



2020 CUSTOMER SERVICE PERFORMANCE REPORT

*PENNSYLVANIA ELECTRIC & NATURAL GAS
DISTRIBUTION COMPANIES*

*PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES*



Customer Service Performance Report 2020

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**Bureau of Consumer Services
Alexis Bechtel, Director**

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Executive Summary

The data provided in the following report provides quality-of-service performance measurements of the major Electric Distribution Companies (EDCs) and Natural Gas Distribution Companies (NGDCs) operating in Pennsylvania. The report is required by the Electricity Generation Customer Choice and Competition Act and the Natural Gas Choice and Competition Act to ensure EDCs and NGDCs maintain, at a minimum, the levels of customer service that existed prior to the effective dates of the acts.

The information provided in this report includes performance data submitted to the PUC by the EDCs and NGDCs as well as survey response data that highlights how customers rated their most recent interaction with a utility. The data provided by the companies includes measurements on several customer service variables, including telephone access to the company, billing frequency, meter readings and timely responses to customer disputes. The survey data summarized in the report represents direct customer feedback on the customer service operations of the utility, including the ease of contacting the utility, the knowledge and courtesy of the utility's customer service staff and the customers' overall satisfaction with the way the company handled the contacts.

Without question, 2020 provided unique challenges to the major EDCs and NGDCs and their customers in the wake of the COVID-19 pandemic. While the direct and indirect impacts of the pandemic are still being fully evaluated, the data reflected in this report provides evidence that several utility performance measurements were impacted in 2020 due to the COVID-19 pandemic and the health and safety precautions implemented to contain the spread of the virus. Most notably, impacts in performance were felt by some utilities that implemented restrictions on field service activities, resulting in delays and backlogs associated with meter readings and addressing customer complaints within 30 days. Also impacted were the number of surveys conducted by customers with credit and collection issues, as several utilities experienced marked decreases in customer complaints about these issues. While these impacts were not universally encountered by all major EDCs and NGDCs in Pennsylvania, it does provide evidence that many direct and indirect factors can influence the provision of customer service to utility customers, as well as how these performance measurements are interrelated.

Despite the variabilities impacting certain customer service performance measurements, the data in this report shows the relatively steady nature of quality-of-service performance metrics of the EDCs and NGDCs. Concerning the satisfaction among customers concerning the overall quality of service provided by EDCs and NGDCs, customers did provide higher marks in 2020 compared to 2019. Satisfaction among EDC customers who contacted their EDC rose from 87% in 2019 to 89% in 2020. Similarly, the satisfaction among NGDC customers concerning the overall quality of service they received from their NGDC rose from 92% in 2019 to 93% in 2020. Taken as a whole, the performance measurements provided in this report by the EDCs and NGDC coupled with customer survey data provides a clear snapshot of the level of customer service that is provided to customers of the major EDCs and NGDCs operating in Pennsylvania.

Introduction

This report¹ by the Public Utility Commission (PUC or Commission) presents quality of service data for the major electric distribution companies² (EDCs) and the major natural gas distribution companies³ (NGDCs). Pursuant to the requirements of the Electricity Generation Customer Choice and Competition Act⁴ and the Natural Gas Choice and Competition Act⁵, 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 EDCs⁶ and the NGDCs⁷ 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 customers⁸.

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 Feb. 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 2020 and submitted the results to the Commission in 2021.

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, under the link for Filing & Resources.

¹ This report fulfills the requirements of 52 Pa. Code § 54.156 and 52 Pa. Code § 62.37

² 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)

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

⁴ 66 Pa. C.S. §§ 2801-2812

⁵ 66 Pa. C.S. Chapter 22

⁶ 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.

⁷ 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.

⁸ 52 Pa. Code §§ 54.151 - 54.156 for EDCs and 52 Pa. Code §§ 62.31 - 62.37 for NGDCs

COVID-19 Pandemic

The EDC and NGDC performance data presented in this report cannot be adequately analyzed without first acknowledging the impact of the COVID-19 pandemic in 2020. The unprecedented challenges presented by the global pandemic resulted in operational adjustments by the utilities, which may have influenced the level of customer service performance the utility exhibited in 2020 in comparison to previous years.

To address public health and safety concerns, on Mar. 6, 2020, Governor Tom Wolf issued a Proclamation of Disaster Emergency in response to the COVID-19 pandemic (*Emergency Proclamation*).⁹ On Mar. 13, 2020, PUC Chairman Gladys Brown Dutrieuille issued an *Emergency Order* which prohibited jurisdictional public utilities from terminating service during the pendency of the *Emergency Proclamation* unless termination of service is necessary to ameliorate a safety emergency or unless otherwise determined by the PUC. The *Emergency Order* also encouraged utilities to reconnect previously terminated service if such action could be done safely.¹⁰

On Oct. 13, 2020, the PUC entered an Order modifying the *Emergency Order* of the public utility service termination moratorium (October 13 Order).¹¹ The October 13 Order lifted the termination moratorium for certain customers effective Nov. 9, 2020, but continued the termination moratorium for “protected customers” at or below 300% of the Federal Poverty Income Guidelines (FPIG), under certain conditions, and established protections for certain residential and small business customers. The termination moratorium and protections established by the PUC’s October 13 Order expired on Mar. 31, 2021.

On Mar. 18, 2021, the PUC entered an Order directing regulated utilities to, *inter alia*, offer payment arrangements for a minimum of five years to residential customers with incomes at or below 250% of the FPIG, unless a shorter time frame is requested or agreed to by the customer.¹²

As reflected in the data presented in the following report, impacts to customer service were encountered by some utilities in 2020 due to the direct and indirect effects of the COVID-19 pandemic. Impacts associated with certain quality of service variables are highlighted and explained, where warranted.

⁹ <https://www.governor.pa.gov/wp-content/uploads/2020/03/20200306-COVID19-Digital-Proclamation.pdf>

¹⁰ See Public Utility Service Termination Moratorium Proclamation of Disaster Emergency-COVID-19, Docket No. M-2020-3019244 (Emergency Order ratified on Mar. 26, 2020). <https://www.puc.pa.gov/pcdocs/1658422.pdf>

¹¹ See Public Utility Service Termination Moratorium - Modification of March 13th Emergency Order, Docket No. M-2020-3019244. <https://www.puc.pa.gov/pcdocs/1682379.doc>

¹² See Public Utility Service Termination Moratorium Order, Docket No. M-2020-3019244. <https://www.puc.pa.gov/pcdocs/1697044.doc>

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 2020 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: Met-Ed, Penelec, Penn Power and West Penn Power

With PUC approval on March 8, 2011, West Penn Power subsequently joined Metropolitan Edison (Met-Ed), Pennsylvania Electric (Penelec) and Penn Power as operating subsidiaries of FirstEnergy¹³. 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

On Oct 3, 2019, at Docket No. R-2018-3006818, et al., the Commission approved the merger of Peoples Natural Gas' separate Peoples and Equitable rate districts into a single rate district known as Peoples Natural Gas LLC. Although this change took effect when Peoples Natural Gas LLC's amended tariff became effective on Oct. 29, 2019, the 2019 data was reported based on the separate rate districts. Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

UGI Companies

On Oct. 4, 2019, at Docket No. R-2018-3006814, et al., the Commission approved the merger of the UGI Utilities, Inc. separate rate districts – UGI Central Penn, UGI-Gas and UGI Penn Natural – into one rate district existing as UGI Utilities, Inc. – Gas Division. Although this change took effect when UGI's amended tariff became effective on Oct. 11, 2019, UGI Utilities' 2019 data was reported based on the separate rate districts. UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

¹³ Docket Nos. A-2010-2176520 and A-2010-2176732

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 2018-20 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2018-20 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:

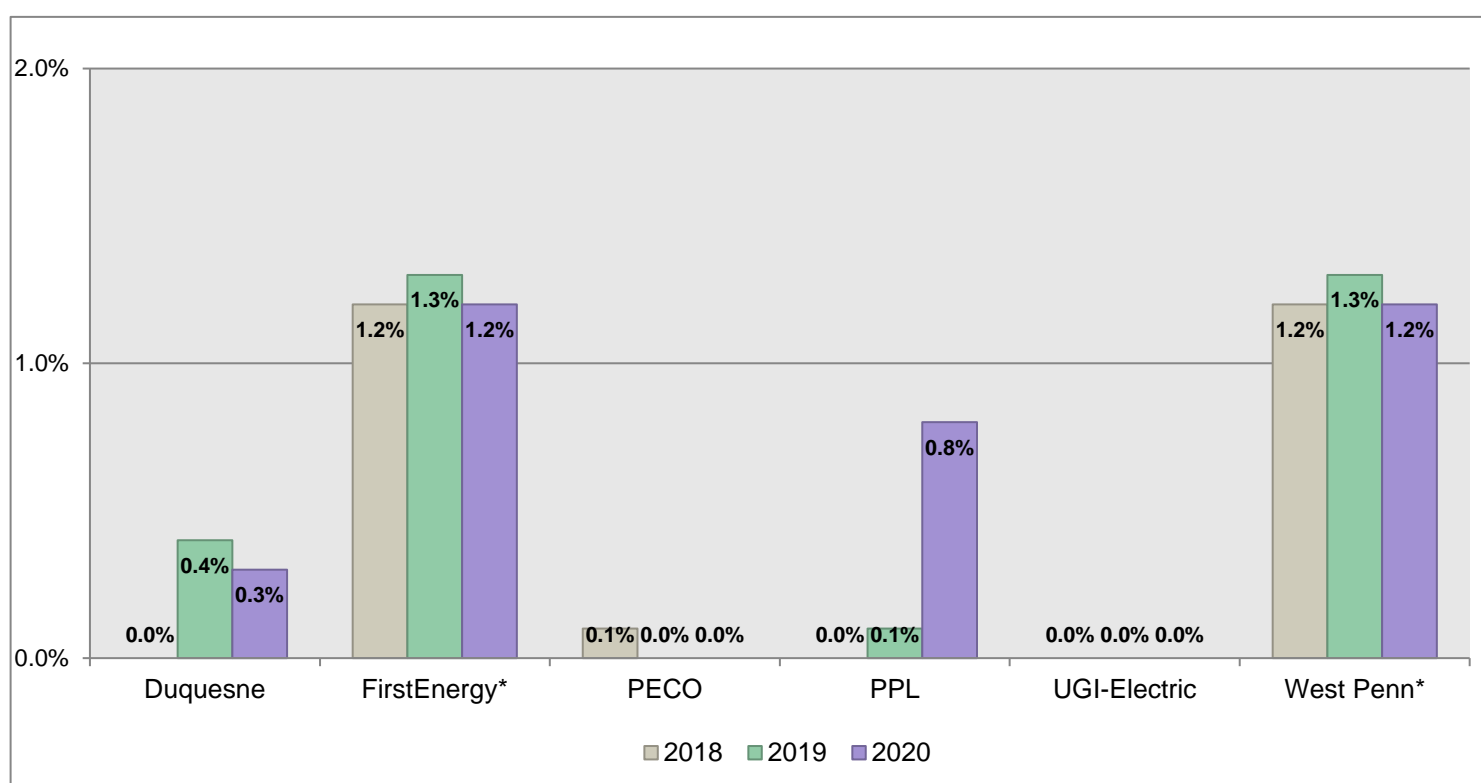
- Busy-Out Rate;
- Call Abandonment Rate; and
- Percent of Calls Answered Within 30 Seconds.

2. 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.¹⁴ Similarly, NGDCs are required to report the average busy-out rate.¹⁵ 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 2018, 2019 and 2020. The second chart presents the combined busy-out rate for each major NGDC during 2018, 2019 and 2020.

