

Customer Service Performance Report

2011

Pennsylvania Electric & Natural
Gas Distribution Companies

Pennsylvania Public Utility Commission
Bureau of Consumer Services



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Introduction

This comprehensive report by the Public Utility Commission (Commission) presents quality of service data for both the major Electric Distribution Companies¹ (EDCs) and the major Natural Gas Distribution Companies² (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 2011 and sent the results to the Commission in 2012.

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.

¹ Duquesne Light Company (Duquesne); PPL Electric Utilities, Inc. (PPL); PECO Energy Company (PECO); UGI Utilities Inc. (UGI-Electric); West Penn Power F.K.A. Allegheny Power (West Penn); and the FirstEnergy companies – Metropolitan Edison Company (Met-Ed), Pennsylvania Electric Company (Penelec) and Pennsylvania Power Company (Penn Power).

² Columbia Gas of Pennsylvania Inc. (Columbia); Equitable Gas Company (Equitable); National Fuel Gas Company (NFG); Peoples Natural Gas (Peoples); Philadelphia Gas Works (PGW); UGI Penn Natural; and UGI Utilities Inc. (UGI-Gas).

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 agreement requests that consumers file with the Commission. The BCS is to report a “justified consumer complaint rate,”³ a “justified payment agreement request rate,”⁴ “the number of informally verified infractions of applicable statutes and regulations,”⁵ and an “infraction rate”⁶ for the EDCs and NGDCs. These statistics also are 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 will report the 2011 rates noted above in the 2011 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 2011 Utility Consumer Activities Report and Evaluation, and the 2011 Report on Pennsylvania’s Electric and Natural Gas Distribution Companies Customer Service Performance is available on the Commission’s website: www.puc.pa.gov under the link for publications and reports.

³ A justified informal consumer complaint is a complaint where the BCS has determined that the utility did not follow Commission procedures or regulations. The justified informal consumer complaint rate is the number of justified, informal, residential consumer complaints, as determined by the BCS, per 1,000 residential customers.

⁴ A payment agreement request is justified where a utility did not follow Commission negotiation procedures or regulations. The justified payment agreement request rate is the number of justified payment agreement requests, as determined by the BCS, from residential customers per 1,000 residential customers.

⁵ An informally verified infraction is an apparent misapplication of Commission regulations as determined by the BCS through its examination of information obtained as part of its review of informal consumer complaints and payment agreement requests.

⁶ The infraction rate is the number of informally verified infractions, as determined by the BCS, per 1,000 residential customers.

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 2011 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 presents PECO's natural gas meter-reading statistics with the NGDCs separately from the company's electric meter-reading statistics.

Treatment of the FirstEnergy Companies

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.

Treatment of West Penn Power F.K.A. Allegheny Power

On Feb. 24, 2011, the Pennsylvania Public Utility Commission (PUC) approved a joint application filed by West Penn (Allegheny Power), Trans-Allegheny Interstate Line Company (TrAILCo) and FirstEnergy to obtain approval for a change of control of Allegheny and TrAILCo. Allegheny and TrAILCo each became a wholly owned subsidiary of FirstEnergy. Subsequent to the approval, Allegheny Power began identifying itself to customers as "West Penn Power, A FirstEnergy Company." Starting with this year's report, we will identify the company as West Penn Power.

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 2009-11 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2009-11 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:

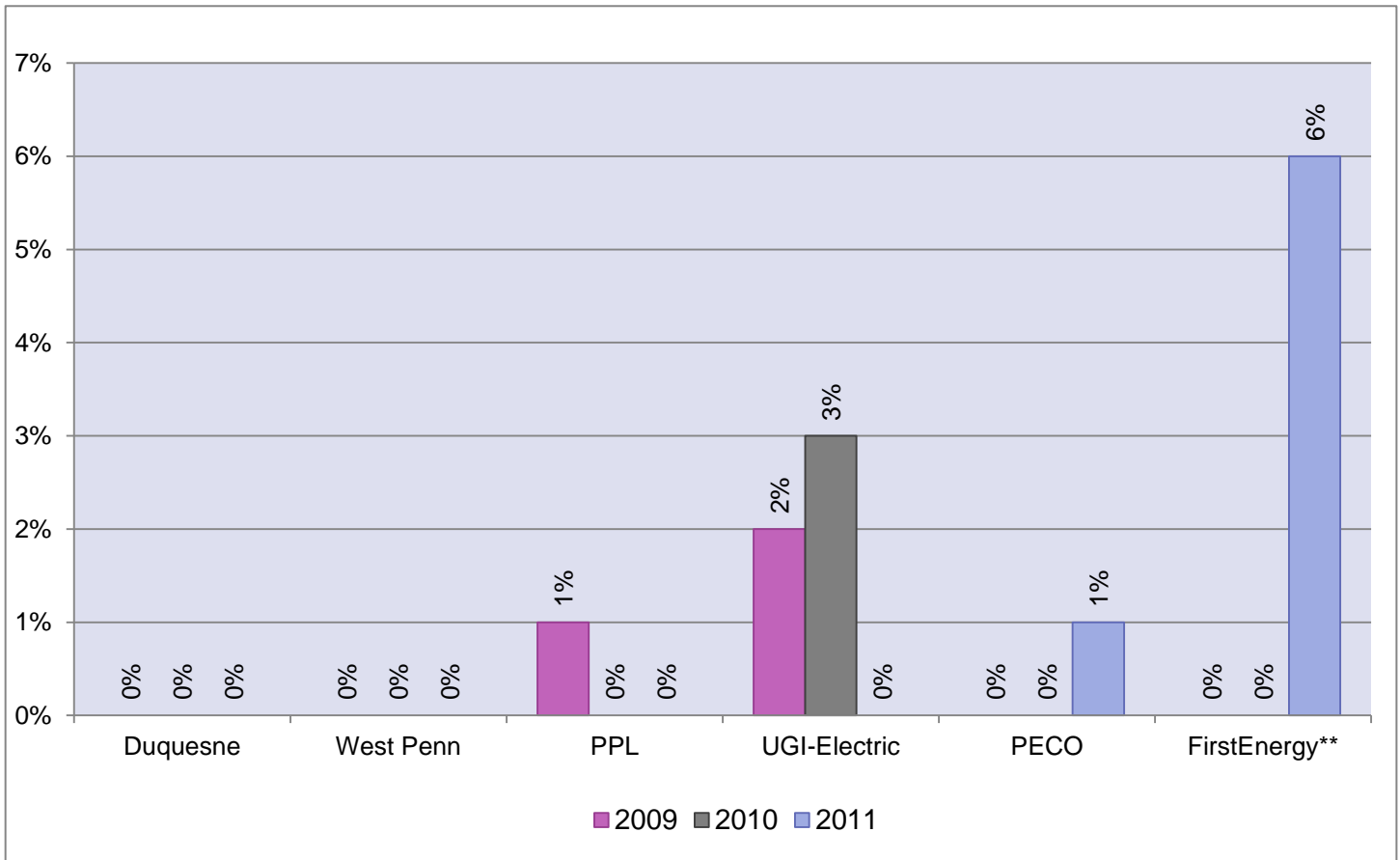
- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

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 following chart presents the combined busy-out rate for each major EDC during the three year period 2009, 2010 and 2011. The second chart presents the combined busy-out rate for each major NGDC during 2009, 2010 and 2011.

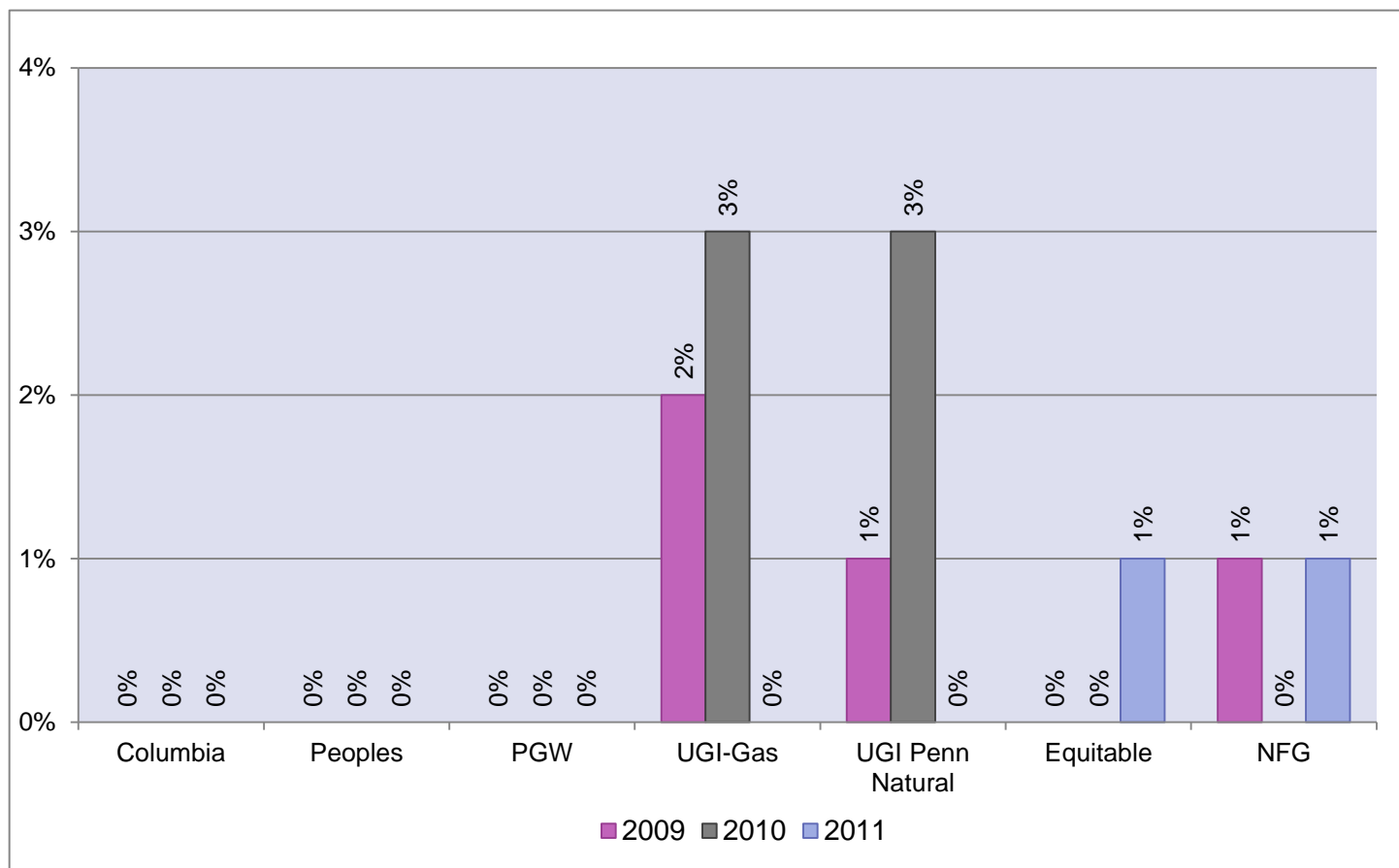
EDCs Busy-Out Rate* 2009-11



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

Four of the six EDCs reported a 2011 busy-out rate that is better than or equal to the 2010 rate, while one company reported a slight increase, and another a more significant increase. UGI-Electric's busy-out rate decreased from 3 percent in 2010 to zero in 2011; the only company that reported an improvement. FirstEnergy reported that the average busy-out rate increased to 6 percent in 2011, compared to zero in 2010. According to the company, Hurricane Irene and the October 2011 snowstorm were two substantial weather events that exhausted public/private phone network capacity, primarily during the onset of these events, resulting in the increase.

