

# 2019 CUSTOMER SERVICE PERFORMANCE REPORT

*PENNSYLVANIA ELECTRIC & NATURAL GAS  
DISTRIBUTION COMPANIES*

*PENNSYLVANIA PUBLIC UTILITY COMMISSION*

*BUREAU OF CONSUMER SERVICES*





# **Customer Service Performance Report 2019**

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## Introduction

This report<sup>1</sup> by the Public Utility Commission (PUC or Commission) presents quality of service data for the major electric distribution companies<sup>2</sup> (EDCs) and the major natural gas distribution companies<sup>3</sup> (NGDCs). Pursuant to the requirements of the Electricity Generation Customer Choice and Competition Act<sup>4</sup> and the Natural Gas Choice and Competition Act,<sup>5</sup> EDCs and NGDCs are required to maintain, at a minimum, the levels of customer service that existed prior to the effective dates of the acts. In order to establish a means to monitor customer service, the Commission promulgated regulations that specify the information that will be reported to and analyzed by the PUC. Regulations require the EDCs<sup>6</sup> and the NGDCs<sup>7</sup> to report on important components of customer service, including: telephone access to the company; billing frequency; meter reading; timely response to customer disputes; and the level of customer satisfaction with the company's handling of recent interactions with its customers.<sup>8</sup>

For this report, the Commission uses two sources of data to monitor the quality of customer service performance achieved by the major electric and natural gas companies. The first source of data is from the companies themselves, which are required to report measurements to the Commission on telephone access to the company; billing frequency; meter readings; and timely responses to customer disputes. This data is due to the Commission annually on February 1 of each year. The second source of information is derived from surveys conducted of customers who have had recent customer-initiated contacts with the companies. This source of information, which is due annually to the PUC by April 1, 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. NGDCs serving fewer than 100,000 residential accounts adhere to different customer survey requirements than larger companies. The smaller NGDCs must perform mail surveys of customers who contacted them and report the survey results to the Commission. The smaller NGDCs surveyed their customers in 2019 and submitted the results to the Commission in 2020.

In addition to the data presented in this report, other performance measures are tracked and analyzed by the Commission to assess the quality of service provided by EDCs and NGDCs. These measures are specified in 52 Pa Code § 54.155 and 52 Pa Code § 62.36 and include various statistics associated with informal consumer complaints and payment agreement requests (PARs) filed with the Commission. This data is compiled and analyzed separately from the information included in this report and is published by the Bureau of Consumer Services (BCS) in the annual report, Utility Consumer Activities Report and Evaluation (UCARE): Electric, Gas, Water and Telecommunications Utilities. Taken together, the information contained in this report and the UCARE report collectively provide comprehensive data on the quality of service provided by each EDC and NGDC. Access to the annual UCARE report, as well as this report, is available on the Commission's website, [www.puc.pa.gov](http://www.puc.pa.gov), under the link for filings and resources.

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

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

<sup>3</sup> Columbia Gas of Pennsylvania Inc. (Columbia); National Fuel Gas Co. (NFG); Peoples – Equitable Division (Peoples-Equitable); Peoples Natural Gas Co. (Peoples) (See page 2, Treatment of Peoples Companies); Philadelphia Gas Works (PGW); UGI Penn Natural; and UGI Utilities Inc. (UGI-Gas) (See page 2, Treatment of PECO Energy)

<sup>4</sup> 66 Pa. C.S. §§ 2801-2812

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

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

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

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

## I. Company-Reported Performance

In accordance with reporting requirements specified at 52 Pa Code § 54.153 and § 62.33, the EDCs and the NGDCs reported statistics for 2019 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 Specific Companies

#### PECO Energy

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

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

With PUC approval on Mar. 8, 2011, West Penn Power subsequently joined Metropolitan Edison (Met-Ed), Pennsylvania Electric (Penelec) and Penn Power as operating subsidiaries of FirstEnergy.<sup>9</sup>

This report treats the four FirstEnergy companies as separate companies, except for the telephone access section (pages 4 through 9). In that section, at the request of FirstEnergy, Met-Ed, Penelec and Penn Power, this data is presented as FirstEnergy because the companies use the same call center routing and reporting platform. West Penn Power transitioned to the FirstEnergy system in April 2012; however, due to the commitments made in the merger, FirstEnergy tracks and reports West Penn Power separately. Therefore, West Penn Power's data in the telephone access section is presented separately from the other FirstEnergy companies.

#### Peoples Natural Gas Companies

With PUC approval on Nov. 17, 2013, Equitable Gas Company was merged into the Peoples Natural Gas Company.<sup>10</sup> Equitable is now a separate division of Peoples Natural Gas (Peoples-Equitable Division). Information herein is reported separately for the Peoples and Equitable Divisions.

In 2014, Peoples Natural Gas and Peoples-Equitable were two separate companies. When the companies merged in 2015, six months of reporting was for two separate call centers and six months of reporting was for one combined call center. By 2016, one call center was used for the full 12 months of reporting.

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

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<sup>9</sup> Docket Nos. A-2010-2176520 and A-2010-2176732

<sup>10</sup> Docket Nos. A-2013-2353647, A-2013-2353649 and A-2013-2353651

## UGI Companies

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

### A. Telephone Access

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

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

In order to produce an accurate picture of telephone access, the companies must report three separate measures of telephone access: 1) average busy-out rate; 2) call abandonment rate; and 3) percent of calls answered within 30 seconds. Requiring three separate measures averts the possibility of masking telephone access problems by presenting only one or two parts of the total access picture. For example, a company could report that it answers every call in 30 seconds or less. If this were the only statistic available, one might conclude that the access to the company is very good. However, if there are only a few trunk lines into this company’s call distribution system, other callers attempting to contact the company will receive a busy signal once these trunks are at capacity. The callers that get through wait 30 seconds or less for someone to answer, but a large percentage of customers cannot get through to the company; thus, calling into question the company’s quality of performance in telephone access. 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 2017-19 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2017-19 data reported by the NGDCs, for the most part, conforms to this relationship.

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

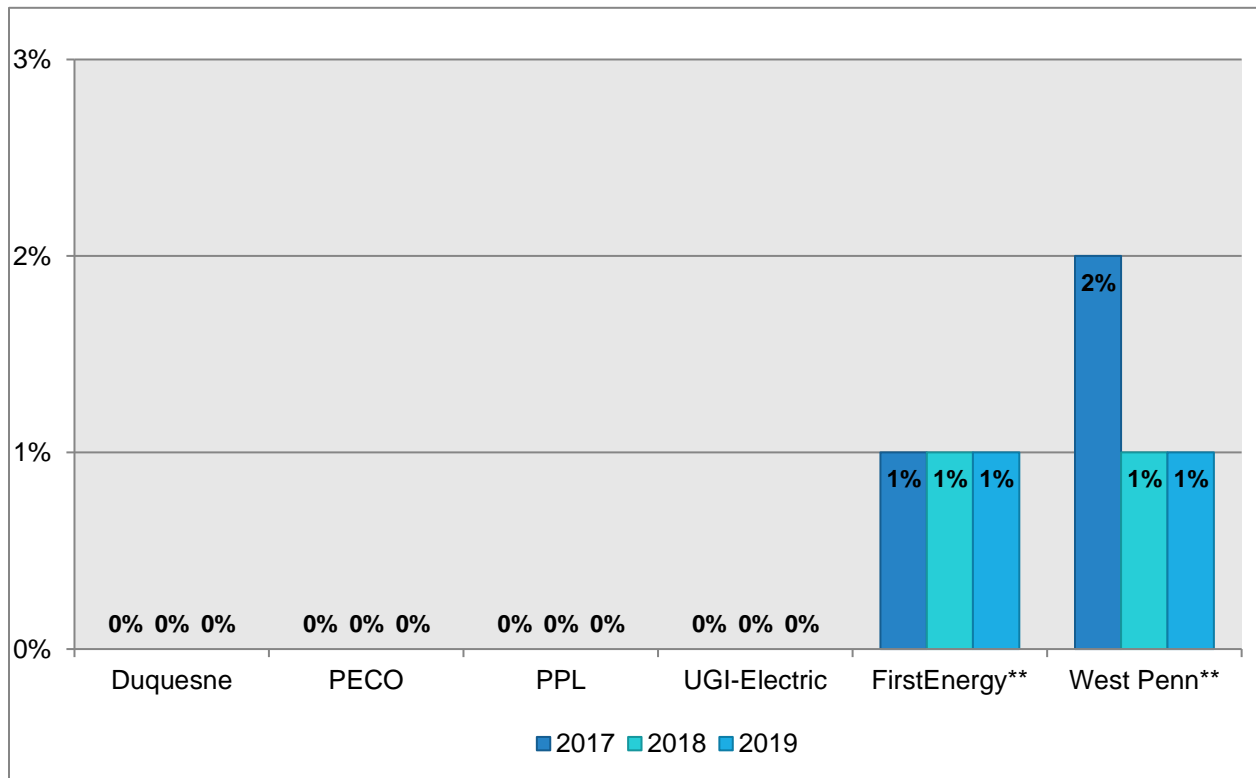
- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

## 1. Busy-Out Rate

The Commission's regulations require EDCs to report to the Commission the average busy-out rate for each call center or business office, as well as a 12-month cumulative average for the company.<sup>11</sup> Similarly, NGDCs are required to report the average busy-out rate.<sup>12</sup> 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% average busy-out rate means that 10% of the customers who attempted to call the company received a busy signal (and thus did not gain access) while 90% of the customer calls were received by the company. If the company has more than one call center, it is to supply the busy-out rates for each center, as well as a combined statistic for the company as a whole.

The following chart presents the combined busy-out rate for each major EDC during the three-year period 2017, 2018 and 2019. The second chart presents the combined busy-out rate for each major NGDC during 2017, 2018 and 2019.

**EDCs Busy-Out Rate\* 2017-19**



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

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

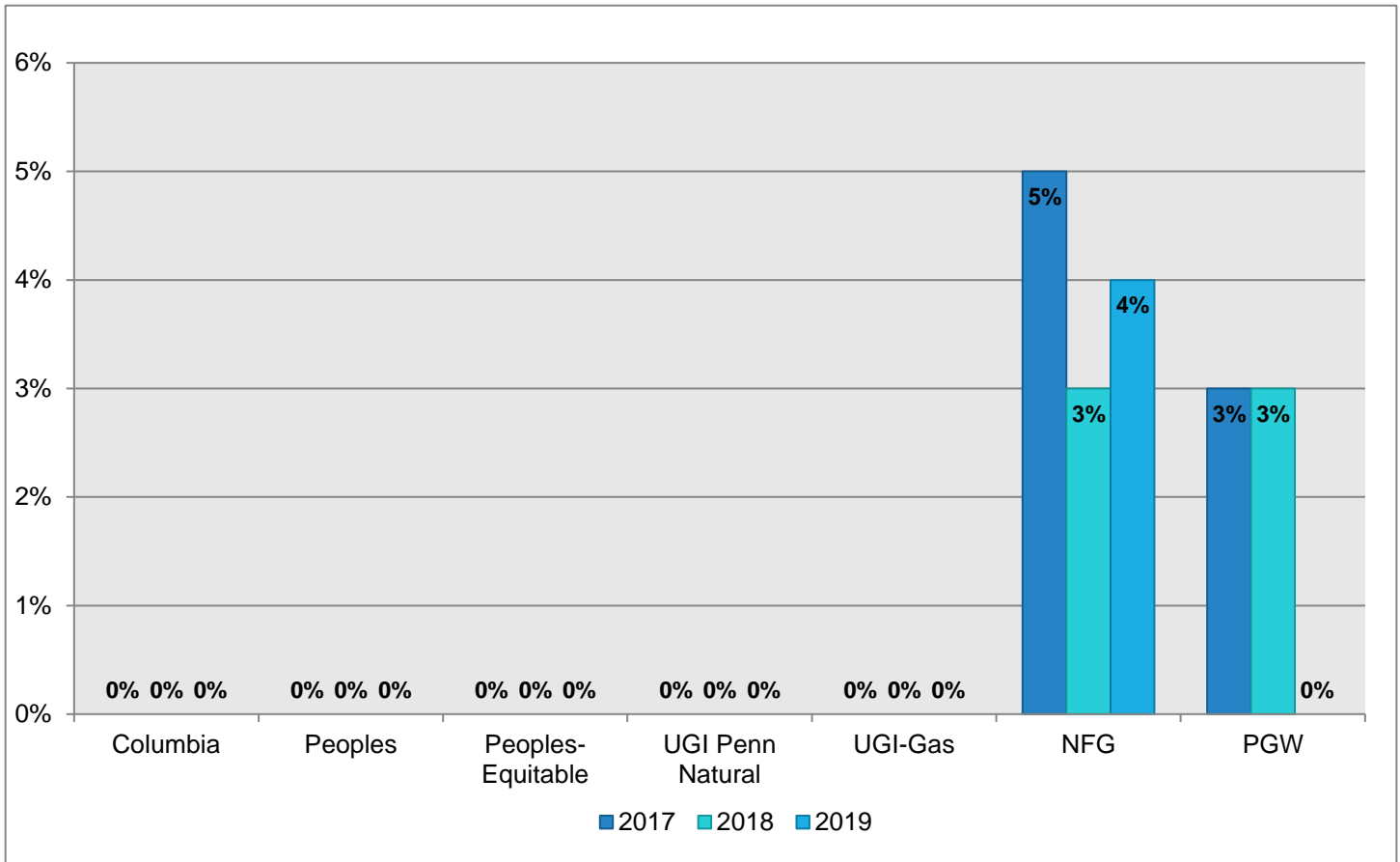
All of the EDCs reported a 2019 busy-out rate that is equal to the 2018 rate.

