

Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/30/2024 2023 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg
Duquesne	\$ 748,833,091	\$ 16,775,045	2.24%	\$ 5,003,589	\$ 11,771,456	1.57%	29.83%	49,029	499,043	548,072
Met Ed	\$ 856,272,371	\$ 13,479,716	1.57%	\$ 1,772,404	\$ 11,707,312	1.37%	13.15%	155,059	363,107	518,166
PECO	\$ 3,036,547,075	\$ 44,609,407	1.47%	\$ 10,577,297	\$ 34,032,110	1.12%	23.71%	632,316	916,224	1,548,540
Penelec	\$ 735,510,855	\$ 15,042,797	2.05%	\$ 2,228,593	\$ 12,814,204	1.74%	14.82%	94,476	406,299	500,775
Penn Power	\$ 245,784,528	\$ 3,617,934	1.47%	\$ 586,340	\$ 3,031,594	1.23%	16.21%	34,393	115,292	149,685
PPL	\$ 2,704,883,566	\$ 60,458,291	2.24%	\$ 14,627,034	\$ 45,831,257	1.69%	24.19%	488,811	773,306	1,262,117
West Penn Pwr	\$ 906,438,333	\$ 13,446,408	1.48%	\$ 2,464,600	\$ 10,981,808	1.21%	18.33%	164,969	467,910	632,879
ELECTRIC	\$ 9,234,269,819	\$ 167,429,598	1.81%	\$ 37,259,857	\$ 130,169,741	1.41%	22.25%	1,619,053	3,541,181	5,160,234
Columbia	\$ 594,146,770	\$ 11,643,805	1.96%	\$ 3,520,934	\$ 8,122,871	1.37%	30.24%	406,662	4,617	411,279
NFG	\$ 180,667,743	\$ 3,459,665	1.91%	\$ 739,679	\$ 2,719,986	1.51%	21.38%	194,977	1,434	196,411
Peoples	\$ 543,417,286	\$ 12,498,986	2.30%	\$ 879,502	\$ 11,619,484	2.14%	7.04%	591,954	2,704	594,658
PGW	\$ 554,608,647	\$ 49,496,476	8.92%	\$ 5,100,835	\$ 44,395,641	8.00%	10.31%	469,981	13,724	483,705
UGI-Gas	\$ 703,938,242	\$ 35,689,027	5.07%	\$ 14,171,946	\$ 21,517,081	3.06%	39.71%	598,352	26,562	624,914
GAS	\$ 2,576,778,688	\$ 112,787,959	4.38%	\$ 24,412,896	\$ 88,375,063	3.43%	21.64%	2,261,926	49,041	2,310,967
TOTAL	\$ 11,811,048,507	\$ 280,217,557		\$ 61,672,753	\$ 218,544,804			3,880,979	3,590,222	7,471,201

2023 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg
Aqua	\$ 408,371,850	\$ 3,792,976	0.93%	\$ 950,929	\$ 2,842,047	0.70%	25.07%	3,154	412,277	415,431
PAWC	\$ 524,986,785	\$ 6,959,636	1.33%	\$ 431,345	\$ 6,528,291	1.24%	6.20%	102,471	547,485	649,956
Audubon	\$ 1,670,052	\$ 3,053	0.18%	\$ -	\$ 3,053	0.18%	0.00%	0	2,655	2,655
Columbia Water	\$ 4,649,744	\$ 6,742	0.14%	\$ -	\$ 6,742	0.14%	0.00%	0	11,460	11,460
Community Utilities	\$ 3,671,422	\$ 468,956	12.77%	\$ -	\$ 468,956	12.77%	0.00%	0	2,657	2,657
Newtown Artesian	\$ 4,042,000	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	0	9,684	9,684
Veolia Bethel	\$ 764,899	\$ 5,750	0.75%	\$ 884	\$ 4,866	0.64%	15.37%	161	2,292	2,453
Veolia PA	\$ 34,887,981	\$ 270,950	0.78%	\$ 55,826	\$ 215,124	0.62%	20.60%	821	58,631	59,452
York	\$ 39,873,553	\$ 388,056	0.97%	\$ 23,973	\$ 364,083	0.91%	6.18%	12,832	52,069	64,901
Other Class A	\$ 89,559,651	\$ 1,143,507	1.28%	\$ 80,683	\$ 1,062,824	1.19%	7.06%	13,814	139,448	153,262
WATER	\$ 1,022,918,286	\$ 11,896,119	1.16%	\$ 1,462,957	\$ 10,433,162	1.02%	12.30%	119,439	1,099,210	1,218,649