NGDC Busy-Out Rate* 2009-11



*12-month average.

UGI-Gas and UGI Penn Natural Gas both show an improved busy-out rate in 2011. Three of the NGDCs maintained their busy-out rate from 2010 to 2011. The two companies that reported higher busy-out rates in 2011 are Equitable and NFG. Equitable explained that the 2011 busy-out rate occurred primarily as a result of three high call volume days and a day when the phone carrier had an equipment issue. Equitable said that the company addressed its high call volume issue by redesigning the phone circuit configuration which mitigated the risk of busy-outs due to individual lines being full. NFG attributes its decline in telephone answering performance measures to “unexpected employee turnover throughout the year.”

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 combined call abandonment rate for each major EDC during 2009, 2010 and 2011.

EDCs Call Abandonment Rate* 2009-11



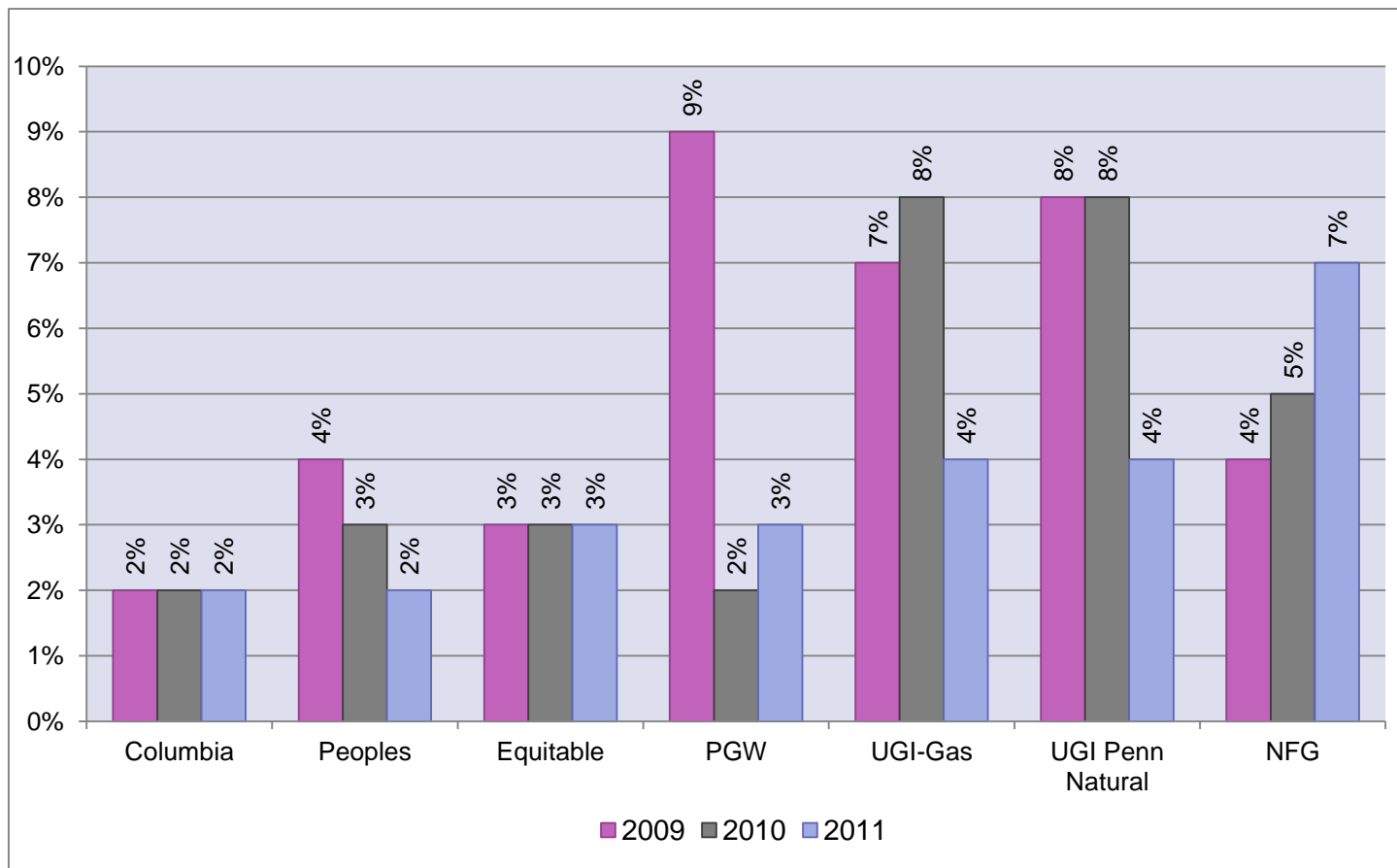
*12-month average.

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

The above statistics show that four EDCs maintained their call abandonment rate from 2010 to 2011. The call abandonment rate improved for PECO and UGI-Electric. PECO explained its call abandonment rate improved from 2010 to 2011 partly as a result of enhanced call forecasting accuracy using factors not previously incorporated such as “extremes in weather.” UGI-Electric attributes its lower busy-out rate to measures taken in 2010 to increase the company’s ability to answer an increased amount of calls.

The chart on the following page presents the call abandonment rates for the major NGDCs during 2009, 2010 and 2011.

NGDC Call Abandonment Rate* 2009-11



*12-month average.

UGI-Gas and UGI Penn Natural's call abandonment rate dropped from 8 percent in 2010 to 4 percent in 2011. The rate for NFG increased by two percentage points to 7 percent in 2011; NFG attributes its increase in the call abandonment rate to unexpected employee turnover throughout the year. PGW's call abandonment rate increased one percentage point to 3 percent in 2011; the company attributes this to a reduced amount of call center representatives on staff.

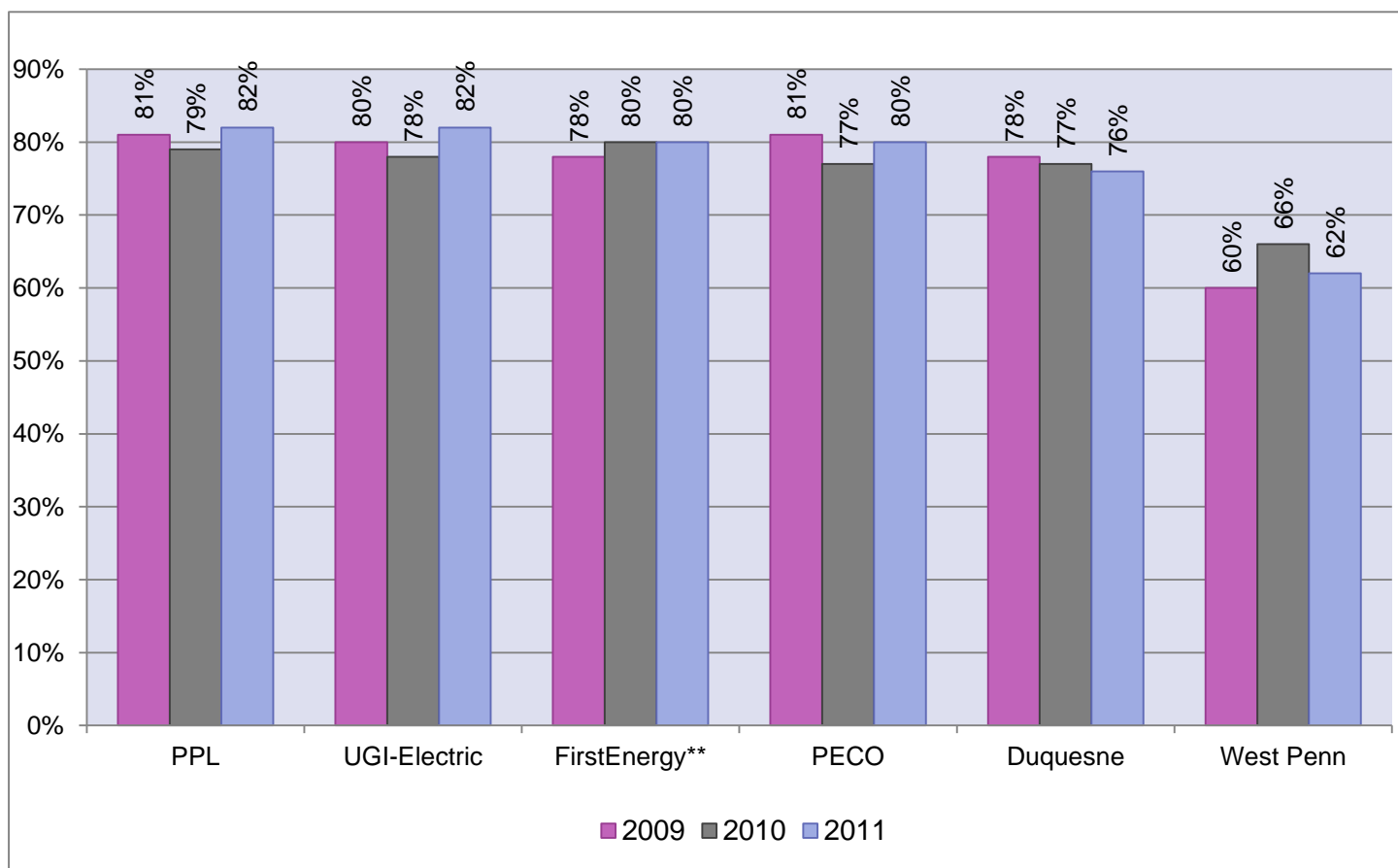
3. Percent of Calls Answered Within 30 Seconds

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 agreements, for example), the company is to provide separate statistics for each call center and a statistic that combines performance for all the call centers.