EDCs Annual Average Busy-Out Rate 2018-2020



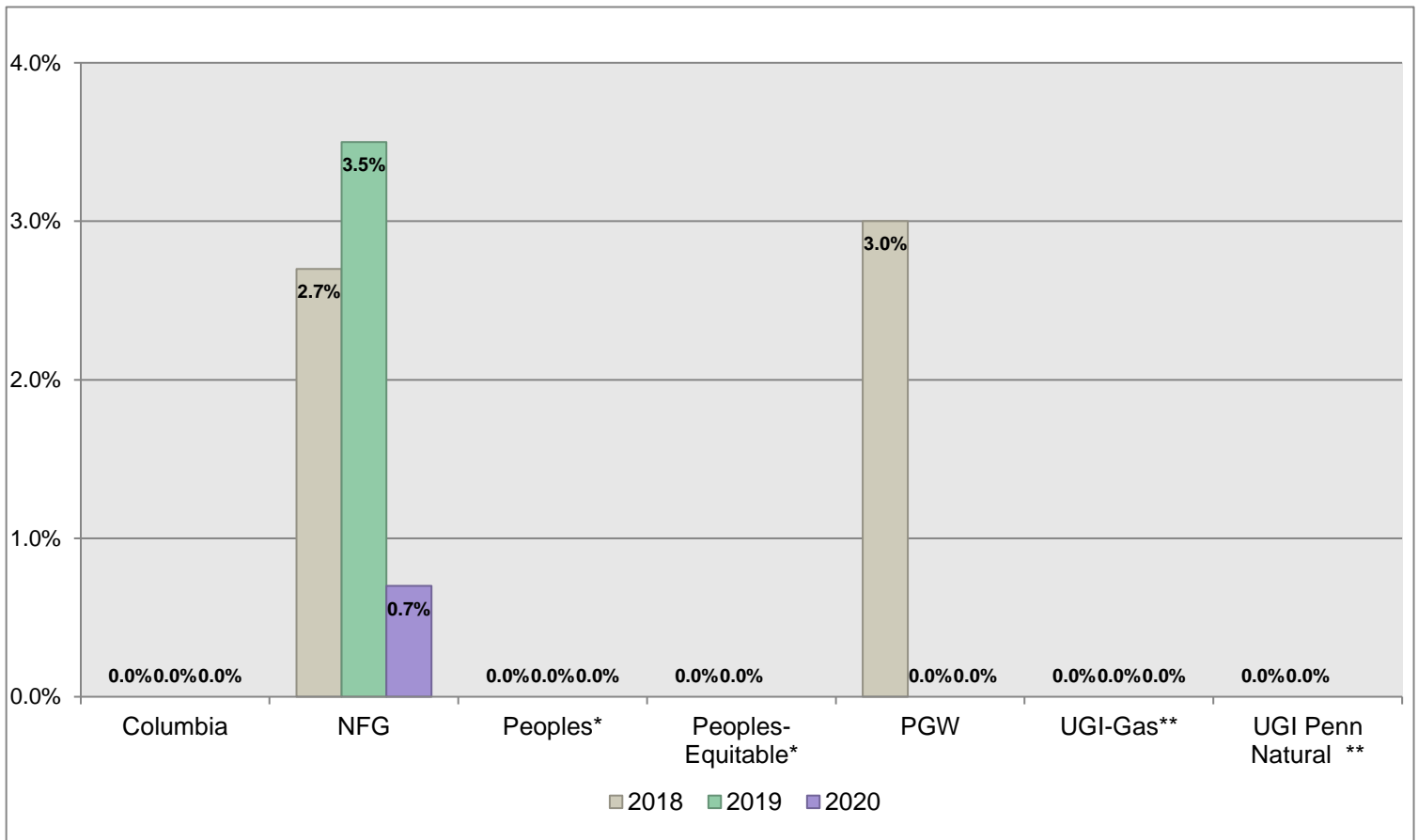
*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

PPL noted the difference in performance from 2019 to 2020 was attributable to the implementation of a new Interactive Voice Response (IVR) system, which was initiated during the last quarter of 2020. During the gradual phasing-in of the new system, which started in September 2020, PPL stated the accuracy of its busy-out data waned since it was only able to obtain and rely upon information from their prior IVR vendor. As a result, the actual month-end results for October, November and December 2020, as well as PPL's 12-month average data were skewed. PPL indicated that the accuracy of the busy-out data will improve as more calls flow through the new system.

¹⁴ 52 Pa. Code § 54.153(b)(1)(ii)

¹⁵ 52 Pa. Code § 62.33(b)(1)(ii)

NGDCs Annual Average Busy-Out Rate 2018-2020



* Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

** Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

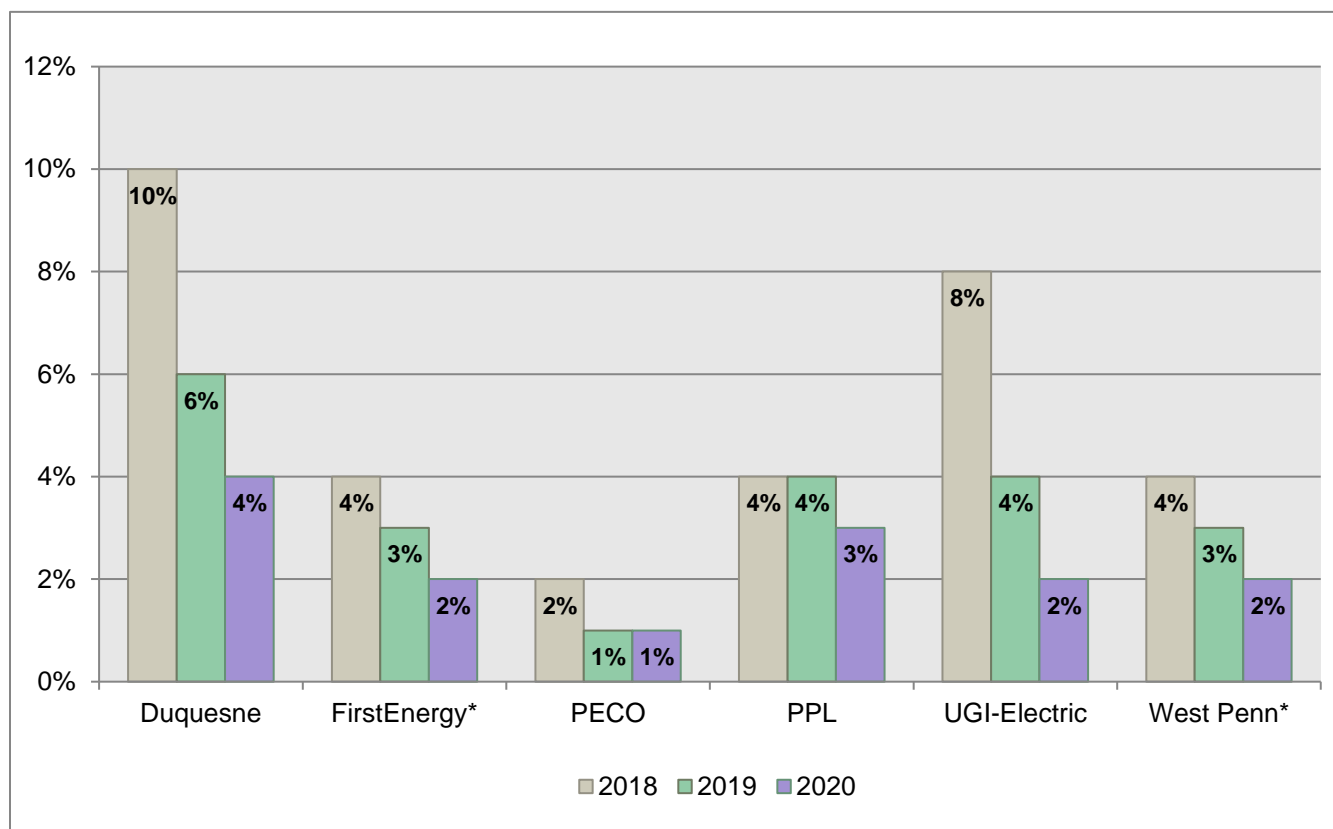
NFG reported the improvement in this measurement in 2020 was primarily attributable to lower call volumes associated with the COVID-19 pandemic as well as lower employee turnover.

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 rate¹⁶ 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.

¹⁶ 52 Pa. Code § 54.152 and § 67.32

EDCs Annual Average Call Abandonment Rate 2018-2020

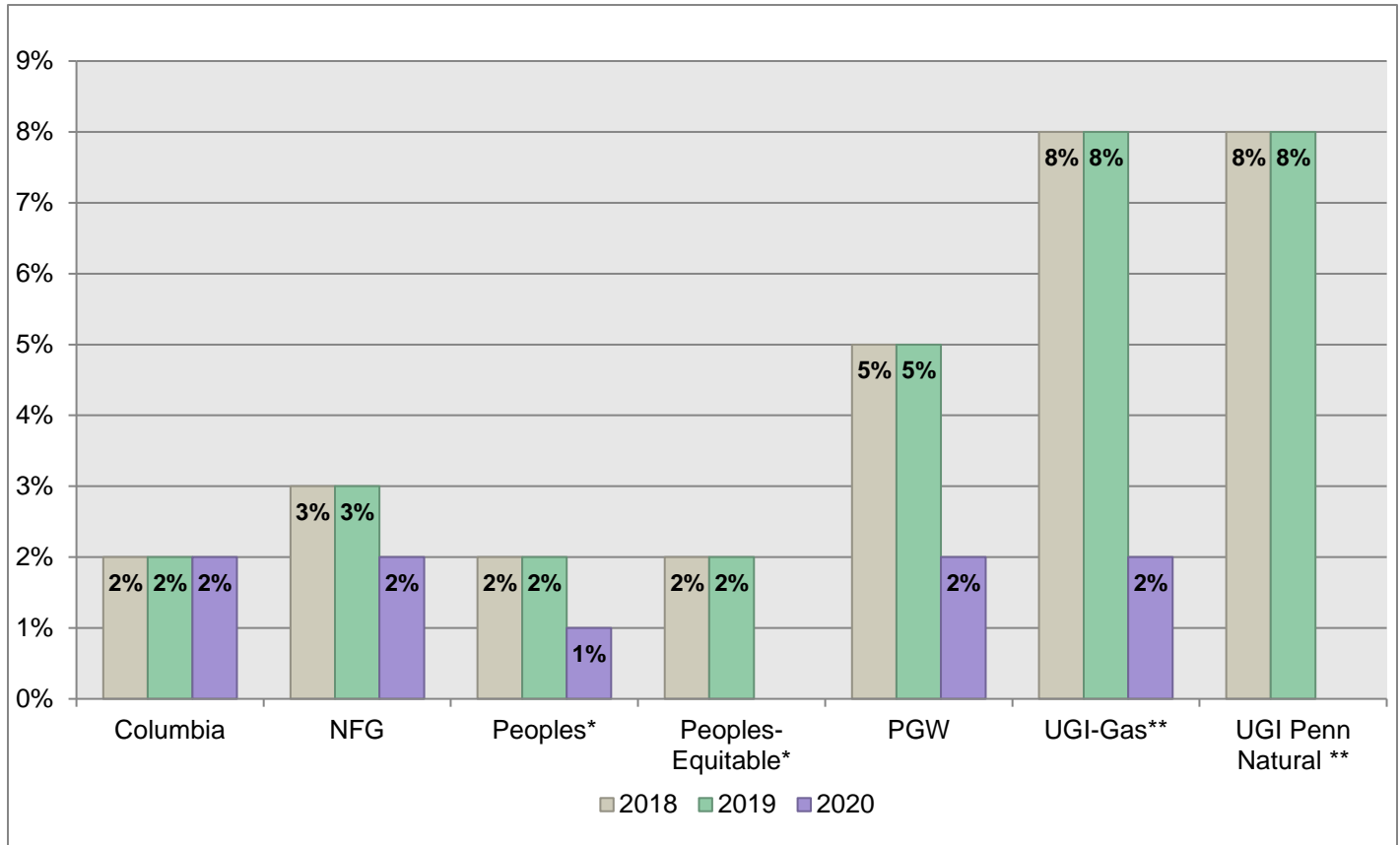


*Although the four FirstEnergy companies use the same call centers, only Met-Ed, Penelec and Penn Power are combined under FirstEnergy; due to the commitments made in the PA Merger Settlement Agreement, West Penn's telephone access data is tracked and reported separately for this report.

Five of the EDCs (Duquesne, FirstEnergy, PPL, UGI-Electric and West Penn) reported an improvement in this measurement. PECO reported the same performance in 2020 as in 2019.

Companies reported the increase in performance in 2020 was a result of lower-than normal call volumes attributed to the COVID-19 pandemic.

NGDCs Annual Average Call Abandonment Rate 2018-2020



* Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

Columbia maintained the same performance in 2020 as 2019 in this measurement. NFG, Peoples, PGW and UGI-Gas reported an improvement in the Call Abandonment Rate in 2020.

As with the EDCs, NGDCs reported improvements in this measurement in 2020 were attributable to lower-than normal call volumes due to the COVID-19 pandemic.

UGI-Gas identified several reasons for the improvement in this measurement in 2020. In addition to the lack of collection activities in 2020 due to COVID-19, UGI-Gas stated it realized efficiencies in this measurement due to enhanced call center agent training, call center improvement initiatives, a hiring strategy aligned to support seasonal changes in call volume and an increased use of IVR capabilities by customers.