<sup>11</sup> 52 Pa Code § 54.153(b)(1)(ii)

<sup>12</sup> 52 Pa Code § 62.33(b)(1)(ii)



## NGDCs Busy-Out Rate\* 2017-19



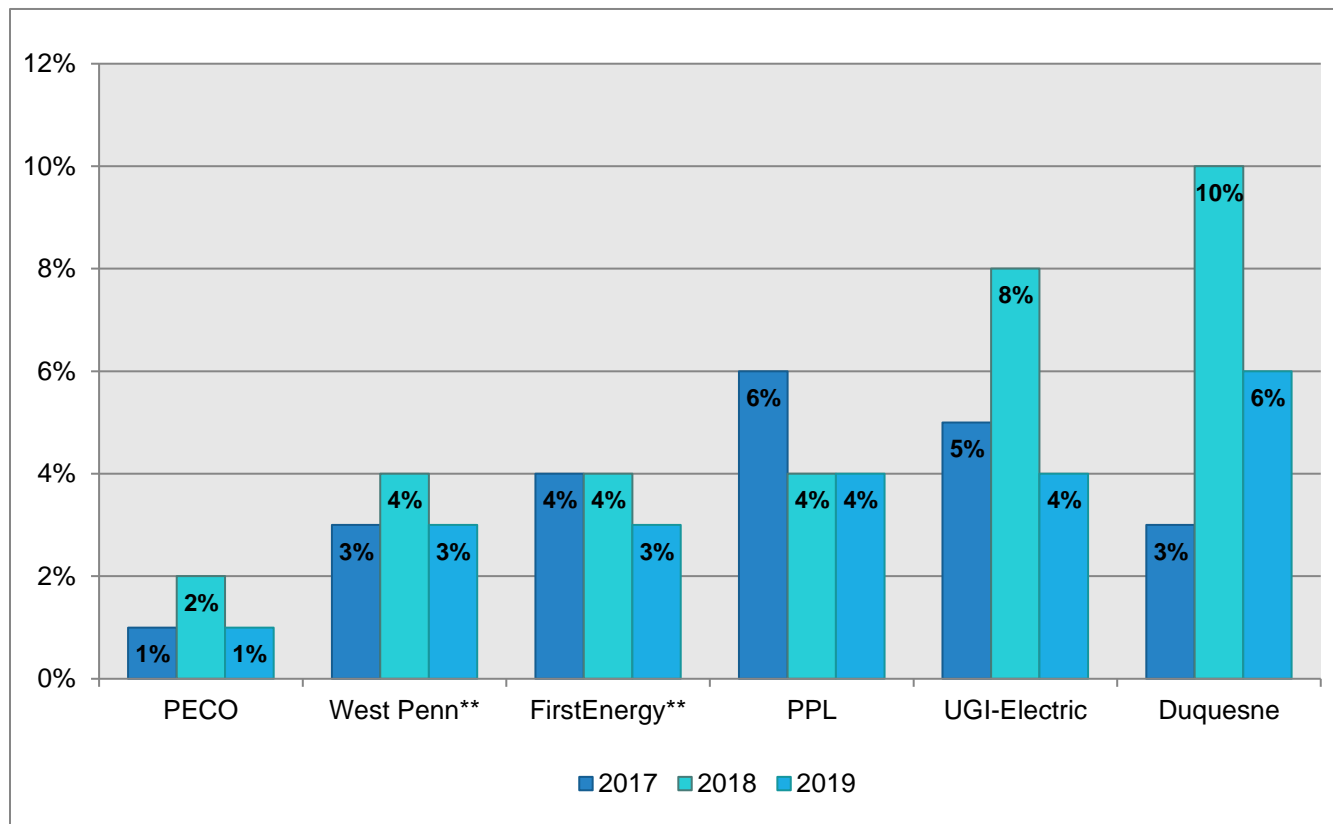
\*12-month average. If the 12-month average is less than 1%, it is shown on the chart as 0%.

Five of the NGDCs maintained the same performance in 2019 as 2018, while PGW reported an improvement in this measurement. NFG reported a decrease in performance in 2019 due to high call volumes on November 1 and November 4, which signified the start of the LIHEAP/Crisis season. System issues on November 4 resulting from a planned upgrade over the previous weekend also contributed to the increased call volumes experienced by NFG. NFG's busy-out rate for 2017 was based on an eleven-month average since data was unavailable for January 2017 due to a vendor reporting issue.

## 2. Call Abandonment Rate

The EDCs and NGDCs are required to report to the Commission the average call abandonment rate for each call center, business office or both. The call abandonment rate<sup>13</sup> is the number of calls to a company's call center that were abandoned, divided by the total number of calls that the company received at its call center or business office. For example, an EDC with a 10% call abandonment rate means that 10% of the calls received were terminated by the customer prior to speaking to an EDC representative. As the time that customers spend "on hold" increases, they have a greater tendency to hang up, raising the call abandonment rates. If the EDC or NGDC has more than one call center, it is to supply the call abandonment rates for each center, as well as a combined statistic for the company as a whole.

### EDCs Call Abandonment Rate\* 2017-19



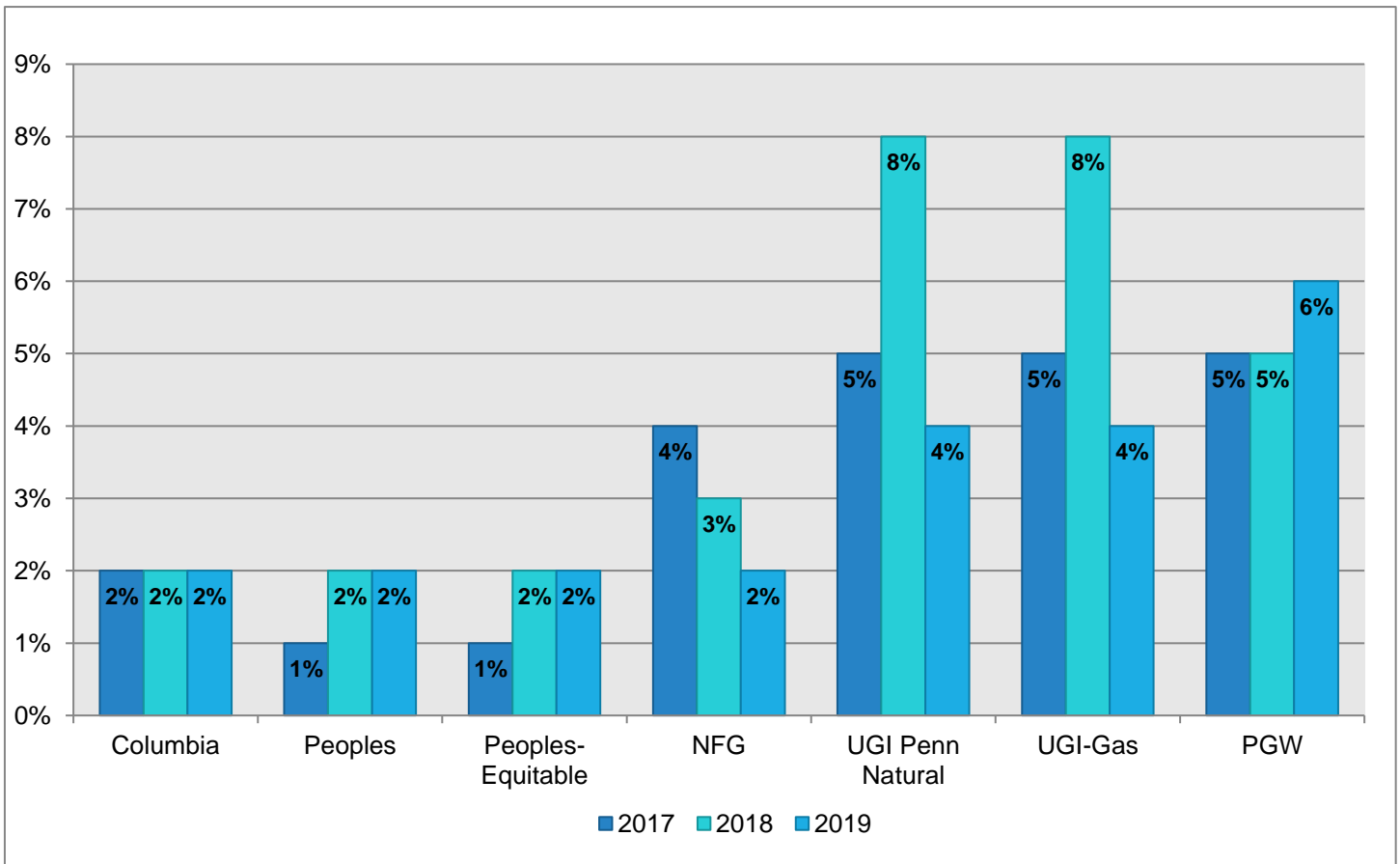
\*12-month average.

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

Five of the EDCs (PECO, West Penn, FirstEnergy, UGI-Electric and Duquesne) reported an improvement in this measurement. PPL reported the same performance in 2019 as in 2018 in this measurement.

<sup>13</sup> 52 Pa Code § 54.152 and § 67.32

## NGDCs Call Abandonment Rate\* 2017-19



\*12-month average.

Columbia, Peoples and Peoples-Equitable all maintained the same performance in 2019 as 2018 in this measurement. NFG, UGI Penn Natural and UGI-Gas reported improvement in the Call Abandonment Rate. PGW reported an increase in their Call Abandonment Rate was due to a decrease in the availability of staff in 2019.

UGI-Gas and UGI Penn Natural explained the reason for improvement in performance in this measurement in 2019 was due to enhanced training of call-center personnel, call center improvement initiatives and the resolution of SAP system configuration issues experienced in 2018. A revised hiring strategy aligned to support seasonal high call volume periods and increased use of IVR (Interactive Voice Response) capabilities by customers also attributed to their increase in performance in this measurement.

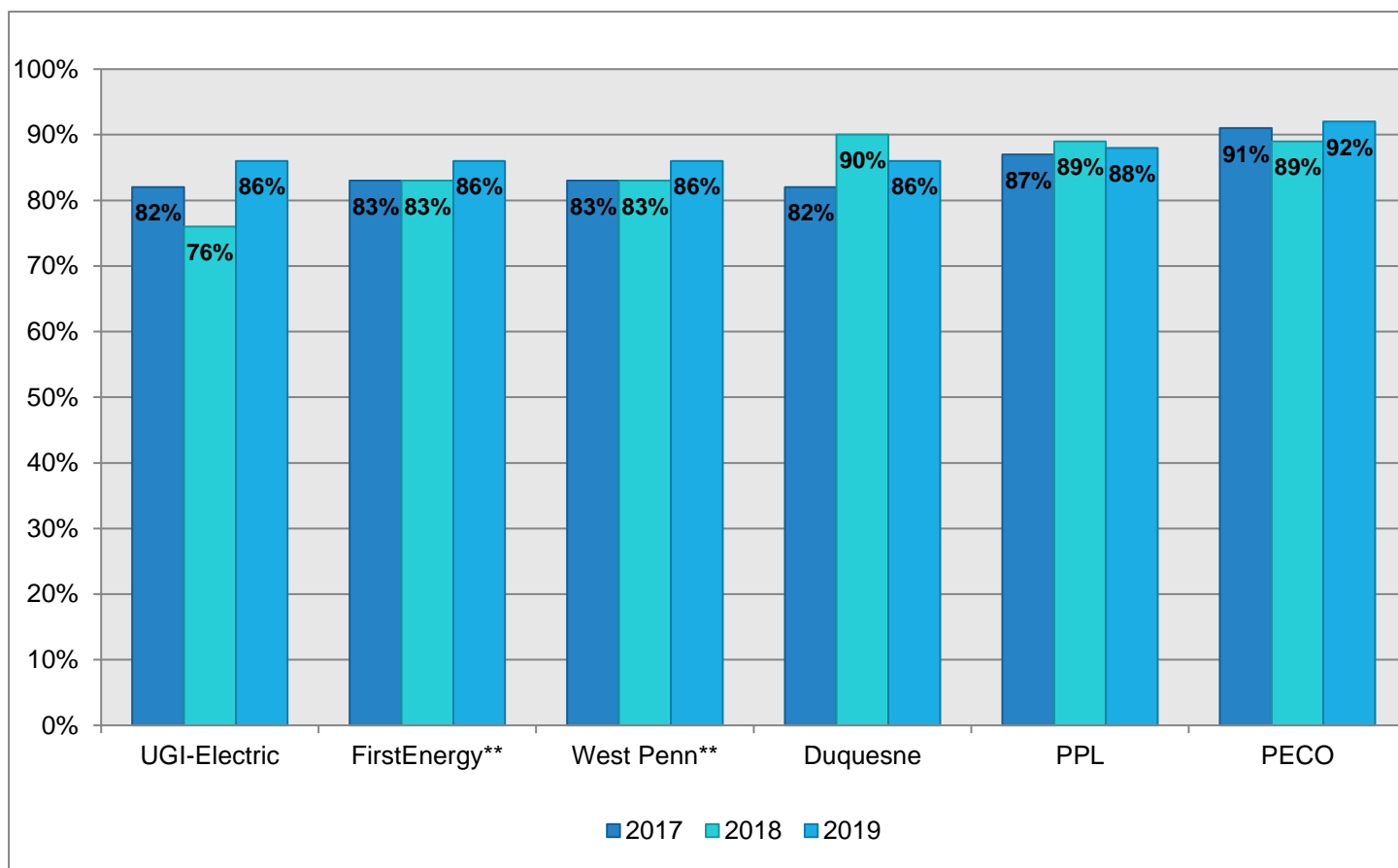
In 2017 UGI-Gas and UGI Penn Natural explained the reason for the decrease in performance was due to the implementation of a new Customer Billing system in September 2017. UGI-Gas also stated that the company experienced a malfunction with one of its mobile reading units in December 2017, thus adding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

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

Each EDC and major NGDC is to “take measures necessary and keep sufficient records” to report the percent of calls answered within 30 seconds or less at the company’s call center.<sup>14</sup> 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.

#### EDCs Percent of Calls Answered Within 30 Seconds\* 2017-19



\*12-month average.

