

**BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION**

Pennsylvania Public Utility Commission, et	:	
al.	:	Docket No. R-2020-3017206
	:	
v.	:	
	:	
Philadelphia Gas Works	:	

**PGW RESPONSES TO ENVIRONMENTAL STAKEHOLDERS
INTERROGATORIES – SET I**

ES-I-2. Please reference the Direct Testimony of Mr. Stunder, PGW ST. No. 1, p. 3, lines 10-14.

- a. Do PGW’s plans for its infrastructure include the extension or expansion of that infrastructure?

Daniel Furtek: PGW’s service territory is limited to the City of Philadelphia only. The existing distribution system already covers the city and only minor adjustments are required for new customer requested service additions.

- i. If so, please describe any plans to extend or expand PGW’s infrastructure during the next 30 years, and please provide all documents relating to any such plans.

Daniel Furtek: See ES-I-2.a.

- ii. If so, has PGW evaluated whether there will be sufficient demand to justify any plans PGW has to extend or expand PGW’s infrastructure during the next 30 years? If so, please provide all documents related to any such evaluation. If not, please explain why not.

Daniel Furtek: See ES-I-2.a.

- iii. If so, has PGW evaluated whether increased use of energy efficiency measures could avoid the need for some or all of any plans PGW has to extend or expand PGW’s infrastructure during the next 30 years?

Daniel Furtek: See ES-I-2.a.

- b. Does PGW’s planned modernization of its infrastructure include any plans to increase the resilience of PGW’s infrastructure to the effects of climate change and/or extreme weather events? If so, please describe any such plans, and please provide all documents relating to any such plans. If not, please explain why not.

Daniel Furtek: PGW's system is a closed, pressurized system. In addition with the introduction of the newer materials, effects of climate change should not impact the delivery.

- c. As part of PGW's planned modernization of its infrastructure, has PGW developed any projections of its ratepayers' natural gas demand over the next 30 years? If so, please provide all documents related to any such projection. If not, please explain why not.

Gregory Stunder: No. PGW prepares five year financial forecasts which include a projection of sales volumes.

- d. As part of PGW's planned modernization of its infrastructure, has PGW evaluated whether there will be sufficient demand for natural gas over the next 30 years to justify maintaining the current size and configuration of its infrastructure? If so, please provide all documents related to any such evaluation. If not, please explain why not.

Daniel Furtek: The system is evaluated for the current needs of our customers and networking studies.

ES-I-3. Please reference the Direct Testimony of Mr. Stunder, PGW ST. No. 1, p. 5, lines 1-6.

- a. Has PGW's management evaluated the risk that future regulatory changes relating to greenhouse gases or fossil fuel use may pose to PGW's ability to implement its infrastructure plans or to obtain the full expected value from its planned infrastructure investments? If so, please provide all documents relating to any such evaluations. If not, please explain why not.

Gregory Stunder: No. Regulatory changes have not been imposed.

- b. Has PGW's management developed any plans to minimize the cost to ratepayers of its compliance with any future regulatory changes relating to greenhouse gases or fossil fuel use? If so, please provide all documents relating to any such plans. If not, please explain why not.

Gregory Stunder: No. Regulatory changes have not been imposed.

- c. Has PGW's management evaluated the risk that climate change may pose to PGW's ability to implement its infrastructure plans or to obtain the full expected value from its planned infrastructure investments? If so, please provide all documents relating to any such evaluations. If not, please explain why not.

Gregory Stunder: Please see the response to ES-I-2.d.

- d. Has PGW's management developed any plans to minimize the cost to ratepayers of the adaptation of its infrastructure to climate change? If so, please provide all documents relating to any such plans. If not, please explain why not.

Gregory Stunder: Please see the response to ES-I-2.b.

ES-I-4. Please reference the following statement from PGW's Corporate Social Responsibility Report, attached hereto as Exhibit B: "PGW has joined the city of Philadelphia in its commitment to combat global climate change."

- a. Please provide all documents relating to PGW joining with or cooperating with the City of Philadelphia to combat global climate change.

Gregory Stunder: Please see the Rebuttal Testimony of Gregory Stunder, PGW Statement No. 1-R, pages 9-10.

- d. Please describe the actions PGW has taken to date that reflect its "commitment to combat global climate change."

Gregory Stunder: Please see ES-I-4.a.

- e. Please describe the actions PGW is currently planning to take in the future as part of its "commitment to combat global climate change."

Gregory Stunder: Please see ES-I-4.a.

ES-I-5. Please reference the Direct Testimony of Douglas Moser, PGW ST. No. 7, p. 2, lines 11-22, which describes plans to replace cast iron natural gas mains ("cast iron mains") over a period of 34.6 years if PGW's proposed rate increase is approved.

- a. Has PGW evaluated any alternatives to replacing the cast iron mains it is planning to replace? If so, please provide all documents relating to any such evaluations. If not, please explain why not.

Daniel Furtek: Network studies are performed prior to each main replacement project in order to size the pipes appropriately. Analysis is also performed on potential downsizing or elimination of mains based on current demand. Due to the nature of the cast iron main being replaced, it is not possible to maintain the system safely and reduce the incidence of hazardous leaks without systematically replacing these facilities using a risk based model to identify priority of replacement.

- b. Has PGW evaluated whether increased energy efficiency measures over the next 34.6 years (or any shorter period) could enable decommissioning some cast iron mains rather than replacing them? If so, please provide all documents relating to any such evaluations. If not, please explain why not.

Daniel Furtek: See ES-I-5.a.

- c. Has PGW evaluated whether increased energy efficiency measures over the next 34.6 years (or any shorter period) could reduce the size of mains or services

needed to replace any existing mains or services? If so, please provide all documents relating to any such evaluations. If not, please explain why not.

Daniel Furtek: See ES-I-5.a.

- d. Has PGW evaluated whether warming weather over the next 34.6 years (or any shorter period) could, alone or in combination with other factors, reduce demand sufficiently to make it possible to decommission, rather than replace, any cast iron mains or services during that period? If so, please provide all documents relating to any such evaluations. If not, please explain why not.

Daniel Furtek: See ES-I-5.a.

- e. Has PGW evaluated whether regulatory actions over the next 34.6 years (or any shorter period) could, alone or in combination with other factors, reduce demand sufficiently to make it possible to decommission, rather than replace, any cast iron mains or services during that period? If so, please provide all documents relating to any such evaluations. If not, please explain why not.

Gregory Stunder: No. Regulatory changes have not been imposed.

ES-I-7. Please identify all mains or service lines that PGW has decommissioned (or otherwise removed from service) and has not replaced during the last 30 years. If not available for the last 30 years, please provide the requested information over whatever time period is available. For each main or service line so identified, please provide all documents relating to the reasons for decommissioning or otherwise removing the main or service line from service.

Daniel Furtek: As shown below, PGW has removed 13.5 miles of cast iron main from inventory without replacement from 2004 to 2019.

Calendar Year	CAST IRON	
	Abandon - Not in Use	
	Footage	Mileage
2004	-5,790	-1.1
2005	-4,064	-0.77
2006	-2,549	-0.48
2007	-10,910	-2.07
2008	-3,230	-0.61
2009	-1,071	-0.2
2010	-7,948	-1.51
2011	-6,012	-1.14
2012	-5,061	-0.96
2013	-14,651	-2.77
2014	-3,746	-0.71
2015	-2,205	-0.42

2016	-1,333	-0.25
2017	-908	-0.17
2018	-749	-0.14
2019	-1,266	-0.24
Grand Total	-71,493	-13.5

ES-I-8. Please reference the Direct Testimony of Mr. Moser, PGW ST. No. 7, p. 8, lines 8-10, which states that “PGW has as one of its key missions continually striving to provide safe, adequate, and reasonable service to its customers in the most efficient and cost effective manner possible.”