3. Percent of Calls Answered Within 30 Seconds

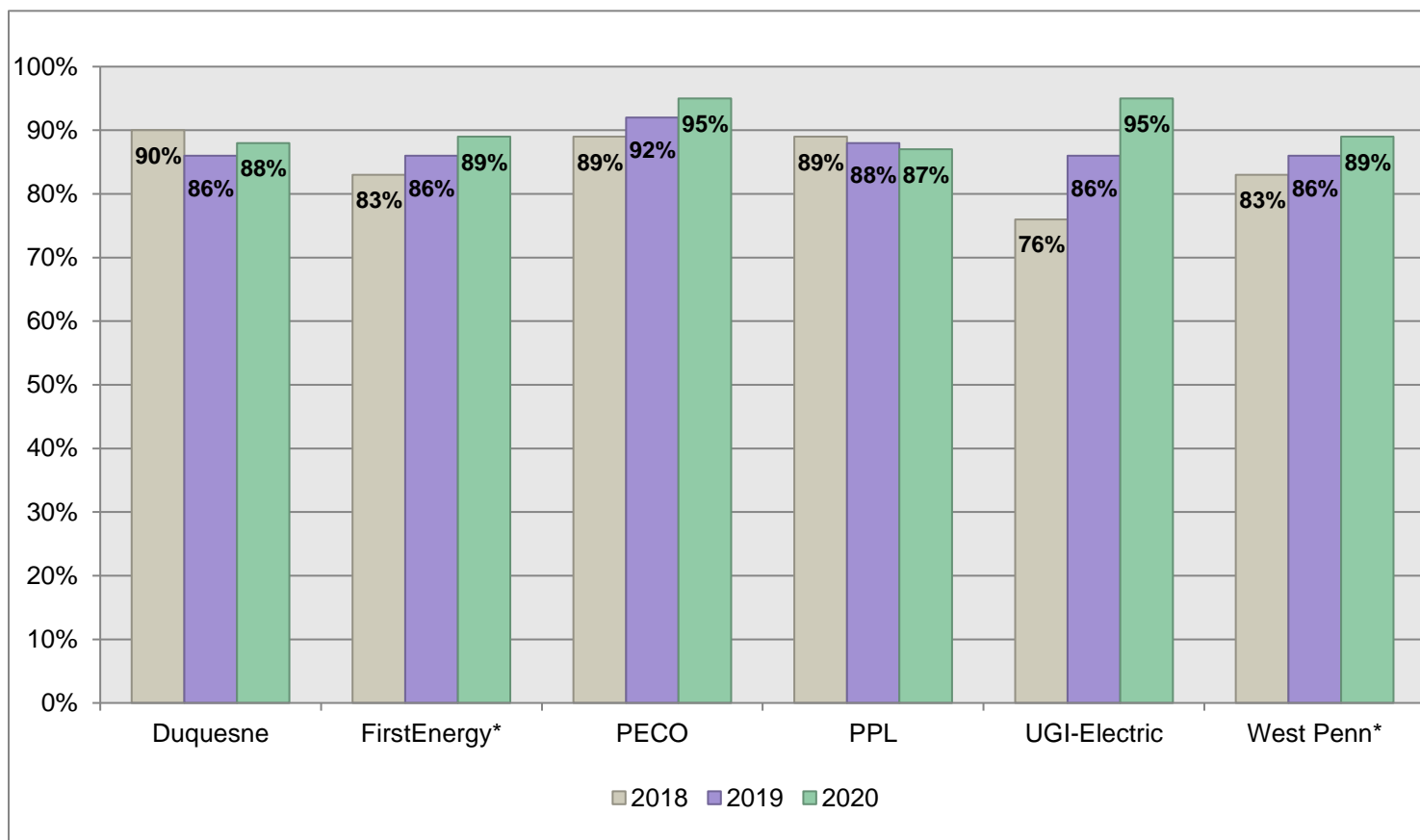
Each EDC and major NGDC is to “take measures necessary and keep sufficient records” to report the percent of calls answered within 30 seconds or less at the company’s call center¹⁷. The section specifies that “answered” means a company representative is ready to render assistance to the caller.

¹⁷ Pursuant to the quality of service reporting requirements at 52 Pa. Code § 54.153(b) and § 62.33(b)

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

The percent of calls answered within 30 seconds varies depending on call volume and the number of employees available to take calls.

EDCs Annual Average Percent of Calls Answered Within 30 Seconds 2018-2020



*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.

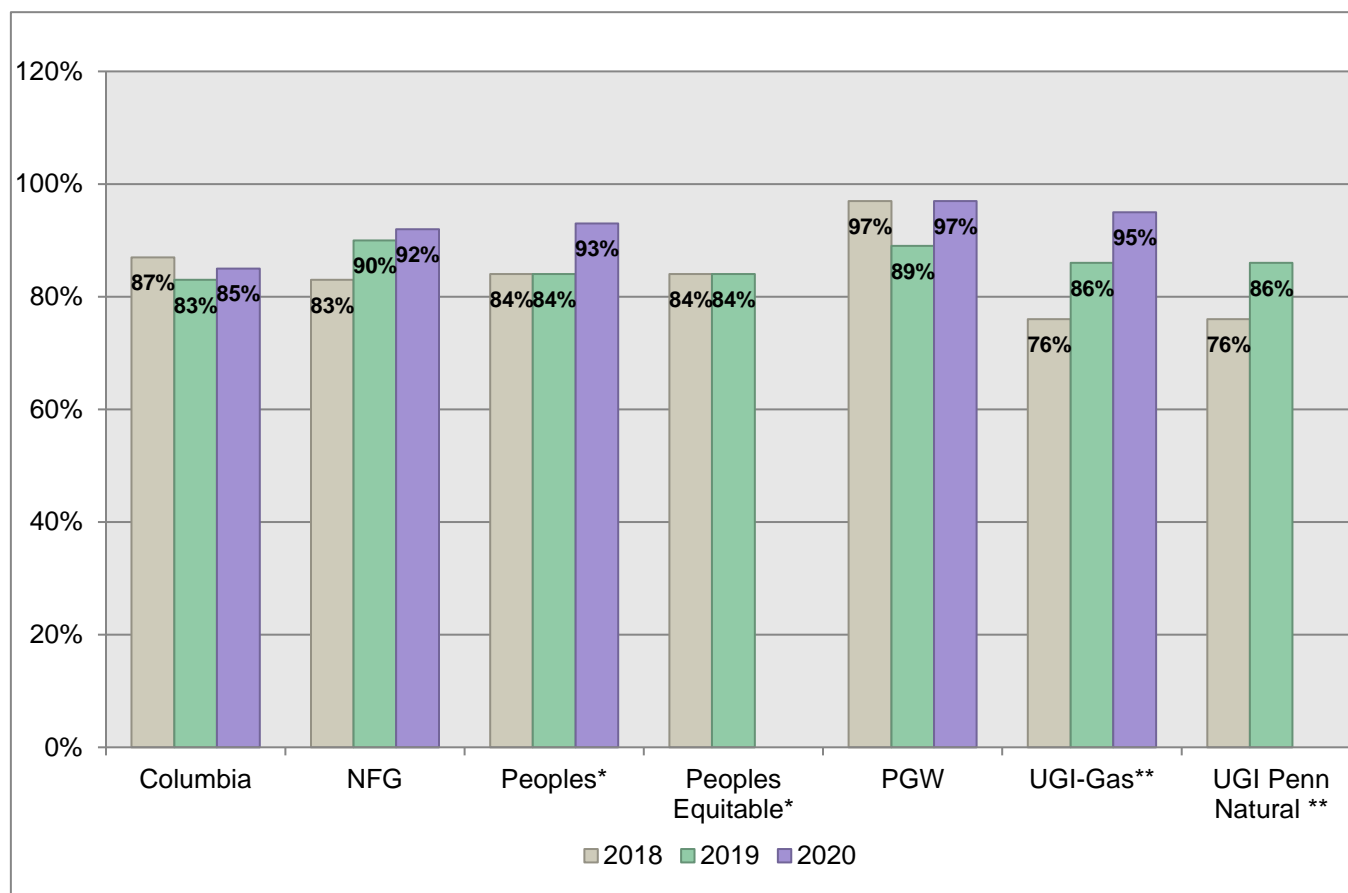
In 2020, the EDCs combined average was 91% in comparison to the combined average of 87% achieved in 2019 and 85% in 2018.

The 2020 data shows Duquesne, First Energy, PECO, UGI-Electric and West Penn reported an improvement in this measurement. As previously explained, PPL implemented a new IVR system beginning in September 2020, which contributed to the company's change in performance from 2019 to 2020 levels.

UGI-Electric also showed marked improvements in this performance category in 2020. As similarly reported for UGI-Gas, the company made several enhancements to its call center operations, which improved operations and produced efficiencies.

Overall, as with the busy-out rate and call abandonment measurements, companies reported the improvement in this measurement was attributed, at least in part, to the impacts realized by the COVID-19 pandemic.

NGDCs Annual Average Percent of Calls Answered Within 30 Seconds 2018-2020



*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

The combined average of the NGDCs for 2020 was 92% of calls answered within 30 seconds in comparison to 86% reported in 2019 and 84% reported in 2018.

UGI-Gas also showed marked improvements in this performance category in 2020. As similarly reported for UGI-Electric, the company made several enhancements to its call center operations, which improved operations and produced efficiencies.

Overall, as with the busy-out rate and call abandonment measurements, companies reported the improvement in this measurement was attributed, at least in part, to the impacts created by the COVID-19 pandemic.

B. Billing

A utility is required to render a bill once every billing period to all residential customers.¹⁸ 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. Numbers and Percentage 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.¹⁹ The following tables present the average number and monthly percent of residential bills that each major EDC and NGDC failed to render once every billing period during 2018, 2019 and 2020.

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

Company	2018		2019		2020	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	3	0.00%	0	0%	1	0.00%
Met-Ed	9	0.00%	7	0.00%	3	0.00%
PECO	172	0.01%	1,737	0.10%	1,270	0.09%
Penelec	11	0.00%	4	0.00%	4	0.00%
Penn Power	1	0.00%	2	0.00%	0	0.00%
PPL	736	0.06%	397	0.03%	39	0.00%
UGI-Electric	32	0.06%	46	0.09%	10	0.05%
West Penn	7	0.00%	5	0.00%	3	0.00%

Six EDCs (Met-Ed, PECO, Penn Power, PPL, UGI-Electric and West Penn) reported improvements in performance in this measurement in 2020. Duquesne reported a slight increase in the number of residential bills not rendered once every billing period and Penelec maintained the same performance in this measurement.

While showing performance improvements in 2020, PECO continues to experience impacts resulting from the January 2019 implementation of upgrades to its Meter Data Management system. PECO attributes its improvement to the maturity of its upgraded system, including several IT enhancements that were implemented.

PPL reported continued improvements in its performance were attributable to comprehensive data reporting and process enhancements it has implemented.

¹⁸ 66 Pa. C.S. § 1509 and 52 Pa. Code § 56.11

¹⁹ 52 Pa. Code § 54.153(b)(2)(i) and § 62.33(b)(2)(i)

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

Company	2018		2019		2020	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
NFG	2	0.00%	3	0.00%	1	0.00%
Peoples-Equitable	0	0%	0	0%	N/A*	N/A*
Peoples	0	0%	0	0%	0	0%
PGW	45	0.01%	13	0.00%	16	0.02%
UGI-Gas	123	0.04%	120	0.03%	86	0.04%
UGI Penn Natural	84	0.06%	79	0.05%	N/A**	N/A**

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

In 2020, four NGDCs (Columbia, NFG, Peoples and UGI-Gas) either maintained or improved performance in comparison to 2019 results. PGW reported a slight increase in the number of residential bills not rendered once every billing period.

2. Numbers and Percentage 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.²⁰ 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.²¹ 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).²² 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.

²⁰ 66 Pa. C.S. § 1509

²¹ 52 Pa. Code § 54.152

²² 52 Pa. Code § 62.32

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

Company	2018		2019		2020	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	2	0.00%	0	0%	0	0%
Met-Ed	6	0.00%	11	0.02%	6	0.01%
PECO	237	0.13%	1,180	0.70%	565	0.32%
Penelec	9	0.01%	11	0.01%	6	0.01%
Penn Power	3	0.02%	3	0.01%	3	0.01%
PPL	338	0.18%	145	0.08%	21	0.01%
UGI-Electric	6	0.07%	51	1.00%	22	0.45%
West Penn	4	0.00%	5	0.01%	6	0.01%

As previously reported, PECO continues to show improvements in this measurement, which was initially impacted from the implementation of upgrades to its Meter Data Management system in January 2019, including an increase in billing exceptions. PECO reported improvement in 2020 due to ongoing recovery to repair these issues.

PPL reported improvements in this metric were attributable to data reporting and process enhancements.

Annual Average Number and Percentage of NGDC Bills to Small-Business Customers Not Rendered Once Every Billing Period

Company	2018		2019		2020	
	Number	Percent	Number	Percent	Number	Percent
Columbia	0	0%	0	0%	0	0%
NFG	0	0%	1	0.01%	0	0.00%
Peoples-Equitale	0	0%	0	0%	N/A**	N/A**
Peoples	0	0%	0	0%	0	0%
PGW	1	0.00%	1	0.01%	2	0.02%
UGI-Gas	27	0.07%	88	0.21%	51	0.18%
UGI Penn Natural	12	0.08%	43	0.30%	N/A***	N/A***

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitale.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

In 2020, three NGDCs (Columbia, NFG and Peoples) either maintained or improved performance in comparison to 2019 results. PGW reported a slight increase in the average annual number and percentage of bills not rendered once every billing period to small business customers.

UGI-Gas continues to improve its performance and overcome deficiencies resulting from programming changes that were implemented as a result of the company's November 2019 gas tariff consolidation. The programming changes in question 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.²³ 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).²⁴

1. Numbers and Percentage 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.²⁵ 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.²⁶

²³ Final Rulemaking Orders establishing Reporting Requirements for Quality of Service Benchmarks and Standards (L-00000147 and L-970131).

²⁴ 52 Pa. Code § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).

²⁵ 52 Pa. Code § 56.12(4)(ii).

²⁶ 52 Pa. Code § 54.153(b)(3)(i), 56.12(4)(ii).

