

Quarterly Update to UCARE Report

January – September 2022

Introduction

The quarterly update to the annual UCARE presents data on customer service performance for jurisdictional utilities in the electric, gas, water and telecommunications industries. The update provides a snapshot of overall BCS activity including the volume of consumer complaints, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions FKA Inquiries). Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water, municipal water, municipal sewer and telecommunications industries. The quarterly update contains current information that can be reviewed by utility management, consumers, Commission staff and other interested parties. The Commission will continue to produce the annual UCARE report which will present more detailed findings regarding utility performance.

Table of Contents

<u>Introduction</u>	2
<u>BCS Activity</u>	
▪ Electric, Gas, Water and Telecommunications	4
<u>Major Electric Distribution Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	5
▪ Percent of Justified Residential Consumer Complaints/PARs	6
▪ Response Time to Residential Consumer Complaints/PARs	7
<u>Major Natural Gas Distribution Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	8
▪ Percent of Justified Residential Consumer Complaints/PARs	9
▪ Response Time to Residential Consumer Complaints/PARs	10
<u>Major Water Utilities</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	11
▪ Percent of Justified Residential Consumer Complaints/PARs	12
▪ Response Time to Residential Consumer Complaints/PARs	13
<u>Municipal Water and Sewer Utilities</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	14
▪ Response Time to Residential Consumer Complaints/PARs	15
<u>Major Local Telecommunications Companies</u>	
▪ Consumer Complaint, PAR and FCR Statistics for Major Companies	16
▪ Percent of Justified Residential Consumer Complaints/PARs	17
▪ Response Time to Residential Consumer Complaints/PARs	18
<u>Compliance—Residential Verified Infraction Statistics by Industry</u>	
▪ Major Electric Distribution Companies	19
▪ Major Natural Gas Distribution Companies	19
▪ Major Water Utilities	19
▪ Major Local Telecommunications Companies	19
<u>Glossary of Terms</u>	20

BCS Activity

Total Volume of Consumer Complaints, PARs (Payment Arrangement Requests) and FCRs (First Contact Resolutions) by Industry

January through September 2022

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	5,376	446	18,929	153	6,489
Gas	1,865	135	7,200	147	2,478
Water	998	79	1,523	13	1,241
Telecommunications	925	110	18	0	604
Other***	63	2	6	0	1,750
Total	9,227	772	27,676	313	12,562

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**Please note, commercial customer contacts are excluded from the analyses that appear later in this report, as BCS' regulatory authority has largely been confined to residential accounts.

***Sewer and steam heat complaints are designated as "other" in this table.

Major Electric Distribution Companies

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through September 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
Duquesne	415	493	19%	896	1,881	110%	382	535	40%
Met-Ed	369	506	37%	808	2,111	161%	299	694	132%
PECO	883	1,273	44%	1,714	4,732	176%	850	1,446	70%
Penelec	406	482	19%	958	2,324	143%	288	801	178%
Penn Power	82	147	79%	260	742	185%	75	236	215%
PPL	410	609	49%	2,035	4,130	103%	724	1,197	65%
West Penn	456	580	27%	1,018	2,550	150%	345	807	134%
Total	3,021	4,090	35%	7,689	18,470	140%	2,963	5,716	93%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Electric Distribution Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	493	9%	1,881	1%
Met-Ed	506	9%	2,111	2%
PECO	1,273	12%	4,732	1%
Penelec	482	12%	2,324	1%
Penn Power	147	9%	742	3%
PPL	609	6%	4,130	1%
West Penn	580	9%	2,550	1%
Total	4,090		18,470	
Average		9%		1%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 09/30/2022.

Major Electric Distribution Companies

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Duquesne	14.6	15	9.2	5.3
Met-Ed	14.2	17.7	5.7	7
PECO	16.2	15.6	7.8	4.4
Penelec	13.5	17.7	6.1	8
Penn Power	13.8	17.5	6.9	8
PPL	18.8	23.6	5.9	10.6
West Penn	14.2	17.9	6.7	7.7
Major Electric	15.4	17.5	6.8	7.2

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/2022.