- a. Has PGW evaluated whether increased deployment of energy efficiency measures may be a cost-effective means of reducing the need to spend ratepayer funds on maintaining its distribution infrastructure at its current size? If so, please provide all documents and analyses relating to any such evaluation. If not, please explain why not.

Daniel Furtek: PGW does not have a policy of “maintaining its distribution infrastructure at its current size”. PGW’s distribution system is designed to meet customers’ current needs. As discussed in ES-I-5a, Network studies are performed prior to each main replacement project in order to size the pipes appropriately.

- b. Has PGW evaluated whether increased deployment of energy efficiency measures may be a cost-effective means of avoiding the need to spend ratepayer funds on expanding its existing distribution infrastructure? If so, please provide all documents and analyses relating to any such evaluation. If not, please explain why not.

Daniel Furtek: PGW is required to safely deliver natural gas to its customers. While energy efficiency measures may cost effectively reduce relative levels of natural gas usage, energy efficiency cannot reduce natural gas usage to the point that PGW’s gas distribution system is no longer needed. Due to the nature of the cast iron main being replaced, it is not possible to maintain the system safely and reduce the incidence of hazardous leaks without systematically replacing these facilities using a risk based model to identify priority of replacement.

- e. Has PGW evaluated how it can minimize the costs to ratepayers of adapting its infrastructure and operations to climate change over the next 30 years? If so, please provide all documents relating to any such evaluation. If not, please explain why not.

Douglas Moser: No. Such an evaluation requires a set of assumptions that is too speculative. No determination has been made by any entity that mandates the reduction or elimination of the use of natural gas by PGW's customers.

- f. Has PGW evaluated how it can minimize the costs to ratepayers of maintaining its infrastructure despite any reductions in demand for natural gas due to warming winters that may occur over the next 30 years? If so, please provide all documents relating to any such evaluation. If not, please explain why not.

Douglas Moser: No. Such an evaluation requires a set of assumptions that is too speculative. No determination has been made by any entity that mandates the reduction or elimination of the use of natural gas by PGW's customers.

ES-I-9. Please reference the Direct Testimony of Mr. Moser, PGW ST. No. 7, p. 2, lines 11-22, which describes plans to replace cast iron natural gas mains over a period of 34.6 years if PGW's proposed rate increase is approved.

- a. Mr. Moser's testimony states that when "\$70 million in rate relief is factored in" to planning assumptions about the replacement of cast iron mains, the time frame for replacement will be accelerated by 14%. Will the \$70 million increase in annual rates be used to expand the PGW's natural gas distribution network, including mains and service lines? If so, please explain in detail.

Daniel Furtek: No.

- b. What plans, projections, or expectations, does PGW have for expanding its natural gas distribution network, including mains and service lines, over the next 30 years? Please provide all documents describing any such plans, projections, or expectations.

Daniel Furtek: As described in the response to ES-I-2a, with the exception of minor adjustment to the system for customer requested service additions, no expansion of the system is planned, projected or expected.

ES-I-10. Please reference the Direct Testimony of Mr. Moser, PGW ST. No. 7, p. 16, lines 8-14.

- a. Please provide all documents and analyses substantiating the 2% increase in overall customer satisfaction described in the above-referenced line.

Bernard Cummings: See attached.

ES-I-11. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7, page 5, lines 10-11.

- a. Please explain in detail how "prioritized selection" has contributed to the observed downward trend in the number of hazardous leaks encountered on the distribution system.

Daniel Furtek: By prioritizing the removal of the riskiest assets and replacing them with newer materials, this reduces the amount of infrastructure at risk of leaking.

- b. Please explain in detail how “the accelerated pace of PGW’s main replacement program” has contributed to the observed downward trend in the number of hazardous leaks encountered on the distribution system.

Daniel Furtek: By removing more of the riskiest assets at a faster pace and replacing them with newer materials, this reduces the amount of infrastructure at risk of leaking. Due to the nature of the cast iron main being replaced, the only way to maintain PGW’s system safely and reduce the incidence of hazardous leaks is by systematically replacing these facilities using a risk based model to identify priority of replacement.

- c. Please explain in detail how “warmer than average winter seasons” have contributed to the observed downward trend in the number of hazardous leaks encountered on the distribution system.

Daniel Furtek: Most hazardous main leaks are the result of natural forces (earth movement) acting on cast iron. Frost heave in the winter months causes cast iron main to break which causes hazardous leaks. Because of the nature of the material, leaks can occur without prior indication and can become hazardous quickly, making the failure to take proactive action (i.e., replacement) unreasonably risky

ES-I-12. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7, page 6, lines 7–10.

- a. Other than replacing “all bare steel services encountered on main replacement projects regardless of condition,” please explain in detail how PGW prioritizes repair and replacement of services?

Daniel Furtek: Any service found leaking is replaced and services no longer in use are abandoned.

- b. Are there any circumstances in which PGW would not automatically replace a bare steel service line encountered on a main replacement project?

Daniel Furtek: Unless the service is no longer being utilized, all bare steel service lines are replaced when encountered on all main replacement projects because of the inherent risk of leak of bare steel service lines.

- i. If so, please provide an itemized list of the reasons PGW would not automatically replace a bare steel service line encountered on a main replacement project.

Daniel Furtek: N/A

- ii. If so, please identify each instance over the past five years when PGW did not replace a bare steel service line encountered on a main replacement project and identify the particular reason each such bare steel service line was not replaced.

Daniel Furtek: N/A

- d. Before replacing a bare steel service line encountered on a main replacement project, does PGW ask the customer(s) served by that service line whether they would prefer to discontinue their reliance on gas? If so, please explain the process used by PGW to investigate customer preferences in this regard. If not, please explain why not in detail.

Daniel Furtek: No, PGW is required to safely deliver natural gas to its customers.

ES-I-13. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7, page 7.

- a. Please provide the total backlog of open leaks.

Daniel Furtek: As of 7/23/2020, the open leak backlog is 2,127.

- b. Please identify the number of miles and size of pipe within PGW's distribution system that are not typically monitored for leaks.

Daniel Furtek: All portions of PGW's distribution system are monitored for leaks through various programs.

- c. Has PGW estimated the volume of gas lost to distribution system leaks on an hourly, daily, weekly, monthly, or annual basis? If yes, please provide each such estimate and supporting documentation.

Gregory Stunder: Please see the attached which is the most recent Unaccounted For Gas annual report submitted to the PUC.

ES-I-14. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7, page 8, lines 10–11, explaining that, “[a]s a municipally owned utility with no shareholders, it is well to recall that all such cost savings accrue to the benefit of PGW ratepayers.”

- a. Please explain in detail who is responsible for PGW cost overruns.

Joseph Golden: PGW management is responsible for managing the cost of projects.

- b. Please explain in detail the impact to ratepayers when a PGW asset suffers a premature write-down or devaluation.

Joseph Golden: The financial impact of an asset, with a remaining book value, being removed from service would be as follows: (1) decrease (credit) the asset value reflected in “Utility plant , at original cost – In Service”, (2) charge (debit) accumulated depreciation for the value of the accrued depreciation, and (3) charge (debit) depreciation expense for the difference of (1) and (2).