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

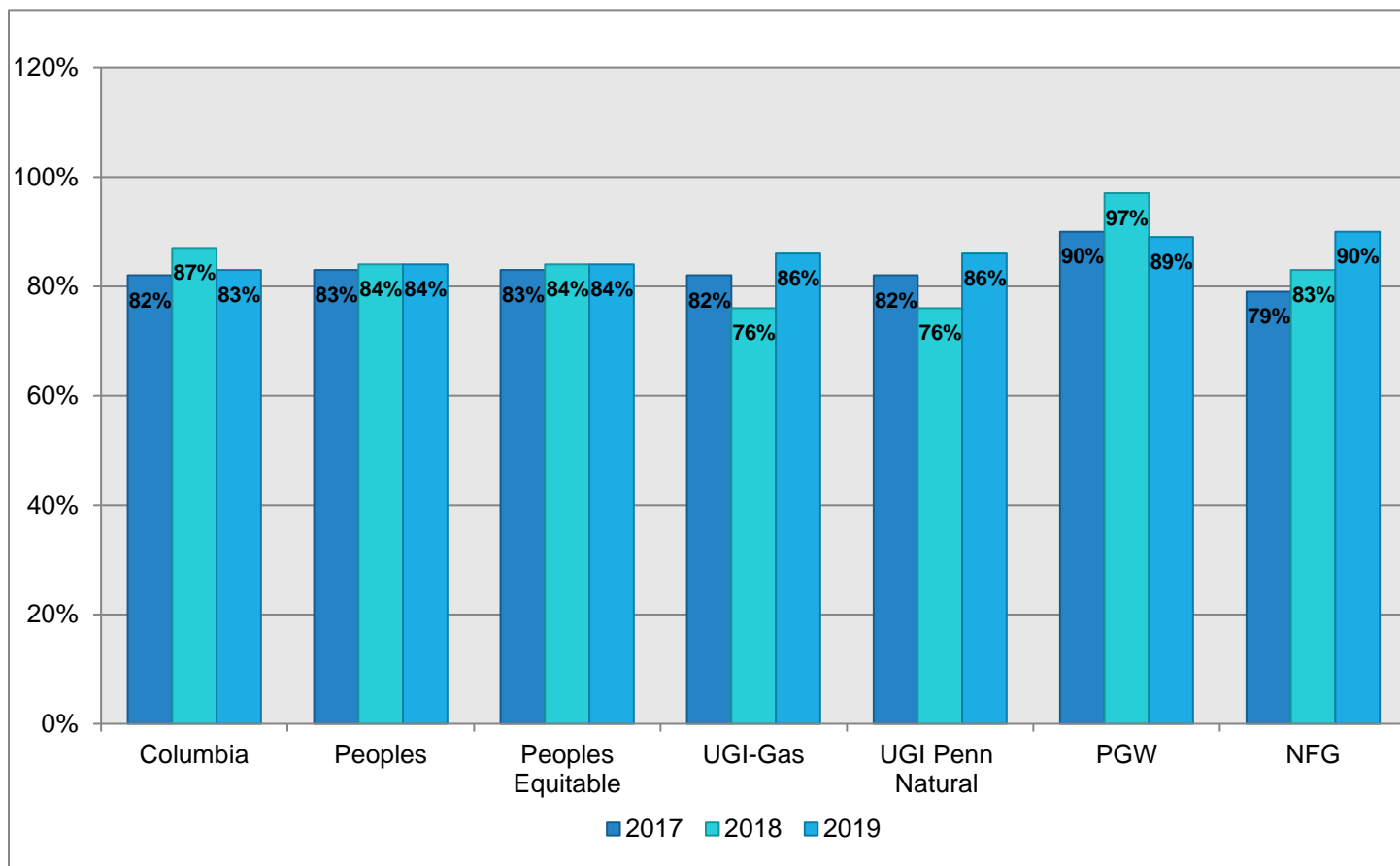
The 2019 data shows UGI-Electric, First Energy, West Penn and PECO all reported an improvement in this measurement. Duquesne and PPL reported a slight decline in performance in this measurement in 2019.

In 2019, the EDCs combined average was 87% in comparison to the combined average of 85% achieved in both 2018 and 2017.

<sup>14</sup> Pursuant to the quality of service reporting requirements at 52 PA Code § 54.153(b) and § 62.33(b)

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

### NGDCs Percent of Calls Answered Within 30 Seconds\* 2017-19



\*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. The UGI Companies reported an improvement in this measurement in 2019. Peoples and Peoples-Equitable maintained the same performance in 2019 as 2018 and Columbia and PGW reported a decrease in this performance measurement.

The combined average of the NGDCs for 2019 was 86% of calls answered within 30 seconds in comparison to 84% reported in 2018 and 83% reported in 2017.

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

## B. Billing

A utility is required to render a bill once every billing period to all residential customers.<sup>15</sup> The customer bill is often the only communication between the company and its customer, thus underscoring the need to produce and send this fundamental statement to customers at regular intervals. When a customer does not receive a bill each month, it frequently generates complaints to the company and sometimes to the Commission. The failure of a company to render a bill once every billing period also adversely affects utility collections performance.

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

The EDCs and major NGDCs shall report the number and percent of residential bills that the company failed to render.<sup>16</sup> The following tables present the average monthly percent of residential bills that each major EDC and NGDC failed to render once every billing period during 2017, 2018 and 2019.

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

| Company      | 2017   |         | 2018   |         | 2019   |         |
|--------------|--------|---------|--------|---------|--------|---------|
|              | Number | Percent | Number | Percent | Number | Percent |
| Duquesne     | 225    | 0.04%   | 3      | 0.00%   | 0      | 0%      |
| Met-Ed       | 16     | 0.00%   | 9      | 0.00%   | 7      | 0.00%   |
| Penelec      | 13     | 0.00%   | 11     | 0.00%   | 4      | 0.00%   |
| Penn Power   | 5      | 0.00%   | 1      | 0.00%   | 2      | 0.00%   |
| PPL          | 956    | 0.08%   | 736    | 0.06%   | 397    | 0.03%   |
| PECO         | 68     | 0.00%   | 172    | 0.01%   | 1,737  | 0.10%   |
| UGI-Electric | 84     | 0.19%   | 32     | 0.06%   | 46     | 0.09%   |
| West Penn    | 10     | 0.00%   | 7      | 0.00%   | 5      | 0.00%   |

\*12-month average.

Five EDCs (Duquesne, Met-Ed, Penelec, PPL and West Penn) reported improvements in performance in this measurement in 2019.

PECO explained their increase in the number of residential bills not rendered once every billing period was caused by a new Meter Data Management system that was installed in 2019. The new system caused an increase in billing exceptions. PECO anticipates ongoing recovery to repair these issues through 2020.

<sup>15</sup> 66 Pa. C.S. § 1509 and 52 Pa Code § 56.11

<sup>16</sup> 52 Pa Code § 54.153(b)(2)(i) and § 62.33(b)(2)(i)

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

| Company           | 2017   |         | 2018   |         | 2019   |         |
|-------------------|--------|---------|--------|---------|--------|---------|
|                   | Number | Percent | Number | Percent | Number | Percent |
| Columbia          | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| NFG               | 12     | 0.01%   | 2      | 0.00%   | 3      | 0.00%   |
| Peoples-Equitable | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| Peoples           | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| PGW               | 21     | 0.00%   | 45     | 0.01%   | 13     | 0.00%   |
| UGI-Gas           | 1,588  | 0.50%   | 123    | 0.04%   | 120    | 0.03%   |
| UGI Penn Natural  | 171    | 0.14%   | 84     | 0.06%   | 79     | 0.05%   |

\*12-month average.

PGW, UGI-Gas and UGI Penn Natural Gas reported improvements in this measurement in 2019. Columbia, Peoples-Equitable and Peoples maintained the same performance in this measurement in 2019 and NFG reported a slight increase in the number of residential bills not rendered once every billing period in 2019.

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

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

Quality of service reporting requirements for both the EDCs and the NGDCs require that companies report the number and percent of small-business bills the companies failed to render.<sup>17</sup> The EDC regulations 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.<sup>18</sup> The NGDC regulations 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).<sup>19</sup> The tables on the following page show the average number and percent of small-business customers the major EDCs and NGDCs did not bill according to statute.

<sup>17</sup> 66 Pa C.S. § 1509

<sup>18</sup> 52 Pa Code § 54.152

<sup>19</sup> 52 Pa Code § 62.32

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

| Company      | 2017   |         | 2018   |         | 2019   |         |
|--------------|--------|---------|--------|---------|--------|---------|
|              | Number | Percent | Number | Percent | Number | Percent |
| Duquesne     | 451    | 1.10%   | 2      | 0.00%   | 0      | 0%      |
| Met-Ed       | 6      | 0.01%   | 6      | 0.00%   | 11     | 0.02%   |
| Penelec      | 7      | 0.01%   | 9      | 0.01%   | 11     | 0.01%   |
| Penn Power   | 3      | 0.01%   | 3      | 0.02%   | 3      | 0.01%   |
| PPL          | 197    | 0.11%   | 338    | 0.18%   | 145    | 0.08%   |
| PECO         | 120    | 0.09%   | 237    | 0.13%   | 1,180  | 0.70%   |
| UGI-Electric | 22     | 0.26%   | 6      | 0.07%   | 51     | 1.00%   |
| West Penn    | 7      | 0.01%   | 4      | 0.00%   | 5      | 0.01%   |

\*12-month average.

PECO reported the reason for the rise in the number of bills not rendered to small-business customers was the result of the implementation in 2019 of a new Meter Data System that caused an increase in billing exceptions. PECO reported they anticipate ongoing recovery to repair these issues through 2020.

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

| Company           | 2017   |         | 2018   |         | 2019   |         |
|-------------------|--------|---------|--------|---------|--------|---------|
|                   | Number | Percent | Number | Percent | Number | Percent |
| Columbia          | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| NFG               | 1      | 0.01%   | 0      | 0%      | 1      | 0.01%   |
| Peoples-Equitable | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| Peoples           | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| PGW               | 1      | 0.01%   | 1      | 0.00%   | 1      | 0.01%   |
| UGI-Gas           | 818    | 2.00%   | 27     | 0.07%   | 88     | 0.21%   |
| UGI Penn Natural  | 88     | 0.67%   | 12     | 0.08%   | 43     | 0.30%   |

\*12-month average.

In 2017, UGI-Gas reported the increase in the number of bills not rendered was due to the implementation of a new Customer Billing system. The 2018 data reflects improvements were achieved. UGI reported the increase in bills not rendered in 2019 was due to a programming change resulting from their gas tariff consolidation that was made in late November 2019. This change created an increase in exceptions for December 2019 that required manual review prior to generating a bill. This review effort continued into January 2020.



## C. Meter Reading

Regular meter reading is important in order to produce accurate bills for customers who expect to receive bills based on the amount of electricity or natural gas they have used. Actual meter readings can be obtained by physically accessing and visually inspecting a meter, through devices that permit direct interrogation of the meter, or through AMR (Automated Meter Reader) devices. The Commission's experience is that the lack of actual meter readings generates complaints to companies, as well as to the Commission. The Commission has expressed concern that regular meter reading may be one of the customer service areas where EDCs and NGDCs might, under competition, reduce the level of service.<sup>20</sup> The quality of service reporting requirements includes three measures of meter-reading performances that correspond with the meter-reading requirements found at 52 Pa Code § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).<sup>21</sup>

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

A utility may estimate the bill of a residential customer if personnel are unable to gain access to obtain an actual meter reading.<sup>22</sup> However, at least every six months, the utility must obtain an actual meter reading or customer-supplied reading to verify the accuracy of prior estimated bills. EDCs are required to report the number and percent of residential meters they have not read.<sup>23</sup>

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

| Company      | 2017   |         | 2018   |         | 2019   |         |
|--------------|--------|---------|--------|---------|--------|---------|
|              | Number | Percent | Number | Percent | Number | Percent |
| Duquesne     | 180    | 0.03%   | 68     | 0.00%   | 9      | 0.04%   |
| Met-Ed       | 26     | 0.01%   | 23     | 0.00%   | 2      | 0.00%   |
| Penelec      | 7      | 0.00%   | 6      | 0.00%   | 0      | 0%      |
| Penn Power   | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| PPL          | 133    | 0.01%   | 210    | 0.02%   | 50     | 0.00%   |
| PECO         | 90     | 0.01%   | 21     | 0.00%   | 26     | 0.00%   |
| UGI-Electric | 2      | 0.00%   | 16     | 0.03%   | 6      | 0.01%   |
| West Penn    | 29     | 0.01%   | 9      | 0.00%   | 0      | 0%      |

\*12-month average.

As shown, five of the EDCs reported improvement in this measurement in 2019. Penn Power maintained the same performance in 2019 as 2018 and PECO reported a slight decrease in performance in this measurement.

In 2018, PPL reported higher numbers of meters not read by the company due to the continued installation of smart meters. As existing meters were being switched to smart meters, some existing meters

<sup>20</sup> Final Rulemaking Orders establishing Reporting Requirements for Quality of Service Benchmarks and Standards (L-00000147 and L-970131).

<sup>21</sup> 52 Pa Code § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).

<sup>22</sup> 52 Pa Code § 56.12(4)(ii).

<sup>23</sup> 52 Pa Code § 54.153(b)(3)(i), 56.12(4)(ii).

that were due to be read were not read because of their upcoming meter exchange. In 2019, PPL reported they are in the final stages of the implementation of smart meters.

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

| Company           | 2017   |         | 2018   |         | 2019   |         |
|-------------------|--------|---------|--------|---------|--------|---------|
|                   | Number | Percent | Number | Percent | Number | Percent |
| Columbia          | 3      | 0.00%   | 3      | 0.00%   | 2      | 0.00%   |
| NFG               | 941    | 0.60%   | 1,200  | 0.80%   | 919    | 1.00%   |
| Peoples-Equitable | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| Peoples           | 671    | 0.19%   | 423    | 0.10%   | 173    | 0.05%   |
| PECO (Gas)        | 16     | 0.00%   | 6      | 0.00%   | 1      | 0.00%   |
| PGW               | 57     | 0.01%   | 62     | 0.00%   | 27     | 0.01%   |
| UGI-Gas           | 62     | 0.02%   | 90     | 0.03%   | 44     | 0.01%   |
| UGI Penn Natural  | 26     | 0.02%   | 35     | 0.02%   | 11     | 0.01%   |

\*12-month average.

The major NGDCs are required 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.<sup>24</sup> The table above presents the data that the companies reported for 2017, 2018 and 2019. The report presents PECO's natural gas meter-reading data separately from its electric meter-reading data.

Peoples-Equitable maintained the same performance in this measurement in 2019 as in 2018 and all the other NGDCs reported improvement in the number of meters not read in six months in 2019.

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

A company may estimate the bill of a residential customer if company personnel are unable to gain access to obtain an actual meter reading.<sup>25</sup> However, at least once every 12 months, the company must obtain an actual meter reading to verify the accuracy of either the estimated or customer-supplied readings. The EDCs are required to report the number and percent of residential meters for which they failed to meet the requirements.<sup>26</sup> The following table presents the statistics the EDCs submitted to the Commission for this measure.

<sup>24</sup> § 62.33(b)(3)(i), § 56.12(4)(ii).

<sup>25</sup> § 56.12(4)(iii)

<sup>26</sup> § 54.153(b)(3)(ii)

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

| Company      | 2017   |         | 2018   |         | 2019   |         |
|--------------|--------|---------|--------|---------|--------|---------|
|              | Number | Percent | Number | Percent | Number | Percent |
| Duquesne     | 42     | 0.01%   | 10     | 0.00%   | 3      | 0.00%   |
| Met-Ed       | 0      | 0%      | 1      | 0.00%   | 0      | 0%      |
| Penelec      | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| Penn Power   | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| PPL          | 6      | 0.00%   | 35     | 0.00%   | 8      | 0.00%   |
| PECO         | 14     | 0.00%   | 1      | 0.00%   | 1      | 0.00%   |
| UGI-Electric | 0      | 0%      | 1      | 0.00%   | 1      | 0.00%   |
| West Penn    | 1      | 0.00%   | 0      | 0%      | 0      | 0%      |

\*12-month average.