Major Natural Gas Distribution Companies

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through September 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
Columbia	89	134	51%	257	442	72%	126	225	79%
National Fuel	61	49	-20%	162	269	66%	40	75	88%
Peoples	288	263	-9%	592	797	35%	137	224	64%
Philadelphia Gas Works	472	869	84%	1,837	3,069	67%	409	1065	160%
UGI Gas	214	334	56%	556	2,552	359%	203	523	158%
Total	1,124	1,649	47%	3,404	7,129	109%	915	2112	131%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Natural Gas Distribution Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	134	1%	442	3%
National Fuel	49	4%	269	1%
Peoples	263	5%	797	2%
Philadelphia Gas Works	869	20%	3,069	17%
UGI Gas	334	9%	2,552	3%
Total	1,649		7,129	
Average		13%		6%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 09/30/2022.

Major Natural Gas Distribution Companies

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Columbia	11.1	7.8	5.9	1.5
National Fuel	13.6	13.8	6.9	6.4
Peoples	4.7	4.5	2.1	1.8
Philadelphia Gas Works	22.4	19.1	17.5	11.6
UGI Gas	7.9	9.6	2.2	3.3
Major Gas	13.7	13.4	10.9	6.5

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/2022.

Major Water Utilities

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through September 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
Aqua PA	206	247	20%	115	263	129%	210	199	-5%
PA American	550	530	-4%	772	1,151	49%	392	430	10%
Other Class A	46	51	11%	37	49	32%	44	67	52%
Total	802	828	3%	924	1,463	58%	646	696	8%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Water Utilities

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	247	20%	263	29%
PA American	530	23%	1,151	18%
Other Class A	51	10%	49	23%
Total	828		1,463	
Average		21%		20%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 09/30/2022.

Major Water Utilities

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Aqua PA	16.2	3.1	8.9	1.5
PA American	15.6	16.8	9.5	5.5
Other Class A	19.3	15.0	12.5	12.3
Major Water	16.0	12.6	9.6	5.0

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/2022.

Municipal Water & Sewer Utilities

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through September 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
PWSA-Water**	148	139	-6%	21	35	67%	57	50	-12%
PWSA-Sewer**	17	22	29%	7	8	14%	15	11	-27%
Total	165	161	-2%	28	43	54%	72	61	-15%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

Municipal Water & Sewer Utilities

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
PWSA-Water***	11.5	13.1	10.5	12
PWSA-Sewer***	10.3	14.4	11.9	8.9
Municipal Water & Sewer	11.4	13.3	10.9	11.4

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/2022.

***PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint.

Major Local Telecommunications Companies

Consumer Complaint, PAR (Payment Arrangement Request) and FCR (First Contact Resolution) Statistics for Major Companies

January through September 2021/2022

Company	Residential Consumer Complaints (NFIs*)			Residential PARs (NFIs*)			FCRs (Residential & Commercial)		
	2021	2022	Percent Change	2021	2022	Percent Change	2021	2022	Percent Change
CenturyLink	142	101	-29%	2	1	-50%	43	32	-26%
Frontier Commonwealth	92	138	50%	0	2	n/a	36	38	6%
Verizon North	58	25	-57%	0	0	0%	20	9	-55%
Verizon PA	742	479	-35%	6	7	17%	333	199	-40%
Windstream	91	74	-19%	0	2	n/a	21	17	-19%
Total	1,125	817	-27%	8	12	50%	453	295	-35%

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

Major Local Telecommunications Companies

Percent of Justified Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
CenturyLink	101	60%	1	0%
Frontier Commonwealth	138	67%	2	0%
Verizon North	25	69%	0	0%
Verizon PA	479	61%	7	100%
Windstream	74	46%	2	0%
Total	817		12	
Average		61%		n/a

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The ratio of consumer complaints or payment agreement requests found justified to the number of consumer complaints or payment agreement requests that BCS evaluated as of 09/30/2022.