- c. Please explain in detail the impact to the City of Philadelphia when a PGW asset suffers a premature write-down or devaluation.

Joseph Golden: As PGW is a component unit of the City of Philadelphia, the response in “b” would be reflected in the Comprehensive Annual Financial Report of the City of Philadelphia.

ES-I-15. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7, page 12, lines 6–7.

- a. Please state whether PGW is currently involved in five or six prepaid gas arrangements.

Douglas Moser: Six arrangements are executed. 5 arrangements are active. Deliveries related to the 6th arrangement begin in November 2020.

- b. Please produce the written contract, and any amendments or supplements thereto, for each of the referenced prepaid gas arrangements.

Douglas Moser: Please see the attached contracts.

- c. Please provide all written company policies or guidelines on gas procurement practices.

Douglas Moser: Please see attached filing requirement from the 2020-2021 Gas Cost Rate Proceeding.

ES-I-16. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7, page 13, lines 3–4. In PGW’s view, what percentage of PGW’s supply needs over what time period would it be prudent to acquire through prepaid gas arrangements. Please explain your response in detail.

Douglas Moser: PGW hasn’t determined a final fixed percentage at this time.

ES-I-17. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7, page 12, line 13. Please explain in detail how the current average discount of approximately thirty cents was calculated, and provide supporting documentation, if any, including workpapers in native format with formulas intact.

Douglas Moser: Discounts are calculated by a prepaid arrangement counterparty. The discounts are set forth in the contracts provided in response to ES-I-15 b.

ES-I-18. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7, pages 11–12. Please explain in detail the volume of gas as a percentage of expected demand that PGW has already contractually committed to purchase in each of the following years:

- a. FY 2025
- b. FY 2030
- c. FY 2035
- d. FY 2040
- e. FY 2045
- f. FY 2050

Douglas Moser:

- a. FY 2025 – 20.2%
- b. FY 2030 – 23.82%
- c. FY 2035 – 23.82%
- d. FY 2040 – 23.91%
- e. FY 2045 – 23.82%
- f. FY 2050 – 4.53%

ES-I-19. Please reference the Direct Testimony of Mr. Moser, PGW St. No. 7 at 12, lines 19–22.

- a. Please explain in detail how the approximate savings for FY 2020 as a result of prepaid gas purchase arrangements was calculated, and provide supporting documentation, if any, including workpapers in native format with formulas intact.

Douglas Moser: Please see below.

FY 20	Discount	Total Volume	Savings per deal
Prepaid Deal #1	0.29	1,281,000	\$ 371,490
Prepaid Deal #2	0.4	2,015,504	\$ 806,202
Prepaid Deal #3	0.3	1,286,488	\$ 385,946
Prepaid Deal #4	0.3	1,837,072	\$ 551,122
Prepaid Deal #5	0.3	745,500	\$ 223,650
Prepaid Deal #6	0.42	-	\$ -
		Total Savings	\$ 2,338,410

- b. Please explain in detail how the approximate savings for FY 2021 as a result of prepaid gas purchase arrangements was calculated, and provide supporting documentation, if any, including workpapers in native format with formulas intact.

Douglas Moser: Please see below.

FY 21	Discount	Total Volume	Savings per deal
Prepaid Deal #1	0.29	1,277,500	\$ 370,475
Prepaid Deal #2	0.4	2,007,504	\$ 803,002
Prepaid Deal #3	0.3	1,095,000	\$ 328,500
Prepaid Deal #4	0.3	1,824,986	\$ 547,496
Prepaid Deal #5	0.3	1,277,500	\$ 383,250
Prepaid Deal #6	0.42	1,216,000	\$ 510,720
		Total Savings	\$ 2,943,442

VERIFICATION

I, Daniel M. Furtek, hereby state that I am the Vice President – Resource Management and Technology for Philadelphia Gas Works (“PGW”), I am authorized to make this verification on its behalf, and that the facts set forth in the attached discovery responses which I am sponsoring are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

July 24, 2020

Dated



Daniel M. Furtek
Vice President – Resource Management and
Technology
Philadelphia Gas Works

VERIFICATION

I, Gregory Stunder, hereby state that I am the Vice President – Regulatory and Legislative Affairs for Philadelphia Gas Works (“PGW”), I am authorized to make this verification on its behalf, and that the facts set forth in the attached discovery responses which I am sponsoring are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

July 24, 2020

Dated



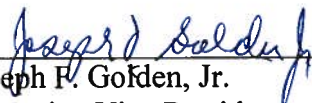
Gregory Stunder
Vice President – Regulatory and Legislative Affairs
Philadelphia Gas Works

VERIFICATION

I, Joseph F. Golden, Jr., hereby state that I am the Executive Vice President and Acting Chief Financial Officer for Philadelphia Gas Works (“PGW”), I am authorized to make this verification on its behalf, and that the facts set forth in the attached discovery responses which I am sponsoring are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

July 24, 2020

Dated



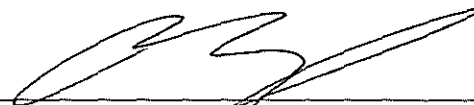
Joseph F. Golden, Jr.
Executive Vice President
Acting Chief Financial Officer
Philadelphia Gas Works

VERIFICATION

I, Bernard L. Cummings, hereby state that I am the Vice President – Customer Service and Collections for Philadelphia Gas Works (“PGW”), I am authorized to make this verification on its behalf, and that the facts set forth in the attached discovery responses which I am sponsoring are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

July 24, 2020

Dated



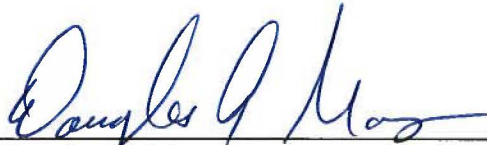
Bernard Cummings
Vice President – Customer Service and Collections
Philadelphia Gas Works

VERIFICATION

I, Douglas A. Moser, hereby state that I am the Executive Vice President and Acting Chief Operating Officer for Philadelphia Gas Works (“PGW”), I am authorized to make this verification on its behalf, and that the facts set forth in the attached discovery responses which I am sponsoring are true and correct to the best of my knowledge, information and belief. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

July 24, 2020

Dated



Douglas A. Moser
Executive Vice President, Acting Chief Financial Officer
Philadelphia Gas Works



**Philadelphia Gas Works
Customer Transaction Satisfaction
Current Month Survey Detail**

November 2017

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1. Executive Summary

YTD Summary

The following summary contains the key year-to-date findings of this study.

Overall Satisfaction – In 2017 YTD, 83% of respondents reported being satisfied¹ overall with the most recent service request with Philadelphia Gas Works.

Contact Method – A majority of respondents in 2017 YTD indicated that they contacted Philadelphia Gas Works by telephone (69%), followed by office visit (28%), and internet (4%).

Nature of Request – Thirty-two percent (32%) of respondents in 2017 YTD said that the nature of their most recent request was to ask a billing question. Turn On/Turn Off Requests were the second most popular (14%) followed by Universal Services (13%), Make a Payment (12%), and Make Payment Arrangements/Inquiry about Customer Responsibility Program (10%).

Automated System – Four percent (4%) of respondents who called Philadelphia Gas Works only interacted with the automated attendant. A majority of respondents in 2017 YTD indicated that they spoke to a customer service representative (95%).