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 2009, 2010 and 2011, while the second chart presents the data for the major NGDCs during that time period.

EDCs Percent of Calls Answered Within 30 Seconds* 2009-11



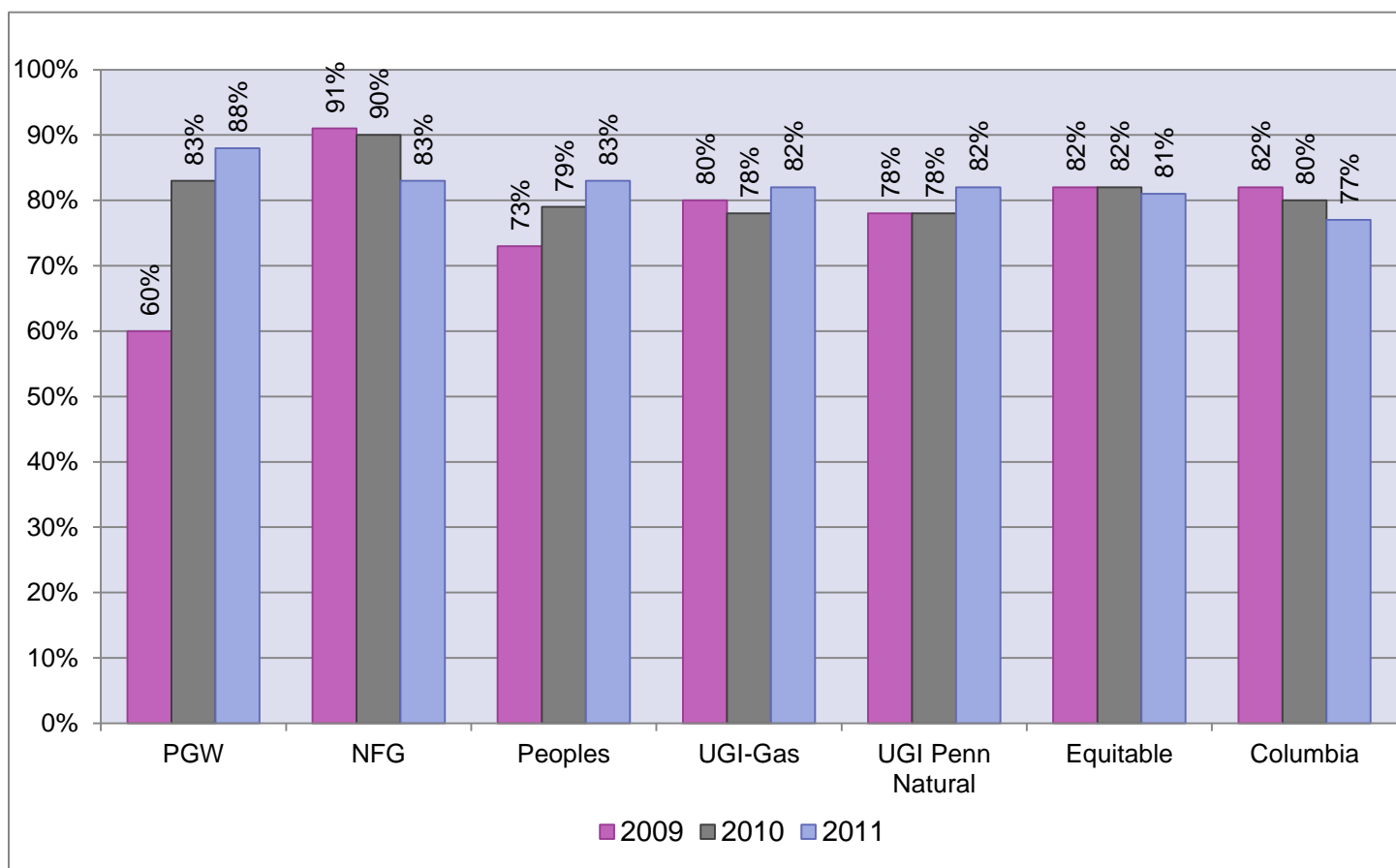
*12-month average.

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

The 2011 results show improved access for three of the EDCs. FirstEnergy maintained its 80 percent access level for Met-Ed, Penelec and PennPower while Duquesne's dropped slightly from 77 percent to 76 percent. West Penn reported a decrease in its service level from 2010 to 2011. West Penn explained that it has been implementing different plans to improve performance since the close of its merger with FirstEnergy in the first quarter of 2011. These plans include converting West Penn's aging mainframe customer information system to FirstEnergy's current system. West Penn said that it will also be implementing other technologies presently in use at other FirstEnergy operating companies, such as call routing and call monitoring to improve call handling. UGI Electric attributes its improved access level to the "workshare" program that was initiated for call center representatives during the 2010 calendar year and is continuing with more representatives being cross-trained to handle various call types. PPL's percent of calls answered within 30 seconds increased from 79 percent in 2010 to 82 percent in 2011. PPL explained part of this improvement can be attributed to customers' increased use of self-service options. PECO's access level improved despite an increase in call volume due to "extreme weather conditions throughout the year." The company pointed out that its call volume increased 77 percent in October 2011 compared to October 2010 due to "a rare snow storm that hit the region."

The average of the six EDCs is 77 percent of calls answered within 30 seconds. The change in the industry average over three years is slight, going from 77 percent to 76 percent in 2009 to 2010 and then back to 77 percent in 2011.

NGDCs Percent of Calls Answered Within 30 Seconds* 2009-11



*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. Four of the NGDCs reported improved rates in 2011. Three of the NGDCs reported decreases in 2011.

PGW reported 88 percent of calls answered within 30 seconds in 2011, not only the highest rate since the company began reporting in 2004, but the highest of the seven NGDCs in 2011. PGW stated that “in addition to the continued improvements in workforce management and learning and development, the company implemented new changes such as virtual hold⁷.” PGW also explained that it made modifications to its interactive voice recognition (IVR) system by simplifying the menu options. It is the company’s opinion that “these changes increased customer self-service and ultimately contributed to the improved call accessibility” in PGW’s call center.

NFG explained that its decline in telephone access statistics was due to unexpected employee turnover throughout the year.

⁷ Virtual Hold is a telephone system technology that gives callers the option of having the utility call them back when it is their turn to talk to a Customer Service Representative instead of waiting on hold. Before hanging up, the caller gives their name and telephone number for a return call. When they are next in line, Virtual Hold will dial the number, ask for the person who left the message, and connect the caller with the next available representative.

Columbia is the only NGDC to report an access rate below 80 percent. The company noted that “despite the slight decline in calls answered within 30 seconds in 2011, Columbia showed an increase in its percentage of customers choosing to utilize its automated phone system options.” Columbia further explained that the improvement in the percentage of calls addressed through the IVR may have also contributed to the decline in the percentage of calls answered within 30 seconds. Its perspective is that, “As customers increase their use of the IVR to successfully complete simpler contacts, the more quickly resolved calls are removed from the queue. The remaining calls to be handled by the customer service representatives therefore include a greater percentage of more involved contacts that take more time to address.”

The average of the seven NGDCs is 82 percent of calls answered within 30 seconds. This is an improvement over the 2010 industry average of 81 percent and the 2009 average of 78 percent. In 2011, five of the NGDCs reported averages at or above 82 percent, and two reported averages below that.

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 2009, 2010 and 2011.

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

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	1	.00%	1	.00%	0	0%
Met-Ed	23	.00%	18	.00%	37	.01%
Penelec	32	.00%	22	.00%	76	.02%
Penn Power	6	.00%	5	.00%	6	.00%
PPL	60	.01%	162	.01%	274	.02%
PECO	20	.00%	16	.00%	278	.02%
UGI-Electric	2	.00%	2	.00%	9	.02%
West Penn	16	.00%	27	.00%	32	.00%

*12-month average.

Only one of the EDCs reported an improvement in this average from 2010 to 2011. Duquesne's 12-month average of bills not rendered once every billing period was zero in 2011. Indicating, as the company pointed out, that all residential bills were issued at the required frequency in 2011. PECO saw an increase in this measure from an average of 16 in 2010 to a 12-month average 278 in 2011. PECO attributed this increase primarily to "an increase in electric supplier enrollments and data exchange issues for supplier charges causing delayed bills." The company said that it has addressed the problem and is on track for issuing bills once every billing period. PPL also saw an increase from an average of 162 in 2010 to 274 in 2011. PPL Electric attributes this increase to the following factors: "1) significant changes to billing processes to accommodate time-of-use (TOU), rate ready and quarterly prices changes; 2) technical issues requiring programming data repairs for billing; and 3) lower than expected back-off time available for reps to resolve billing issues due to the call-volume impact of four major storms in 2011."

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

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
Columbia	2	.00%	2	.00%	0	0%
Equitable	13	.00%	7	.00%	4	.00%
NFG	10	.01%	7	.00%	39	.02%
Peoples	12	.00%	7	.00%	49	.01%
PGW	93	.00%	40	.01%	29	.01%
UGI-Gas**	0	.00%	0	.00%	3	.00%
UGI Penn Natural	2	.00%	0	0%	2	.00%

*12-month average.

**The 2009 percent was changed to .00 percent to reflect that the zero number is the average due to rounding (average number was rounded to zero from .33).

Three of the NGDCs show a decrease in the average number of bills not rendered and the remaining four NGDCs show an increase from 2010 and 2011. Peoples reported an increase in the average from 7 to 49 and attributed the increase to the transition in June 2011 of its customer information system along with mobile dispatch and meter reading systems to SAP related systems. The company pointed out that “while meter reading statistics were not affected in the conversion, the average number of bills not rendered increased slightly.”

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 52 Pa. Code § 54.152 (relating to definitions) define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, small industrial or small business rate classification, and whose maximum registered peak load was less than 25 kW within the last 12 months. Meanwhile, the NGDC reporting requirements at 52 Pa. Code § 62.32 (relating to definitions) 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.