2023 Company	Annual Gross Residential Billings	Annual Gross Residential Write-Offs	Gross Res. Write-Offs Ratio	Residential Recoveries	Annual Net Residential Write-Offs	Net Res. Write-Offs Ratio	Residential Recovery Rate	Residential Heating Customers 12-Month Avg	Residential Non-Heating Customers 12-Month Avg	Total Residential Customers 12-Month Avg
PWSA	\$ 131,460,758	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	2,218	98,768	100,986
MUNICIPAL	\$ 131,460,758	\$ -	0.00%	\$ -	\$ -	0.00%	0.00%	2,218	98,768	100,986

Notes: All industry averages are based on total scores and not on an average of company scores except the three average bill columns.
Dollar amounts have been rounded to the nearest dollar. Annual totals and 12-month averages may vary slightly due to rounding.

Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/30/2024 2023 Company	Not on Arrangement # Overdue Cust. 12-Month Avg	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Arrearage/Avg Bill Ratio	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg	Arrangements Average Arrearage	Arrangements Arrearage/Avg Bill Ratio	Percent of Dollars in Arrangements	Percent of Overdue Customers in Arrangements
Duquesne	57,525	10.50%	\$ 11,767,466	\$ 204.56	1.82	12,237	2.23%	\$ 11,144,819	\$ 910.75	8.11	48.64%	17.54%
Met Ed	55,158	10.64%	\$ 18,296,747	\$ 331.72	2.40	23,488	4.53%	\$ 24,759,042	\$ 1,054.11	7.64	57.50%	29.87%
PECO	242,342	15.65%	\$ 94,018,435	\$ 387.96	3.13	34,899	2.25%	\$ 27,571,450	\$ 790.04	6.37	22.68%	12.59%
Penelec	54,835	10.95%	\$ 18,309,954	\$ 333.91	2.73	23,186	4.63%	\$ 27,355,480	\$ 1,179.83	9.66	59.90%	29.72%
Penn Power	13,926	9.30%	\$ 4,808,940	\$ 345.32	2.52	5,700	3.81%	\$ 7,537,968	\$ 1,322.45	9.67	61.05%	29.04%
PPL	147,251	11.67%	\$ 108,064,123	\$ 733.88	4.14	77,664	6.15%	\$ 71,455,765	\$ 920.06	5.19	39.80%	34.53%
West Penn Pwr	60,636	9.58%	\$ 18,797,219	\$ 310.00	2.59	23,971	3.79%	\$ 27,597,839	\$ 1,151.30	9.64	59.48%	28.33%
ELECTRIC	631,673	12.24%	\$ 274,062,884	\$ 433.87	3.27	201,145	3.90%	\$ 197,422,363	\$ 981.49	7.39	41.87%	24.15%
Columbia	24,149	5.87%	\$ 4,835,267	\$ 200.23	1.65	15,631	3.80%	\$ 15,120,313	\$ 967.33	7.98	75.77%	39.29%
NFG	25,160	12.81%	\$ 6,702,962	\$ 266.41	3.51	5,725	2.91%	\$ 3,607,268	\$ 630.09	8.30	34.99%	18.54%
Peoples	71,907	12.09%	\$ 17,729,280	\$ 246.56	3.13	14,012	2.36%	\$ 15,385,448	\$ 1,098.02	13.93	46.46%	16.31%
PGW	98,775	20.42%	\$ 63,377,512	\$ 641.64	6.95	18,060	3.73%	\$ 16,751,987	\$ 927.57	10.05	20.91%	15.46%
UGI-Gas	62,473	10.00%	\$ 13,409,575	\$ 214.65	2.13	24,390	3.90%	\$ 26,370,075	\$ 1,081.18	10.72	66.29%	28.08%
GAS	282,464	12.22%	\$ 106,054,596	\$ 375.46	4.00	77,818	3.37%	\$ 77,235,091	\$ 992.51	10.58	42.14%	21.60%
TOTAL	914,137		\$ 380,117,480			278,963		\$ 274,657,454				