Of those who interacted with the automated attendant, 75% of respondents were satisfied with the ease of navigation, 86% were satisfied with the ease of understanding phone instructions, and 82% were satisfied with the relevance of choices provided by IVR. Of the 4% of respondents who attempted to complete their transaction using only the IVR, 83% were able to successfully complete their transaction.

Office Visit – The office most frequently visited in 2017 YTD was the West Office at 5230 Chestnut Street (25%), followed by the North Office at 1337 W. Erie Avenue (20%) and the Frankford Office (17%). Common reasons for respondents visiting the office rather than calling the customer service number were personal preference (23%), provide documentation (20%), and to make a payment (18%), while (15%) of respondents indicated other reasons.

Office Visit Length and Time – Fifty-two percent (52%) of respondents visited the office in the morning and 48% visited in the afternoon. Respondents were evenly split between visiting the office less than 15 minutes (43%) and between 15 minutes and half an hour (43%).

Speak to Receptionist/Representative – Eighty-two percent (82%) of respondents in 2017 YTD spoke to a receptionist and 85% of respondents were not transferred to a different individual during their last contact.

¹ For the purposes of this study, satisfied is indicated by a score greater than or equal to 7 on a scale of 1 to 10.

Contact Center – Overall, 92% of respondents in 2017 YTD were satisfied with the contact center representative, including those who said they were satisfied with the representatives' professionalism (94%), those who were also satisfied with the representatives' ability to handle their request (92%), and those who were satisfied with the representatives' concern regarding needs (91%). Eighty-five percent (85%) also reported being satisfied with the wait time required to speak to a representative.

First Contact – Seventy-eight percent (78%) of respondents indicated that this was their first contact with PGW regarding their specific request.

One Contact Resolution – Most respondents (87%) in 2017 YTD indicated that their request was resolved with one contact.

Internet Interaction – A majority of respondents (92%) in 2017 YTD said they were satisfied with their most recent internet interaction with PGW. Ninety-five percent (95%) of respondents were able to complete their task online.

Visit to Home/Business or Property – Twelve percent (12%) of respondents indicated that someone from Philadelphia Gas Works needed to visit their home/business as a result of their contact.

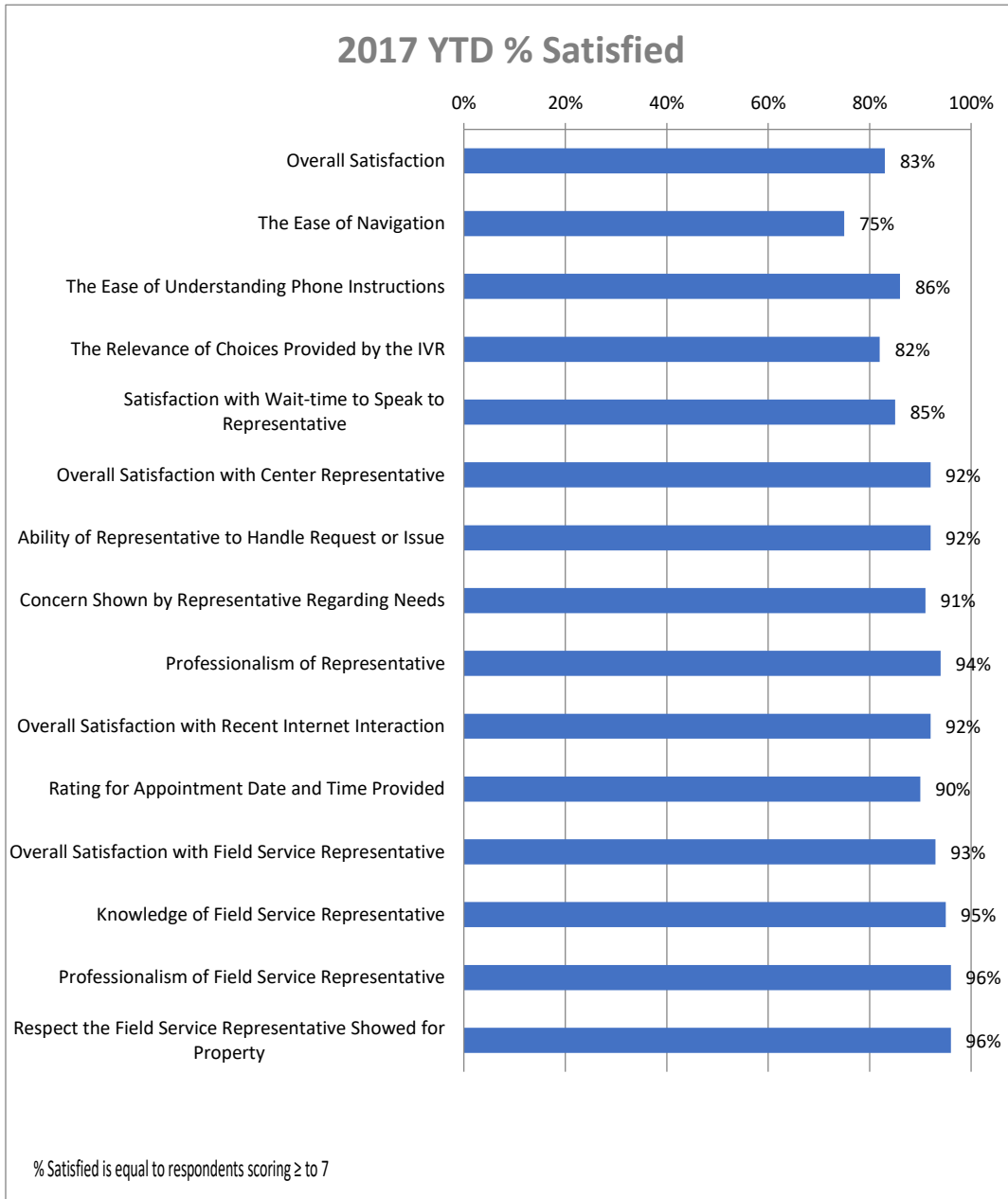
Appointment Date and Time – In 2017 YTD, 90% of respondents were satisfied with the appointment date and time provided to them.

Present for Field Service – Eighty percent (80%) of respondents during 2017 YTD were present for the field service call.

Field Service Representative – Overall, 93% of respondents were satisfied with the field service representative who handled their request. Ninety-five percent (95%) of respondents were satisfied with the field service representatives' knowledge, ninety-six percent (96%) of respondents were satisfied with the field service representatives' professionalism, and ninety-six percent (96%) were satisfied with the respect the field service representatives showed for their property.

Field Service Arrival and Completion – In 2017 YTD, 96% of respondents indicated that the field service representative arrived within the specified time frame, 79% indicated that the field service representative called in advance, 95% indicated that the field service representative communicated the work was completed before leaving the job, and 85% indicated that the service request was completed with one visit.

Rates – About two-fifths of individuals surveyed in 2017 YTD regard the rates Philadelphia Gas Works charges for services as somewhat (25%) or very *reasonable* (14%). Conversely, twenty-eight percent of respondents considered the rates to be either somewhat (15%) or very *unreasonable* (13%).



Key Findings for Respondent Contact Types Compared to Each Other (2017 YTD) and Respondent Contact Types Compared to Themselves (month/quarter)

The key findings for quarters and months include results that reinforce the statistically significant shift in response distribution for the current quarter/month when compared to the previous quarter/month or compared to other respondent contact types.