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

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Met-Ed	11	.00%	6	.01%	16	.02%
Penelec	13	.00%	9	.01%	26	.03%
Penn Power	3	.00%	2	.01%	2	.01%
PPL	34	.02%	96	.06%	106	.06%
PECO	6	.00%	5	.00%	91	.06%
UGI-Electric	0	.00%	0	.00%	3	.05%
West Penn	11	.01%	19	.01%	7	.01%

*12-month average.

Only one of the EDCs, West Penn, reported an improvement in this performance metric from 2010 to 2011. Duquesne and Penn Power maintained the average reported the previous year. Met-Ed, PECO, Penelec, PPL and UGI Electric, reported a higher average number of bills not rendered to small business customers in 2011 than in 2010. PECO attributed the increase to the same reason that residential bills were not rendered: “an increase in electric supplier enrollments and data exchange issues for supplier charges causing delayed bills.”

**Number and Percent*
of NGDC Bills to Small Business Customers
Not Rendered Once/Billing Period**

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	.00%	0	0%	0	0%
Equitable	1	.01%	1	.01%	1	.00%
NFG	1	.00%	0	.00%	0	0%
Peoples	2	.01%	0	.00%	2	.01%
PGW	3	.16%	3	.15%	2	.12%
UGI-Gas	0	.00%	0	.00%	1	.00%
UGI Penn Natural	1	.00%	0	.00%	2	.01%

*12-month average.

PGW reported an improved average in the number of bills not rendered to small business customers. Peoples, UGI-Gas, and UGI Penn Natural Gas reported a higher average. The average reported by the remaining NGDCs did not change.

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. Actual meter readings can be obtained by physically accessing and visually inspecting a meter, through devices that permit direct interrogation of the meter, or through automatic meter reading (AMR) devices. 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 customer 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 customer-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.

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

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	2	.00%	1	.00%	4	.00%
Met-Ed	464	.10%	433	.09%	331	.07%
Penelec	316	.06%	260	.05%	228	.05%
Penn Power	72	.05%	76	.05%	30	.02%
PPL	32	.00%	75	.01%	42	.00%
PECO	443	.03%	15	.00%	11	.00%
UGI-Electric	0	.00%	0	0%	0	.00%
West Penn	90	.01%	400	.06%	280	.04%

*12-month average.

Six of the eight EDCs – Met-Ed, PECO, Penelec, Penn Power, PPL and West Penn– show improvement in this measure. Duquesne’s 12-month average increased slightly from one in 2010 to four in 2011. PECO credited its continued improvement to its “aggressive strategy to obtain access for meter maintenance and readings which included the termination notice process.” According to the company, “in most cases, access was provided prior to actual termination of service.” Met-Ed made improvement in this area from 2010 to 2011. The company stated that “the management team will continue focusing on obtaining actual reads on accounts and notifying customers of access issues by utilizing strategies developed in 2011.” West Penn stated that it believes the improvement resulted from two factors: the milder weather in 2011 as compared to 2010 enabled the company to read more of the meters; and the company also “implemented a consecutive estimate goal as a new meter reading metric in March or April 2011.”

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

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
Columbia	607	.16%	665	.17%	551	.14%
Equitable	82	.04%	11	.00%	4	.00%
NFG	389	.20%	314	.16%	506	.26%
PECO (Gas)	139	.03%	4	.00%	2	.00%
PGW	257	.06%	291	.06%	182	.04%
Peoples	703	.22%	518	.14%	388	.11%
UGI-Gas	33	.01%	19	.01%	27	.01%
UGI Penn Natural	30	.02%	17	.01%	18	.01%

*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 customer-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 2009, 2010 and 2011. This is the fifth year that the report presents PECO's natural gas meter-reading data separately from its electric meter-reading data.

Five of the eight NGDCs reported improvement in this measure. After significantly reducing the average number of residential meters not read as required by § 56.12(4)(ii) by 97 percent from 139 in 2009 to four in 2010, PECO (Gas) further reduced that number in 2011 to two. Equitable also further reduced the average number of residential meters not read as required by § 56.12(4)(ii) from 11 in 2010 to four in 2011. Peoples continued its pattern of reducing the number of meters not read; the company reported a decrease of 25 percent from an average of 518 in 2010 to an average of 388 in 2011. Equitable explained that it "continues to leverage the investment in AMR technology to maintain a strong performance in meter reading." NFG reported an increase of 61 percent in this measure; the average number of meters not read as required by § 56.12(4)(ii) went from 314 in 2010 to 506 in 2011. NFG explained that the increase is primarily due to the phase out its old AMR devices. The company also explained that it has made changes including "flexible meter reader schedules and more weekend meter reading appointments."

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 customer 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 customer-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.

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

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Met-Ed	106	.02%	96	.02%	29	.01%
Penelec	22	.01%	18	.00%	2	.00%
Penn Power	9	.01%	11	.01%	3	.00%
PPL	0	0%	0	0%	1	.00%
PECO	86	.01%	0	.00%	0	0%
UGI-Electric	0	0%	0	0%	0	0%
West Penn	1	.00%	19	.00%	16	00%

*12-month average.

Four of the EDCs improved in this measure, three remained the same, and one reported a greater number of meters not read according to the requirements of this section. Met-Ed reduced its average number of meters not read within 12 months from 96 in 2010 to 29 in 2011.

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

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
Columbia	210	.05%	220	.05%	204	.05%
Equitable	28	.01%	0	.00%	1	.00%
NFG	73	.04%	31	.02%	22	.01%
PECO (Gas)	36	.01%	0	0%	0	0%
PGW	71	.00%	97	.02%	60	.01%
Peoples	96	.03%	106	.01%	35	.02%
UGI-Gas	3	.00%	1	.00%	3	.00%
UGI Penn Natural	7	.00%	10	.01%	3	.00%

*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.

Five of the NGDCs show improvement in the number of meters not read within 12 months. Two show a slight increase in the average number of meters not read according to this measure and PECO Gas remains at zero.

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.

**Number and Percent*
of EDC Residential Remote Meters
Not Read in Five Years**

Company	2009		2010		2011	
	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%
West Penn	0	0%	0	0%	0	0%
Penn Power**	NA	NA	NA	NA	NA	NA
PPL**	NA	NA	NA	NA	NA	NA
PECO**	NA	NA	NA	NA	NA	NA

*12-month average.

**No remotely read meters.

The number of remote meters not read within five years as required by § 56.12(5)(i) was zero for each of the five companies with remote meter-reading capabilities in 2010 as well as 2011.

Number and Percent* of NGDC Residential Remote Meters Not Read in Five Years

Company	2009		2010		2011	
	Number	Percent	Number	Percent	Number	Percent
NFG	6	.48%	11	.9%	8	.76%
Peoples	0	0%	0	0%	0	0%
PGW	0	0%	0	0%	0	0%
UGI-Gas	0	0%	0	0%	0	0%
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**	NA	NA	NA	NA	NA	NA

*12-month average.

**No remotely read meters.

NFG is the only one of the NGDCs reporting that there were residential remote meters not read in 2011 as required by § 56.12(5)(i). However, NFG reported fewer remote meters not read in 2011 than in 2010 in this category.

D. Response to Disputes

When a customer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the complaining party within 30 days of the initiation of the dispute 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.

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

Company	2009	2010	2011
Duquesne	12	13	29
Met-Ed	2	11	462
Penelec	1	12	500
Penn Power	1	5	232
PPL	72	99	99
PECO	0	0	57
UGI-Electric	4	0	0
West Penn	15	14	3

One of the eight EDCs reported a decrease in the number of disputes not responded to within 30 days, and two reported the same number from 2010 to 2011. UGI-Electric reported zero disputes not answered within 30 days in 2011.

Five companies reported an increase in disputes not responded to within 30 days. Met-Ed, Penelec, and Penn Power each indicated that “the economy’s impact on customers, along with the expiration of rate caps, stimulated an exponential increase in billing disputes.” The companies also explained that Hurricane Irene and the October snowstorm “negatively affected the company’s ability to promptly close residential disputes.”

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

Company	2009	2010	2011
Columbia	46	5	1
Equitable	0	0	0
NFG	4	1	9
Peoples	41	0	0
PGW	7,540	163	81
UGI-Gas	9	0	0
UGI Penn Natural	2	0	0

Two of the seven NGDCs reported fewer disputes not responded to within 30 days from 2010 to 2011. Equitable, Peoples, UGI-Gas and UGI Penn Natural reported, for the second year in a row, zero disputes responded to in more than 30 days. PGW reported half as many disputes in this category in 2011 than in 2010.

NFG is the only company that reported an increase in this measure.

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 seventh year that all of the major EDCs and NGDCs used a common survey company. This report also presents PGW survey data for the seventh 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 that the results have a statistical precision of plus or minus 5 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 that the 700 completed surveys should include 200 contacts about credit and collection issues, and 500 contacts about all other types of issues. Under this plan, the credit and collection contacts do not dominate survey results. Credit and collection contacts are from customers who need to make payment agreements, customers who received termination notices or had service terminated, those who are requested to pay security deposits, and others with bill payment problems. Consumer contacts about other issues include calls about billing questions and disputes, installation of service requests, metering problems, outage reporting, questions about choosing an alternative supplier, and a variety of other reasons.

This report summarizes the 2009-11 EDC survey data and the 2009-11 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 2011 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 2011 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.