2023 Company	Not on Arrangement # Overdue Cust. 12-Month Avg	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Arrearage/Avg Bill Ratio	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg	Arrangements Average Arrearage	Arrangements Arrearage/Avg Bill Ratio	Percent of Dollars in Arrangements	Percent of Overdue Customers in Arrangements
Aqua	43,160	10.39%	\$ 5,327,651	\$ 123.44	1.43	14,421	3.47%	\$ 10,767,439	\$ 746.65	8.63	66.90%	25.04%
PAWC	85,830	13.21%	\$ 7,170,347	\$ 83.54	1.22	22,798	3.51%	\$ 19,985,270	\$ 876.62	12.79	73.60%	20.99%
Audubon	75	2.82%	\$ 11,451	\$ 152.68	0.97	7	0.26%	\$ 3,805	\$ 543.57	3.46	24.94%	8.54%
Columbia Water	294	2.57%	\$ 13,499	\$ 45.91	0.96	23	0.20%	\$ 1,944	\$ 84.52	1.77	12.59%	7.26%
Community Utilities	450	16.94%	\$ 115,731	\$ 257.18	2.21	127	4.78%	\$ 73,041	\$ 575.13	4.94	38.69%	22.01%
Newtown Artesian	321	3.31%	\$ 55,223	\$ 172.03	3.37	15	0.15%	\$ 2,262	\$ 150.80	2.96	3.93%	4.46%
Veolia Bethel	168	6.85%	\$ 11,410	\$ 67.92	2.61	-	0.00%	\$ 677	\$ -	-	5.60%	0.00%
Veolia PA	4,463	7.51%	\$ 366,543	\$ 82.13	1.68	380	0.64%	\$ 100,552	\$ 264.61	5.41	21.53%	7.85%
York	7,977	12.29%	\$ 429,829	\$ 53.88	1.02	1,051	1.62%	\$ 720,643	\$ 685.67	12.94	62.64%	11.64%
Other Class A	13,748	8.97%	\$ 1,003,686	\$ 73.01	1.02	1,603	1.05%	\$ 902,924	\$ 563.27	7.88	47.36%	10.44%
WATER	142,738	11.71%	\$ 13,501,684	\$ 94.59	1.25	38,822	3.19%	\$ 31,655,633	\$ 815.40	10.80	70.10%	21.38%

2023 Company	Not on Arrangement # Overdue Cust. 12-Month Avg	Not on Arrangement Overdue Percent	Not on Arrangement Dollars Overdue 12-Month Avg	Not on Arrangement Average Arrearage	Not on Arrangement Arrearage/Avg Bill Ratio	Arrangements # Overdue Customers 12-Month Avg	Arrangements Overdue Percent	Arrangements Dollars Overdue 12-Month Avg	Arrangements Average Arrearage	Arrangements Arrearage/Avg Bill Ratio	Percent of Dollars in Arrangements	Percent of Overdue Customers in Arrangements
PWSA	10,776	10.67%	\$ 9,622,600	\$ 892.97	8.18	4,632	4.59%	\$ 8,310,796	\$ 1,794.21	16.44	46.34%	30.06%
MUNICIPAL	10,776	10.67%	\$ 9,622,600	\$ 892.97	8.18	4,632	4.59%	\$ 8,310,796	\$ 1,794.21	16.44	46.34%	30.06%

Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/30/2024 2023 Company	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill
Duquesne	69,762	12.73%	\$ 22,912,285	\$ 328.44	2.93	24,820	4.53%	19,328	77.87%	\$ 135.00	\$ 110.00	\$ 112.24
Met Ed	78,646	15.18%	\$ 43,055,789	\$ 547.46	3.97	26,672	5.15%	23,202	86.99%	\$ 166.00	\$ 126.00	\$ 137.97
PECO	277,241	17.90%	\$ 121,589,885	\$ 438.57	3.53	87,488	5.65%	75,441	86.23%	\$ 117.69	\$ 127.01	\$ 124.11
Penelec	78,021	15.58%	\$ 45,665,434	\$ 585.30	4.79	19,379	3.87%	15,328	79.10%	\$ 153.00	\$ 115.00	\$ 122.17
Penn Power	19,626	13.11%	\$ 12,346,908	\$ 629.11	4.60	4,006	2.68%	3,154	78.73%	\$ 183.00	\$ 123.00	\$ 136.79
PPL	224,915	17.82%	\$ 179,519,888	\$ 798.17	4.50	17,915	1.42%	11,439	63.85%	\$ 216.91	\$ 152.20	\$ 177.26
West Penn Pwr	84,607	13.37%	\$ 46,395,058	\$ 548.36	4.59	20,188	3.19%	16,138	79.94%	\$ 152.00	\$ 108.00	\$ 119.47
ELECTRIC	832,818	16.14%	\$ 471,485,247	\$ 566.13	4.26	200,468	3.88%	164,030	81.82%	\$ 160.51	\$ 123.03	\$ 132.86
Columbia	39,780	9.67%	\$ 19,955,580	\$ 501.65	4.14	10,454	2.54%	5,703	54.55%	\$ 122.00	\$ 53.00	\$ 121.23
NFG	30,885	15.72%	\$ 10,310,230	\$ 333.83	4.40	6,981	3.55%	5,138	73.60%	\$ 76.19	\$ 35.89	\$ 75.90
Peoples	85,919	14.45%	\$ 33,114,728	\$ 385.42	4.89	21,462	3.61%	17,558	81.81%	\$ 79.06	\$ 22.46	\$ 78.80
PGW	116,835	24.15%	\$ 80,129,499	\$ 685.83	7.43	34,682	7.17%	24,000	69.20%	\$ 93.56	\$ 48.98	\$ 92.30
UGI-Gas	86,863	13.90%	\$ 39,779,650	\$ 457.96	4.54	31,066	4.97%	22,823	73.47%	\$ 103.84	\$ 33.65	\$ 100.86
GAS	360,282	15.59%	\$ 183,289,687	\$ 508.74	5.42	104,645	4.53%	75,222	71.88%	\$ 94.93	\$ 38.80	\$ 93.82
TOTAL	1,193,100		\$ 654,774,934			305,113		239,252				