Call Center

The proportion of respondents who ***spoke with a customer service rep*** as opposed to using the automated attendant was significantly higher in Q2 (97%), Q3 (97%), and Q4 (97%) compared to Q1 (94%).

The ***Nature of the Request*** continued to shift in November with 9% calling to inquire about the Parts and Labor Plan which is significantly higher than every other month this year. Billing Question was still the most common reason for contacting the call center (33%), yet the proportion of customers calling for a billing question in Q4 (33%) was significantly lower than every other quarter in 2017. Customers calling for Turn On/Off Request in Q4 (19%) is up significantly compared to the first half of the year.

The ***Nature of the Request*** for Call Center respondents was significantly more likely to be for a Billing Question (39%) than all other respondent contact types.

The proportion of customers who called PGW and ***spoke with a Customer Service Representative*** in Q4 (97%) is significantly higher than Q1 (94%).

Among those who did use the automated attendant, average satisfaction with the ***ease of navigation*** in Q4 was significantly higher (8.0) than Q1 (7.7) and Q2 (7.8).

Mean satisfaction with ***Wait time to Speak with a Representative*** was significantly higher in Q4 (8.5) than Q1 (7.9), Q2 (8.1), and Q3 (8.3) 2017.

Significantly more respondents in Q2 (88%), Q3 (90%), and Q4 (89%) reported ***0 transfers*** compared to Q1 (82%).

Call Center Customers Calling for the ***First Time Related to that Specific Request*** was higher in Q2 (81%), Q3 (80%), and Q4 (80%) compared to Q1 (75%).

Compared to every other month this year, significantly more respondents in November (20%) said ***as a result of their contact someone needed to make a visit to their home/property***. This also causes Q4 (17%) to be significantly higher than Q1 (13%), Q2 (12%), and Q3 (12%) this year.

The average satisfaction score for ***Overall satisfaction with field service representative*** was significantly lower in Q4 (8.9) compared to Q2 (9.5) and Q3 (9.5).

The proportion of respondents in Q4 indicating that the ***field service representative arrived within the time frame specified*** was significantly higher (9%) compared to Q2 (0%) and Q3 (2%).

Commercial Resource Center (CRC)

Overall Satisfaction with the Most Recent Contact for Commercial Resource Center respondents was significantly higher in Q2 (8.3), Q3 (8.3), and Q4 (8.4) than Q1 (7.5).

The **Nature of the Request** in November changed with 20% calling to inquire about Reliability and Safety which is significantly higher than almost every other month this year. This also causes Reliability and Safety in Q4 (13%) to be significantly higher than Q2 (4%) and Q3 (5%).

Commercial Resource Center respondent's average satisfaction score with **Wait Time to Speak with a Representative** was significantly higher in Q3 (7.8) and Q4 (8.0) compared to Q1 (6.6) and Q2 (7.1).

Commercial Resource Center respondent's average satisfaction with **Wait Time to Speak with a Representative** is significantly lower (7.4) than every other respondent contact type (8.2 – 9.2).

The percentage of CRC respondents reporting **0 Transfers** was significantly higher in Q3 (77%) and Q4 (83%) than in Q1 (58%) and Q2 (65%). However, they are still transferred (one time or two times) significantly more often than Call Center and Field Service respondents.

CRC respondents' mean rating for the **Ability of Representative to Handle Request** was significantly higher in Q3 (9.1) and Q4 (9.2) compared to Q1 (8.3). The same quarterly trend is true for the **Concern Shown by Representative Regarding Needs** and **Professionalism of Rep.**

CRC respondents indicated that **as a result of their contact someone needed to make a visit to their home/property** significantly more often (19%) than all other respondent contact types.

Compared to other respondent contact types (15% - 20%), CRC respondents were **not present for the field service call** significantly more often (43%).

Compared to almost every other month this year, significantly more CRC respondents in November (55%) said **as a result of their contact someone needed to make a visit to their home/property**. This also causes the percentage in Q4 (37%) to be significantly higher than Q1 (11%), Q2 (9%), and Q3 (22%) this year.

About half (45%) of CRC respondents felt neutral about **the rates PGW charges for services**. This is significantly higher than all other respondent contact types.

Office Visit

As usual, the most frequent **nature of the most recent contact** for Office Visit respondents was Billing Question and Make a Payment. However, compared to months in the first half of 2017, the **nature of the most recent contact** in Q4 for was significantly more likely to be a Collection Question (8%) or a Turn On/Off Request (16%).

The **Nature of the Request** for Office Visit respondents was significantly *more likely* to be: Universal Services (28%), Make a Payment (20%), and Make Payment Arrangements/Inquire about CRP (15%) compared to all other respondent contact types.

The **Nature of the Request** was significantly *less likely* than all other respondent contact types to be: Turn On/Off Request (9%) and Reliability and Safety (<1%).

Compared to the first 3 quarters of this year, significantly more Office Visit respondents in Q4 said Provide Documentation (28%) **prompted them to visit the PGW office rather than calling the customer service number**.

Office Visit respondents were **at the office** between 45 minutes and an hour and more than an hour significantly more often in November compared to October.

Office Visit respondents reported significantly higher mean satisfaction with the **Wait-time to Speak to a Representative** (9.2) compared to all other respondent contact types (7.4 – 8.4).

The proportion of respondents indicating this was their **first contact with PGW regarding this request** continued to be significantly higher in Q4 (82%), Q3 (78%), and Q2 (77%) compared to Q1 (64%) 2017.

Office Visit respondents were significantly more likely than all other respondent contact types to say their contact with PGW **did not result in anyone from PGW needing to make a visit to their home/business/property** (92%). However, the proportion of Office Visit respondents in November saying their contact with PGW **did result in anyone from PGW needing to make a visit to their home/business/property** was significantly higher than every other month this year (18%). This also raised the Q4 percentage (13%) which is significantly higher than every other quarter.

Web/Internet

The number of Web/Internet respondents was too low in November (n=12) to identify patterns across months or quarters.

In 2017 YTD, Web/Internet respondents have significantly higher (8.8) mean **satisfaction with most recent service request** than all other respondent contact types (8.1 – 8.3).

Field Services

The **nature of the most recent request** for Field Service respondents in Q3 (44%) and Q4 (43%) was significantly more likely to be a Turn On/Off Request compared to Q1 (33%) and Q2 (33%). The number of respondents that had a field visit for a Parts and Labor Plan Inquiry was significantly higher in Q4 (12%) compared to Q2 (7%) and Q3 (3%).

The **Nature of the Request** for Field Service respondents was significantly more likely to be: Turn On/Off Request (39%), Reliability and Safety (20%), and Parts and Labor Plan Inquiry (9%) compared to all other measurable respondent contact types.

Unsurprisingly, a significantly higher proportion of Field Service respondents than all other respondent contact types said **as a result of their contact with PGW someone needed to make a visit to their home/business/property** (93%). The remaining 7% said the rep has not visited yet.

The proportion of respondents that indicated they were **transferred to a different individual 0 times during their last contact** continues to be significantly higher in Q4 (80%), Q3 (84%), and Q2 (81%) compared to Q1 (70%).

During Q4, the number of respondents that said the **field service representative did not arrive within the time frame specified** (8%) was significantly higher than Q2 (1%) and Q3 (3%).

2. Implementation Notes

The following are the results of a customer feedback program designed to measure customer satisfaction among Philadelphia Gas Works customers who had a recent contact with the company.