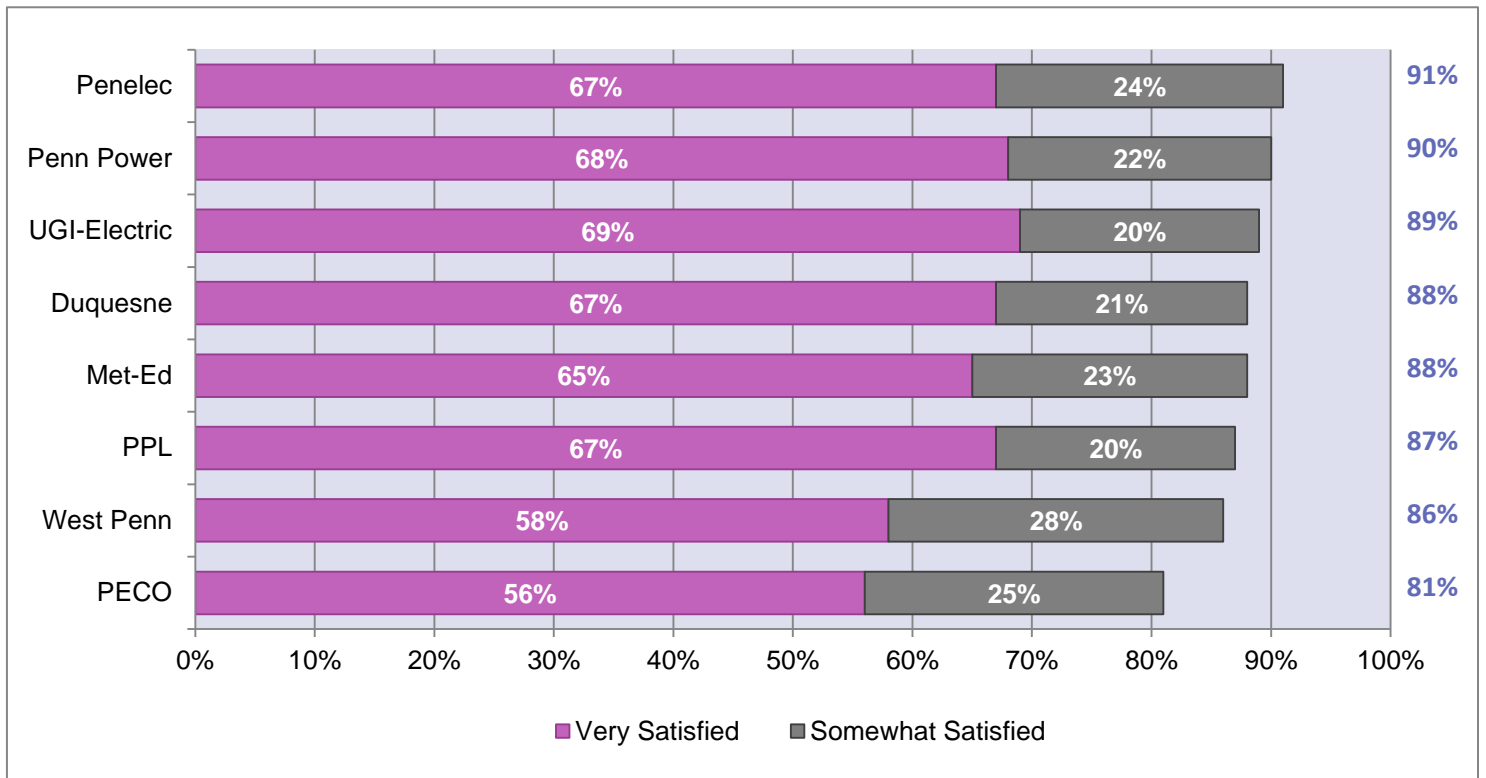
Treatment of Equitable Gas

Due to a sampling error, Equitable’s 2009 survey data varies from standard protocols and is inconsistent with past years’ data and with other companies’ data for 2009 and, as such, is problematic. Case selection and sampling need to be sufficiently uniform to ensure that the Commission can directly compare customer service performance among the utilities. Because of a modification that Equitable made to its call center data codes, the extract program did not select a large percentage of the contacts for the sample. Only the more complex transactions were targeted for sampling, negatively skewing the results. Each month in 2009, the sample lists that Equitable transmitted to the research firm for further sampling represented only 5 percent of the transactions normally selected. The problem has been corrected, but all of the 2009 survey data for Equitable was impacted by the error as was the survey data for the first three months of 2010. On April 14, 2011, the Commission granted Equitable’s petition for limited waiver of customer survey reporting requirements pursuant to 52 Pa. Code § 62.34. The limited waiver of the customer survey requirement allowed Equitable to include only the data from June 2010 through December 2010 in its customer survey report. Please keep this in mind when viewing the NGDC survey tables in Appendix B.

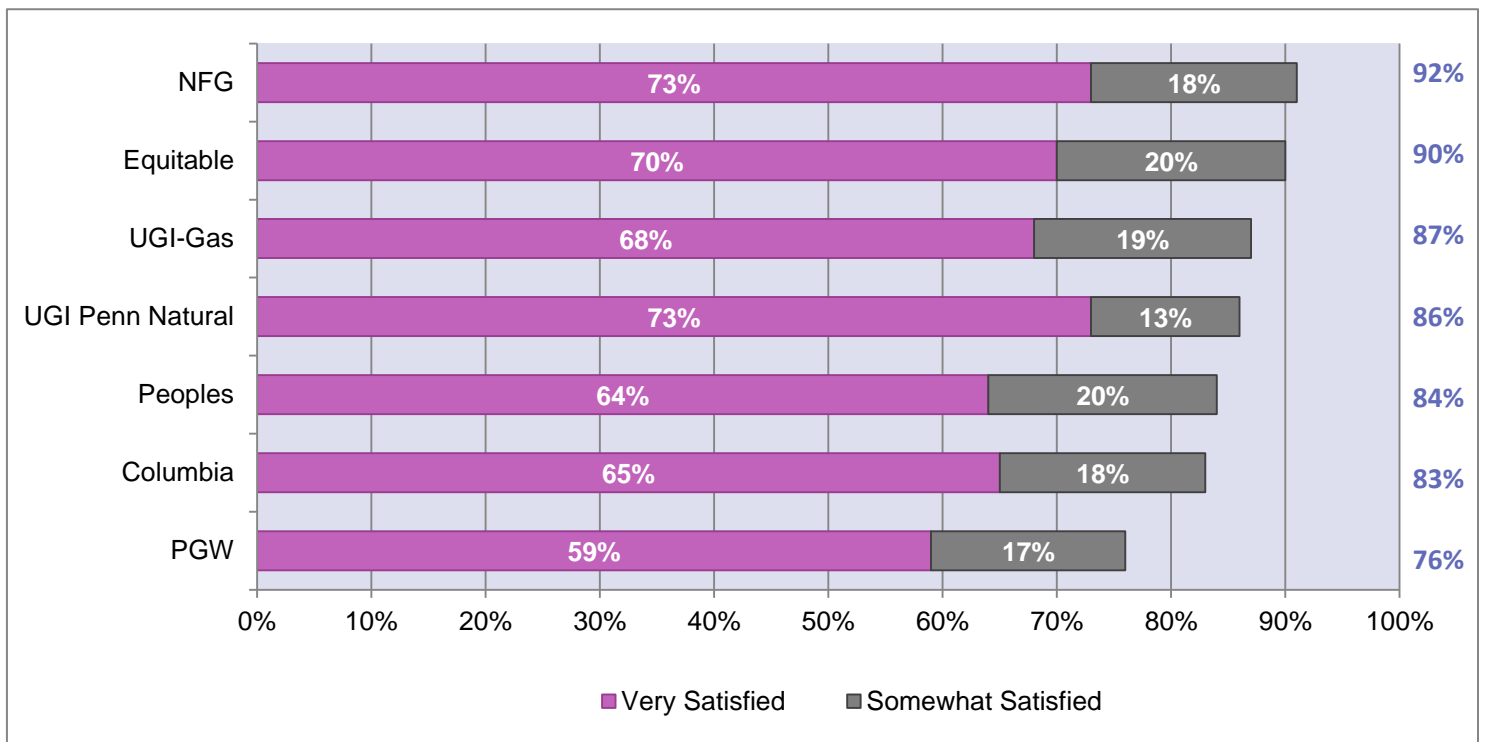
A. Reaching the Company

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 2011, 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 88 percent. Survey results from the 2010 and 2009 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 85 percent. The NGDC survey results from the 2010 and 2009 surveys are available in Appendix B, Table 1.

Satisfaction with Ease of Reaching EDC 2011



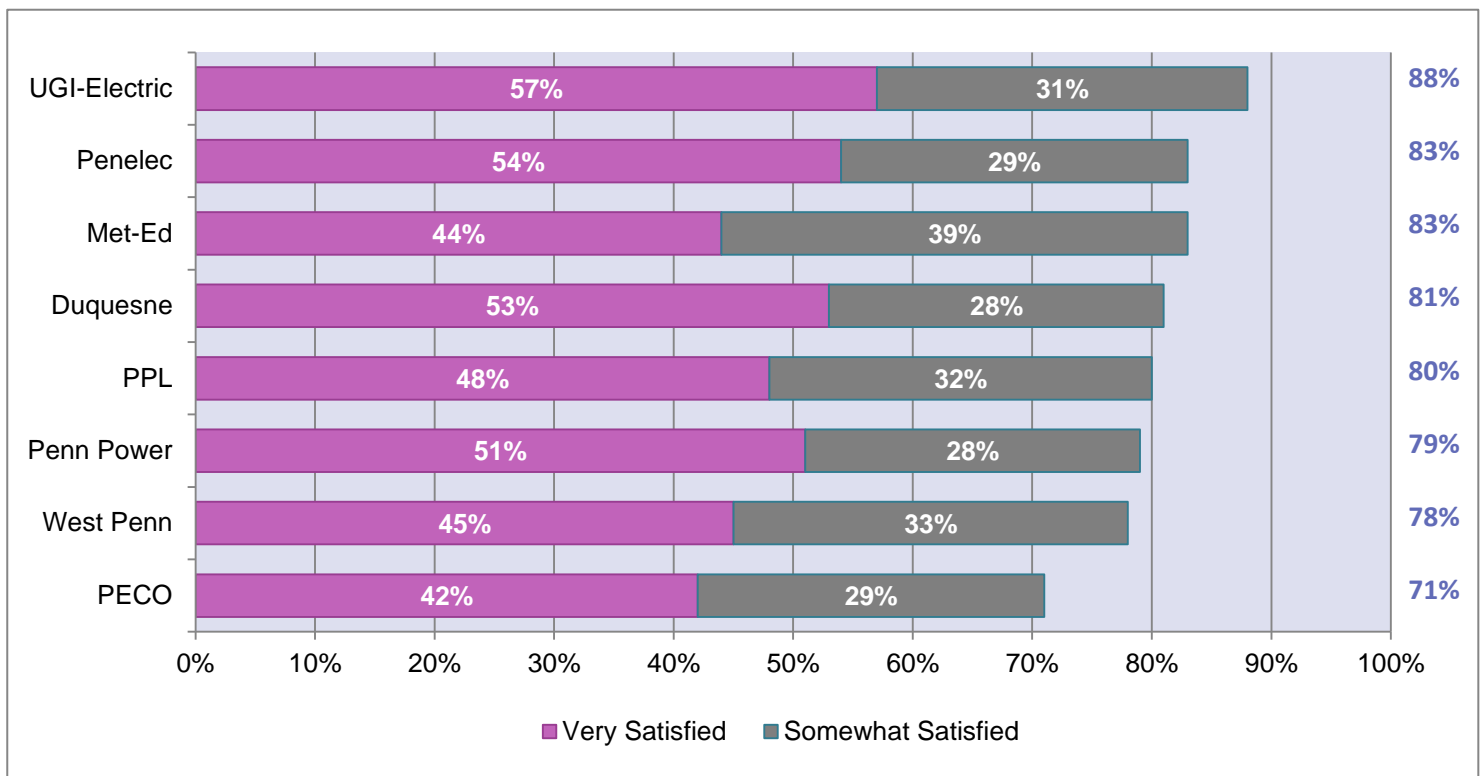
Satisfaction with Ease of Reaching NGDC 2011



B. Automated Phone Systems

Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and 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 EDC or NGDC automated telephone systems.