Annual Average Number and Percentage of EDC Residential Meters Not Read by Company or Customer in Six Months

Company	2018		2019		2020	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	68	0.00%	9	0.04%	3	0.00%
Met-Ed	23	0.00%	2	0.00%	0	0%
PECO	21	0.00	26	0.00%	185	0.01%
Penelec	6	0.00%	0	0%	0	0%
Penn Power	0	0%	0	0%	0	0%
PPL	210	0.02%	50	0.00%	2	0.00%
UGI-Electric	16	0.03%	6	0.01%	8	0.01%
West Penn	9	0.00%	0	0%	0	0%

As shown above, three of the EDCs (Duquesne, Met-Ed and PPL) reported improvements in this measurement in 2020. Penelec, Penn Power and West Penn maintained the same performance in 2020 as 2019 and PECO and UGI-Electric reported a decrease in performance in 2020. PECO reported that its decline in performance was primarily attributable to restrictions put in place to access customer meters during the COVID-19 pandemic. UGI-Electric also elaborated that the temporary halt of non-emergency field work during the early months of the pandemic impacted their performance in this category.

Annual Average Number and Percentage of NGDC Residential Meters Not Read by Company or Customer in Six Months

Company	2018		2019		2020	
	Number	Percent	Number	Percent	Number	Percent
Columbia	3	0.00%	2	0.00%	21	0.00%
NFG	1,200	0.80%	919	1.00%	3,343	2.47%
PECO (Gas)	6	0.00%	1	0.00%	8	0.00%
Peoples-Equitable	0	0%	0	0%	N/A*	N/A*
Peoples	423	0.10%	173	0.05%	90	0.02%
PGW	62	0.00%	27	0.01%	91	0.02%
UGI-Gas	90	0.03%	44	0.01%	145	0.02%
UGI Penn Natural	35	0.02%	11	0.01%	N/A**	N/A**

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

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.²⁷ The table above presents the data that the companies reported for 2018, 2019 and 2020. The report presents PECO's natural gas meter-reading data separately from its electric meter-reading data.

Columbia, NFG, PGW and UGI-Gas reported increases in the number of residential meters not read by the company or customer and attributed those increases to COVID-19 access restrictions. NFG was particularly impacted in this area of performance because it physically reads all customer meters and does not rely upon smart meters or other AMR technology to obtain automatic or remote meter readings. Furthermore, nearly 20% of NFG's active residential meters are located inside customer residences, which further complicated the company's ability to attain actual meter reads during the COVID-19 pandemic.

To overcome these access limitations, NFG reported its efforts through their Customer Read Program, which encourages customers with inside meters to report readings directly to NFG. All active NFG customers with inside meters were enrolled in the program and received instructions on how to read their meter and when to report their readings. Customers are able to report readings via phone, web or email. During April 2020 through December 2020, NFG reported that approximately 45% of customers enrolled in their program reported readings to the company.

2. Number and Percentage 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.²⁸ 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.²⁹ This requirement also applies to NGDCs.³⁰ The following tables present the statistics the EDCs and NGDCs submitted to the Commission for this measure.

²⁷ § 62.33(b)(3)(i), § 56.12(4)(ii).

²⁸ § 56.12(4)(iii)

²⁹ § 54.153(b)(3)(ii)

³⁰ § 62.33(b)(3)(ii)

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

Company	2018		2019		2020	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	10	0.00%	3	0.00%	1	0.00%
Met-Ed	1	0.00%	0	0%	0	0.00%
PECO	1	0.00%	1	0.00%	15	0.00%
Penelec	0	0%	0	0%	0	0%
Penn Power	0	0%	0	0%	0	0%
PPL	35	0.00%	8	0.00%	0	0.00%
UGI-Electric	1	0.00%	1	0.00%	0	0%
West Penn	0	0%	0	0%	0	0%

Duquesne, PPL and UGI-Electric reported improvements in this measurement in 2020. PECO reported a decrease in performance in 2020 and all other companies maintained the same performance for 2020 as they did in 2019.

As previously reported, PECO identified the decline in this measurement for 2020 was primarily attributable to COVID-19 access restrictions.

Annual Average Number and Percentage of NGDC Residential Meters Not Read in 12 Months

Company	2018		2019		2020	
	Number	Percent	Number	Percent	Number	Percent
Columbia	1	0.00%	1	0.00%	3	0.00%
NFG	259	0.20%	155	0.11%	1,418	1.06%
PECO (Gas)	2	0.00%	1	0.00%	0	0.00%
Peoples-Equitable	0	0%	0	0%	N/A*	N/A*
Peoples	132	0.03%	42	0.01%	103	0.02%
PGW	6	0.00%	5	0.00%	9	0.00%
UGI-Gas	36	0.01%	22	0.01%	18	0.00%
UGI Penn Natural	10	0.01%	10	0.01%	N/A**	N/A**

*Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

**Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

PECO (Gas) and UGI-Gas reported improvements in this measurement in 2020, while Columbia, NFG, Peoples and PGW reported declines in performance.

Peoples reported the reason for the increase in the number of residential meters not read in 12 months was due to their inability to gain access to customer meters during the COVID-19 pandemic.

3. Annual Average Number and Percentage 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.³⁰ 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 56.³¹ It should be noted that while 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; therefore the accuracy of the data provided by the major companies for this performance measurement cannot be verified.

With the exception of NFG, the number of remote meters not read within five years was zero for each of the major EDCs and NGDCs with remote meter-reading capabilities in 2018, 2019 and 2020.³²

In 2020, NFG reported 63 (11%) residential remote meters were not read in accordance with § 56.12(5)(i). This shows diminished performance for NFG in comparison to data reported in 2018 and 2019, where the company reported that 30 remote meters in each respective year were not read within five years.

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.³³ 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 regulations³⁴ 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 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.³⁵ The following two tables present this information as reported by the companies.

³⁰ 52 Pa. Code § 56.12(5)(i)

³¹ 52 Pa. Code § 54.153(b)(3)(iii) and § 62.33(b)(3)(iii)

³² As required by 52 Pa. Code § 56.12(5)(i)

³³ 52 Pa. Code § 56.151(5)

³⁴ 52 Pa. Code § 56.151(5)

³⁵ 52 Pa. Code § 54.153(b)(4), § 62.33(b)(4)

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

Company	2018	2019	2020
Duquesne	56	22	0
Met-Ed	0	0	0
PECO	2	2	628
Penelec	0	0	0
Penn Power	0	0	0
PPL	100	96	68
UGI-Electric	122	11	37
West Penn	0	0	0

In comparison to 2019 totals, PECO and UGI-Electric reported increases in the number of disputes that did not receive a response in 30 days in 2020. The impacts from the COVID-19 pandemic, including the temporary halt of in person field visits due to health and safety concerns, as well as the ensuing backlogs resulting from this stoppage were identified as primary reasons for the decline in this performance measurement.

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

Company	2018	2019	2020
Columbia	2	2	0
NFG	7	5	4
Peoples-Equitable	0	0	N/A*
Peoples	0	0	0
PGW	61	153	1
UGI-Gas	298	53	156
UGI Penn Natural	138	38	N/A**

* Due to the Peoples Natural Gas merger, Peoples began reporting combined data as of Jan. 1, 2020; therefore, the 2020 Peoples data includes Peoples-Equitable.

** Due to the UGI Gas merger, UGI-Gas began reporting combined data as of Jan. 1, 2020; therefore, the 2020 UGI-Gas data includes UGI Central Penn and UGI Penn Natural.

UGI-Gas reported an increase in the number of disputes not answered in 30 days was a result of restrictions due to the COVID-19 pandemic.

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.³⁶ 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.³⁷

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.

In 2020, the number of credit and collections calls made by utility customers to their respective utility company decreased in general. This occurrence was most likely attributable to the moratorium established by the PUC on Mar. 13, 2020, which placed a hold on all non-safety related terminations during the pendency of the COVID-19 pandemic emergency declaration issued by Governor Wolf. Due to this decrease in the number of calls received, five companies did not meet its survey quota of 200 credit and collection contacts. Those companies included PECO Energy, UGI-Electric, PPL, PGW and National Fuel Gas. However, the 2020 survey results of those companies were closely monitored and compared with the corresponding survey results from 2019 and no measurable differences for the five companies were identified. Therefore, it was concluded that the 2020 survey results were not significantly impacted and are presented in the charts below.

³⁶ Reporting Requirements for Quality of Service Benchmarks and Standards at 52 Pa. Code § 54.154, § 62.34.

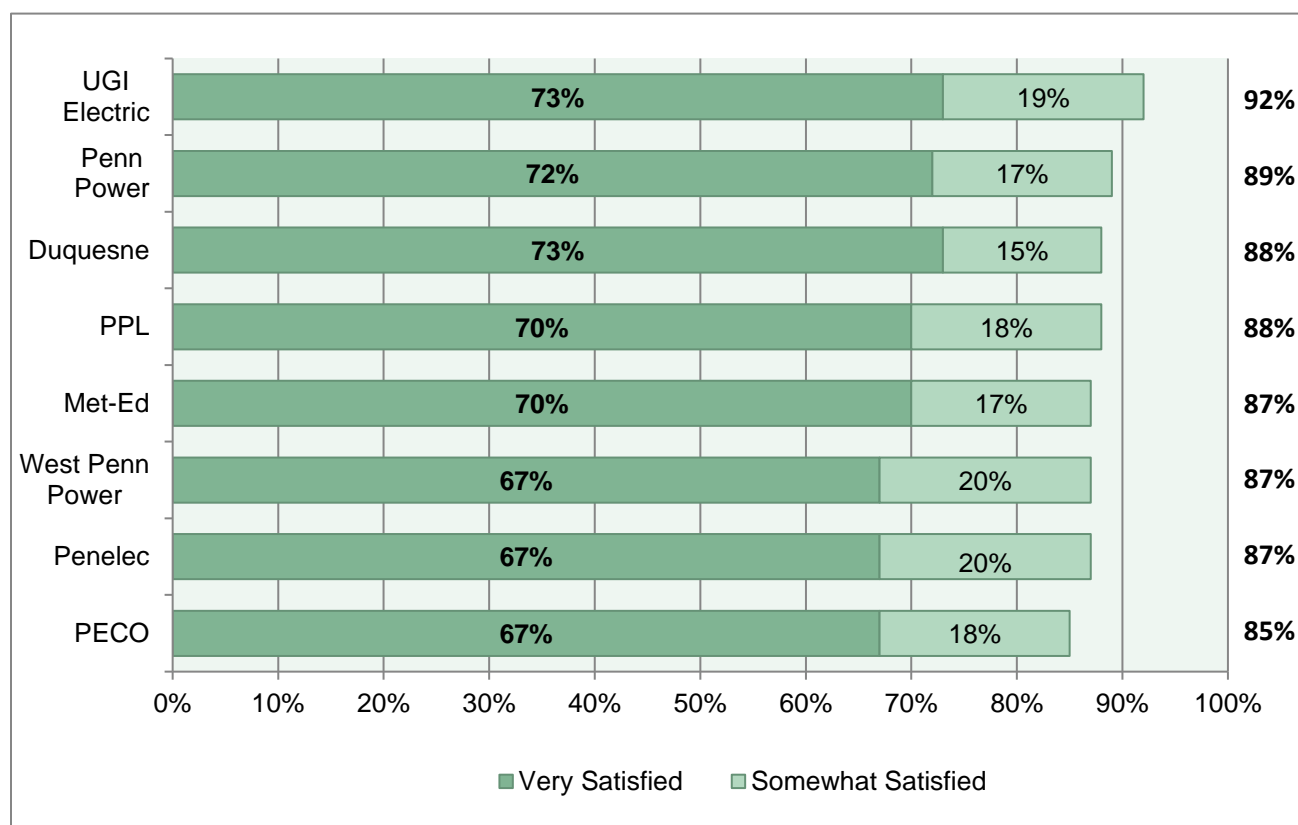
³⁷ 52 Pa. Code § 54.154(5) and § 62.34(5)

This report summarizes the 2018-2020 EDC and NGDC survey data into the charts and tables that appear later in this section and in the appendices. For the EDCs and NGDCs, this section of the report presents the results from the 2020 surveys, while Appendix A and B present a comparison of results from the past three years, with Appendix A providing additional details of the EDC survey results and Appendix B providing survey results of the NGDCs from the past three years. Both Appendix A and B provide information about the number and type of consumers who participated in the 2020 surveys, as well as the average number of residential customers each EDC and NGDC served.