This is the summary of approximately 644 telephone interviews with Philadelphia Gas Works customers for the month of November 2017.

The maximum margin of error for the *monthly* percentages provided in this report, at a 95% confidence level, are as follows:

Segment	Sample	Margin of Error
One month's transactions	644/month	± 2.3 %

This report includes:

Executive Summary

Implementation Notes

Detailed results in survey question order with yearly, quarterly and monthly results.

Open-ended responses are also included for the most recent month.

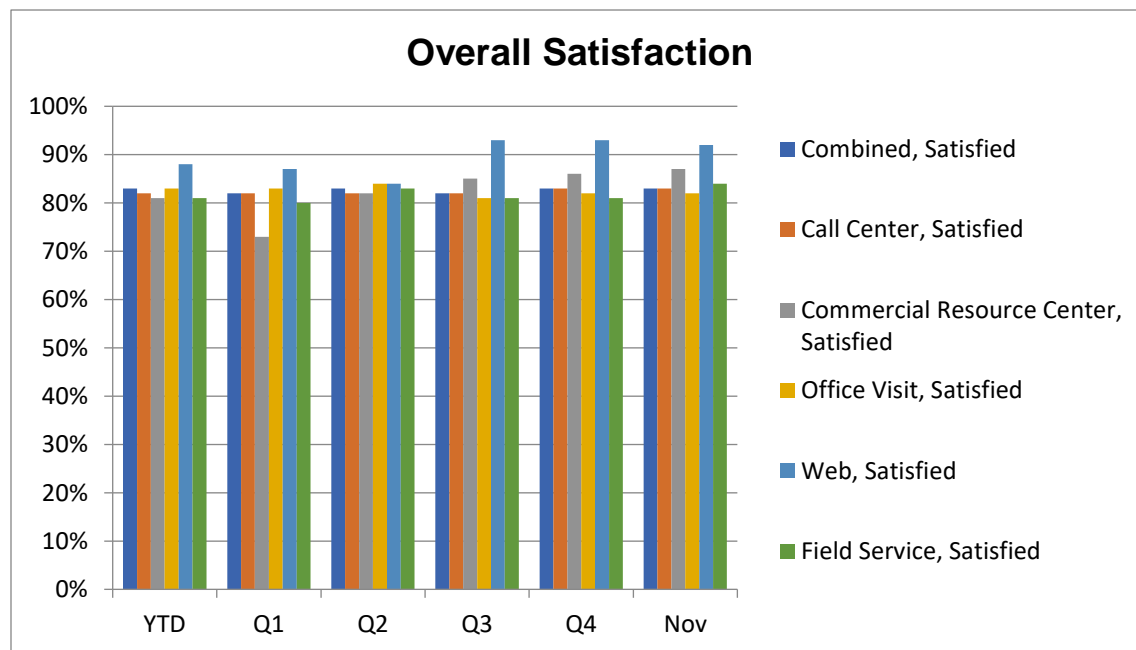
The Survey Script

3. Detailed Survey Results

For the purposes of this report a respondent is considered satisfied if they score an attribute 7 or higher.

On a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied how would you rate: Your overall satisfaction with this most recent service request?

		Measurement Period						
		YTD	Q1	Q2	Q3	Q4	Nov	
Contact Type	Combined	Base	7117	1922	1944	1952	1299	656
		Satisfied	83%	82%	83%	82%	83%	83%
	Call Center	Base	4415	1215	1178	1205	817	409
		Satisfied	82%	82%	82%	82%	83%	83%
	Commercial Resource Center	Base	485	118	129	143	95	55
		Satisfied	81%	73%	82%	85%	86%	87%
	Office Visit	Base	1966	506	570	530	360	180
		Satisfied	83%	83%	84%	81%	82%	82%
	Web	Base	251	83	67	74	27	12
		Satisfied	88%	87%	84%	93%	93%	92%
	Field Service	Base	908	223	205	233	247	159
		Satisfied	81%	80%	83%	81%	81%	84%