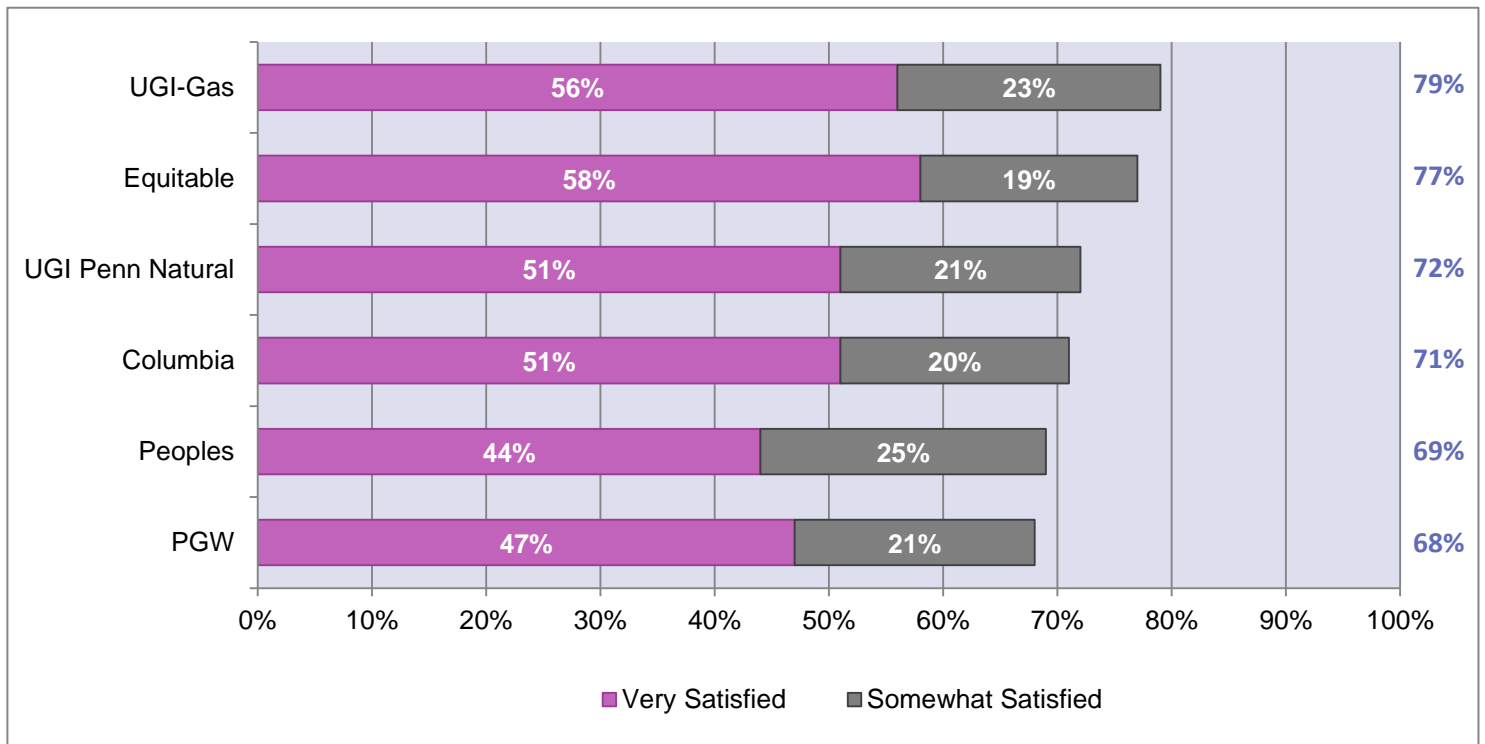
**Satisfaction with Using
EDC's Automated Phone System
2011**



On average, 80 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 system.

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, 73 percent of NGDC consumers reported satisfaction with using the automated systems. NFG does not use an automated phone system to route consumer calls so is not included in the chart. Appendix B, Table 3, presents other details of how customers perceive using an NGDC’s automated phone system.

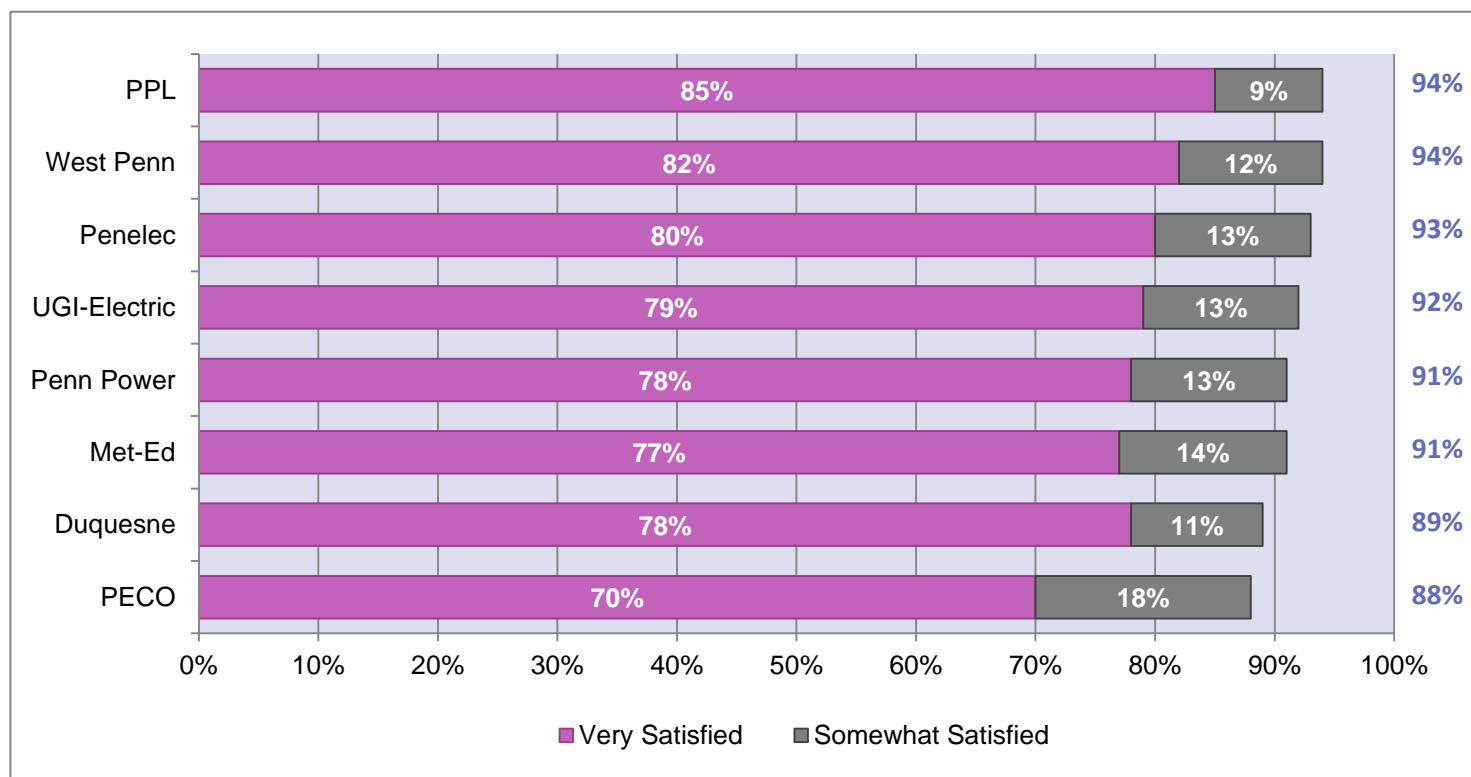
Satisfaction with Using NGDC's Automated Phone System 2011



C. Company Representatives

As indicated in Appendix A, Table 6, an average of 86 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, 96 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.