Duquesne, Met-Ed and PPL reported improvements in this measurement in 2019 and the other EDCs maintained the same performance in 2019 as 2018.

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

| Company           | 2017   |         | 2018   |         | 2019   |         |
|-------------------|--------|---------|--------|---------|--------|---------|
|                   | Number | Percent | Number | Percent | Number | Percent |
| Columbia          | 1      | 0.00%   | 1      | 0.00%   | 1      | 0.00%   |
| NFG               | 298    | 2.00%   | 259    | 0.20%   | 155    | 0.11%   |
| Peoples-Equitable | 0      | 0%      | 0      | 0%      | 0      | 0%      |
| Peoples           | 66     | 0.02%   | 132    | 0.03%   | 42     | 0.01%   |
| PECO (Gas)        | 2      | 0.00%   | 2      | 0.00%   | 1      | 0.00%   |
| PGW               | 1      | 0.00%   | 6      | 0.00%   | 5      | 0.00%   |
| UGI-Gas           | 29     | 0.01%   | 36     | 0.01%   | 22     | 0.01%   |
| UGI Penn Natural  | 3      | 0.00%   | 10     | 0.01%   | 10     | 0.01%   |

\*12-month average.

The major NGDCs are required to report the number and percent of residential meters for which the company failed to obtain an actual meter reading within the past 12 months.<sup>27</sup>

Peoples reported an increase in performance was due to their progress in installing electronic reading devices where they were not previously installed.

<sup>27</sup> 52 Pa Code § 62.33(b)(3)(ii)

NFG requested an exemption waiver in 2016 since their reporting data was unavailable for several months. In 2018 and 2019, NFG continued to improve in this measurement.

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

A utility may render a bill on the basis of readings from a remote reading device.<sup>28</sup> However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Each EDC and major NGDC must report 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.<sup>29</sup> The following tables show the data as reported by the major companies. However, the accuracy of the data in the tables regarding remote reading devices cannot be verified. Although the Commission has defined remote meter-reading devices and direct interrogation devices, there is still a question whether certain meters qualify as direct interrogation devices.

The number of remote meters not read within five years was zero for each of the companies with remote meter-reading capabilities in 2017, 2018 and 2019.<sup>30</sup>

NFG reported 363 (5%) residential remote meters were not read in five years for 2019 up from 355 (4%) not read in 2018 and 184 (2%) not read in 2017. NFG reports the increase in the number of Residential Meters not read in five years was due to customers not responding to multiple phone calls and letter attempts by the company to schedule appointments for meter readings.

## D. Response to Disputes

When a customer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the complaining party within 30 days of the initiation of the dispute.<sup>31</sup> A complaint or dispute filed with a company is not necessarily a negative indicator of service quality. However, a company's failure to promptly respond to the customer's complaint within 30 days is a potential infraction of the regulations<sup>32</sup> and may also be an indication of poor service as well as a cause of complaints to the Commission.

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

Each EDC and major NGDC is required to report to the Commission the actual number of disputes for which the company did not provide a response within 30 days.<sup>33</sup> The following two tables present this information as reported by the companies.

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<sup>28</sup> 52 Pa Code § 56.12(5)(i)

<sup>29</sup> 52 Pa Code § 54.153(b)(3)(iii) and § 62.33(b)(3)(iii)

<sup>30</sup> As required by 52 Pa Code § 56.12(5)(i)

<sup>31</sup> 52 Pa Code § 56.151(5)

<sup>32</sup> 52 Pa Code § 56.151(5)

<sup>33</sup> 52 Pa Code § 54.153(b)(4), § 62.33(b)(4)

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

| Company      | 2017 | 2018 | 2019 |
|--------------|------|------|------|
| Duquesne     | 36   | 56   | 22   |
| Met-Ed       | 0    | 0    | 0    |
| Penelec      | 0    | 0    | 0    |
| Penn Power   | 0    | 0    | 0    |
| PPL          | 65   | 100  | 96   |
| PECO         | 1    | 2    | 2    |
| UGI-Electric | 27   | 122  | 11   |
| West Penn    | 0    | 0    | 0    |

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

| Company           | 2017 | 2018 | 2019 |
|-------------------|------|------|------|
| Columbia          | 0    | 2    | 2    |
| NFG               | 1    | 7    | 5    |
| Peoples-Equitable | 0    | 0    | 0    |
| Peoples           | 0    | 0    | 0    |
| PGW               | 0    | 61   | 153  |
| UGI-Gas           | 141  | 298  | 53   |
| UGI Penn Natural  | 66   | 138  | 38   |

The UGI companies explained the increase in the number of disputes not responded to within 30 days in 2018 was due to the implementation of a new billing system. Although the new system was implemented in September 2017, issues with the system continued to impact the timely issuance of responses throughout the first several months of 2018. Reported statistics in 2019 reflect improvement.

PGW reports the increase in disputes that did not receive a response in 30 days was attributed to fewer employees addressing disputes, as well as having less seasoned Customer Service Representatives in 2019. PGW reports they addressed this issue in the latter part of 2019 and plans to continue addressing this matter by providing additional training for staff in 2020.

## II. Customer Transaction Survey Results

EDCs and major NGDCs are required to report to the Commission the results of telephone transaction surveys of customers who have had interactions with the company.<sup>34</sup> The purpose of the transaction surveys is to assess the customer's perception regarding their recent interaction with the company. The regulations specify that the survey questions are to measure access to the company; employee courtesy; employee knowledge; promptness of the EDC or NGDC response or visit; timeliness of the company response or visit; and satisfaction with the handling of the interaction.

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

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

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

Each year, the survey firm completes approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95% probability that the results have a statistical precision of plus or minus five percentage points of what the results would be if all customers who had contacted their EDC or NGDC had been surveyed, meeting the PUC requirements.<sup>35</sup>

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

This report summarizes the 2017-19 EDC and NGDC survey data into the charts and tables that appear later in this chapter and in the appendices. For the EDCs, the chapter presents the results from the 2019 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 2019 surveys, as well as the average number of residential customers each EDC and NGDC serve.

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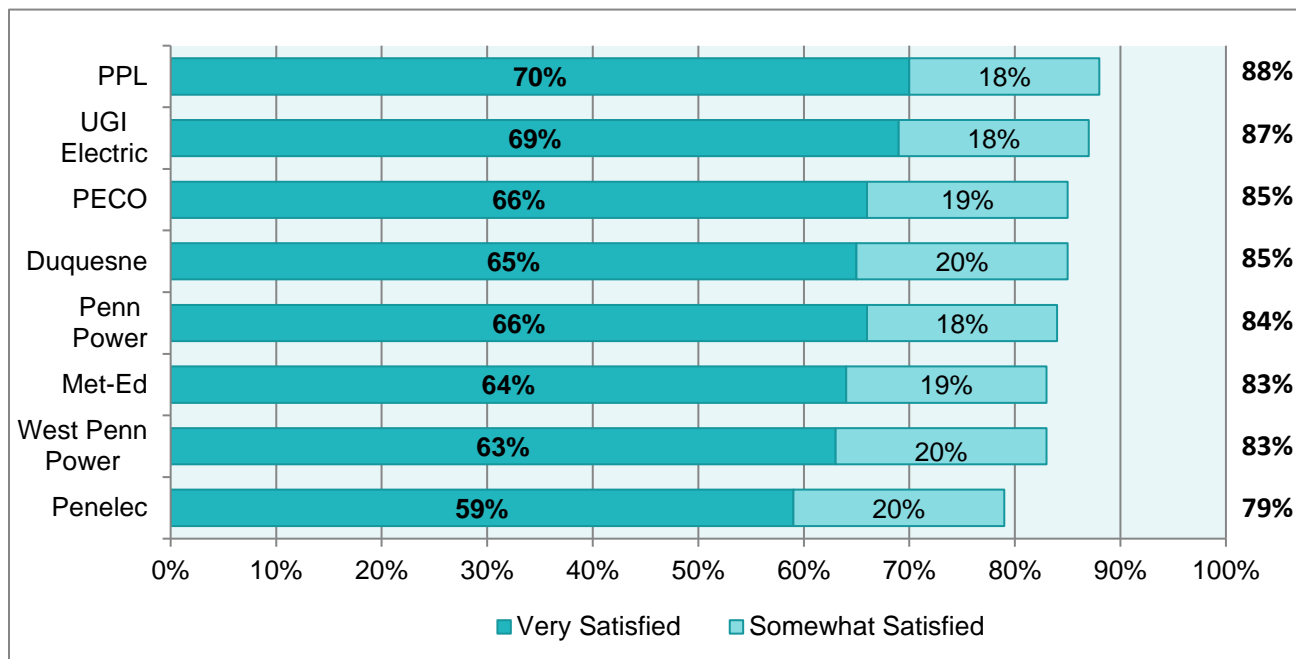
<sup>34</sup> Reporting Requirements for Quality of Service Benchmarks and Standards at 52 Pa Code § 54.154, § 62.34.

<sup>35</sup> 52 Pa Code § 54.154(5) and § 62.34(5)

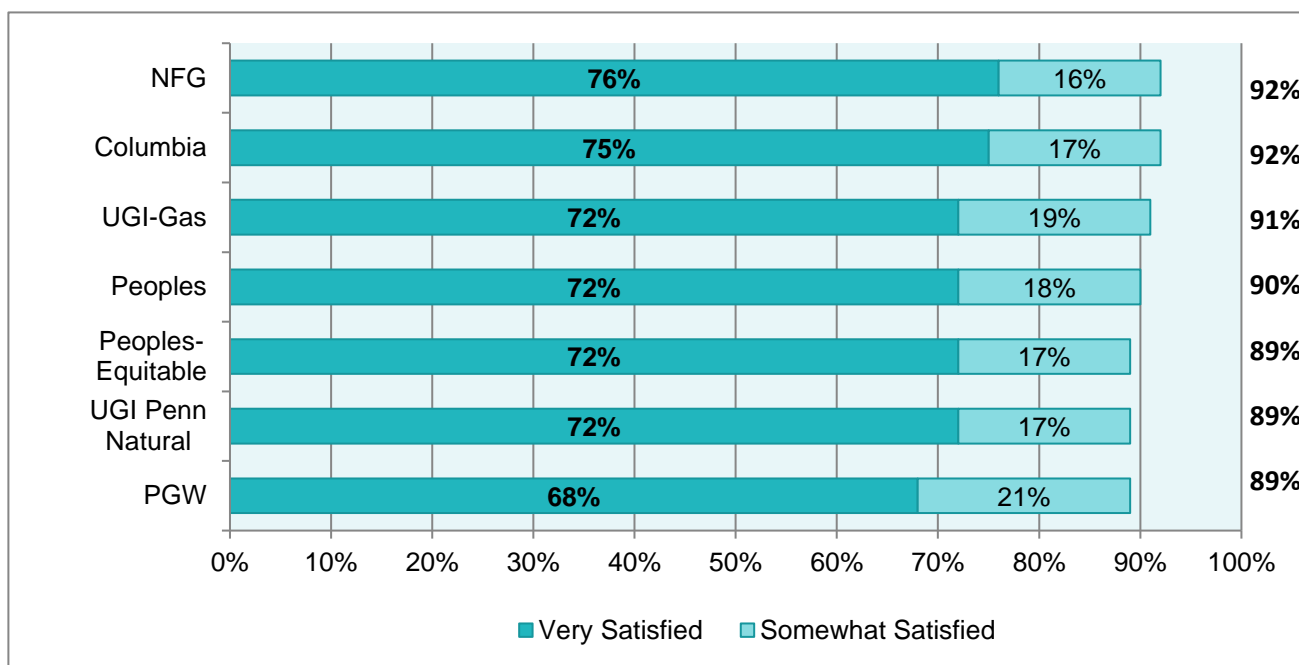
## A. Reaching the Company

The first question presented in each of the surveys asks the consumer, “On a scale of 1-10, where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with the ease of reaching the EDC or the NGDC?” The bar charts that follow present the percentage of consumers who indicated satisfaction with the initial stage of their contact with the company. For 2019, the average of the percentages of EDC customers who responded that they were either “very satisfied” or “somewhat satisfied with the ease of reaching the company is 84%. For NGDCs, the average of the percentages of NGDC consumers who responded that they were either “very satisfied” or “somewhat satisfied” with the ease of reaching the company is 90%. Past survey results are available in the appendices.

### Percent of Customers Indicating Satisfaction with Ease of Reaching EDC 2019



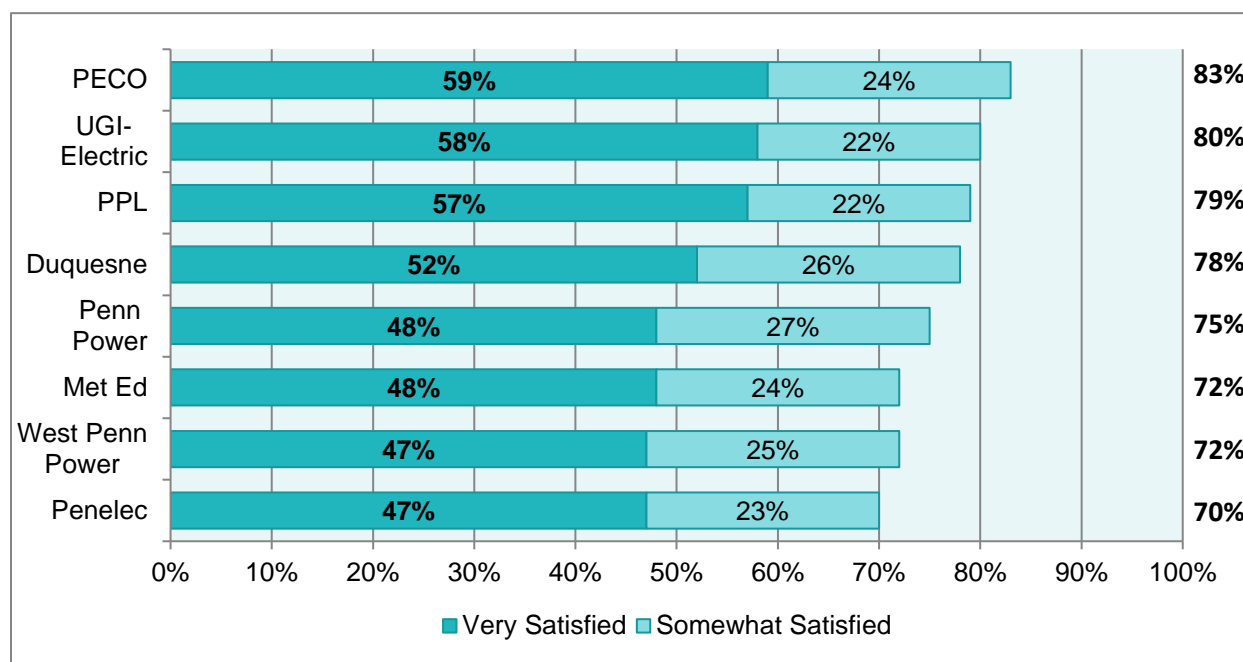
### Percent of Customers Indicating Satisfaction with Ease of Reaching NGDC 2019



## B. Automated Phone Systems

Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and NGDCs but one<sup>36</sup> use an automated telephone system to filter calls and save time and money on consumer calls. The surveys ask consumers questions about their experience using the automated systems. On average, 76% of EDC consumers reported being either “very satisfied” or “somewhat satisfied” with the EDCs’ automated phone system. For the major NGDCs, an average of 83% of NGDC consumers reported satisfaction with using the automated systems. More details on how customers perceive using automated phone systems can be found in the appendices. The charts that follow present the level of satisfaction consumers expressed about using the EDC or NGDC automated telephone systems.