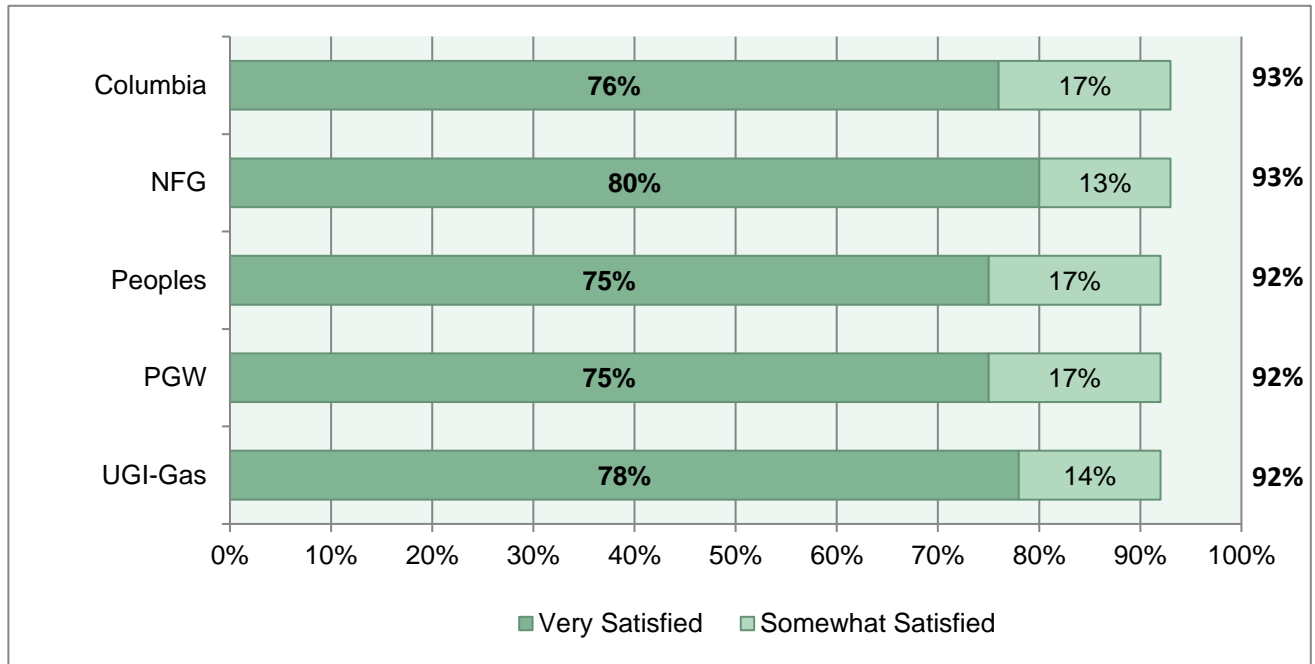
A. Reaching the Company

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 2020, 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 87%. 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 93%. Past survey results are available in the appendices.

Percent of Customers Indicating Satisfaction with Ease of Reaching EDC 2020



Percent of Customers Indicating Satisfaction with Ease of Reaching NGDC 2020

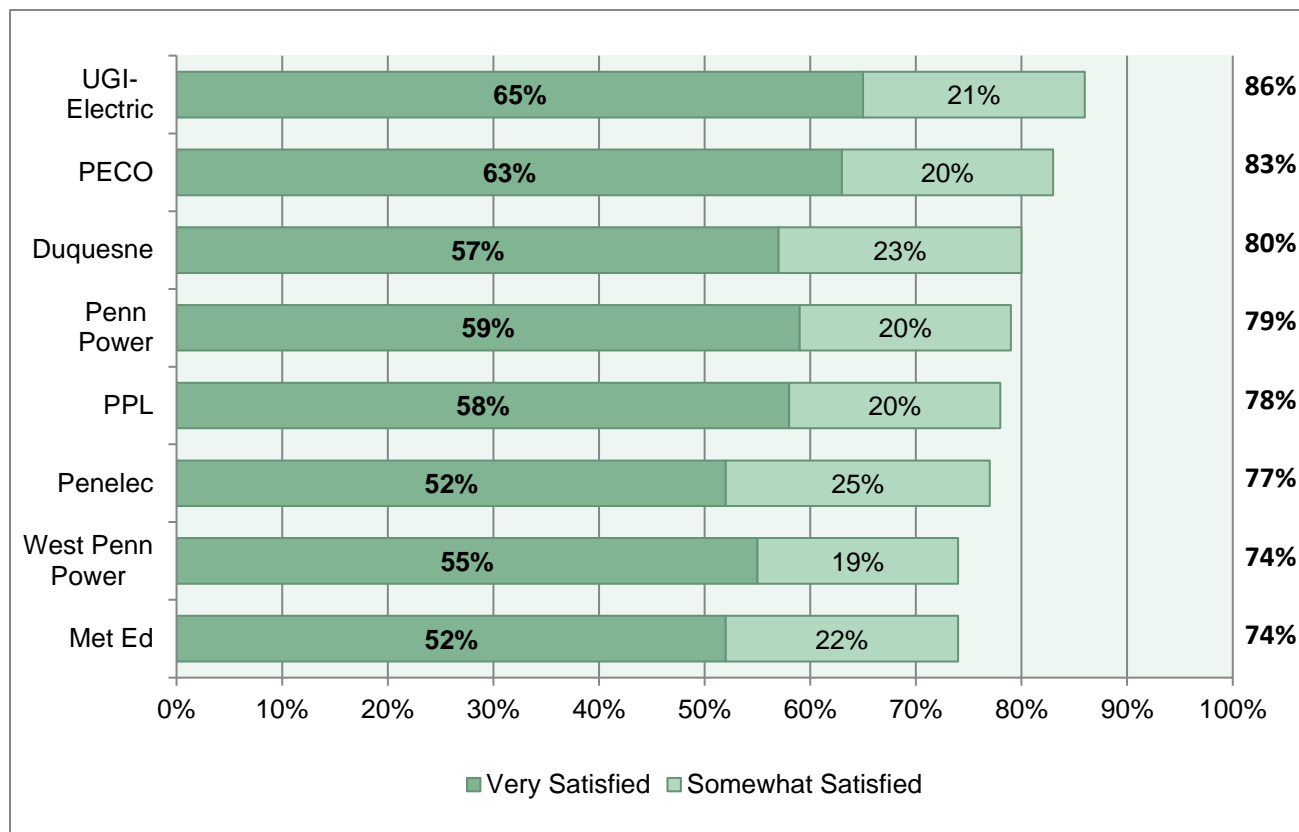


B. Automated Phone Systems

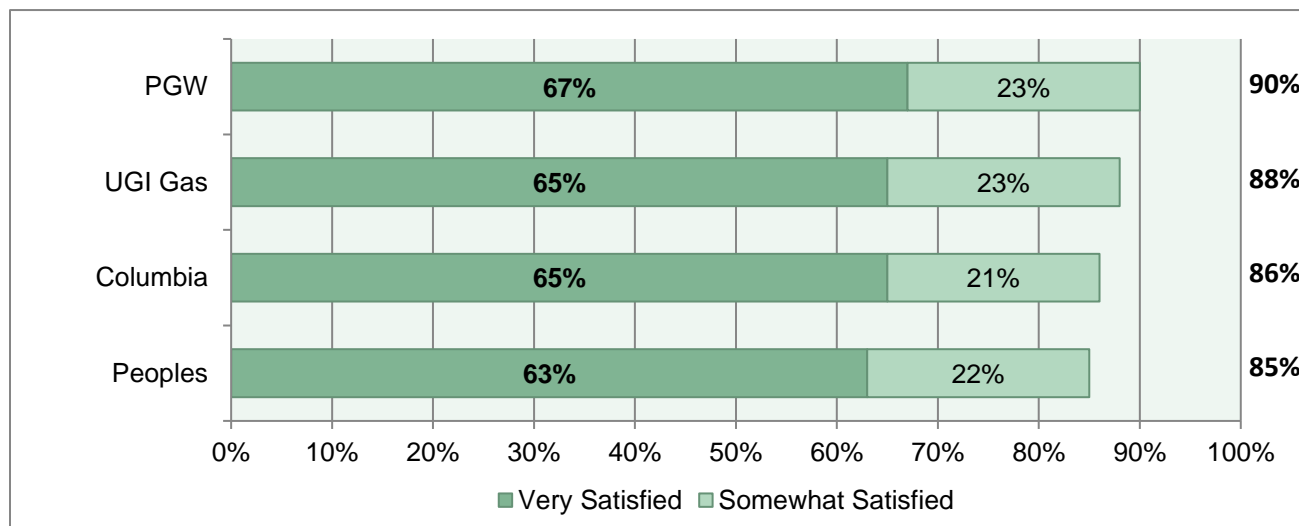
Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All of the EDCs and NGDCs but one³⁸ use an automated telephone system to filter calls and save time and money on consumer calls. The surveys ask consumers questions about their experience using the automated systems. On average, 79% of EDC consumers reported being either “very satisfied” or “somewhat satisfied” with the EDCs’ automated phone system. For the major NGDCs, an average of 86% 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.

³⁸ NFG does not use an automated telephone system at its call center.

Percent of Customers Indicating Satisfaction with Using EDC's Automated Phone System 2020



Percent of Customers Indicating Satisfaction with Using NGDC's Automated Phone System 2020



C. Company Representatives

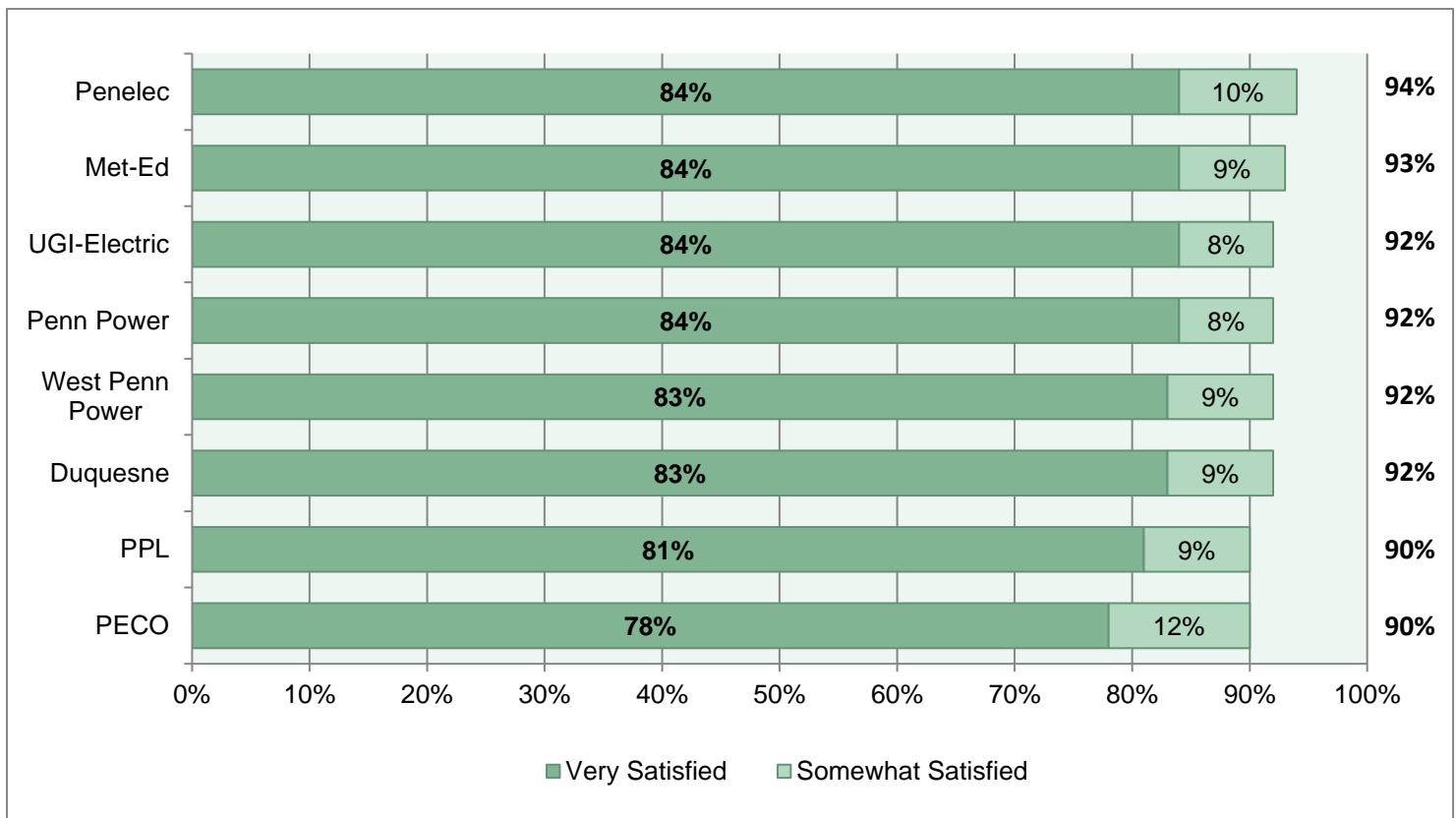
Consumers who indicated that they had spoken with a company representative were asked specifically how satisfied they were with that interaction. A consumer's overall rating of satisfaction with the company representative's handling of the contact may be influenced by several factors, including the courtesy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

In 2020, on average, 92% of EDC consumers indicated being either "somewhat satisfied" or "very satisfied" with the way the company representative handled the consumer contact. On average, 94% of NGDC consumers indicated they were either "somewhat satisfied" or "very satisfied" with the way the company representative handled the interaction.