2023 Company	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill
Aqua	57,581	13.86%	\$ 16,095,090	\$ 279.52	3.23	6,197	1.49%	5,473	88.32%	\$ 86.52	\$ 86.52	\$ 86.52
PAWC	108,628	16.71%	\$ 27,155,617	\$ 249.99	3.65	16,368	2.52%	10,668	65.18%	\$ 66.00	\$ 69.00	\$ 68.53
Audubon	82	3.09%	\$ 15,256	\$ 186.05	1.19	31	1.17%	25	80.65%	\$ -	\$ 157.00	\$ 157.00
Columbia Water	317	2.77%	\$ 15,443	\$ 48.72	1.02	310	2.71%	277	89.35%	\$ -	\$ 47.72	\$ 47.72
Community Utilities	577	21.72%	\$ 188,772	\$ 327.16	2.81	94	3.54%	75	79.79%	\$ -	\$ 116.51	\$ 116.51
Newtown Artesian	336	3.47%	\$ 57,485	\$ 171.09	3.35	20	0.21%	20	100.00%	\$ -	\$ 51.00	\$ 51.00
Veolia Bethel	168	6.85%	\$ 12,087	\$ 71.95	2.77	-	0.00%	-	0.00%	\$ 25.99	\$ 25.99	\$ 25.99
Veolia PA	4,843	8.15%	\$ 467,095	\$ 96.45	1.97	700	1.18%	440	62.86%	\$ 48.90	\$ 48.90	\$ 48.90
York	9,028	13.91%	\$ 1,150,472	\$ 127.43	2.40	196	0.30%	122	62.24%	\$ 53.00	\$ 53.00	\$ 53.00
Other Class A	15,351	10.02%	\$ 1,906,610	\$ 124.20	1.74	1,351	0.88%	959	70.98%	\$ 18.27	\$ 71.45	\$ 71.45
WATER	181,560	14.90%	\$ 45,157,317	\$ 248.72	3.29	23,916	1.96%	17,100	71.50%	\$ 56.93	\$ 75.66	\$ 75.50

2023 Company	Total Overdue Customers	Total Percent Overdue	Total Dollars Overdue	Total Average Arrearage	Total Arrearage/Avg Bill Ratio	Total Terminations	Termination Percent per Customer	Total Reconnections	Reconnect Ratio	Average Heating Bill	Average Non-Heating Bill	Average Total Bill
PWSA	15,408	15.26%	\$ 17,933,396	\$ 1,163.90	10.66	215	0.21%	80	37.21%	\$ 141.08	\$ 108.43	\$ 109.15
MUNICIPAL	15,408	15.26%	\$ 17,933,396	\$ 1,163.90	10.66	215	0.21%	80	37.21%	\$ 141.08	\$ 108.43	\$ 109.15