What would you say is your primary reason for that score?**Current Month Only**

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
1	Call Center	10	All my questions were answered.
2	Call Center	10	All my questions were answered when I called. Everything went very well.
3	Call Center	10	All of my questions were answered in a timely fashion.
4	Call Center	10	All of my questions were answered in a very professional manner.
5	Call Center	10	All of our needs were met.
6	Call Center	10	As far as I'm concerned, they are always polite and try to help you as much as possible.
7	Call Center	10	At the time my heater, I wanted it inspected, and they did a good job.
8	Call Center	10	Because we resolved the issue with a phone call.
9	Call Center	10	Everything I needed done was done.
10	Call Center	10	Everything I needed to get done was quick and easy.
11	Call Center	10	Everything I needed to get done went really smooth.
12	Call Center	10	Everything I needed was done.
13	Call Center	10	Everything that needed to be addressed was addressed.
14	Call Center	10	Everything was done in a professional manner.
15	Call Center	10	Everything was done properly.
16	Call Center	10	Everything was good since I got on the LIHEAP program.
17	Call Center	10	Everything was good.
18	Call Center	10	Everything was handled to my satisfaction.
19	Call Center	10	Everything was taken care of to my satisfaction.
20	Call Center	10	Good customer service, pleasant personality.
21	Call Center	10	Good service and no complaints.
22	Call Center	10	Good service, it was just very helpful and very clear.
23	Call Center	10	Great customer service.
24	Call Center	10	He checked everything.
25	Call Center	10	He had good manners. He was polite and considerate.
26	Call Center	10	He was a very good worker.
27	Call Center	10	He was able to communicate with me.
28	Call Center	10	He was respectful.
29	Call Center	10	He was very professional and cooperative.
30	Call Center	10	I am always satisfied with the services I receive from PGW.
31	Call Center	10	I am on the parts and labor plan, so I had the service technician come out and do the annual cleaning for the winter. The technician was very professional, and did his job.
32	Call Center	10	I am very grateful that they are helping me out with my bill.
33	Call Center	10	I asked them to pay the bill a couple days late and they said yes.
34	Call Center	10	I called about getting a budget for the winter, and it was taken care of a timely manner.
35	Call Center	10	I called the gas company to get on the CRP program. I used the automated phone system, and it was surprisingly easy to do. So I was very satisfied.
36	Call Center	10	I called to get information about the LIHEAP program, and the person I spoke to was very polite, and answered all of my questions.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
37	Call Center	10	I called to get service set up. They did everything they said they would do.
38	Call Center	10	I called to have the service turned on, and it was a quick call, to put through the request, and have it verified.
39	Call Center	10	I called to make a payment, and the person I spoke to was extremely pleasant and helpful.
40	Call Center	10	I called to pay a bill.
41	Call Center	10	I called about a billing question and the representative was able to handle the question very quickly.
42	Call Center	10	I called about a question about my bill and my question was answered.
43	Call Center	10	I don't have a problem with the services. I needed to inform the office that my bill came on the wrong date.
44	Call Center	10	I don't have any problems with them.
45	Call Center	10	I don't know.
46	Call Center	10	I found it very easy to cancel my service through the automatic system.
47	Call Center	10	I got good service from PGW.
48	Call Center	10	I got good service when I called.
49	Call Center	10	I got good service.
50	Call Center	10	I got great customer service.
51	Call Center	10	I got very professional service.
52	Call Center	10	I got very prompt and courteous service.
53	Call Center	10	I got very prompt service and please note I'm also an employee.
54	Call Center	10	I had a gas leak last week, and the came out and fixed the problem.
55	Call Center	10	I had a gas leak, so I called to have a service person come out, and he took care of everything. He was very professional.
56	Call Center	10	I had a pleasant call. I was able to set up a payment.
57	Call Center	10	I had a quick and easy transaction.
58	Call Center	10	I had gotten great customer service.
59	Call Center	10	I had just started my service, and had not received my first bill yet, so I called to find out why, and make sure everything was ok. The person I spoke to was able to pull my account, and answer my question. It just had not gone through the first cycle yet. The person I spoke to was very informative and to the point.
60	Call Center	10	I had the service person come out to check the heater. There was a problem with the thermostat or something. Whatever it was, he fixed it.
61	Call Center	10	I had to call the gas company to check on the due date of my bill, and the person I spoke to was very nice, and quickly checked for the answer to my question.
62	Call Center	10	I had to make an address change on the account, and the person I spoke to at the gas company, was very helpful. She quickly took me through the process.
63	Call Center	10	I had to pay the balance on my bill.
64	Call Center	10	I have an emergency doctor note, I have COPD, and a dislocated disc, and arthritis, and I got a shutoff notice.
65	Call Center	10	I have no complaints.
66	Call Center	10	I have no problems with PGW.
67	Call Center	10	I have no problems with them.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
68	Call Center	10	I just had a question about the amount of my bill, so I called the gas company, and the person I spoke to was able to help. I was just not sure about the amount, and when it was due.
69	Call Center	10	I just had to change the name on the account, so I called the gas company, and they took care of it, without any problems.
70	Call Center	10	I just needed to check on the amount of my next bill and the due date. I was able to speak to a representative to get the answers.
71	Call Center	10	I just wanted to confirm that my last payment had been received, and the person I spoke to was very efficient in getting me the answer.
72	Call Center	10	I like the way I get along with them.
73	Call Center	10	I love people that work in customer service and treat you right. So many people are really rude.
74	Call Center	10	I made a payment arrangement, though I will make the payment tomorrow.
75	Call Center	10	I needed help to set up a payment arrangement, and I was able to do that. I called the office, and got the help I needed. It is an arrangement to make a down payment, then pay an amount each month. I do not know if the arrangement has a name, but I got something in the mail today from the gas company, which I have not looked at yet.
76	Call Center	10	I needed the service turned on at my home right away, and I did not have to wait long with a customer service rep on hold.
77	Call Center	10	I needed to check on the due date of my next payment, and was able to do so. I was very concerned that I might be late. The person I spoke to was very patient in checking this for me.
78	Call Center	10	I needed to have medical forms faxed to my doctor, and the person I spoke to was very helpful, in taking care of that.
79	Call Center	10	I really didn't have a problem with the service or my heat. I called because our thermostat didn't turn on when I turned on my heater.
80	Call Center	10	I received a bill from the gas company, for two months usage. It turns out that my last payment was lost in the mail. I checked with the bank to make sure no check was put through, then I called the gas company, and spoke to a customer service representative. She was very understanding and comforting. She said to just pay what the new amount due would be, then wait to see if the other check shows up.
81	Call Center	10	I received all of the paperwork that I needed to get my gas turned back on.
82	Call Center	10	I say ten because the person I spoke to about getting an extension, answered all of my questions, and was very understanding about my situation. She was not able to help me because I am on the CRP program.
83	Call Center	10	I think some water got in the gas line, and caused an odor, so I called to report it, and the gas company sent someone out to check it, so I was very satisfied.
84	Call Center	10	I thought he did a good job.
85	Call Center	10	I used the automated system and everything went well.
86	Call Center	10	I wanted some proof that I paid monthly one hundred and twenty-seven dollars.
87	Call Center	10	I wanted to pay the bill by phone, they did what I asked.
88	Call Center	10	I was able to call and they answered right away.
89	Call Center	10	I was able to get through right away.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
90	Call Center	10	I was able to work out a deal to not get my gas service turned off.
91	Call Center	10	I was applying for the CRP program, and the customer service person I spoke to was extremely pleasant and professional. All companies should have more customer service people like her.
92	Call Center	10	I was calling to get my service turned on, and the person I spoke to was able to answer all of my questions, and was very efficient.
93	Call Center	10	I was calling to make a payment, and it was quick and easy. The customer service person was very able to help me put the payment through.
94	Call Center	10	I was calling to make a payment, and the person I spoke to, took care of everything, without any problems.
95	Call Center	10	I was confused about my bill and the person explained everything I needed to know.
96	Call Center	10	I was paying my bill over the phone. The customer service representative did a great job.
97	Call Center	10	I was satisfied with everything.
98	Call Center	10	I was satisfied with how my issue was resolved.
99	Call Center	10	I was satisfied with the service overall.
100	Call Center	10	I was satisfied with the service.
101	Call Center	10	I was treated well and had no problems.
102	Call Center	10	I was very happy I got the answer that I needed for my question of my bill.
103	Call Center	10	I was very happy.
104	Call Center	10	I was very satisfied because I just called to check on the balance of my bill, and was able to get the answer pretty quickly.
105	Call Center	10	I was very satisfied because I just had the gas turned on, and everything is working. That is the bottom line, it works.
106	Call Center	10	I was very satisfied because I was just calling to have the service turned off, and it was quick and easy.
107	Call Center	10	I was very satisfied because my service had been turned off, and the people at the gas company gave me a chance to make a payment to get the gas turned back on. So now, I am trying to get on a budget plan or the CRP plan.
108	Call Center	10	I was very satisfied because the customer service person talked to me in a very respectful, and informative way.
109	Call Center	10	I was very satisfied because the gas company always helps, when needed. The last time I called, it was to find out the amount due on my next bill, and the person I spoke to gave me the answer.