### Percent of Customers Indicating Satisfaction with Using EDC’s Automated Phone System 2019



<sup>36</sup> NFG does not use an automated telephone system at its call center.



## Percent of Customers Indicating Satisfaction with Using NGDC's Automated Phone System 2019



### C. Company Representatives

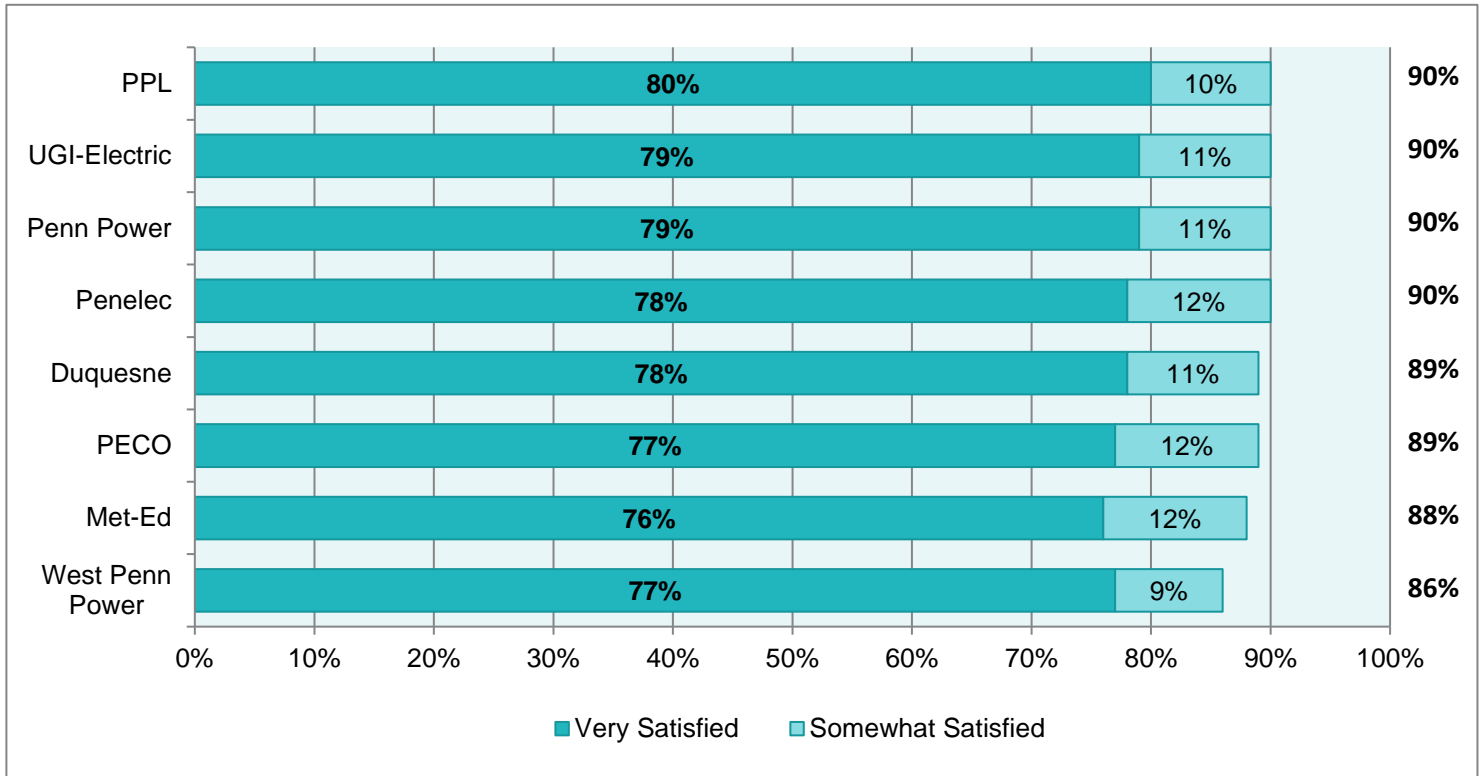
Consumers who indicated that they had spoken with a company representative were asked specifically how satisfied they were with that interaction. A consumer's overall rating of satisfaction with the company representative's handling of the contact may be influenced by several factors, including the courtesy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

In 2019, on average, 89% of EDC consumers indicated being either "somewhat satisfied" or "very satisfied" with the way the company representative handled the consumer contact. On average, 93% of NGDC consumers indicated they were either "somewhat satisfied" or "very satisfied" with the way the company representative handled the interaction.

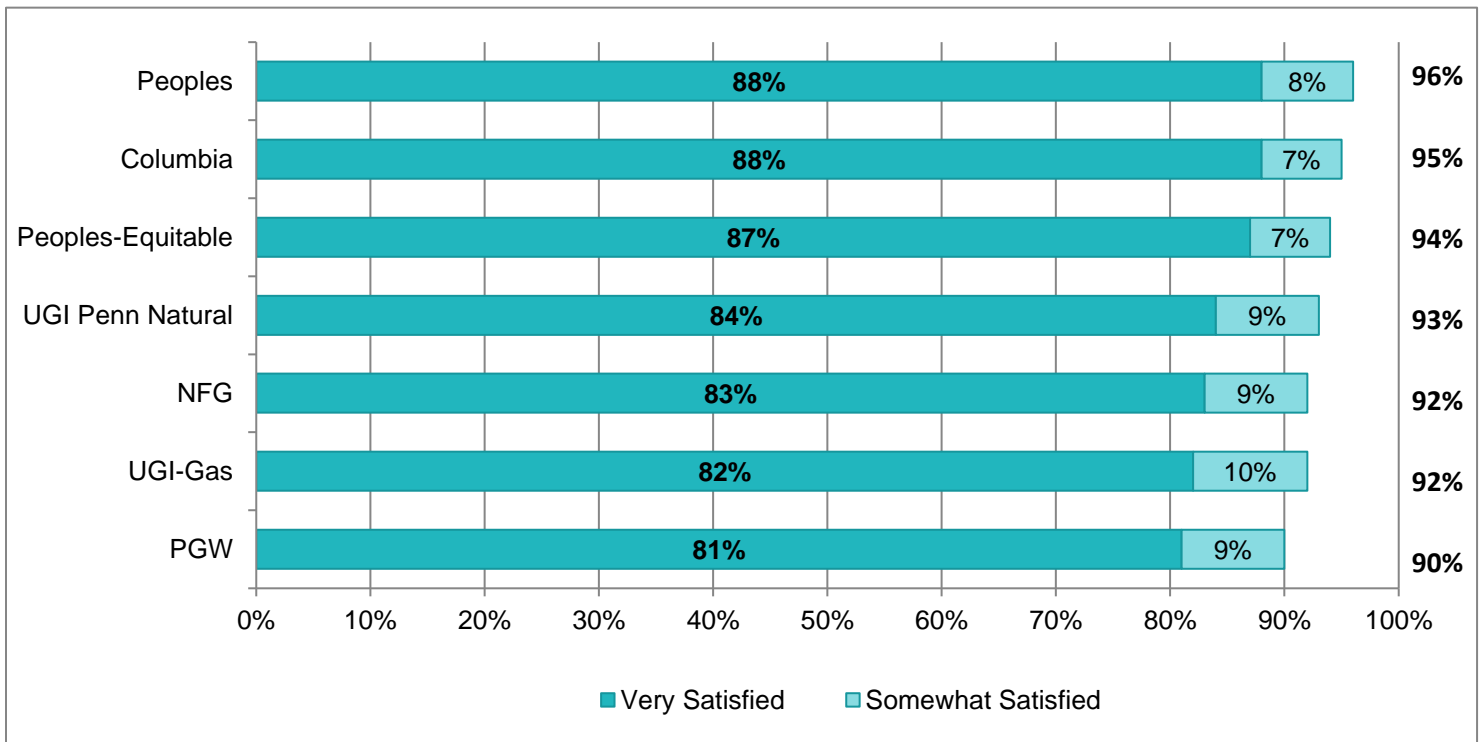
Also, in 2019, on average, 93% of EDC consumers indicated the company person they spoke with was either "very courteous" or "somewhat courteous" with the majority indicating the representative was "very courteous." An average of 79% rated the company representative as "very knowledgeable" or "somewhat knowledgeable." The majority gave a "very knowledgeable" rating. On average, 95% of consumers rated NGDC representatives as either "very courteous" or "somewhat courteous." In addition, 94% of NGDC consumers rated company representatives as either "very knowledgeable" or "somewhat knowledgeable."

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

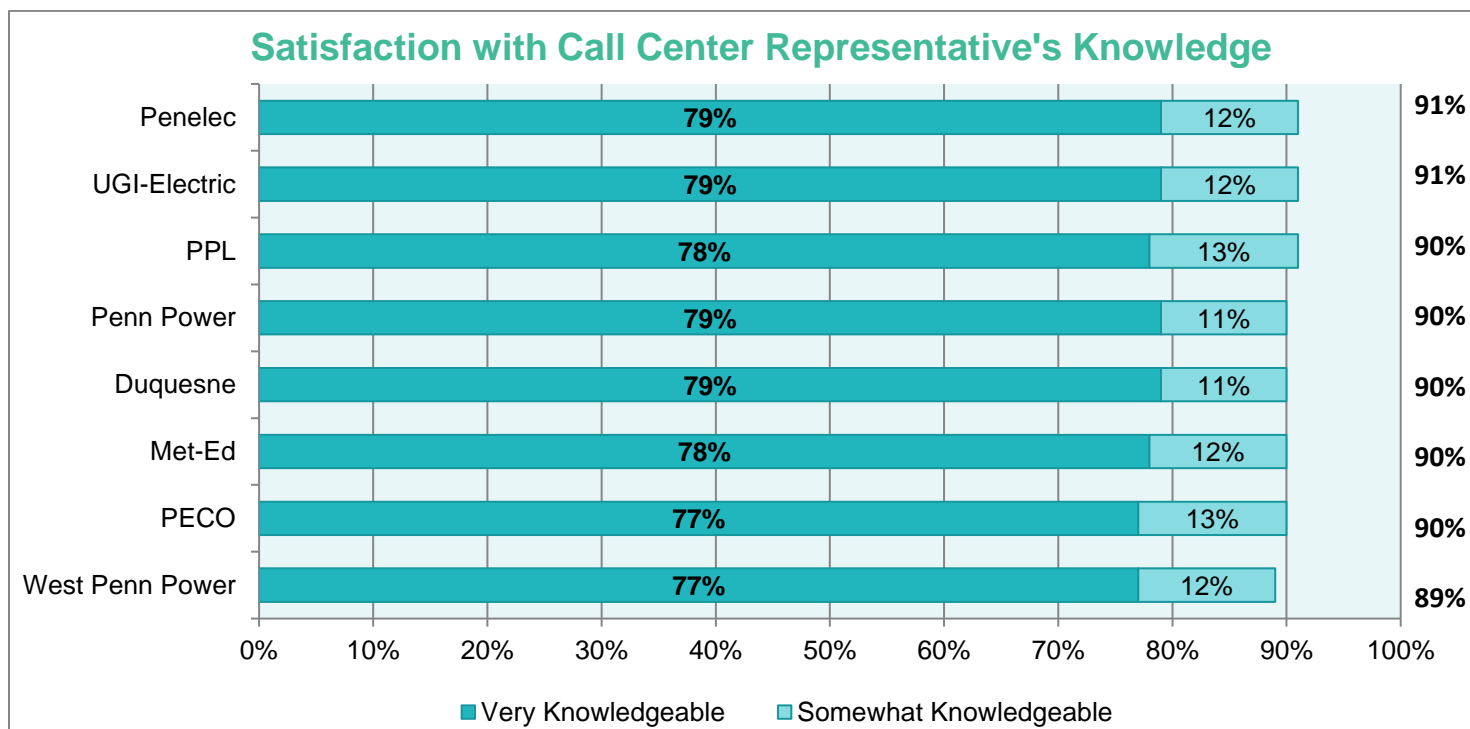
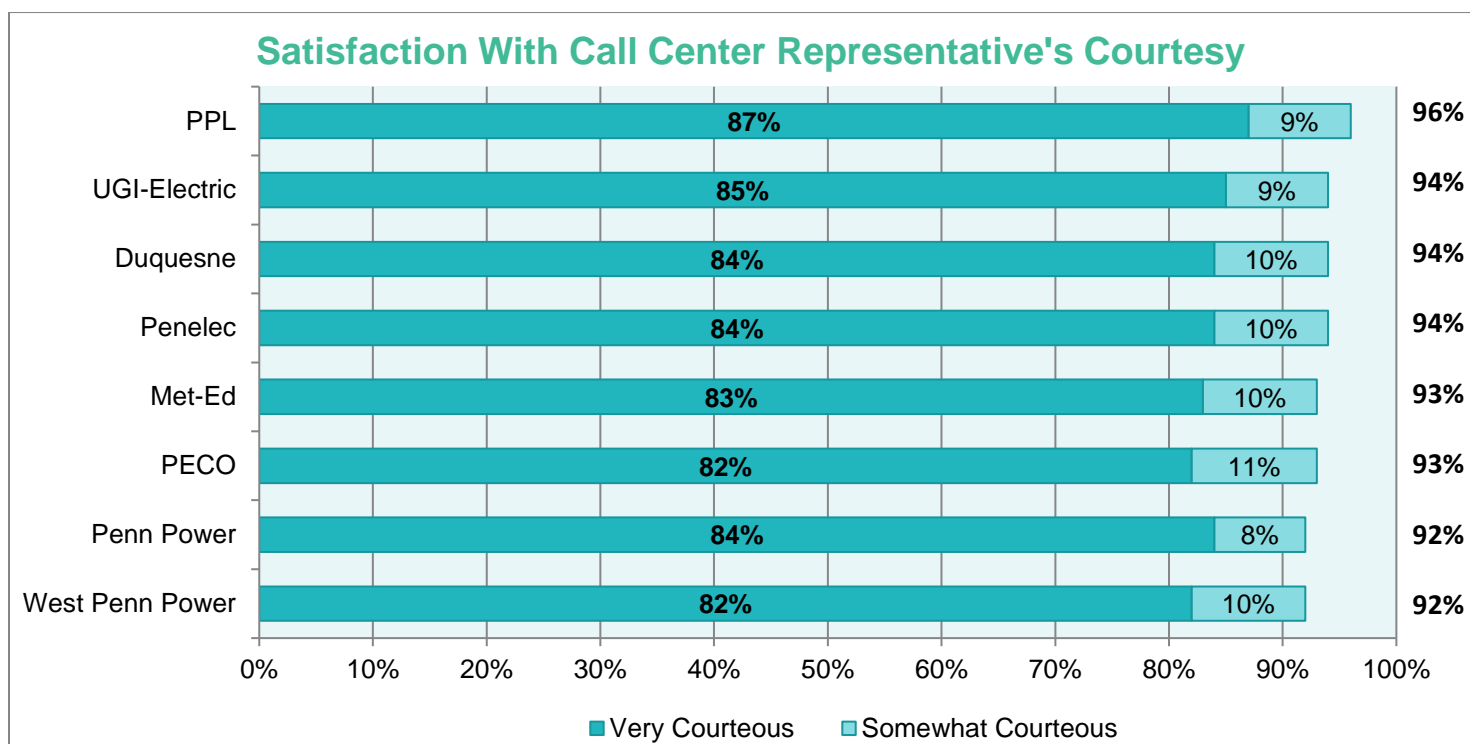
## Percent of Customers Indicating Satisfaction with EDC Representative's Handling of the Contact 2019



