2007

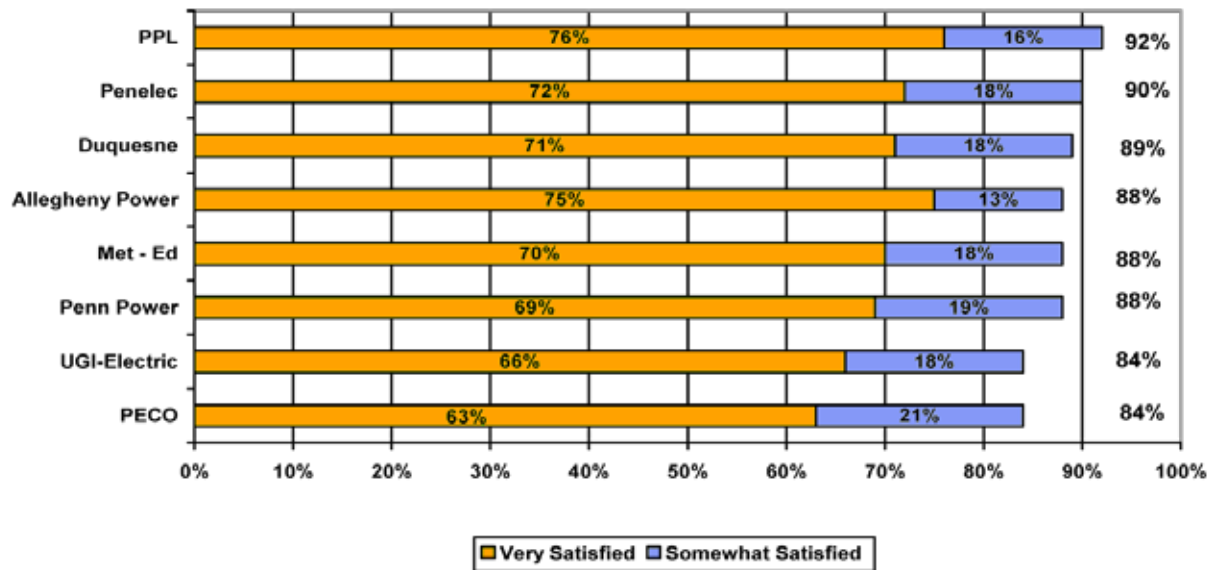
Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Columbia	10%	82%	13%	77%
Dominion Peoples	11%	74%	16%	66%
Equitable	12%	78%	14%	72%
NFG	9%	79%	14%	74%
PGW	13%	76%	14%	71%
UGI-Gas	11%	79%	14%	74%
UGI PENN Natural Gas	10%	83%	13%	77%
Average	11%	79%	14%	73%

On average, 90 percent of consumers rated NGDC representatives as either “very courteous” or “somewhat courteous.” In addition, 87 percent of NGDC consumers rated company representatives as either “very knowledgeable” or “somewhat knowledgeable.”