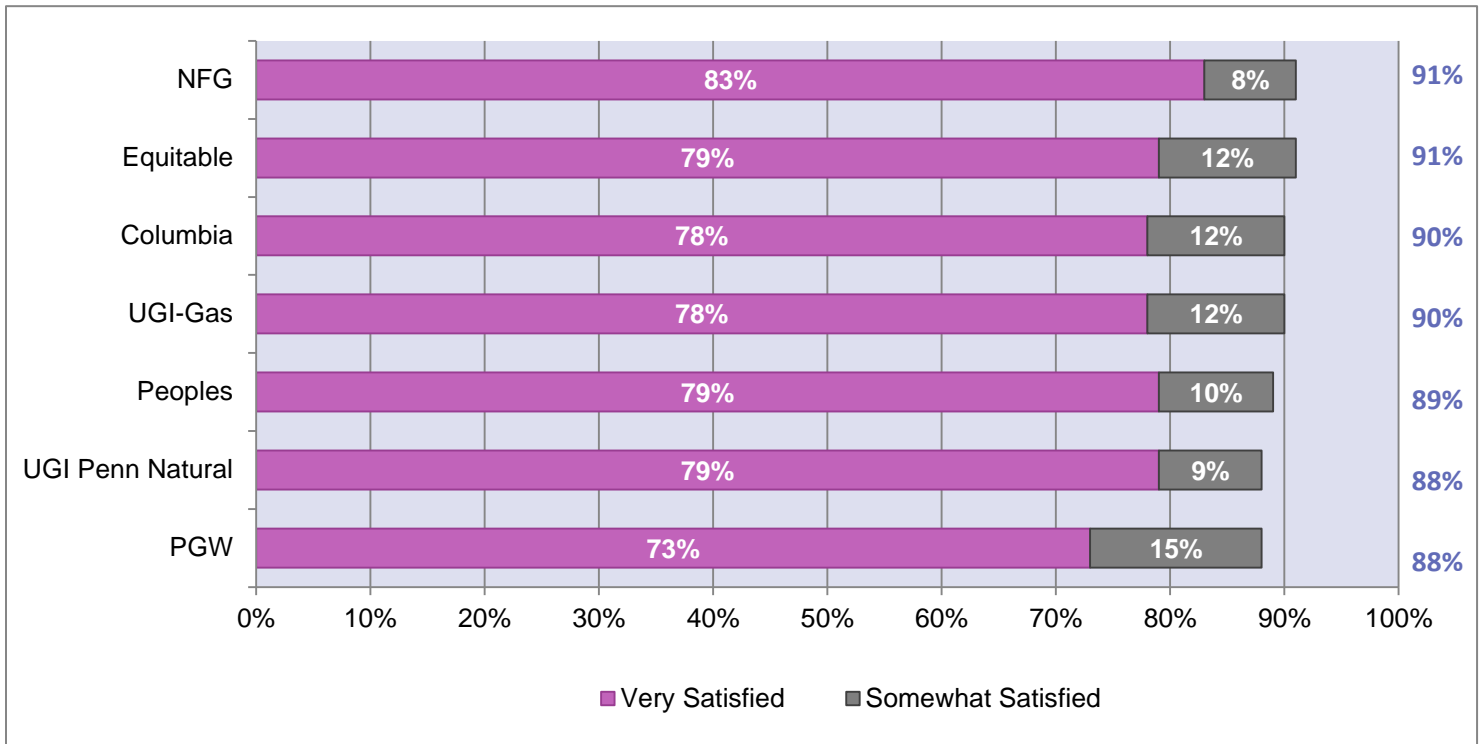
Satisfaction with EDC Representative's Handling of the Contact 2011



On average in 2011, 92 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 2009 through 2011 regarding consumer satisfaction with how EDC representatives handled the contact to the EDC.

The following chart shows that in 2011, on average, 90 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 2009 through 2011 regarding consumer satisfaction with how NGDC representatives handled the contact to the NGDC.

Satisfaction with NGDC Representative's Handling of the Contact 2011



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' 2011 ratings of these attributes of the company representatives with whom they interacted. Appendix A, Table 4, provides a comparison of 2009, 2010 and 2011 ratings of EDC representatives. Appendix B, Table 4, provides a comparison of 2009, 2010 and 2011 ratings of NGDC representatives.

Consumer Ratings of EDC Representatives 2011

Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Duquesne	8%	87%	11%	82%
Met-Ed	8%	88%	14%	79%
PECO	12%	79%	20%	71%
Penelec	8%	90%	14%	82%
Penn Power	9%	87%	14%	79%
PPL	5%	93%	10%	86%
UGI-Electric	7%	87%	12%	83%
West Penn	7%	91%	11%	85%
Average	8%	88%	13%	81%

On average, 96 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 94 percent rated the company representative as “very knowledgeable” or “somewhat knowledgeable.” The majority gave a “very knowledgeable” rating.

Consumer Ratings of NGDC Representatives 2011

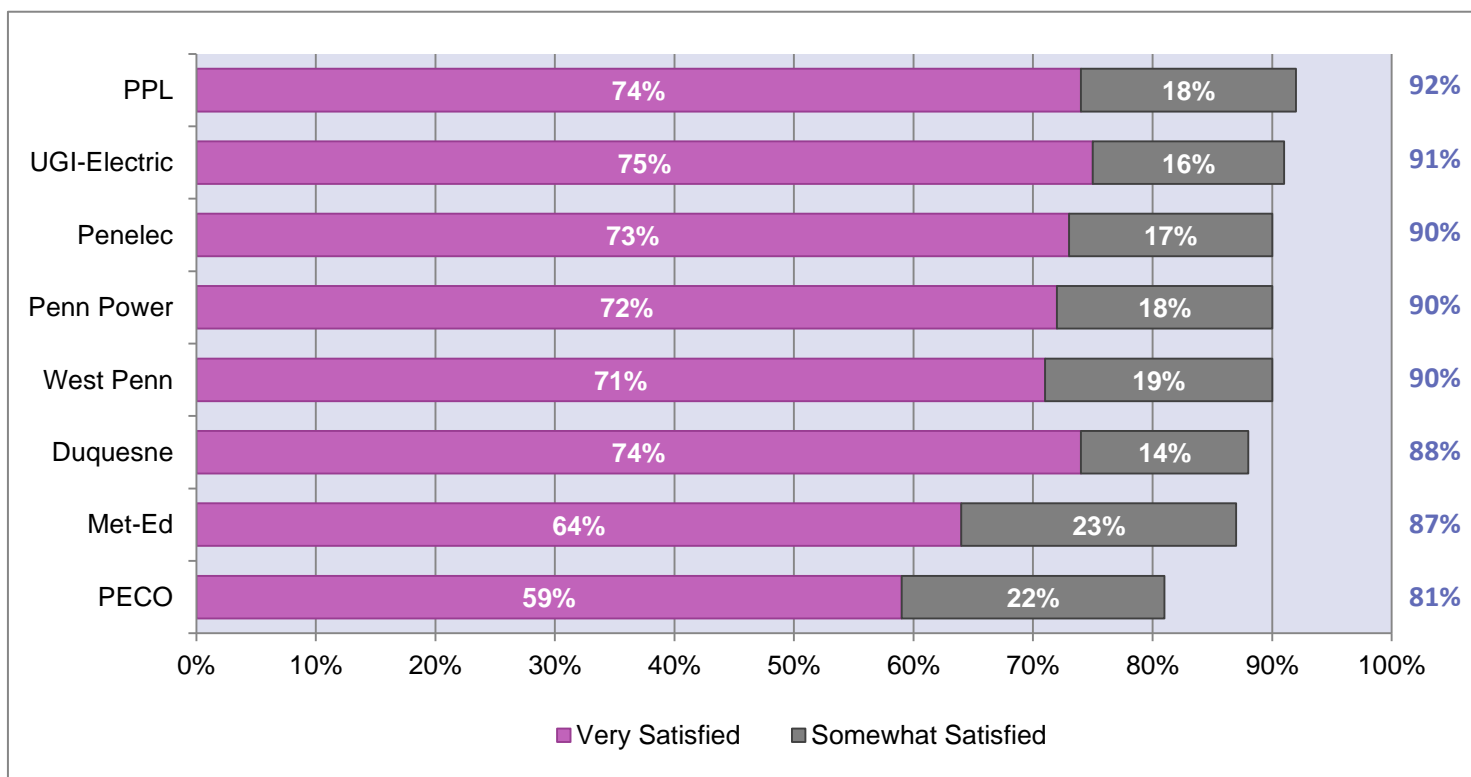
Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Columbia	8%	86%	11%	79%
Peoples	9%	85%	13%	78%
Equitable	11%	84%	12%	80%
NFG	8%	87%	11%	82%
PGW	12%	80%	15%	75%
UGI-Gas	10%	85%	14%	78%
UGI Penn Natural	5%	89%	9%	80%
Average	9%	85%	12%	79%

On average, 94 percent of consumers rated NGDC representatives as either “very courteous” or “somewhat courteous.” In addition, 91 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 2011 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

Overall Satisfaction with EDC's Quality of Service During Recent Contact 2011



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 2011, the EDC industry average showed that 89 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 2009, 2010 and 2011 results regarding EDC overall customer satisfaction.

Overall Satisfaction with NGDC's Quality of Service During Recent Contact 2011



In 2011, the industry average for overall satisfaction with NGDC customer contacts is 86 percent (72 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 2009, 2010 and 2011 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 higher on credit and collection contacts in 2011 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 86 percent, and the average percentage who were either “very satisfied” or “somewhat satisfied” with their credit and collections contacts is 88 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 2009-11.

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 2011 consumer complaints and payment agreement 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 agreement requests filed with the Commission by the customers of the EDCs and NGDCs as a second source of data. As noted in the introduction, 2011 data on informal complaint and payment agreement requests filed with the Commission will be reported in the Commission's annual UCARE report. Finally, the Commission uses the results of the surveys of the companies' customers who have had customer-initiated contacts with the companies. This latter source of information tells the Commission about the ease of contacting the companies, the consumers' view of the knowledge and courtesy of the companies' customer service representatives, as well as the consumers' overall satisfaction with the way the company handled the contacts. This information allows the Commission to monitor the quality of EDCs' and NGDCs' customer service performance.

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

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 a company not being able to handle the disputes in a timely manner and the failure to issue reports to the disputes within the required 30-day timeframe. Later, such behavior may influence customer survey results and generate consumer complaints with the Commission. Finally, Commission review of the complaints may generate high justified consumer complaint rates, as well as high infraction rates.