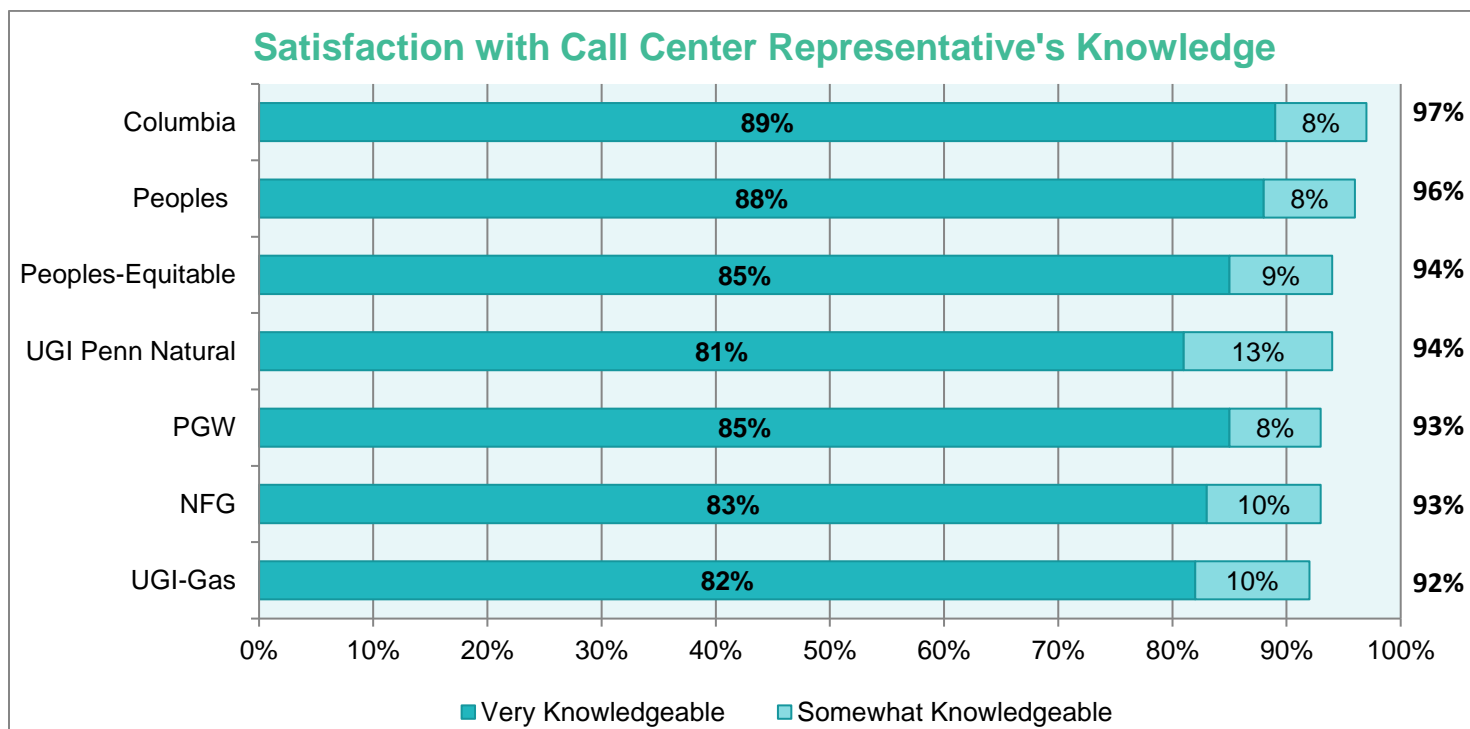
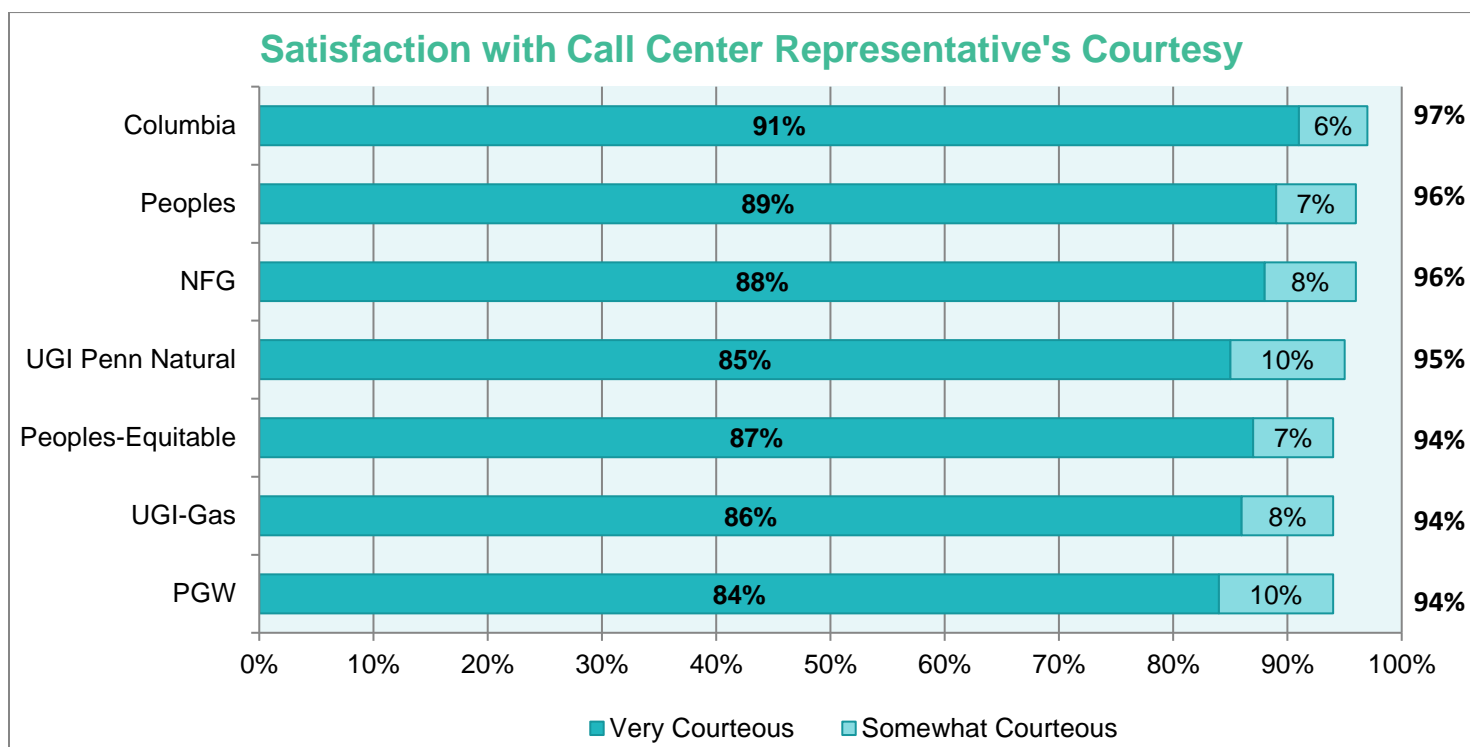
## Percent of Customers Indicating Satisfaction with NGDC Representative's Handling of the Contact 2019



# Consumer Ratings of EDC Representatives 2019



# Consumer Ratings of NGDC Representatives 2019



## D. Overall Satisfaction

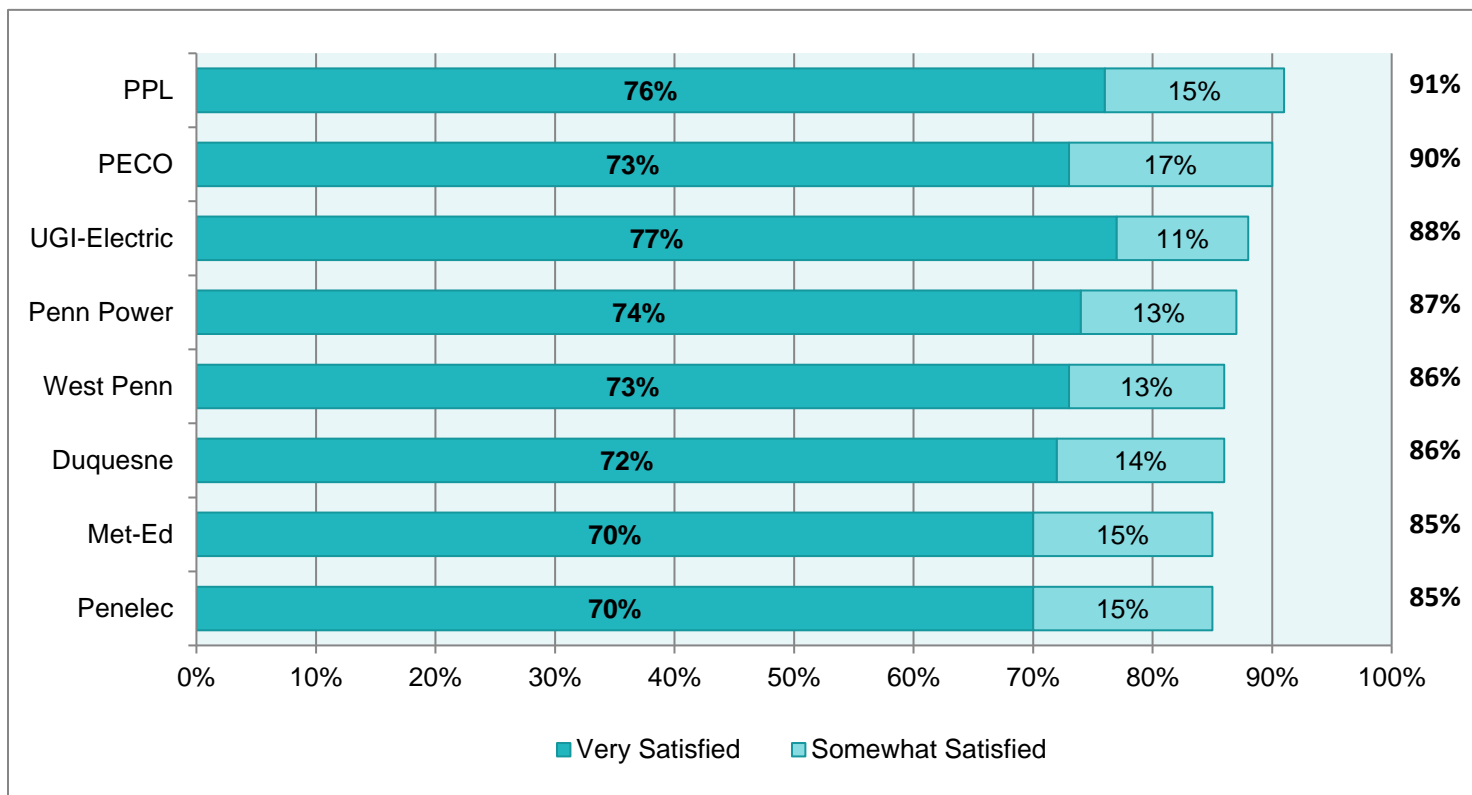
Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company's automated telephone system; the wait time to speak to a company representative; 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 2019 survey findings regarding overall satisfaction with EDC and NGDC quality of service during customer contacts.

The following chart presents the results of the responses to the question, "Considering all aspects of this recent contact with the company, and using the same 1 to 10 scale, how satisfied were you with the quality of service provided by the company?" In 2019, the EDC industry average shows that 87% of consumers were "satisfied" and 73% were "very satisfied" with the overall quality of service they received from their EDCs. In 2019, the industry average for overall satisfaction with NGDC customer contacts is 92% with 80% being "very satisfied." Additional information is available in the appendices.