D. Overall Satisfaction

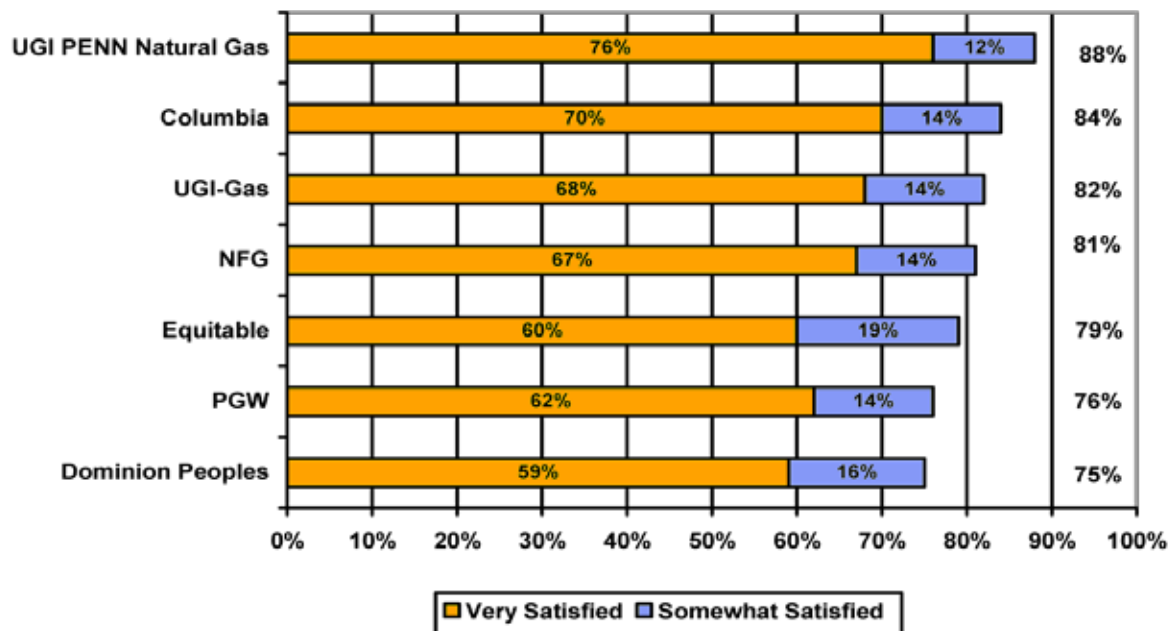
Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company's automated telephone system, the wait to speak to a company representative, 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 2007 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 2007



The previous chart 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 2007, the EDC industry average showed that 88 percent of consumers were satisfied (70 percent very satisfied) with the overall quality of service they received from their EDCs. Appendix A, Table 1B, provides 2005, 2006 and 2007 results regarding EDC overall customer satisfaction.

Overall Satisfaction with Natural Gas Distribution Company's Quality of Service During Recent Contact 2007



In 2007, the industry average for overall satisfaction with NGDC customer contacts is 81 percent (66 percent 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?" Appendix B, Table 1B, provides 2005, 2006 and 2007 results regarding NGDC overall customer satisfaction.

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 and again in 2004. Over the last three years, a slightly greater average percentage of customers who contacted the EDCs about credit and collection issues responded that they were either "very satisfied" or "somewhat satisfied" than customers who contacted the EDCs 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.

Customers of five out of the seven NGDCs, rated their satisfaction slightly higher on credit and collection contacts in 2007 than on other types of contacts that year. The average percentage of customers who were either "very satisfied" or "somewhat satisfied" with their non-credit and collection contacts with the NGDCs is 81 percent and the average percentage who were either "very satisfied" or "somewhat satisfied" with their credit and collections contacts is also 81 percent. 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 for 2005-07.

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 of 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 UCARE report will again provide statistics associated with 2007 consumer complaints and payment arrangement requests 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 payment arrangement requests filed with the Commission by the customers of the EDCs and NGDCs as a second source of data. As noted in the introduction, 2007 data on informal complaint and payment arrangement requests filed with the Commission were reported in the Commission's annual UCARE report in August 2008. 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, 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.

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 passage of Act 201, which specifically forbids the Commission from accepting complaints from customers who have not first contacted the utility (66 Pa.C.S. § 1410).

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 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 the company's 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.

Appendix A

EDC Survey Results 2005-07

Table 1A

Company	Satisfaction w/Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2005	2006	2007	2005	2006	2007
Allegheny Power	91%	93%	87%	82%	83%	79%
Duquesne	88%	92%	88%	80%	84%	78%
Met-Ed	90%	92%	85%	77%	78%	79%
PECO	84%	79%	77%	80%	69%	67%
Penelec	90%	90%	90%	79%	78%	78%
Penn Power	90%	92%	86%	77%	78%	74%
PPL	90%	90%	90%	78%	81%	81%
UGI-Electric	85%	86%	83%	81%	83%	77%
Average	89%	89%	86%	79%	79%	77%

*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.

EDC Survey Results (continued) 2005-07

Table 1B

Company	Satisfaction with EDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with EDC		
	2005	2006	2007	2005	2006	2007
Allegheny Power	92%	93%	90%	90%	90%	88%
Duquesne	93%	93%	92%	91%	92%	89%
Met-Ed	93%	96%	94%	90%	92%	89%
PECO	86%	84%	86%	83%	81%	84%
Penelec	94%	95%	91%	91%	92%	90%
Penn Power	95%	94%	91%	92%	92%	88%
PPL	96%	94%	92%	92%	93%	92%
UGI-Electric	88%	90%	86%	90%	90%	85%
Average	92%	92%	90%	90%	90%	88%

*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.