Collections Data for the Major Electric, Gas, and Water Companies

Updated 4/30/2024 2023 Company	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants	Total \$ Security Deposits Applicants	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand
Duquesne	3.06%	\$ 5,954,281	4,336	\$ 1,932,359	14,579	\$ 2,778,330	4,936	\$ 1,391,307	34,008	\$ 6,596,226
Met Ed	5.03%	\$ 16,176,996	9,712	\$ 8,274,198	26,940	\$ 6,811,259	6,743	\$ 2,442,698	70,637	\$ 18,237,126
PECO	4.00%	\$ 18,982,989	20,936	\$ 13,665,360	24,647	\$ 4,932,293	57,186	\$ 11,894,986	105,579	\$ 27,765,584
Penelec	6.21%	\$ 17,262,640	9,998	\$ 9,228,699	23,393	\$ 5,296,037	5,903	\$ 2,003,627	57,631	\$ 13,587,627
Penn Power	5.02%	\$ 4,392,483	2,235	\$ 2,138,411	5,918	\$ 1,310,559	1,337	\$ 416,560	15,103	\$ 3,433,384
PPL	6.64%	\$ 12,784,785	25,298	\$ 27,068,674	12,492	\$ 3,659,224	2,965	\$ 1,024,234	7,512	\$ 1,763,476
West Penn Pwr	5.12%	\$ 15,760,119	9,424	\$ 7,905,823	25,505	\$ 5,528,201	6,305	\$ 2,090,677	66,517	\$ 15,152,094
ELECTRIC	5.11%	\$ 91,314,293	81,939	\$ 70,213,524	133,474	\$ 30,315,903	85,375	\$ 21,264,089	356,987	\$ 86,535,517
Columbia	3.36%	\$ 6,025,719	1,423	\$ 1,037,410	6,789	\$ 2,124,814	1,891	\$ 523,946	13,988	\$ 1,043,122
NFG	5.71%	\$ 995,286	6,776	\$ 4,003,752	65	\$ 33,996	179	\$ 60,857	236	\$ 83,082
Peoples	6.09%	\$ 5,244,412	22,642	\$ 15,315,524	4,087	\$ 534,479	2,900	\$ 451,954	6,461	\$ 734,460
PGW	14.45%	\$ 913,216	19,303	\$ 19,380,099	8,322	\$ 1,783,314	764	\$ 152,792	7,394	\$ 2,580,392
UGI-Gas	5.65%	\$ 9,366,647	11,024	\$ 9,805,719	47,589	\$ 11,089,391	36	\$ 8,404	58,921	\$ 10,263,558
GAS	7.11%	\$ 22,545,280	61,168	\$ 49,542,504	66,852	\$ 15,565,994	5,770	\$ 1,197,953	87,000	\$ 14,704,614
TOTAL		\$ 113,859,573	143,107	\$ 119,756,028	200,326	\$ 45,881,897	91,145	\$ 22,462,042	443,987	\$ 101,240,131

2023 Company	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants	Total \$ Security Deposits Applicants	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand
Aqua	3.94%	\$ 1,719,327	3,780	\$ 1,698,804	0	\$ -	0	\$ -	0	\$ -
PAWC	5.17%	\$ 3,803,522	8,822	\$ 3,367,703	0	\$ -	0	\$ -	0	\$ -
Audubon	0.91%	\$ 63,024	11	\$ 5,469	0	\$ -	0	\$ -	0	\$ -
Columbia Water	0.33%	\$ 28,044	81	\$ 8,093	171	\$ 8,550	0	\$ -	655	\$ 32,774
Community Utilities	5.14%	\$ -	4	\$ 602	0	\$ -	0	\$ -	0	\$ -
Newtown Artesian	1.42%	\$ 10,000	35	\$ 1,156	0	\$ -	0	\$ -	0	\$ -
Veolia Bethel	1.58%	\$ 31,443	4	\$ 331	0	\$ -	0	\$ -	0	\$ -
Veolia PA	1.34%	\$ 1,506,353	446	\$ 55,096	0	\$ -	0	\$ -	0	\$ -
York	2.89%	\$ 161,555	412	\$ 82,101	0	\$ -	0	\$ -	0	\$ -
Other Class A	2.13%	\$ 1,800,419	993	\$ 152,848	171	\$ 8,550	0	\$ -	655	\$ 32,774
WATER	4.41%	\$ 7,323,268	13,595	\$ 5,219,355	171	\$ 8,550	0	\$ -	655	\$ 32,774

2023 Company	% of Billings In Debt	Annual Collections Operating Expenses	Inactive Overdue Customers 12-Month Avg	Inactive Overdue Dollars 12-Month Avg	Total # Security Deposits Applicants	Total \$ Security Deposits Applicants	Total # Security Deposits Customers	Total \$ Security Deposits Customers	Annual # Security Deposits On Hand	Annual \$ Security Deposits On Hand
PWSA	13.64%	\$ 889,810	9,459	\$ 6,942,288	0	\$ -	0	\$ -	0	\$ -
MUNICIPAL	13.64%	\$ 889,810	9,459	\$ 6,942,288	0	\$ -	0	\$ -	0	\$ -