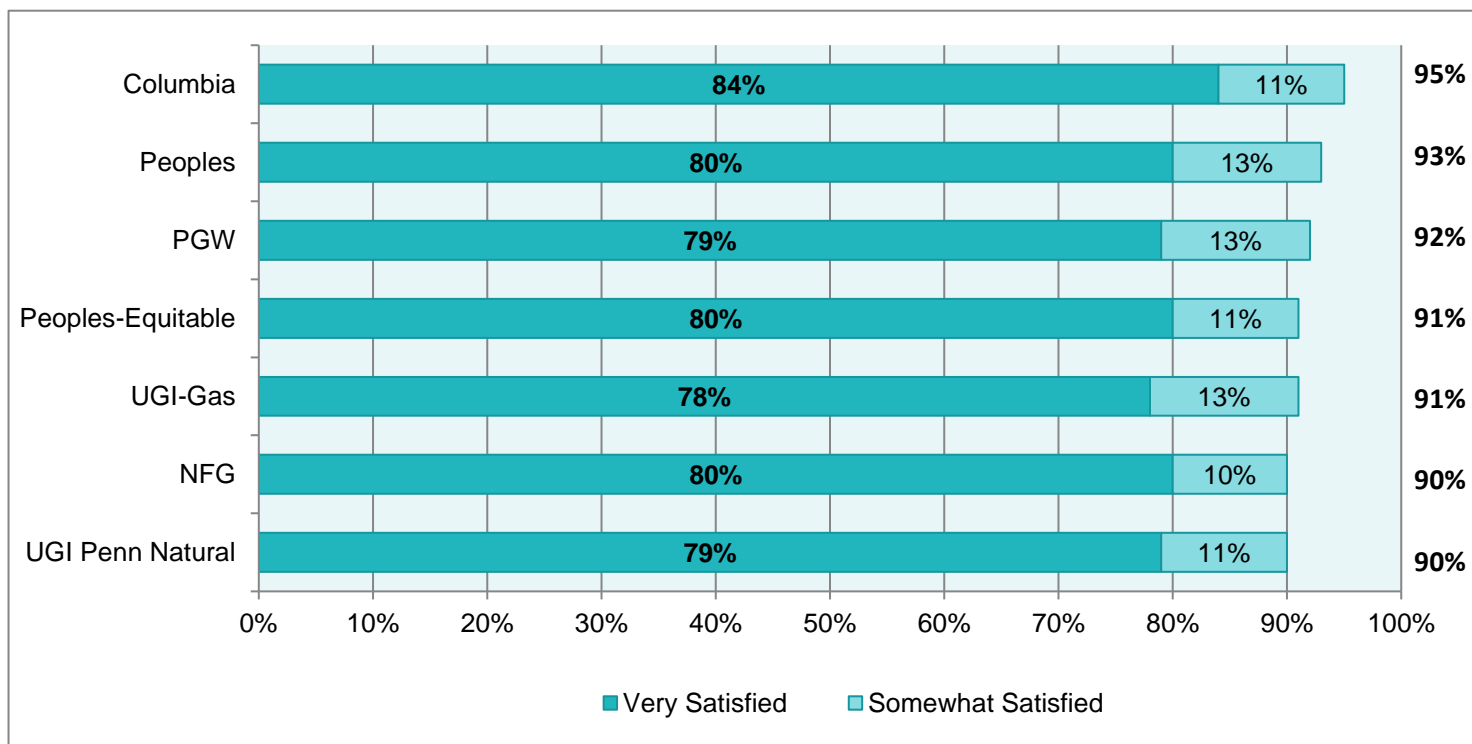
West Penn Power reported a slightly higher percent of satisfaction on 'other' contacts than all other types of contacts. The remaining EDCs rated their satisfaction higher on credit and collection contacts in 2019 than on other types of contacts. The average percentage of customers that were either "very satisfied" or "somewhat satisfied" was 89%. The average percentage of customers who were either "very satisfied" or "somewhat satisfied" with their non-credit and collection contacts with the EDCs is 87%. Appendix A, Table 2, presents the level of satisfaction by these two categories of contacts, as well as the overall satisfaction level for each of the EDCs for 2017-19.

In 2019, three of the seven NGDCs rated their satisfaction higher on credit and collection contacts in 2019 than on other types of contacts. However, the average percentage of customers that were either "very satisfied" or "somewhat satisfied" was the same overall average (92%) as the number of customers who contacted the NGDCs about non-credit and collection issues. Appendix B, Table 2, presents the level of satisfaction by these two categories of contacts, as well as the overall satisfaction level for each of the NGDCs.

## Percent of Customers Satisfied with EDC's Overall Quality of Service During Recent Contact 2019



## Percent of Customers Satisfied with NGDC's overall Quality of Service During Recent Contact 2019



### III. Conclusion

This report fulfills the PUC's responsibility to annually summarize the quality-of-service statistics that the EDCs and NGDCs report to the Commission. The report not only includes comparative customer service performance data submitted by the EDCs and NGDCs, but it also includes important survey response information from customers who rated their recent interaction with a utility. Taken together, this data provides important information on the level of customer service that is provided by EDCs and NGDCs, as well as the quality of that service. This data coupled with other performance metrics helps the Commission monitor the quality of customer services provided by EDCs and NGDCS to ensure that service is provided appropriately.

The data submitted by the EDCs and the NGDCs shows that the various performance measurements included in this report 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, an increased volume of complaints often leads to a company not being able to handle the disputes in a timely manner and failing 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. For the specific performance measurements included in this report, it is apparent that companies are vulnerable to changes in customer service performance when other internal changes occur, including but not limited to, changes in information management systems, such as billing and metering systems, as well as staffing and human resources changes.

The data in the report also shows the relatively steady nature of quality-of-service performance metrics of the EDCs and NGDCs. The survey results summarized and included in this report show customers are generally satisfied with the service they receive from their EDCs and NGDCs. Comparing overall satisfaction among the last three reporting periods, it appears only negligible differences are recorded among the companies, indicating that the level of customer service appears to be maintained by the EDCs and NGDCs at a relatively consistent level. Nevertheless, the company-reported performance data also indicates there is room for improvement on the part of these utilities. As the Commission moves forward, BCS will be using the data in this report coupled with information from informal case investigations and other relevant reports to prioritize its compliance assistance initiatives and activities with Pennsylvania's major electric and natural gas companies.

# Appendix A

**EDC Survey Results 2017-19**  
**Table 1A**

| Company        | Satisfaction with Ease of Reaching the Company* |            |            | Satisfaction with Using EDC's Automated Phone System* |            |            |
|----------------|---|------------|------------|---|------------|------------|
|                | 2017  | 2018       | 2019       | 2017  | 2018       | 2019       |
| Duquesne       | 84%   | 81%        | 85%        | 75%   | 78%        | 78%        |
| Met-Ed         | 79%   | 80%        | 83%        | 70%   | 74%        | 72%        |
| PECO           | 85%   | 84%        | 85%        | 78%   | 79%        | 83%        |
| Penelec        | 90%   | 79%        | 79%        | 71%   | 70%        | 70%        |
| Penn Power     | 83%   | 84%        | 84%        | 72%   | 77%        | 75%        |
| PPL            | 89%   | 85%        | 88%        | 79%   | 79%        | 79%        |
| UGI-Electric   | 85%   | 88%        | 87%        | 79%   | 86%        | 80%        |
| West Penn      | 82%   | 80%        | 83%        | 71%   | 72%        | 72%        |
| <b>Average</b> | <b>85%</b>                                      | <b>83%</b> | <b>84%</b> | <b>74%</b>  | <b>77%</b> | <b>76%</b> |

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

**Table 1B**

| Company        | Satisfaction with EDC Representative's Handling of Contact* |            |            | Overall Satisfaction with Quality of Contact with EDC* |            |            |
|----------------|---|------------|------------|--|------------|------------|
|                | 2017  | 2018       | 2019       | 2017   | 2018       | 2019       |
| Duquesne       | 88%   | 90%        | 89%        | 84%  | 86%        | 86%        |
| Met-Ed         | 84%   | 87%        | 89%        | 82%  | 82%        | 85%        |
| PECO           | 89%   | 89%        | 89%        | 86%  | 87%        | 90%        |
| Penelec        | 87%   | 88%        | 90%        | 84%  | 85%        | 85%        |
| Penn Power     | 86%   | 89%        | 90%        | 84%  | 87%        | 87%        |
| PPL            | 90%   | 91%        | 90%        | 89%  | 89%        | 91%        |
| UGI-Electric   | 92%   | 91%        | 90%        | 89%  | 90%        | 88%        |
| West Penn      | 86%   | 88%        | 86%        | 82%  | 86%        | 86%        |
| <b>Average</b> | <b>88%</b>  | <b>89%</b> | <b>89%</b> | <b>85%</b>   | <b>87%</b> | <b>87%</b> |

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



**Table 2**  
**Overall Satisfaction with EDC Contact: Credit/Collection v. Other Calls\* 2017-19**

| Company        | Credit/Collection |            |            | Other      |            |            | Overall    |            |            |
|----------------|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|
|                | 2017              | 2018       | 2019       | 2017       | 2018       | 2019       | 2017       | 2018       | 2019       |
| Duquesne       | 92%               | 87%        | 90%        | 80%        | 86%        | 85%        | 84%        | 86%        | 86%        |
| Met-Ed         | 81%               | 85%        | 88%        | 82%        | 81%        | 84%        | 82%        | 82%        | 85%        |
| PECO           | 84%               | 86%        | 92%        | 87%        | 86%        | 89%        | 86%        | 87%        | 90%        |
| Penelec        | 88%               | 89%        | 83%        | 83%        | 84%        | 86%        | 84%        | 85%        | 85%        |
| Penn Power     | 85%               | 88%        | 89%        | 84%        | 86%        | 87%        | 84%        | 87%        | 87%        |
| PPL            | 88%               | 89%        | 92%        | 90%        | 90%        | 89%        | 89%        | 89%        | 91%        |
| UGI-Electric   | 92%               | 90%        | 91%        | 82%        | 90%        | 87%        | 89%        | 90%        | 88%        |
| West Penn      | 84%               | 88%        | 86%        | 81%        | 84%        | 87%        | 82%        | 86%        | 86%        |
| <b>Average</b> | <b>87%</b>        | <b>88%</b> | <b>89%</b> | <b>84%</b> | <b>86%</b> | <b>87%</b> | <b>85%</b> | <b>87%</b> | <b>87%</b> |

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

**Table 3**  
**Contacting an EDC 2017-19**

| 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** |            |            |
|----------------|---|------------|------------|---|------------|------------|--|------------|------------|
|                | 2017  | 2018       | 2019       | 2017  | 2018       | 2019       | 2017   | 2018       | 2019       |
| Duquesne       | 78%   | 79%        | 78%        | 75%   | 75%        | 74%        | 83%  | 76%        | 79%        |
| Met-Ed         | 73%   | 75%        | 74%        | 70%   | 74%        | 71%        | 75%  | 74%        | 76%        |
| PECO           | 80%   | 83%        | 81%        | 77%   | 78%        | 81%        | 80%  | 82%        | 82%        |
| Penelec        | 71%   | 70%        | 68%        | 70%   | 70%        | 70%        | 74%  | 74%        | 71%        |
| Penn Power     | 74%   | 73%        | 74%        | 72%   | 76%        | 73%        | 76%  | 76%        | 78%        |
| PPL            | 81%   | 81%        | 79%        | 80%   | 79%        | 76%        | 84%  | 83%        | 85%        |
| UGI-Electric   | 79%   | 82%        | 81%        | 79%   | 84%        | 80%        | 83%  | 82%        | 83%        |
| West Penn      | 68%   | 72%        | 74%        | 69%   | 71%        | 73%        | 76%  | 72%        | 75%        |
| <b>Average</b> | <b>76%</b>                                      | <b>77%</b> | <b>76%</b> | <b>74%</b>  | <b>76%</b> | <b>75%</b> | <b>79%</b>   | <b>77%</b> | <b>79%</b> |

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

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

**Table 4**  
**Consumer Ratings of EDC Representatives 2017-19**

| Company        | Call Center Representative's Courtesy* |            |            | Call Center Representative's Knowledge* |            |            |
|----------------|--|------------|------------|---|------------|------------|
|                | 2017                                   | 2018       | 2019       | 2017                                    | 2018       | 2019       |
| Duquesne       | 93%                                    | 93%        | 94%        | 89%                                     | 90%        | 90%        |
| Met-Ed         | 90%                                    | 93%        | 93%        | 87%                                     | 89%        | 90%        |
| PECO           | 93%                                    | 92%        | 93%        | 89%                                     | 92%        | 90%        |
| Penelec        | 94%                                    | 93%        | 94%        | 89%                                     | 89%        | 91%        |
| Penn Power     | 92%                                    | 94%        | 92%        | 87%                                     | 91%        | 90%        |
| PPL            | 96%                                    | 94%        | 96%        | 91%                                     | 90%        | 91%        |
| UGI-Electric   | 95%                                    | 94%        | 94%        | 92%                                     | 91%        | 91%        |
| West Penn      | 94%                                    | 93%        | 92%        | 89%                                     | 88%        | 89%        |
| <b>Average</b> | <b>93%</b>                             | <b>93%</b> | <b>94%</b> | <b>89%</b>                              | <b>90%</b> | <b>90%</b> |

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

**Table 5A**  
**Premises Visit from an EDC Field Representative 2017-19**

| Company        | Overall Satisfaction with the Way Premises Visit Handled* |            |            | Satisfaction that Work Completed Promptly* |            |            | Field Rep's Courtesy** |            |            |
|----------------|---|------------|------------|--|------------|------------|------------------------|------------|------------|
|                | 2017  | 2018       | 2019       | 2017                                       | 2018       | 2019       | 2017                   | 2018       | 2019       |
| Duquesne       | 79%   | 82%        | 90%        | 72%  | 80%        | 72%        | 88%                    | 96%        | 100%       |
| Met-Ed         | 80%   | 57%        | 83%        | 75%  | 60%        | 75%        | 96%                    | 80%        | 100%       |
| PECO           | 90%   | 85%        | 84%        | 82%  | 79%        | 76%        | 100%                   | 97%        | 96%        |
| Penelec        | 86%   | 87%        | 81%        | 87%  | 87%        | 84%        | 100%                   | 93%        | 85%        |
| Penn Power     | 88%   | 76%        | 89%        | 85%  | 81%        | 86%        | 97%                    | 87%        | 100%       |
| PPL            | 96%   | 81%        | 87%        | 80%  | 75%        | 82%        | 100%                   | 100%       | 90%        |
| UGI-Electric   | 68%   | 78%        | 77%        | 74%  | 88%        | 74%        | 86%                    | 94%        | 69%        |
| West Penn      | 85%   | 75%        | 68%        | 75%  | 78%        | 77%        | 94%                    | 100%       | 57%        |
| <b>Average</b> | <b>84%</b>  | <b>78%</b> | <b>82%</b> | <b>79%</b>                                 | <b>79%</b> | <b>78%</b> | <b>95%</b>             | <b>93%</b> | <b>87%</b> |