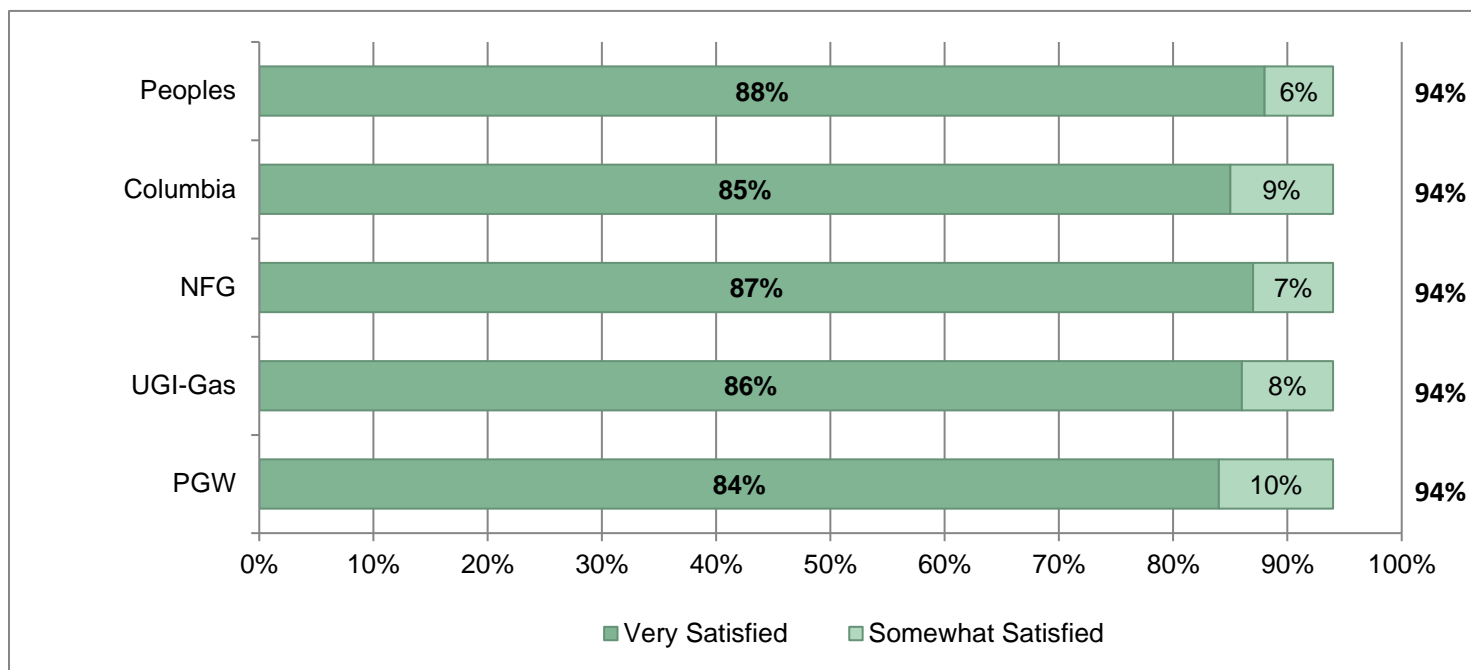
Also, in 2020, on average, 96% of EDC consumers indicated the company person they spoke with was either "very courteous" or "somewhat courteous" with the majority indicating the representative was "very courteous." An average of 92% rated the company representative as "very knowledgeable" or "somewhat knowledgeable." The majority gave a "very knowledgeable" rating. On average, 97% of consumers rated NGDC representatives as either "very courteous" or "somewhat courteous." In addition, 95% 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.

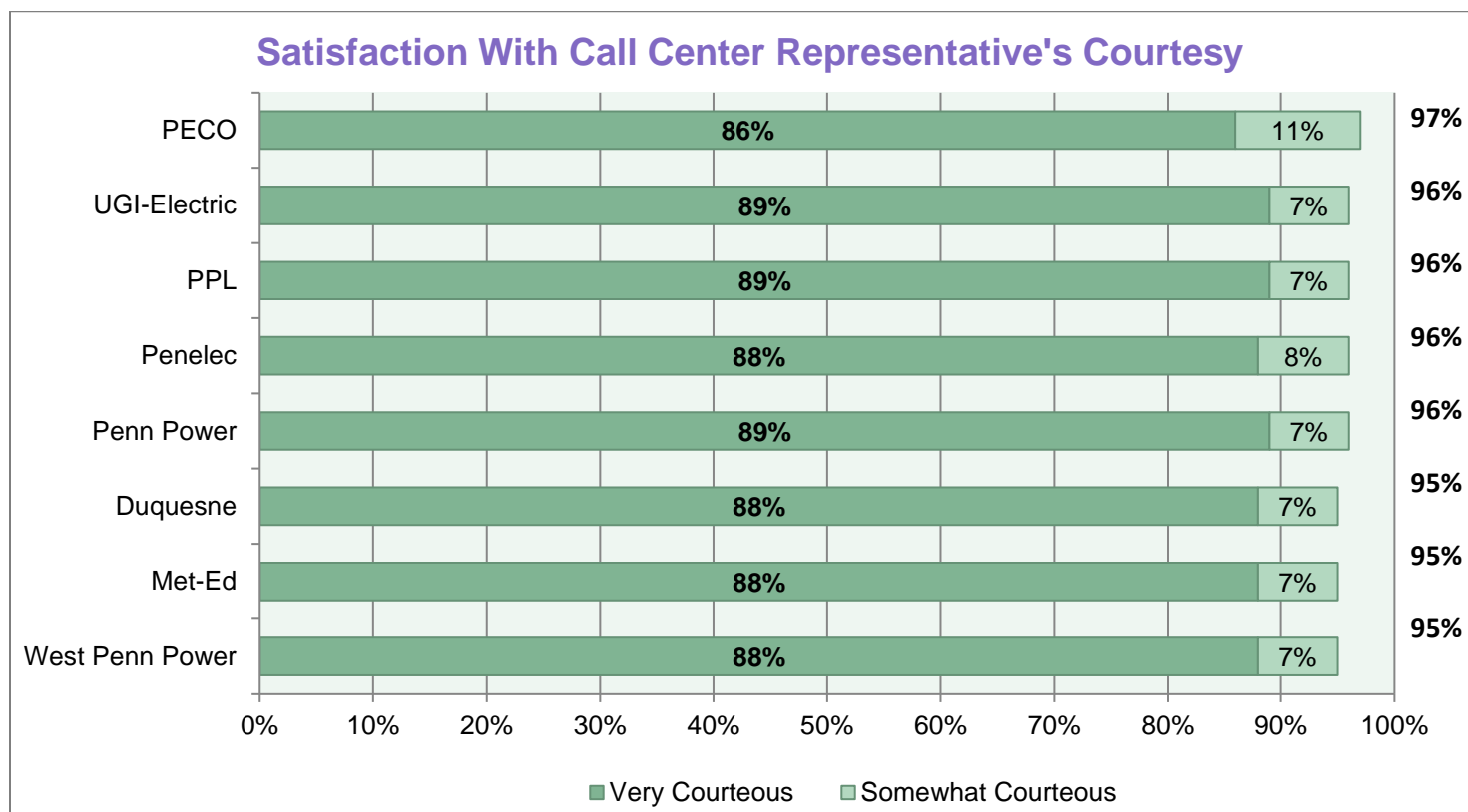
Percent of Customers Indicating Satisfaction with EDC Representative's Handling of the Contact 2020



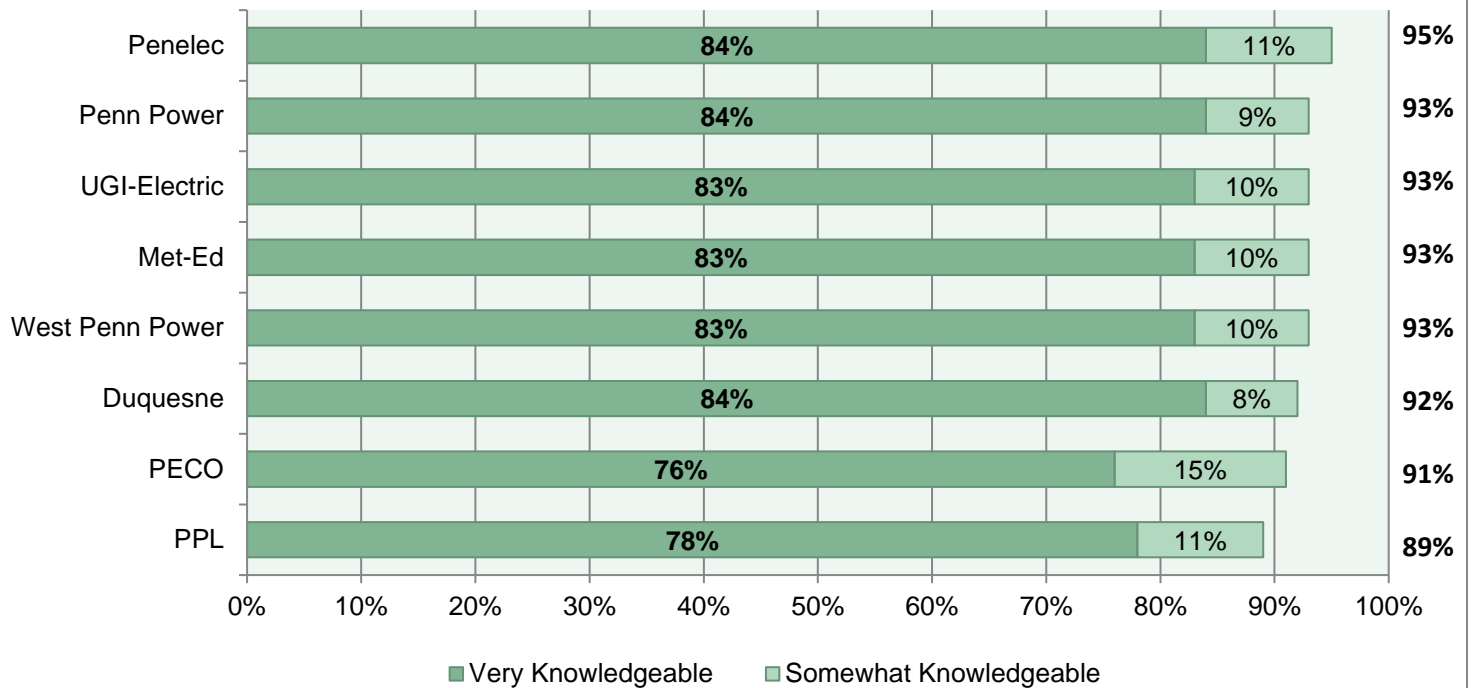
Percent of Customers Indicating Satisfaction with NGDC Representative's Handling of the Contact 2020



