

Quarterly Update to UCARE Report

January – December 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.

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BCS Activity

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

January through December 2022

Industry	Consumer Complaints (NFIs*)		PARs (NFIs*)		FCRs
	Residential	Commercial**	Residential	Commercial**	All Classes
Electric	6,878	587	23,061	199	8,150
Gas	2,426	169	9,410	167	3,085
Water	1,261	106	2,004	15	1,639
Telecommunications	1,206	148	13	0	799
Other***	93	5	9	1	2,320
Total	11,864	1,015	34,497	382	15,993

*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 December 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	565	639	13%	1,523	2,334	53%	524	673	28%
Met-Ed	499	635	27%	1,186	2,493	110%	447	848	90%
PECO	1,146	1,617	41%	2,127	6,072	185%	1,065	1,804	69%
Penelec	522	620	19%	1,304	2,769	112%	416	969	133%
Penn Power	118	171	45%	370	872	136%	106	287	171%
PPL	566	808	43%	2,893	4,954	71%	1,005	1,586	58%
West Penn	567	753	33%	1,382	2,981	116%	484	1,022	111%
Total	3,983	5,243	32%	10,785	22,475	108%	4,047	7,189	78%

*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 December 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Duquesne	639	9%	2,334	1%
Met-Ed	635	9%	2,493	2%
PECO	1,617	11%	6,072	1%
Penelec	620	10%	2,769	1%
Penn Power	171	7%	872	2%
PPL	808	6%	4,954	0%
West Penn	753	10%	2,981	1%
Total	5,243		22,475	
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 12/30/2022.

Major Electric Distribution Companies

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

January through December 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Duquesne	14.4	16.2	9.0	6.1
Met-Ed	15.4	18.3	7.4	7.8
PECO	16.2	15.8	7.6	4.8
Penelec	14.2	18.7	7.3	8.7
Penn Power	14.6	18.5	8.0	9.1
PPL	18.7	23.8	5.7	11.7
West Penn	14.8	18.5	7.7	8.3
Major Electric	15.6	18.1	7.2	7.9

*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 12/30/2022.

Major Natural Gas Distribution Companies

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

January through December 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	122	168	38%	338	552	63%	179	284	59%
National Fuel	74	66	-11%	219	353	61%	62	103	66%
Peoples	374	344	-8%	769	1,018	32%	201	272	35%
Philadelphia Gas Works	628	1,097	75%	2,676	4,002	50%	647	1,311	103%
UGI Gas	296	454	53%	1,033	3,397	229%	316	691	119%
Total	1,494	2,129	43%	5,035	9,322	85%	1,405	2,661	89%

*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 December 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Columbia	168	1%	552	3%
National Fuel	66	9%	353	4%
Peoples	344	4%	1,018	2%
Philadelphia Gas Works	1,097	21%	4,002	16%
UGI Gas	454	8%	3,397	3%
Total	2,129		9,322	
Average		11%		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 12/30/2022.

Major Natural Gas Distribution Companies

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

January through December 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Columbia	10.1	8.0	5.6	1.6
National Fuel	13.5	15.7	6.5	6.9
Peoples	4.7	4.6	2.2	1.9
Philadelphia Gas Works	21.1	19.5	16.8	13.0
UGI Gas	7.6	10.6	2.5	4.0
Major Gas	13.0	14.0	10.4	7.6

*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 12/30/2022.

Major Water Utilities

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

January through December 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	289	300	4%	253	363	43%	281	282	<1%
PA American	723	681	-6%	1,222	1,499	23%	514	530	3%
Other Class A	57	66	16%	62	78	26%	51	83	63%
Total	1,069	1,047	-2%	1,537	1,940	26%	846	895	6%

*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 December 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
Aqua PA	300	20%	363	28%
PA American	681	25%	1,499	18%
Other Class A	66	13%	78	14%
Total	1,047		1,940	
Average		23%		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 12/30/2022.

Major Water Utilities

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

January through December 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
Aqua PA	13.8	3.1	6.4	1.3
PA American	16.1	15.0	8.9	5.1
Other Class A	20.1	13.6	12.1	12.4
Major Water	15.7	11.4	8.7	4.7

*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 12/30/2022.

Municipal Water & Sewer Utilities

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

January through December 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**	180	175	-3%	27	34	26%	69	63	-9%
PWSA-Sewer**	20	26	30%	8	8	0%	19	13	-32%
Total	200	201	1%	35	42	20%	88	76	-14%

*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 December 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
PWSA-Water***	11.1	13.0	9.2	11.4
PWSA-Sewer***	10.2	14.8	10.6	8.9
Municipal Water & Sewer	11.1	13.2	9.5	10.9

*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 12/30/2022.

***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 December 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	176	132	-25%	2	0	-100%	55	45	-18%
Frontier Commonwealth	121	226	87%	1	2	100%	43	63	47%
Verizon North	70	30	-57%	0	0	0%	24	10	-58%
Verizon PA	944	587	-38%	7	7	0%	405	245	-40%
Windstream	110	89	-19%	1	2	100%	25	21	-16%
Total	1,421	1,064	-25%	11	11	0%	552	384	-30%

*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 December 2022

Company	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	Number Received	Percent Justified (Closed & Evaluated)**	Number Received	Percent Justified (Closed & Evaluated)**
CenturyLink	132	58%	0	0%
Frontier Commonwealth	226	71%	2	100%
Verizon North	30	68%	0	0%
Verizon PA	587	60%	7	14%
Windstream	89	46%	2	0%
Total	1,064		11	
Average		61%		27%

*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 12/30/2022.

Major Local Telecommunications Companies

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

January through December 2021/2022

Company	Average Time in Days			
	Consumer Complaints (NFIs*)		PARs (NFIs*)	
	2021	2022**	2021	2022**
CenturyLink	21.7	25.2	26.0	0.0
Frontier Commonwealth	13.0	18.6	13.0	8.0
Verizon North	13.3	16.6	0.0	0.0
Verizon PA	15.1	14.1	10.1	11.3
Windstream	15.4	15.9	8.0	18.5
Major Telecommunications	15.7	16.5	13.1	12.0

*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 12/30/2022.

Compliance

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

ELECTRIC	Duquesne	Met-Ed	PECO	Penelec	Penn Power	PPL	West Penn
Chapter 56	129	81	187	79	19	41	76
Title 66 and Other	8	8	7	14	4	12	21
Total	137	89	194	93	23	53	97
GAS	Columbia	National Fuel	Peoples	Philadelphia Gas Works	UGI Gas		
Chapter 56	14	24	14	369	110		
Title 66 and Other	1	0	2	42	4		
Total	15	24	16	411	114		
WATER	Aqua PA		PA American		Other Class A		
Chapter 56	138		369		16		
Title 66 and Other	3		14		1		
Total	141		383		17		
TELECOMMUNICATIONS	CenturyLink	Frontier Commonwealth	Verizon North	Verizon PA	Windstream		
Chapter 30	8	28	3	29	4		
Chapter 63	127	292	43	927	70		
Chapter 64	6	7	2	27	3		
Title 66 and Other	18	28	4	85	10		
Total	159	355	52	1,068	87		

*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.