**Overall Satisfaction with Contact:
EDC Credit/Collection Calls v. Other Calls*
2005-07**

Table 2

Company	Credit/Collection			Other			Overall		
	2005	2006	2007	2005	2006	2007	2005	2006	2007
Allegheny Power	90%	87%	87%	91%	92%	88%	90%	90%	88%
Duquesne	87%	95%	91%	90%	91%	89%	91%	92%	89%
Met-Ed	94%	97%	90%	91%	90%	88%	90%	92%	89%
PECO	84%	77%	85%	83%	82%	84%	83%	81%	84%
Penelec	94%	94%	91%	92%	92%	90%	91%	92%	90%
Penn Power	98%	92%	92%	87%	93%	87%	92%	92%	88%
PPL	98%	96%	94%	88%	92%	92%	92%	93%	92%
UGI-Electric	91%	86%	93%	87%	90%	85%	90%	90%	85%
Average	92%	91%	89%	89%	90%	88%	90%	90%	88%

*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 2005-07

Table 3

Company	Ease of Using EDC's Automated Telephone System*			Satisfaction w/Choices offered by Automated Telephone System**			Satisfaction with Wait to Speak to an NGDC Representative**		
	2005	2006	2007	2005	2006	2007	2005	2006	2007
Allegheny Power	84%	86%	85%	87%	88%	84%	87%	90%	88%
Duquesne	84%	88%	86%	84%	86%	85%	83%	88%	86%
Met-Ed	81%	83%	83%	83%	86%	82%	89%	91%	86%
PECO	86%	73%	70%	82%	73%	72%	81%	80%	72%
Penelec	85%	81%	80%	86%	83%	83%	89%	89%	85%
Penn Power	83%	86%	80%	82%	85%	83%	90%	91%	84%
PPL	83%	87%	83%	83%	88%	83%	88%	91%	88%
UGI-Electric	85%	84%	81%	86%	85%	81%	82%	92%	83%
Average	84%	83%	81%	84%	84%	82%	86%	89%	84%

*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.

Consumer Ratings of EDC Representatives 2005-07

Table 4

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2005	2006	2007	2005	2006	2007
Allegheny Power	96%	96%	97%	94%	96%	93%
Duquesne Light	96%	96%	96%	96%	96%	93%
Met-Ed	98%	97%	98%	95%	95%	94%
PECO	93%	92%	92%	91%	90%	88%
Penelec	97%	98%	96%	95%	96%	94%
Penn Power	98%	97%	97%	96%	96%	94%
PPL	97%	98%	97%	96%	97%	94%
UGI-Electric	93%	95%	90%	95%	93%	91%
Average	96%	96%	95%	95%	95%	93%

*Percent 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 2005-07

Table 5A

Company	Overall Satisfaction with Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2005	2006	2007	2005	2006	2007	2005	2006	2007
Allegheny Power	90%	79%	91%	67%	82%	81%	79%	96%	90%
Duquesne Light	90%	83%	95%	89%	90%	93%	100%	98%	98%
Met-Ed	96%	85%	89%	83%	95%	78%	100%	100%	94%
PECO	89%	83%	88%	78%	62%	70%	98%	89%	100%
Penelec	96%	82%	96%	85%	93%	88%	100%	100%	95%
Penn Power	97%	78%	95%	89%	96%	89%	100%	100%	97%
PPL	90%	90%	94%	89%	84%	92%	91%	100%	100%
UGI-Electric	91%	75%	92%	86%	75%	85%	97%	100%	91%
Average	92%	82%	93%	83%	85%	85%	96%	98%	96%

*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 premise 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.