Consumer Ratings of EDC Representatives 2020

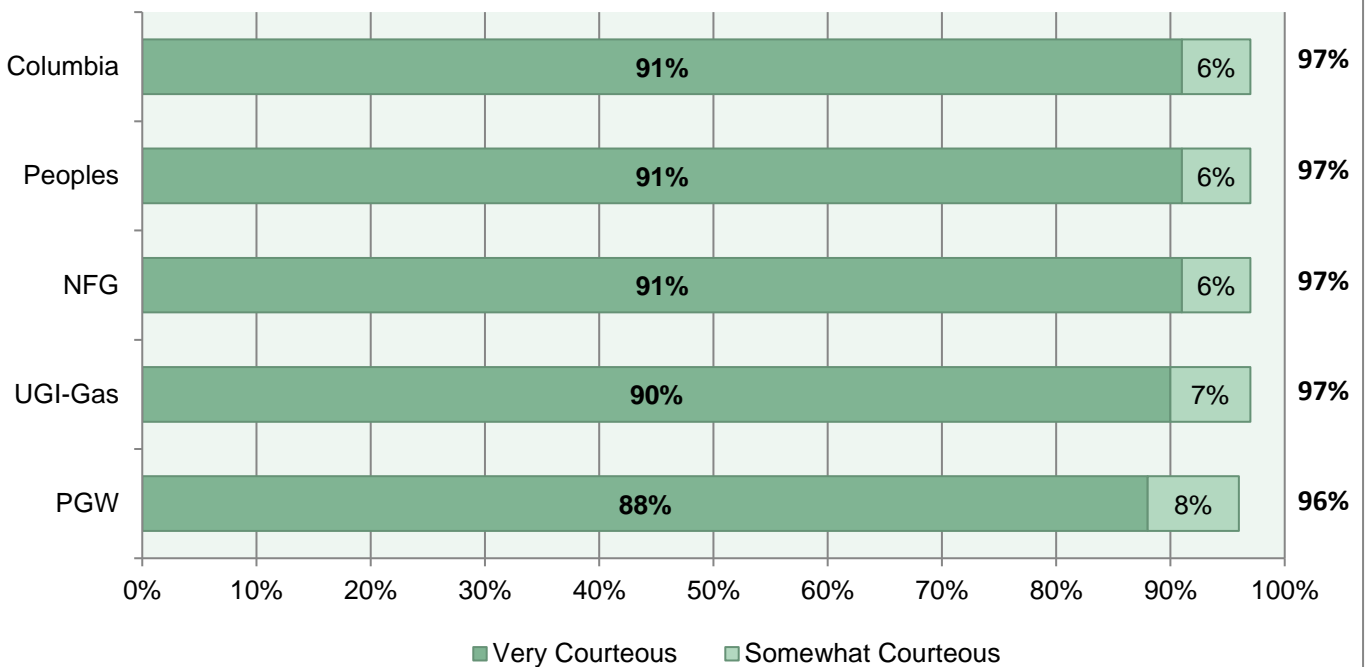


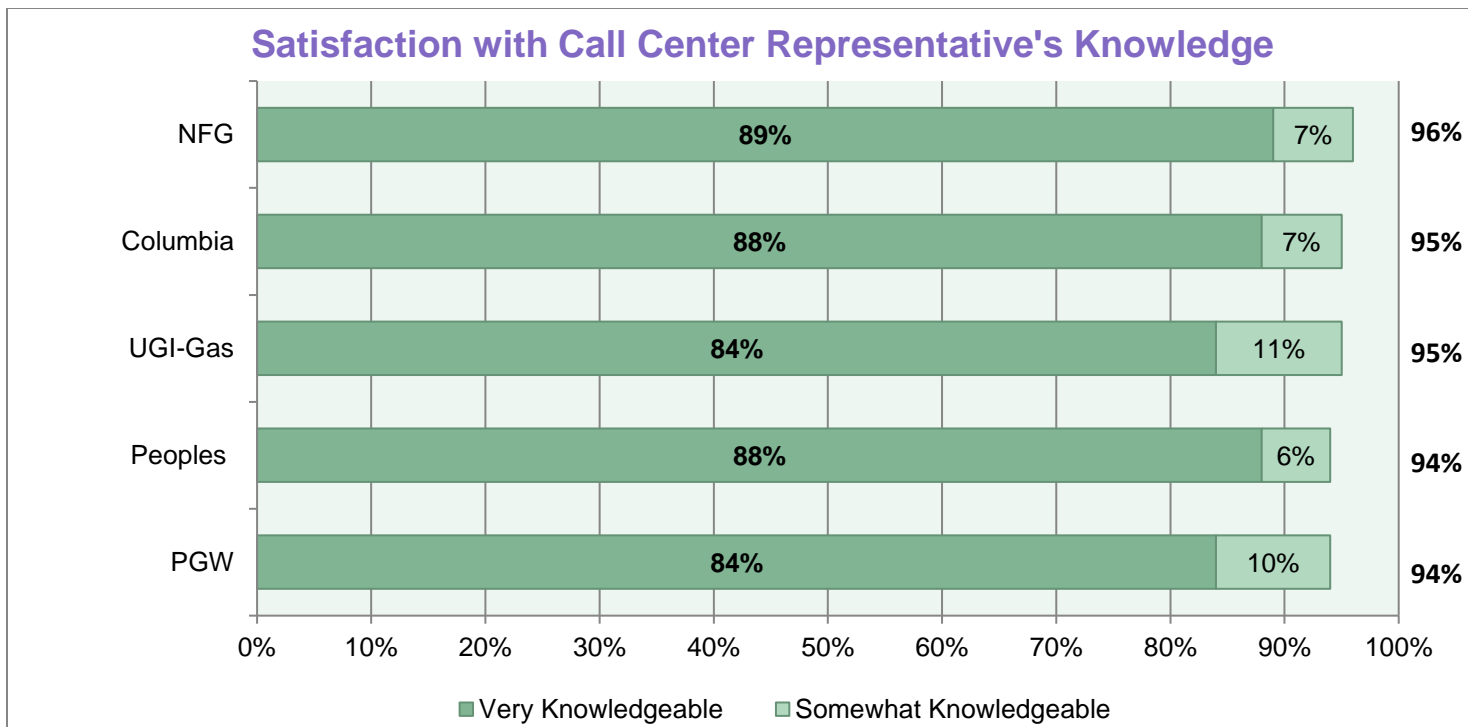
Satisfaction with Call Center Representative's Knowledge



Consumer Ratings of NGDC Representatives 2020

Satisfaction with Call Center Representative's Courtesy



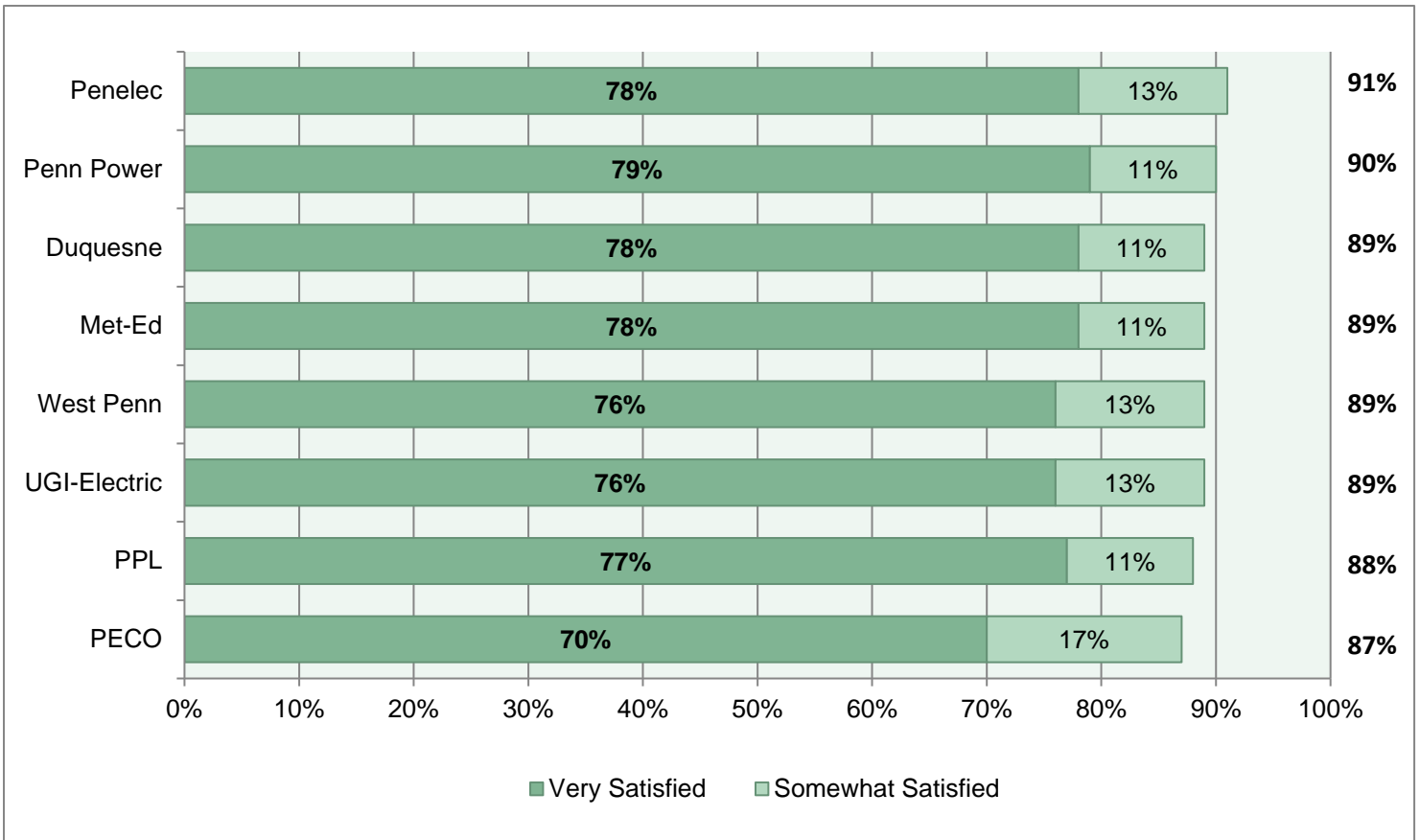


D. Overall Satisfaction

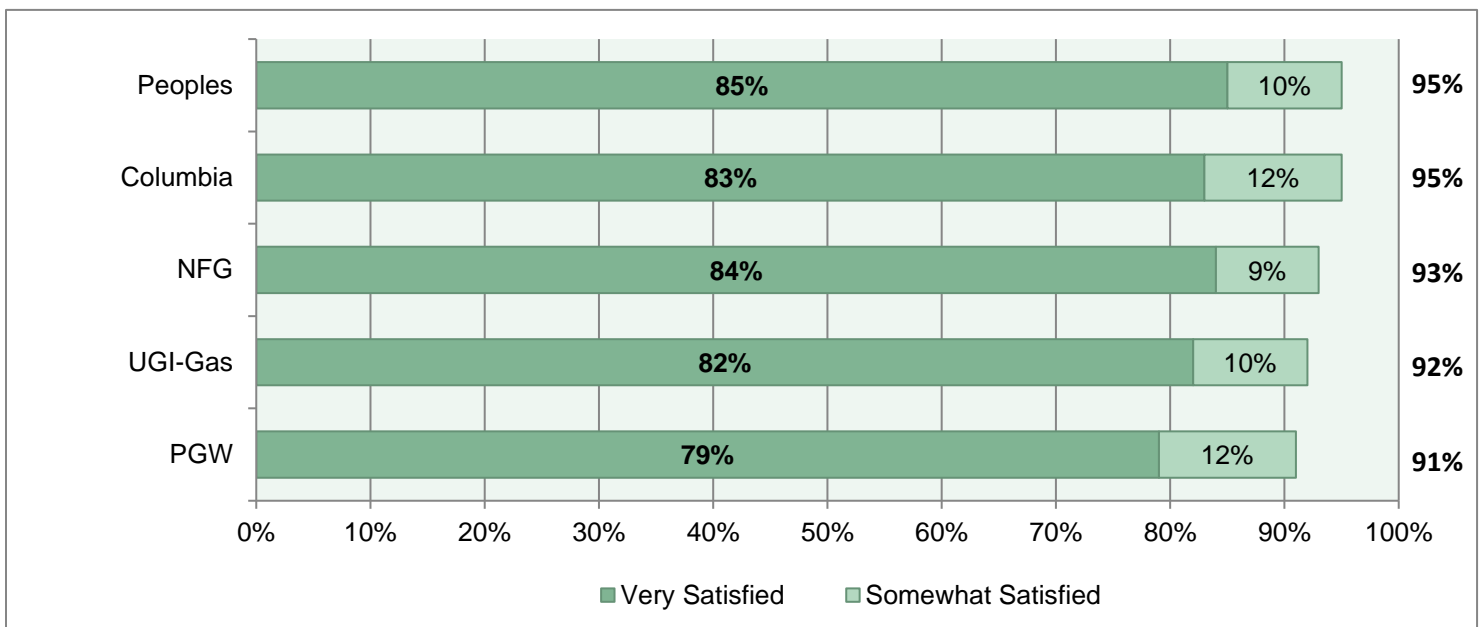
Consumers use a variety of factors to determine their overall level of satisfaction about a contact with a utility company. The ease of reaching the company may be the initial factor. Other factors include the use of the company’s automated telephone system; the wait time to speak to a company representative; 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 2020 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 2020, the EDC industry average shows that 89% of consumers were “satisfied” and 77% were “very satisfied” with the overall quality of service they received from their EDCs. In 2020, the industry average for overall satisfaction with NGDC customer contacts is 93% with 83% being “very satisfied.” Additional information is available in the appendices.

Percent of Customers Satisfied with EDC's Overall Quality of Service During Recent Contact 2020



Percent of Customers Satisfied with NGDC's Overall Quality of Service During Recent Contact 2020



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 faced with external and/or internal challenges, including but not limited to, changes in information management systems, such as billing and metering systems, staffing and human resources changes, and the impacts emanating from the COVID-19 pandemic.

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

Table 1A
EDC Survey Results 2018-2020

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2018	2019	2020	2018	2019	2020
Duquesne	81%	85%	88%	78%	78%	80%
Met-Ed	80%	83%	87%	74%	72%	74%
PECO	84%	85%	85%	79%	83%	83%
Penelec	79%	79%	87%	70%	70%	77%
Penn Power	84%	84%	89%	77%	75%	79%
PPL	85%	88%	88%	79%	79%	78%
UGI-Electric	88%	87%	92%	86%	80%	86%
West Penn	80%	83%	87%	72%	72%	74%
Average	83%	84%	88%	77%	76%	79%

*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
EDC Survey Results 2018-2020

Company	Satisfaction with EDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with EDC*		
	2018	2019	2020	2018	2019	2020
Duquesne	90%	89%	92%	86%	86%	89%
Met-Ed	87%	89%	93%	82%	85%	89%
PECO	89%	89%	90%	87%	90%	87%
Penelec	88%	90%	94%	85%	85%	91%
Penn Power	89%	90%	92%	87%	87%	90%
PPL	91%	90%	90%	89%	91%	88%
UGI-Electric	91%	90%	92%	90%	88%	89%
West Penn	88%	86%	92%	86%	86%	89%
Average	89%	89%	92%	87%	87%	89%

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

Table 2
Overall Satisfaction with EDC Contact: Credit/Collection v. Other Calls*2018-2020

Company	Credit/Collection			Other			Overall		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Duquesne	87%	90%	89%	86%	85%	90%	86%	86%	89%
Met-Ed	85%	88%	91%	81%	84%	89%	82%	85%	89%
PECO	86%	92%	91%	86%	89%	85%	87%	90%	87%
Penelec	89%	83%	92%	84%	86%	91%	85%	85%	91%
Penn Power	90%	89%	91%	86%	87%	90%	87%	87%	90%
PPL	89%	92%	87%	90%	89%	88%	89%	91%	88%
UGI-Electric	90%	91%	93%	90%	87%	89%	90%	88%	89%
West Penn	88%	86%	87%	84%	87%	90%	86%	86%	89%
Average	88%	89%	90%	86%	87%	89%	87%	87%	89%