Appendix A

EDC Survey Results 2009-11

Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2009	2010	2011	2009	2010	2011
Duquesne	89%	91%	88%	80%	81%	81%
Met-Ed	91%	90%	88%	80%	82%	83%
PECO	84%	85%	81%	79%	80%	71%
Penelec	93%	94%	91%	84%	84%	83%
Penn Power	85%	89%	90%	74%	75%	79%
PPL	95%	93%	87%	81%	81%	80%
UGI-Electric	89%	92%	89%	77%	84%	88%
West Penn	84%	81%	86%	80%	73%	78%
Average	89%	89%	88%	79%	80%	80%

*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) 2009-11

Table 1B

Company	Satisfaction with EDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with EDC*		
	2009	2010	2011	2009	2010	2011
Duquesne	91%	93%	89%	89%	89%	88%
Met-Ed	94%	93%	91%	91%	89%	88%
PECO	88%	88%	88%	85%	87%	81%
Penelec	94%	95%	93%	93%	94%	90%
Penn Power	89%	94%	91%	87%	89%	90%
PPL	96%	94%	94%	94%	91%	92%
UGI-Electric	89%	90%	92%	87%	89%	91%
West Penn	89%	89%	94%	87%	85%	90%
Average	91%	92%	92%	89%	89%	89%

*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* 2009-11

Table 2

Company	Credit/Collection			Other			Overall		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Duquesne	89%	95%	87%	89%	87%	88%	89%	89%	88%
Met-Ed	95%	91%	93%	89%	88%	85%	91%	89%	87%
PECO	82%	84%	83%	86%	88%	80%	85%	87%	81%
Penelec	97%	94%	92%	91%	94%	89%	93%	94%	90%
Penn Power	90%	90%	90%	85%	89%	90%	87%	89%	90%
PPL	93%	94%	92%	95%	90%	92%	94%	91%	92%
UGI-Electric	87%	91%	89%	88%	88%	92%	87%	89%	91%
West Penn	84%	80%	90%	88%	87%	91%	87%	85%	90%
Average	90%	90%	90%	89%	89%	88%	89%	89%	89%

*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 2009-11

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**		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Duquesne	85%	85%	86%	86%	84%	86%	87%	89%	86%
Met-Ed	84%	87%	82%	85%	85%	83%	90%	87%	87%
PECO	82%	82%	78%	83%	84%	78%	82%	83%	79%
Penelec	85%	86%	84%	88%	89%	85%	91%	93%	88%
Penn Power	78%	77%	72%	77%	79%	81%	81%	87%	86%
PPL	85%	84%	81%	85%	86%	85%	93%	90%	88%
UGI-Electric	81%	92%	89%	82%	89%	89%	88%	89%	91%
West Penn	85%	81%	81%	85%	81%	83%	80%	81%	82%
Average	83%	84%	83%	84%	85%	84%	87%	87%	86%

*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 2009-11

Table 4

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2009	2010	2011	2009	2010	2011
Duquesne	95%	97%	95%	95%	96%	93%
Met-Ed	98%	96%	96%	96%	95%	93%
PECO	93%	94%	91%	92%	95%	91%
Penelec	97%	98%	98%	97%	97%	96%
Penn Power	95%	97%	96%	92%	94%	94%
PPL	98%	97%	98%	96%	96%	96%
UGI-Electric	93%	95%	94%	92%	94%	95%
West Penn	95%	93%	98%	95%	94%	96%
Average	96%	96%	96%	94%	95%	94%

*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 2009-11

Table 5A

Company	Overall Satisfaction with the Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Duquesne	90%	93%	95%	93%	85%	95%	98%	94%	98%
Met-Ed	98%	98%	85%	81%	83%	73%	100%	100%	96%
PECO	81%	90%	87%	77%	80%	78%	94%	97%	98%
Penelec	95%	97%	91%	89%	93%	86%	100%	100%	97%
Penn Power	94%	95%	93%	89%	89%	90%	93%	96%	97%
PPL	95%	91%	92%	92%	83%	86%	100%	100%	100%
UGI-Electric	100%	95%	94%	76%	79%	78%	100%	96%	95%
West Penn	90%	90%	94%	78%	76%	77%	97%	94%	96%
Average	93%	94%	91%	85%	84%	82%	98%	97%	97%

*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) 2009-11

Table 5B

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Duquesne	98%	98%	97%	97%	95%	99%	94%	86%	91%
Met-Ed	100%	94%	100%	100%	96%	100%	96%	91%	81%
PECO	93%	100%	97%	89%	98%	93%	77%	78%	84%
Penelec	100%	100%	97%	100%	100%	98%	97%	96%	87%
Penn Power	96%	92%	97%	98%	98%	100%	92%	98%	95%
PPL	97%	92%	100%	98%	94%	100%	95%	90%	92%
UGI-Electric	100%	96%	100%	96%	97%	95%	88%	82%	77%
West Penn	100%	97%	95%	100%	95%	89%	82%	77%	82%
Average	98%	96%	98%	97%	97%	97%	90%	87%	85%

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

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

Characteristics of 2011 EDC Survey Participants

Table 6

Company	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Duquesne	702	98%	2%	82%	80%	14%
Met-Ed	702	100%	0%	84%	94%	8%
PECO	703	97%	3%	82%	75%	10%
Penelec	702	98%	2%	82%	97%	9%
Penn Power	703	98%	2%	78%	96%	10%
PPL	702	99%	1%	82%	72%	9%
UGI-Electric	703	99%	1%	76%	96%	11%
West Penn	703	97%	3%	82%	78%	8%
Average	703	98%	2%	81%	86%	10%

Average Number of EDC Residential Customers 2011

Table 7

Company	Average Number of Residential Customers
Duquesne	524,865
Met-Ed	486,796
PECO	1,425,355
Penelec	505,585
Penn Power	140,338
PPL	1,213,953
UGI-Electric	55,588
West Penn	615,450

Appendix B

NGDC Survey Results 2009-11

Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using NGDC's Automated Phone System*		
	2009	2010	2011	2009	2010	2011
Columbia	83%	90%	83%	76%	76%	71%
Peoples	80%	80%	84%	66%	64%	69%
Equitable**	70%	82%	90%	63%	75%	77%
NFG	89%	91%	92%	NA	NA	NA
PGW	67%	74%	76%	58%	61%	68%
UGI-Gas	83%	84%	87%	69%	73%	79%
UGI Penn Natural	88%	86%	86%	72%	74%	72%
Average	80%	84%	85%	67%	71%	73%

*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.

**See explanation on Page 25.

NGDC Survey Results (continued) 2009-11

Table 1B

Company	Satisfaction with NGDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with NGDC*		
	2009	2010	2011	2009	2010	2011
Columbia	87%	91%	90%	86%	91%	85%
Peoples	84%	86%	89%	80%	82%	86%
Equitable**	79%	87%	91%	73%	84%	88%
NFG	87%	89%	91%	87%	88%	90%
PGW	80%	85%	88%	75%	82%	81%
UGI-Gas	87%	85%	90%	84%	85%	89%
UGI Penn Natural	88%	89%	88%	87%	86%	86%
Average	85%	87%	90%	82%	85%	86%

*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.

**See explanation on Page 25.

Overall Satisfaction with Contact: NGDC Credit/Collection Calls v. Other Calls* 2009-11

Table 2

Company	Credit/Collection			Other			Overall		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Columbia	91%	93%	91%	84%	90%	83%	86%	91%	85%
Peoples	78%	76%	84%	81%	84%	86%	80%	82%	86%
Equitable**	77%	87%	89%	71%	82%	88%	73%	84%	88%
NFG	89%	82%	94%	86%	90%	89%	87%	88%	90%
PGW	75%	82%	80%	74%	82%	81%	75%	82%	81%
UGI-Gas	80%	86%	89%	86%	85%	88%	84%	85%	89%
UGI Penn Natural	87%	86%	88%	87%	87%	85%	87%	86%	86%
Average	82%	85%	88%	81%	86%	86%	82%	85%	86%

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

**See explanation on Page 25.

Contacting an NGDC 2009-11

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**		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Columbia	79%	81%	78%	79%	78%	76%	81%	83%	78%
Peoples	70%	73%	76%	72%	70%	73%	74%	75%	78%
Equitable***	70%	77%	81%	74%	75%	78%	71%	83%	84%
NFG	NA	NA	NA	NA	NA	NA	89%	90%	91%
PGW	63%	68%	73%	63%	72%	72%	66%	76%	78%
UGI-Gas	77%	74%	79%	73%	76%	82%	78%	81%	86%
UGI Penn Natural	85%	81%	76%	81%	79%	78%	86%	83%	86%
Average	74%	76%	77%	74%	75%	77%	78%	82%	83%

*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.

***See explanation on Page 25.

Consumer Ratings of NGDC Representatives 2009-11

Table 4

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2009	2010	2011	2009	2010	2011
Columbia	94%	95%	94%	92%	93%	90%
Peoples	91%	91%	94%	88%	88%	91%
Equitable**	86%	93%	95%	80%	90%	92%
NFG	91%	93%	95%	91%	92%	93%
PGW	85%	89%	92%	85%	87%	90%
UGI-Gas	91%	90%	95%	90%	88%	92%
UGI Penn Natural	93%	92%	92%	91%	91%	89%
Average	90%	92%	94%	88%	90%	91%

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

**See explanation on Page 25.

Premise Visit from an NGDC Field Representative 2009-11

Table 5A

Company	Overall Satisfaction with the Way Premise Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Columbia	95%	96%	96%	87%	86%	86%	96%	97%	98%
Peoples	97%	98%	96%	87%	84%	87%	99%	99%	97%
Equitable***	94%	95%	95%	79%	91%	91%	92%	96%	97%
NFG	97%	95%	98%	93%	93%	90%	95%	97%	95%
PGW	78%	90%	96%	69%	85%	79%	87%	97%	96%
UGI-Gas	95%	95%	94%	82%	88%	86%	95%	94%	96%
UGI Penn Natural	95%	96%	97%	93%	90%	80%	98%	96%	97%
Average	93%	95%	96%	84%	88%	86%	95%	97%	97%

*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.

***See explanation on Page 25.

Premise Visit from an NGDC Field Representative (continued) 2009-11

Table 5B

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2009	2010	2011	2009	2010	2011	2009	2010	2011
Columbia	98%	100%	98%	96%	97%	100%	86%	87%	85%
Peoples	97%	98%	96%	99%	99%	99%	89%	92%	91%
Equitable***	92%	93%	93%	95%	96%	98%	86%	91%	93%
NFG	100%	97%	93%	99%	99%	97%	93%	91%	89%
PGW	81%	92%	96%	93%	97%	96%	72%	88%	86%
UGI-Gas	95%	94%	95%	97%	98%	97%	88%	87%	86%
UGI Penn Natural	95%	96%	94%	99%	99%	97%	91%	88%	83%
Average	94%	96%	95%	97%	98%	98%	86%	89%	88%

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

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

***See explanation on Page 25.

Characteristics of 2011 NGDC Survey Participants

Table 6

Company	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%	81%	89%	11%
Peoples	704	99%	1%	85%	95%	18%
Equitable	703	99%	1%	83%	99%	21%
NFG	704	100%	0%	NA	98%	20%
PGW	702	98%	2%	64%	96%	11%
UGI-Gas	702	97%	3%	78%	96%	18%
UGI Penn Natural	702	99%	1%	73%	96%	14%
Average	703	99%	1%	77%	96%	16%

Average Number of NGDC Residential Customers 2011

Table 7

Company	Average Number of Residential Customers
Columbia	374,275
Equitable	240,115
NFG	198,419
Peoples	329,805
PGW	479,284
UGI-Gas	310,453
UGI Penn Natural	145,341



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