Premise Visit from an EDC Field Representative (continued) 2005-07

Table 5B

Company	Field Rep's Knowledge			Field Rep's Respect for Property**			Satisfaction that Work Completed in a Timely Manner*		
	2005	2006	2007	2005	2006	2007	2005	2006	2007
Allegheny Power	90%	100%	92%	91%	100%	96%	77%	83%	87%
Duquesne Light	97%	94%	95%	98%	99%	100%	94%	91%	94%
Met-Ed	100%	100%	91%	100%	98%	88%	94%	95%	78%
PECO	95%	96%	100%	97%	86%	88%	79%	64%	81%
Penelec	94%	97%	95%	98%	97%	96%	88%	95%	92%
Penn Power	100%	100%	100%	98%	99%	100%	91%	92%	85%
PPL	100%	96%	100%	100%	100%	100%	84%	94%	92%
UGI-Electric	98%	100%	97%	98%	96%	94%	91%	84%	93%
Average	97%	98%	96%	97%	97%	95%	87%	89%	88%

*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.

**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.

Characteristics of 2007 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	703	97%	3%	79%	84%	14%
Duquesne Light	708	98%	2%	79%	80%	10%
Met-Ed	704	98%	2%	74%	93%	12%
PECO	703	100%	0%	79%	80%	8%
Penelec	701	99%	1%	79%	94%	15%
Penn Power	706	99%	1%	78%	94%	12%
PPL	702	99%	1%	81%	75%	9%
UGI-Electric	700	98%	2%	75%	98%	10%
Average	703	99%	1%	78%	87%	11%

Average Number of Residential Customers 2007

Table 7

Electric Distribution Company	Average Number of Residential Customers
Allegheny Power	611,077
Duquesne	524,412
Met-Ed	479,414
Penelec	505,021
PECO	1,407,550
Penn Power	139,467
PPL	1,197,547
UGI-Electric	54,353

Appendix B

NGDC Survey Results 2005-07

Table 1A

Company	Satisfaction w/ Ease of Reaching the Company*			Satisfaction with Using NGDC's Automated Phone System*		
	2005	2006	2007	2005	2006	2007
Columbia	78%	75%	79%	73%	68%	71%
Dominion Peoples	77%	69%	69%	69%	60%	60%
Equitable	66%	70%	73%	59%	63%	62%
NFG	85%	83%	86%	NA	NA	NA
PGW	70%	66%	68%	68%	64%	65%
UGI-Gas	79%	76%	84%	69%	69%	70%
UGI PENN Natural Gas	87%	88%	88%	79%	77%	79%
Average	77%	75%	78%	70%	66%	68%

*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.

NGDC Survey Results (continued) 2005-07

Table 1B

Company	Satisfaction with NGDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with NGDC		
	2005	2006	2007	2005	2006	2007
Columbia	88%	86%	88%	86%	82%	84%
Dominion Peoples	84%	81%	77%	78%	77%	75%
Equitable	81%	83%	84%	75%	76%	79%
NFG	86%	83%	85%	82%	80%	81%
PGW	83%	80%	82%	74%	74%	76%
UGI-Gas	85%	83%	86%	83%	81%	82%
UGI PENN Natural Gas	91%	90%	90%	88%	88%	88%
Average	85%	84%	85%	81%	80%	81%

*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.

**Overall Satisfaction with Contact:
NGDC Credit/Collection Calls v. Other Calls
2005-07**

Table 2

Company	Credit/Collection			Other			Overall		
	2005	2006	2007	2005	2006	2007	2005	2006	2007
Columbia	87%	82%	87%	85%	81%	83%	86%	82%	84%
Dominion Peoples	78%	80%	78%	79%	76%	74%	78%	77%	75%
Equitable	70%	77%	81%	76%	76%	79%	75%	76%	80%
NFG	82%	73%	75%	81%	83%	83%	82%	80%	81%
PGW	73%	72%	79%	75%	75%	75%	74%	74%	76%
UGI-Gas	81%	78%	83%	84%	83%	82%	83%	81%	82%
UGI PENN Natural Gas	84%	84%	86%	90%	89%	88%	88%	88%	88%
Average	79%	78%	81%	81%	80%	81%	81%	80%	81%

*Other calls include all categories of contacts to an NGDC other than those related to credit a 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.