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

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

**Table 5B**  
**Premises Visit from an EDC Field Representative 2017-19**

| Company        | Field Rep's Knowledge* |            |            | Field Rep's Respect for Property* |            |            | Satisfaction that Work Completed in a Timely Manner** |            |            |
|----------------|------------------------|------------|------------|-----------------------------------|------------|------------|---|------------|------------|
|                | 2017                   | 2018       | 2019       | 2017                              | 2018       | 2019       | 2017  | 2018       | 2019       |
| Duquesne       | 76%                    | 93%        | 100%       | 87%                               | 89%        | 86%        | 81%   | 92%        | 70%        |
| Met-Ed         | 92%                    | 67%        | 94%        | 78%                               | 68%        | 86%        | 90%   | 69%        | 80%        |
| PECO           | 100%                   | 95%        | 80%        | 84%                               | 81%        | 92%        | 84%   | 91%        | 83%        |
| Penelec        | 90%                    | 93%        | 93%        | 91%                               | 87%        | 76%        | 92%   | 81%        | 89%        |
| Penn Power     | 93%                    | 88%        | 95%        | 86%                               | 80%        | 89%        | 86%   | 79%        | 89%        |
| PPL            | 100%                   | 100%       | 91%        | 94%                               | 81%        | 82%        | 86%   | 87%        | 83%        |
| UGI-Electric   | 85%                    | 88%        | 69%        | 74%                               | 86%        | 71%        | 73%   | 79%        | 91%        |
| West Penn      | 94%                    | 94%        | 71%        | 85%                               | 78%        | 75%        | 84%   | 80%        | 86%        |
| <b>Average</b> | <b>91%</b>             | <b>90%</b> | <b>87%</b> | <b>85%</b>                        | <b>81%</b> | <b>82%</b> | <b>85%</b>  | <b>82%</b> | <b>84%</b> |

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

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

**Table 6**  
**Characteristics of 2019 EDC Survey Participants**

| Company        | Consumers Surveyed | % Residential Consumers | % Commercial Consumers | % Who Used EDC's Automated Phone System | % Who Spoke with a Company Representative | % Who Needed a Premises Visit |
|----------------|--------------------|-------------------------|------------------------|---|---|-------------------------------|
| Duquesne       | 700                | 100%                    | 0%                     | 71%                                     | 90%                                       | 5%                            |
| Met-Ed         | 701                | 97%                     | 3%                     | 67%                                     | 95%                                       | 5%                            |
| PECO           | 700                | 96%                     | 4%                     | 71%                                     | 82%                                       | 7%                            |
| Penelec        | 700                | 98%                     | 2%                     | 69%                                     | 94%                                       | 6%                            |
| Penn Power     | 700                | 96%                     | 4%                     | 66%                                     | 95%                                       | 6%                            |
| PPL            | 700                | 98%                     | 2%                     | 62%                                     | 74%                                       | 10%                           |
| UGI-Electric   | 701                | 96%                     | 4%                     | 65%                                     | 96%                                       | 8%                            |
| West Penn      | 701                | 97%                     | 3%                     | 68%                                     | 93%                                       | 5%                            |
| <b>Average</b> | <b>700</b>         | <b>97%</b>              | <b>3%</b>              | <b>67%</b>                              | <b>90%</b>                                | <b>7%</b>                     |

**Table 7**  
**Average Number of EDC Residential Customers 2019**

| Company      | Average Number of Residential Customers |
|--------------|---|
| Duquesne     | 538,534                                 |
| Met-Ed       | 504,685                                 |
| PECO         | 1,505,328                               |
| Penelec      | 500,877                                 |
| Penn Power   | 146,018                                 |
| PPL          | 1,233,837                               |
| UGI-Electric | 55,131                                  |
| West Penn    | 627,499                                 |

# Appendix B

NGDC Survey Results 2017-19  
Table 1A

| Company           | Satisfaction with Ease of Reaching the Company* |            |            | Satisfaction with Using NGDC's Automated Phone System* |            |            |
|-------------------|---|------------|------------|--|------------|------------|
|                   | 2017  | 2018       | 2019       | 2017   | 2018       | 2019       |
| Columbia          | 92%   | 90%        | 92%        | 84%  | 87%        | 81%        |
| Peoples           | 91%   | 89%        | 90%        | 84%  | 84%        | 87%        |
| Peoples-Equitable | 91%   | 88%        | 89%        | 85%  | 84%        | 82%        |
| NFG               | 93%   | 93%        | 92%        | NA   | NA         | NA         |
| PGW               | 86%   | 88%        | 89%        | 83%  | 85%        | 82%        |
| UGI-Gas           | 90%   | 89%        | 91%        | 84%  | 82%        | 86%        |
| UGI Penn Natural  | 90%   | 88%        | 89%        | 84%  | 82%        | 82%        |
| <b>Average</b>    | <b>90%</b>                                      | <b>89%</b> | <b>90%</b> | <b>84%</b>   | <b>84%</b> | <b>83%</b> |

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

Table 1B

| Company           | Satisfaction with NGDC Representative's Handling of Contact* |            |            | Overall Satisfaction with Quality of Contact with NGDC* |            |            |
|-------------------|--|------------|------------|---|------------|------------|
|                   | 2017   | 2018       | 2019       | 2017  | 2018       | 2019       |
| Columbia          | 94%  | 92%        | 95%        | 94%   | 92%        | 95%        |
| Peoples           | 95%  | 93%        | 96%        | 91%   | 92%        | 93%        |
| Peoples-Equitable | 95%  | 95%        | 94%        | 94%   | 93%        | 91%        |
| NFG               | 93%  | 94%        | 92%        | 93%   | 93%        | 90%        |
| PGW               | 92%  | 91%        | 90%        | 89%   | 89%        | 92%        |
| UGI-Gas           | 93%  | 91%        | 92%        | 91%   | 90%        | 91%        |
| UGI Penn Natural  | 94%  | 90%        | 93%        | 91%   | 89%        | 90%        |
| <b>Average</b>    | <b>94%</b>   | <b>92%</b> | <b>93%</b> | <b>92%</b>  | <b>91%</b> | <b>92%</b> |

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

**Table 2**  
**Overall Satisfaction with Contact: NGDC Credit/Collection v. Other Calls\* 2017-19**

| Company           | Credit/Collection |            |            | Other      |            |            | Overall    |            |            |
|-------------------|-------------------|------------|------------|------------|------------|------------|------------|------------|------------|
|                   | 2017              | 2018       | 2019       | 2017       | 2018       | 2019       | 2017       | 2018       | 2019       |
| Columbia          | 95%               | 94%        | 92%        | 93%        | 91%        | 95%        | 94%        | 92%        | 95%        |
| Peoples           | 92%               | 89%        | 94%        | 91%        | 93%        | 93%        | 91%        | 92%        | 93%        |
| Peoples-Equitable | 92%               | 95%        | 89%        | 95%        | 93%        | 90%        | 94%        | 93%        | 91%        |
| NFG               | 91%               | 93%        | 91%        | 93%        | 94%        | 90%        | 93%        | 93%        | 90%        |
| PGW               | 90%               | 94%        | 94%        | 89%        | 88%        | 90%        | 89%        | 89%        | 92%        |
| UGI-Gas           | 91%               | 89%        | 91%        | 90%        | 89%        | 91%        | 91%        | 90%        | 91%        |
| UGI Penn Natural  | 91%               | 86%        | 90%        | 92%        | 90%        | 90%        | 91%        | 89%        | 90%        |
| <b>Average</b>    | <b>92%</b>        | <b>91%</b> | <b>92%</b> | <b>92%</b> | <b>91%</b> | <b>91%</b> | <b>92%</b> | <b>91%</b> | <b>92%</b> |

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

**Table 3**  
**Contacting an NGDC 2017-19**

| 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** |            |            |
|-------------------|--|------------|------------|---|------------|------------|---|------------|------------|
|                   | 2017   | 2018       | 2019       | 2017  | 2018       | 2019       | 2017  | 2018       | 2019       |
| Columbia          | 83%  | 85%        | 81%        | 85%   | 84%        | 80%        | 86%   | 87%        | 86%        |
| Peoples           | 80%  | 81%        | 84%        | 79%   | 80%        | 85%        | 86%   | 85%        | 88%        |
| Peoples-Equitable | 84%  | 81%        | 78%        | 83%   | 83%        | 80%        | 87%   | 86%        | 82%        |
| NFG               | NA   | NA         | NA         | NA  | NA         | NA         | 94%   | 91%        | 90%        |
| PGW               | 83%  | 84%        | 80%        | 82%   | 86%        | 82%        | 84%   | 83%        | 86%        |
| UGI-Gas           | 84%  | 83%        | 83%        | 83%   | 83%        | 83%        | 88%   | 87%        | 89%        |
| UGI Penn Natural  | 82%  | 83%        | 82%        | 82%   | 81%        | 82%        | 87%   | 83%        | 86%        |
| <b>Average</b>    | <b>83%</b>                                       | <b>83%</b> | <b>81%</b> | <b>82%</b>  | <b>83%</b> | <b>82%</b> | <b>87%</b>  | <b>86%</b> | <b>87%</b> |

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

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

**Table 4**  
**Consumer Ratings of NGDC Representatives 2017-19**

| Company           | Call Center Representative's Courtesy* |            |            | Call Center Representative's Knowledge* |            |            |
|-------------------|--|------------|------------|---|------------|------------|
|                   | 2017                                   | 2018       | 2019       | 2017                                    | 2018       | 2019       |
| Columbia          | 96%                                    | 96%        | 97%        | 95%                                     | 94%        | 97%        |
| Peoples           | 97%                                    | 96%        | 96%        | 97%                                     | 94%        | 96%        |
| Peoples-Equitable | 97%                                    | 97%        | 94%        | 96%                                     | 95%        | 94%        |
| NFG               | 95%                                    | 96%        | 96%        | 94%                                     | 95%        | 93%        |
| PGW               | 93%                                    | 93%        | 94%        | 92%                                     | 92%        | 93%        |
| UGI-Gas           | 96%                                    | 95%        | 94%        | 94%                                     | 93%        | 92%        |
| UGI Penn Natural  | 96%                                    | 94%        | 95%        | 95%                                     | 92%        | 94%        |
| <b>Average</b>    | <b>96%</b>                             | <b>95%</b> | <b>95%</b> | <b>95%</b>                              | <b>94%</b> | <b>94%</b> |

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

**Table 5A**  
**Premises Visit from an NGDC Field Representative 2017-19**

| Company           | Overall Satisfaction with the Way Premises Visit Handled* |            |            | Satisfaction that Work Completed Promptly* |            |            | Field Rep's Courtesy** |            |            |
|-------------------|---|------------|------------|--|------------|------------|------------------------|------------|------------|
|                   | 2017  | 2018       | 2019       | 2017                                       | 2018       | 2019       | 2017                   | 2018       | 2019       |
| Columbia          | 92%   | 86%        | 93%        | 86%  | 89%        | 89%        | 98%                    | 97%        | 99%        |
| Peoples           | 86%   | 89%        | 90%        | 88%  | 90%        | 91%        | 98%                    | 100%       | 97%        |
| Peoples-Equitable | 89%   | 86%        | 84%        | 90%  | 89%        | 84%        | 99%                    | 96%        | 96%        |
| NFG               | 94%   | 88%        | 85%        | 85%  | 87%        | 87%        | 98%                    | 97%        | 95%        |
| PGW               | 97%   | 90%        | 91%        | 88%  | 90%        | 87%        | 97%                    | 100%       | 95%        |
| UGI-Gas           | 91%   | 88%        | 89%        | 91%  | 79%        | 86%        | 97%                    | 95%        | 97%        |
| UGI Penn Natural  | 96%   | 87%        | 85%        | 84%  | 87%        | 83%        | 98%                    | 94%        | 97%        |
| <b>Average</b>    | <b>92%</b>  | <b>88%</b> | <b>88%</b> | <b>87%</b>                                 | <b>87%</b> | <b>87%</b> | <b>98%</b>             | <b>97%</b> | <b>97%</b> |

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

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

**Table 5B**  
**Premises Visit from an NGDC Field Representative 2017-19**

| Company           | Field Rep's Knowledge* |            |            | Field Rep's Respect for Property* |            |            | Satisfaction that Work Completed in a Timely Manner** |            |            |
|-------------------|------------------------|------------|------------|-----------------------------------|------------|------------|---|------------|------------|
|                   | 2017                   | 2018       | 2019       | 2017                              | 2018       | 2019       | 2017  | 2018       | 2019       |
| Columbia          | 96%                    | 95%        | 95%        | 93%                               | 92%        | 93%        | 88%   | 87%        | 93%        |
| Peoples           | 97%                    | 96%        | 98%        | 85%                               | 86%        | 87%        | 91%   | 98%        | 92%        |
| Peoples-Equitable | 100%                   | 96%        | 92%        | 89%                               | 84%        | 86%        | 92%   | 91%        | 86%        |
| NFG               | 98%                    | 96%        | 91%        | 96%                               | 88%        | 86%        | 94%   | 90%        | 86%        |
| PGW               | 97%                    | 96%        | 95%        | 95%                               | 93%        | 89%        | 91%   | 91%        | 91%        |
| UGI-Gas           | 92%                    | 88%        | 95%        | 88%                               | 86%        | 91%        | 91%   | 82%        | 89%        |
| UGI Penn Natural  | 99%                    | 94%        | 97%        | 95%                               | 88%        | 91%        | 87%   | 87%        | 93%        |
| <b>Average</b>    | <b>97%</b>             | <b>94%</b> | <b>95%</b> | <b>92%</b>                        | <b>88%</b> | <b>89%</b> | <b>91%</b>  | <b>89%</b> | <b>90%</b> |

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

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

**Table 6**  
**Characteristics of 2019 NGDC Survey Participants**

| Company           | Consumers Surveyed | % Residential Consumers | % Commercial Consumers | % Who Used NGDC's Automated Phone System | % Who Spoke with a Company Representative | % Who Needed a Premises Visit |
|-------------------|--------------------|-------------------------|------------------------|--|---|-------------------------------|
| Columbia          | 700                | 97%                     | 3%                     | 68%                                      | 89%                                       | 13%                           |
| Peoples           | 700                | 98%                     | 2%                     | 64%                                      | 91%                                       | 15%                           |
| Peoples-Equitable | 700                | 98%                     | 2%                     | 70%                                      | 92%                                       | 14%                           |
| NFG               | 700                | 96%                     | 4%                     | NA                                       | 94%                                       | 14%                           |
| PGW               | 700                | 93%                     | 7%                     | 65%                                      | 95%                                       | 12%                           |
| UGI-Gas           | 700                | 98%                     | 2%                     | 65%                                      | 95%                                       | 18%                           |
| UGI Penn Natural  | 700                | 97%                     | 3%                     | 67%                                      | 95%                                       | 15%                           |
| <b>Average</b>    | <b>700</b>         | <b>97%</b>              | <b>3%</b>              | <b>67%</b>                               | <b>93%</b>                                | <b>14%</b>                    |



**Table 7**  
**Average Number of NGDC Residential Customers 2019**

| Company           | Average Number of Residential Customers |
|-------------------|---|
| Columbia          | 400,044                                 |
| NFG               | 196,778                                 |
| Peoples           | 335,583                                 |
| Peoples-Equitable | 247,801                                 |
| PGW               | 480,347                                 |
| UGI-Gas           | 367,175                                 |
| UGI Penn Natural  | 157,025                                 |



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