Major Local Telecommunications Companies

Response Time to Residential Consumer Complaints/PARs (Payment Arrangement Requests)

January through September 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
CenturyLink	21.7	24.1	26.0	7.0
Frontier Commonwealth	13.5	16.9	0.0	8.0
Verizon North	13.8	18.2	0.0	0.0
Verizon PA	14.9	14.4	8.3	9.0
Windstream	15.1	16.1	0.0	18.5
Major Telecommunications	15.6	16.2	12.8	10.3

*Consumer complaints and PARs are classified as NFIs (Need Further Investigation) because they are cases that require further investigation.

**The 2022 statistics are based on preliminary data on response time from the Consumer Services Information System as of 09/30/2022.

Compliance

Snapshot of Residential Verified Infraction Statistics by Industry* Informal Complaints Opened January through September 2022

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	71	62	128	53	19	29	50
Title 66 and Other	6	8	6	12	4	10	21
Total	77	70	134	65	23	39	71
GAS	Columbia	National Fuel	Peoples	Philadelphia Gas Works	UGI Gas		
Chapter 56	9	15	9	240	62		
Title 66 and Other	1	0	2	30	2		
Total	10	15	11	270	64		
WATER	Aqua PA	PA American	Other Class A				
Chapter 56	111	284	10				
Title 66 and Other	1	11	1				
Total	112	295	11				
TELECOMMUNICATIONS	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	7	14	3	28	4		
Chapter 63	115	207	38	764	63		
Chapter 64	5	3	1	23	3		
Title 66 and Other	14	11	1	63	8		
Total	141	235	43	878	78		

*Infraction data on this page is subject to change if the utility disputes infraction(s) or BCS staff discovers additional infraction(s). Final infraction statistics will appear in the annual UCARE report.

Glossary of Terms

Consumer Complaint – Complaint to BCS involving billing, service, rates and other issues not related to requests for payment terms.

First Contact Resolution (FCR) – Consumer contact to BCS that require no follow-up investigation beyond the initial contact.

Infraction – A misapplication or infringement of a Commission regulation, particularly the standards and billing practices for residential utility service.

Major Electric Distribution Companies – Electric distribution companies with more than 100,000 residential customers.

Major Local Telecommunications Companies – Local telecommunications companies with more than 50,000 residential customers.

Major Natural Gas Distribution Companies – Natural gas distribution companies with more than 100,000 residential customers.

Major Water Utilities – Non-municipal water utilities with annual revenues of \$1,000,000 or more for three years in a row are classified as “Class A.” The tables in this report present individual statistics for the two largest Class A water companies, PAWC and Aqua, and for the “Other Class A” companies as a whole. The “Other Class A” water companies are Audubon Water, Columbia Water, Newtown Artesian Water, SUEZ Water Bethel, SUEZ Water PA, and York Water Company.

Municipal Water and Sewer Utilities – Pittsburgh Water & Sewer (PWSA), a municipal utility, came under the Commission’s regulatory authority effective 04/01/18. PWSA informal complaint data is designated as PWSA-Water or PWSA-Sewer based upon the nature of the complaint. Since PWSA’s transition to PUC regulation is ongoing, as described in the annual UCARE report, it is premature for BCS to report data regarding justified consumer complaints/PARs or infractions.

Payment Arrangement Request (PAR) – Consumer request for payment plans in the following situations: suspension/termination of service is pending, service is suspended/terminated and in need of restoration, or the customer wants to retire an arrearage.

Justified Consumer Complaint – A consumer complaint where, prior to BCS intervention, the company did not comply with Commission Orders, policies, regulations, reports, Secretarial Letters, tariffs or guidelines when the consumer brought the complaint to the company’s attention. The justified consumer complaint rate equals the number of justified consumer complaints for each 1,000 residential customers.

Justified PAR – A Payment Arrangement Request where, prior to BCS intervention, the company did not comply with Commission regulations, reports, Secretarial Letters, tariffs or guidelines. The justified payment arrangement request rate equals the number of justified payment arrangement requests for each 1,000 residential customers.

Response Time – The time span in days from the date BCS first contacts the utility regarding a consumer complaint or PAR, to the date on which the utility provides BCS with its report.