Contacting an NGDC 2005-07

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		
	2005	2006	2007	2005	2006	2007	2005	2006	2007
Columbia	79%	73%	75%	79%	71%	76%	76%	75%	76%
Dominion Peoples	76%	66%	67%	76%	75%	63%	71%	67%	64%
Equitable	69%	66%	71%	69%	66%	70%	62%	71%	72%
NFG	NA	NA	NA	NA	NA	NA	87%	83%	86%
PGW	76%	73%	71%	76%	72%	72%	66%	65%	66%
UGI-Gas	76%	72%	75%	75%	73%	71%	76%	75%	79%
UGI PENN Natural Gas	81%	81%	83%	85%	81%	86%	85%	86%	86%
Average	76%	72%	74%	77%	71%	72%	75%	75%	76%

*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.

Consumer Ratings of NGDC Representatives 2005-07

Table 4

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2005	2006	2007	2005	2006	2007
Columbia	92%	91%	92%	90%	88%	90%
Dominion Peoples	92%	89%	85%	88%	84%	82%
Equitable	88%	87%	90%	85%	83%	86%
NFG	89%	89%	88%	89%	86%	88%
PGW	88%	85%	89%	88%	85%	85%
UGI-Gas	91%	91%	90%	88%	88%	88%
UGI PENN Natural Gas	93%	94%	93%	91%	92%	90%
Average	90%	89%	90%	88%	87%	87%

*Percent 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 2005-07

Table 5A

Company	Overall Satisfaction w/Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2005	2006	2007	2005	2006	2007	2005	2006	2007
Columbia	98%	92%	100%	86%	81%	88%	99%	95%	100%
Dominion Peoples	94%	99%	93%	91%	82%	87%	100%	98%	96%
Equitable	94%	90%	92%	78%	77%	82%	96%	94%	96%
NFG	94%	92%	94%	88%	80%	84%	97%	92%	93%
PGW	91%	88%	91%	75%	72%	70%	100%	91%	92%
UGI-Gas	95%	93%	96%	89%	81%	90%	97%	96%	98%
UGI PENN Natural Gas	96%	96%	95%	90%	89%	90%	97%	98%	96%
Average	95%	93%	94%	85%	80%	84%	98%	95%	96%

* Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied 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 premise visit with an appointment in five days rather than in five weeks.

** Percent 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.

Premise Visit from an NGDC Field Representative (continued) 2005-07

Table 5B

Company	Field Rep's Knowledge*			Field Rep's Respect for Property**			Satisfaction that Work Completed in a Timely Manner*		
	2005	2006	2007	2005	2006	2007	2005	2006	2007
Columbia	99%	95%	100%	100%	98%	100%	88%	86%	90%
Dominion Peoples	95%	94%	93%	97%	100%	98%	90%	88%	92%
Equitable	96%	92%	98%	96%	98%	96%	85%	88%	84%
NFG	93%	96%	95%	97%	98%	98%	78%	78%	84%
PGW	96%	91%	91%	98%	93%	97%	90%	78%	74%
UGI-Gas	93%	98%	96%	96%	97%	99%	89%	87%	92%
UGI PENN Natural Gas	97%	97%	97%	99%	98%	99%	93%	91%	90%
Average	96%	95%	96%	98%	97%	98%	88%	85%	87%

*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.

**Percent of consumers who described the company field representative as "very knowledgeable" or "somewhat knowledgeable."

Characteristics of 2007 NGDC Survey Participants

Table 6

NGDC	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	704	99%	1%	76%	88%	18%
Dominion Peoples	701	100%	0%	80%	96%	22%
Equitable	701	97%	3%	74%	97%	13%
NFG*	704	99%	1%	N/A*	98%	20%
PGW	700	100%	0%	55%	97%	11%
UGI-Gas	701	100%	0%	70%	97%	19%
UGI PENN Natural Gas	707	99%	1%	62%	95%	59%
Average	703	99%	1%	70%	95%	23%

*NFG does not use an automated system.

Average Number of Residential Customers 2007

Table 7

Natural Gas Distribution Company	Average Number of Residential Customers
Columbia	368,019
Dominion Peoples	326,186
Equitable	238,360
NFG	198,041
PGW	481,499
UGI-Gas	293,706
UGI PENN Natural Gas	142,633

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