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

Table 3
Contacting an EDC 2018-2020

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**		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Duquesne	79%	78%	81%	75%	74%	80%	76%	79%	86%
Met-Ed	75%	74%	73%	74%	71%	75%	74%	76%	82%
PECO	83%	81%	83%	78%	81%	80%	82%	82%	86%
Penelec	70%	68%	75%	70%	70%	77%	74%	71%	81%
Penn Power	73%	74%	79%	76%	73%	79%	76%	78%	85%
PPL	81%	79%	80%	79%	76%	78%	83%	85%	81%
UGI-Electric	82%	81%	85%	84%	80%	84%	82%	83%	88%
West Penn	72%	74%	75%	71%	73%	74%	72%	75%	80%
Average	77%	76%	79%	76%	75%	78%	77%	79%	84%

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

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

Table 4
Consumer Ratings of EDC Representatives 2018-2020

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2018	2019	2020	2018	2019	2020
Duquesne	93%	94%	95%	90%	90%	92%
Met-Ed	93%	93%	95%	89%	90%	93%
PECO	92%	93%	97%	92%	90%	91%
Penelec	93%	94%	96%	89%	91%	95%
Penn Power	94%	92%	96%	91%	90%	93%
PPL	94%	96%	96%	90%	91%	89%
UGI-Electric	94%	94%	96%	91%	91%	93%
West Penn	93%	92%	95%	88%	89%	93%
Average	93%	94%	96%	90%	90%	92%

*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 2018-2020

Company	Overall Satisfaction with the Way Premises Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Duquesne	82%	90%	70%	80%	72%	64%	96%	100%	92%
Met-Ed	57%	83%	80%	60%	75%	70%	80%	100%	91%
PECO	85%	84%	79%	79%	76%	67%	97%	96%	91%
Penelec	87%	81%	87%	87%	84%	79%	93%	85%	100%
Penn Power	76%	89%	84%	81%	86%	90%	87%	100%	100%
PPL	81%	87%	84%	75%	82%	74%	100%	90%	96%
UGI-Electric	78%	77%	76%	88%	74%	71%	94%	69%	100%
West Penn	75%	68%	85%	78%	77%	78%	100%	57%	100%
Average	78%	82%	81%	79%	78%	74%	93%	87%	96%

*Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, "promptness" is the state or condition of acting or responding with speed or readiness to a customer's question, complaint, dispute or request. An example of promptness might be the utility responding to a customer's request for a 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 2018-2020

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Duquesne	93%	100%	92%	89%	86%	74%	92%	70%	85%
Met-Ed	67%	94%	91%	68%	86%	77%	69%	80%	87%
PECO	95%	80%	89%	81%	92%	84%	91%	83%	90%
Penelec	93%	93%	100%	87%	76%	87%	81%	89%	91%
Penn Power	88%	95%	100%	80%	89%	82%	79%	89%	96%
PPL	100%	91%	93%	81%	82%	82%	87%	83%	87%
UGI-Electric	88%	69%	91%	86%	71%	76%	79%	91%	93%
West Penn	94%	71%	100%	78%	75%	90%	80%	86%	89%
Average	90%	87%	95%	81%	82%	82%	82%	84%	90%

*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 2020 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%	61%	90%	4%
Met-Ed	700	97%	3%	60%	95%	5%
PECO	664	96%	4%	66%	78%	9%
Penelec	700	96%	4%	64%	94%	5%
Penn Power	700	97%	3%	62%	94%	8%
PPL	701	99%	1%	60%	72%	11%
UGI-Electric	691	94%	6%	64%	95%	10%
West Penn	700	97%	3%	61%	95%	6%
Average	695	97%	3%	62%	89%	7%

Table 7A
2018 EDC Survey Participants Reason for Contact

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Duquesne	16%	35%	23%	13%	5%	8%
Met-Ed	14%	48%	10%	17%	4%	6%
PECO	24%	41%	10%	11%	3%	11%
Penelec	16%	50%	9%	15%	3%	7%
Penn Power	15%	50%	11%	14%	4%	5%
PPL	10%	30%	29%	3%	15%	13%
UGI-Electric	18%	50%	5%	18%	0%	9%
West Penn	17%	53%	6%	15%	4%	6%

Table 7B
2019 EDC Survey Participants Reason for Contact

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Duquesne	16%	37%	10%	18%	8%	10%
Met-Ed	15%	46%	3%	25%	4%	8%
PECO	24%	42%	10%	12%	4%	8%
Penelec	16%	41%	3%	24%	7%	9%
Penn Power	18%	39%	2%	27%	5%	9%
PPL	13%	27%	31%	3%	14%	12%
UGI-Electric	21%	46%	6%	18%	0%	8%
West Penn	16%	44%	4%	22%	6%	8%

Table 7C
2020 EDC Survey Participants Reason for Contact

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Duquesne	17%	43%	4%	19%	8%	9%
Met-Ed	14%	31%	3%	37%	3%	12%
PECO	17%	43%	16%	13%	4%	8%
Penelec	14%	28%	4%	36%	4%	15%
Penn Power	10%	31%	4%	40%	5%	11%
PPL	7%	23%	36%	5%	17%	12%
UGI-Electric	18%	48%	8%	16%	1%	10%
West Penn	11%	28%	5%	40%	3%	13%

Table 8
Average Number of EDC Residential Customers 2020*

Company	Average Number of Residential Customers
Duquesne	541,210
Met-Ed	508,753
PECO	1,518,942
Penelec	501,645
Penn Power	147,020
PPL	234,501
UGI-Electric	54,969
West Penn	630,039

*The number of residential customers for the electric, gas and water utilities are drawn from reports required by Chapter 56 at § 56.231(a)(1)(2).

Appendix B

Table 1A
NGDC Survey Results 2018-2020

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using NGDC's Automated Phone System*		
	2018	2019	2020	2018	2019	2020
Columbia	90%	92%	93%	87%	81%	86%
Peoples	89%	90%	92%	84%	87%	85%
Peoples-Equitable	88%	89%	N/A	84%	82%	N/A
NFG	93%	92%	93%	N/A	N/A	N/A
PGW	88%	89%	92%	85%	82%	90%
UGI-Gas	89%	91%	92%	82%	86%	88%
UGI Penn Natural	88%	89%	**	82%	82%	**
Average	89%	90%	92%	84%	83%	87%

*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
NGDC Survey Results 2018-2020

Company	Satisfaction with NGDC Representative's Handling of Contact*			Overall Satisfaction with Quality of Contact with NGDC*		
	2018	2019	2020	2018	2019	2020
Columbia	92%	95%	94%	92%	95%	95%
Peoples	93%	96%	94%	92%	93%	95%
Peoples-Equitable	95%	94%	N/A	93%	91%	N/A
NFG	94%	92%	94%	93%	90%	93%
PGW	91%	90%	94%	89%	92%	91%
UGI-Gas	91%	92%	94%	90%	91%	92%
UGI Penn Natural	90%	93%	**	89%	90%	**
Average	92%	93%	94%	91%	92%	93%

*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 NGDC Contact: Credit/Collection v. Other Calls*
2018-2020

Company	Credit/Collection			Other			Overall		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Columbia	94%	92%	95%	91%	95%	95%	92%	95%	95%
Peoples	89%	94%	96%	93%	93%	94%	92%	93%	95%
Peoples-Equitable	95%	89%	N/A	93%	90%	N/A	93%	91%	N/A
NFG	93%	91%	91%	94%	90%	93%	93%	90%	93%
PGW	94%	94%	92%	88%	90%	91%	89%	92%	91%
UGI-Gas	89%	91%	92%	89%	91%	93%	90%	91%	92%
UGI Penn Natural	86%	90%	**	90%	90%	**	89%	90%	**
Average	91%	92%	93%	91%	91%	93%	91%	92%	93%

*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 2018-2020

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**		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Columbia	85%	81%	85%	84%	80%	86%	87%	86%	87%
Peoples	81%	84%	84%	83%	85%	83%	85%	88%	86%
Peoples-Equitable	81%	78%	N/A	83%	80%	N/A	86%	82%	N/A
NFG	N/A	N/A	N/A	N/A	N/A	N/A	91%	90%	93%
PGW	84%	80%	87%	86%	82%	89%	83%	86%	92%
UGI-Gas	83%	83%	88%	83%	83%	85%	87%	89%	88%
UGI Penn Natural	83%	82%	**	81%	82%	**	83%	86%	**
Average	83%	81%	86%	83%	82%	86%	86%	87%	89%

*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 2018-2020

Company	Call Center Representative's Courtesy*			Call Center Representative's Knowledge*		
	2018	2019	2020	2018	2019	2020
Columbia	96%	97%	97%	94%	97%	95%
Peoples	96%	96%	97%	94%	96%	94%
Peoples-Equitable	97%	94%	N/A	95%	94%	N/A
NFG	96%	96%	97%	95%	93%	96%
PGW	93%	94%	96%	92%	93%	94%
UGI-Gas	95%	94%	97%	93%	92%	95%
UGI Penn Natural	94%	95%	**	92%	94%	**
Average	95%	95%	97%	94%	94%	95%

*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 2018-2020

Company	Overall Satisfaction with the Way Premises Visit Handled*			Satisfaction that Work Completed Promptly*			Field Rep's Courtesy**		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Columbia	86%	93%	94%	89%	89%	91%	97%	99%	95%
Peoples	89%	90%	93%	90%	91%	91%	100%	97%	95%
Peoples-Equitable	86%	84%	N/A	89%	84%	N/A	96%	96%	N/A
NFG	88%	85%	92%	87%	87%	89%	97%	95%	100%
PGW	90%	91%	91%	90%	87%	90%	100%	95%	94%
UGI-Gas	88%	89%	87%	79%	86%	83%	95%	97%	99%
UGI Penn Natural	87%	85%	**	87%	83%	**	94%	97%	**
Average	88%	88%	91%	87%	87%	89%	97%	97%	97%

*Percent of consumers who answered either “very satisfied” or “somewhat satisfied” when asked how satisfied they were with this aspect of the field visit. For the purpose of the survey, “promptness” is the state or condition of acting or responding with speed or readiness to a customer’s question, complaint, dispute or request. An example of promptness might be the utility responding to a customer’s request for a 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 2018-2020

Company	Field Rep's Knowledge*			Field Rep's Respect for Property*			Satisfaction that Work Completed in a Timely Manner**		
	2018	2019	2020	2018	2019	2020	2018	2019	2020
Columbia	95%	95%	95%	92%	93%	95%	87%	93%	96%
Peoples	96%	98%	95%	86%	87%	90%	98%	92%	93%
Peoples-Equitable	96%	92%	N/A	84%	86%	N/A	91%	86%	N/A
NFG	96%	91%	97%	88%	86%	91%	90%	86%	94%
PGW	96%	95%	94%	93%	89%	93%	91%	91%	95%
UGI-Gas	91%	95%	94%	86%	91%	86%	82%	89%	97%
UGI Penn Natural	94%	97%	**	88%	91%	**	87%	93%	**
Average	94%	95%	95%	88%	89%	91%	89%	90%	95%

*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 2020 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	95%	5%	64%	89%	12%
Peoples	700	98%	2%	60%	90%	11%
NFG	700	97%	3%	N/A	93%	16%
PGW	701	90%	10%	59%	94%	15%
UGI-Gas	700	96%	4%	61%	94%	12%
Average	700	95%	5%	61%	92%	13%

Table 7A
2018 NGDC Survey Participants Reasons for Contact

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Columbia	17%	56%	4%	13%	2%	7%
Peoples	19%	43%	3%	24%	2%	10%
Peoples-Equitable	17%	43%	1%	31%	1%	7%
NFG	23%	49%	3%	15%	1%	9%
PGW	30%	49%	4%	11%	1%	5%
UGI-Gas	20%	41%	4%	26%	1%	7%
UGI-Central Penn	18%	55%	3%	16%	0%	7%

Table 7B
2019 NGDC Survey Participants Reasons for Contact

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Columbia	15%	52%	6%	16%	2%	9%
Peoples	20%	37%	2%	28%	2%	12%
Peoples-Equitable	19%	37%	1%	32%	1%	10%
NFG	22%	52%	3%	14%	0%	8%
PGW	30%	44%	4%	16%	1%	6%
UGI-Gas	18%	36%	5%	32%	1%	9%
UGI-Central Penn	17%	47%	3%	21%	1%	11%

Table 7C
2020 NGDC Survey Participants Reasons for Contact

Company	Credit & Collections	Billing	Trouble / Reliability & Safety	Connect / Disconnect	Customer Choice	Miscellaneous
Columbia	13%	53%	7%	16%	2%	8%
Peoples	20%	39%	2%	26%	2%	11%
NFG	16%	51%	3%	21%	1%	9%
PGW	18%	44%	7%	21%	1%	9%
UGI-Gas	16%	46%	5%	22%	2%	9%

Table 8
Average Number of NGDC Residential Customers 2020*

Company	Average Number of Residential Customers
Columbia	405,653
NFG	197,945
Peoples	591,996
PGW	486,934
UGI-Gas	604,375

*The number of residential customers for the electric, gas and water utilities are drawn from reports required by Chapter 56 at § 56.231(a)(1)(2).



The Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120
www.puc.pa.gov