110	Call Center	10	I was very satisfied because the last person I spoke to when I called with a question about my bill, was very pleasant and to the point. I was just checking on the due date.
111	Call Center	10	I was very satisfied because the person I spoke to at the gas company was very helpful. I needed to check on the due date of my next bill, to make sure I made the payment on time.
112	Call Center	10	I was very satisfied because the person I spoke to was very courteous, and took the time to answer all of my questions about the amount of my bill. She took the time to explain everything.
113	Call Center	10	I was very satisfied because the service person came when he was scheduled to, and got the heat turned on. He was very professional.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
114	Call Center	10	I was very satisfied because the technician figured out that the meter had been locked, at a property I own. He was wonderful. So I called the gas company today to set up an appointment to have the meter fixed.
115	Call Center	10	I was very satisfied because the technician that came out to fix the heater was excellent. He knew what he was doing and was very informative. He even had suggestions on what to do if we wanted to get another heater.
116	Call Center	10	I was very satisfied because the woman I spoke to was amazing. She knew her job, and had all the answers. I had attempted to pay on line, and made a typo, which caused the payment to not go through. The customer service person took care of correcting everything.
117	Call Center	10	I was very satisfied because they did what I asked. I just needed to change the name on the account, and they took care of it.
118	Call Center	10	I was very satisfied because when I called to ask about my bill, the person I spoke to answered all of my questions, in a very polite way. I was not rushed through the call.
119	Call Center	10	I was very satisfied because when I called to have the service turned on, I was expecting a long process, but it turned out to be easy. The person I spoke to was very nice, and it was an easy process.
120	Call Center	10	I was very satisfied because when I called to have the service turned on, the person I spoke to was very helpful, and efficient.
121	Call Center	10	I was very satisfied because when I paid my bill over the phone, the person I spoke to was very polite and helpful, so I was able to do it without any problem.
122	Call Center	10	I was very satisfied because whenever I call the gas company, they are always very helpful with whatever I need. This time I just had a few questions about the amount and due date of my bill.
123	Call Center	10	I was very satisfied.
124	Call Center	10	I was very satisfied.
125	Call Center	10	If I needed help I know that PGW would come out and help with my problem.
126	Call Center	10	I'm satisfied because the person I spoke to, she listened carefully, when I called for water and gas.
127	Call Center	10	It was fast, the guy was informational, he gave me information about the heater, and he gave me a few pointers.
128	Call Center	10	It was perfectly fine, I had no issues.
129	Call Center	10	It was very efficient and fast.
130	Call Center	10	It was very good customer service. The person I spoke to was very helpful and knowledgeable, in setting up the account change for my move to a new place.
131	Call Center	10	I've had no problems.
132	Call Center	10	I've never had a problem dealing with PGW.
133	Call Center	10	I've never had a problem dealing with PGW.
134	Call Center	10	I've never had a problem with them.
135	Call Center	10	Just with the customer service, everyone was very kind and answered all my questions.
136	Call Center	10	My customer service rep was amazing, she was very informative, I had auto-pay, and she explained everything, I wasn't understanding why the payment came out the way it did.
137	Call Center	10	My issue was handled without any problems.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
138	Call Center	10	My issue was resolved to my satisfaction.
139	Call Center	10	My last contact with the gas company, was just to check on my bill amount, and the person I spoke to was very respectful, and answered my questions.
140	Call Center	10	My most recent contact was to put in a turn off request, and I had no problems doing that. Just called, and gave the information.
141	Call Center	10	My problem is now finally fixed.
142	Call Center	10	My question was answered quickly.
143	Call Center	10	My service has always been good, whenever they have to come.
144	Call Center	10	She answered my question.
145	Call Center	10	She answered my questions thoroughly.
146	Call Center	10	She answered my questions.
147	Call Center	10	She was able to answer my questions and explained everything clearly.
148	Call Center	10	She was descriptive about my questions and the answers she gave me.
149	Call Center	10	She was very helpful and nice.
150	Call Center	10	She was very kind and explained everything to me.
151	Call Center	10	The agent answered my questions and helped me with what I wanted.
152	Call Center	10	The customer service agent was very nice.
153	Call Center	10	The customer service was very good.
154	Call Center	10	The customer service was very good.
155	Call Center	10	The customer service, the representative was very nice.
156	Call Center	10	The gas has been working and is cheap.
157	Call Center	10	The girl was real nice and understanding about my issue.
158	Call Center	10	The guy who came out was excellent.
159	Call Center	10	The heater was not working properly.
160	Call Center	10	The most recent thing I had to do with the gas company was to have the heater checked for the winter, and everyone I dealt with, from the person who scheduled the service call, to the technician that came out, they were all just fine. Very pleasant and understanding.
161	Call Center	10	The only time I call is to pay my bill, and everybody is very helpful.
162	Call Center	10	The people were kind, polite, and friendly.
163	Call Center	10	The person I dealt with was helpful and respectful.
164	Call Center	10	The person I spoke to was efficient and was able to resolve my issue.
165	Call Center	10	The person I spoke to was very nice and very helpful.
166	Call Center	10	The person that spoke with was very understanding and helpful.
167	Call Center	10	The person was very kind and considerate.
168	Call Center	10	The person who helped me took the time to deal with my issue.
169	Call Center	10	The representative answered all my questions.
170	Call Center	10	The representative answered all my questions.
171	Call Center	10	The representative I spoke with was very polite and helpful.
172	Call Center	10	The representative knew what to do about my problem and a technician was sent out to my home.
173	Call Center	10	The representative that I spoke with was very helpful and professional.
174	Call Center	10	The representative tried to help straighten out my billing issues.
175	Call Center	10	The representative was able to keep me on my budget plan as long as I paid my bill.
176	Call Center	10	The representative was just very polite and helpful.
177	Call Center	10	The representative was very good.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
178	Call Center	10	The representative was very helpful and did everything that I had asked.
179	Call Center	10	The representative was very helpful getting my account set up.
180	Call Center	10	The representative was very helpful when he came to my home.
181	Call Center	10	The representative was very helpful with information to keep my gas on.
182	Call Center	10	The representative was very helpful.
183	Call Center	10	The representative was very nice and did his job well.
184	Call Center	10	The representative was very pleasant and nice to me.
185	Call Center	10	The representative was very polite and helpful.
186	Call Center	10	The representative was very polite and very easy to work with.
187	Call Center	10	The service from PGW is usually good.
188	Call Center	10	The service tech was very good, courteous and polite
189	Call Center	10	The service was alright for what I needed.
190	Call Center	10	The service was very fast.
191	Call Center	10	The service, they just were courteous and patient.
192	Call Center	10	The tech was very nice and answered all of my questions.
193	Call Center	10	The technician who came out to connect my gas service was very good.
194	Call Center	10	The work was done quickly and was satisfactory.
195	Call Center	10	There really isn't a reason for that score I was just very satisfied with the call.
196	Call Center	10	There was a problem with my heater, so I called the gas company to report it, and the customer service person was very helpful. She took the information, and as it turned out, the gas company was able to fix things without coming out. I do not know how, but that is what happened.
197	Call Center	10	There was a problem with the heater, and the technician that came out to fix it went above and beyond, to fix the heater. He was just great, in checking everything, and explaining everything to me.
198	Call Center	10	They allowed me to get on a payment plan to pay my granddaughters bill.
199	Call Center	10	They always take care of my problem as soon as I call them.
200	Call Center	10	They answered all my questions and gave me information on how to keep my gas on.
201	Call Center	10	They answered every question I had.
202	Call Center	10	They answered every question I asked them.
203	Call Center	10	They answered my questions about my bill and gave me the information I needed about applying for help with my bill.
204	Call Center	10	They answered my questions quickly.
205	Call Center	10	They answered my questions.
206	Call Center	10	They answered the question that I needed answered.
207	Call Center	10	They are very helpful, when they talk to you, it's very nice, it's not like they own the company, and they talk to you like you are somebody.
208	Call Center	10	They came to our rescue at their earliest convenience, they had to install a part on our heater.
209	Call Center	10	They came when I asked them to come.
210	Call Center	10	They came when they were supposed to come, I wasn't at home someone else was home.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
211	Call Center	10	They did a good job in a short period of time, it was an emergency, I was just out of the hospital and the heat was off, the supervisor put it through the next day.
212	Call Center	10	They gave me accurate information.
213	Call Center	10	They gave me all the information I needed.
214	Call Center	10	They gave me good service.
215	Call Center	10	They got right to the problem.
216	Call Center	10	They handled my issue very quickly
217	Call Center	10	They helped me and answered my questions.
218	Call Center	10	They helped me with my bill.
219	Call Center	10	They said yes and I got put back on my budget plan.
220	Call Center	10	They seem to pay attention to my requests.
221	Call Center	10	They sent someone out here sooner than I thought, that's why I'm giving them that rating.
222	Call Center	10	They shut the gas off when I asked them to.
223	Call Center	10	They understand what I'm going through.
224	Call Center	10	They were able to answer my questions about my bill.
225	Call Center	10	They were able to answer my questions to my satisfaction.
226	Call Center	10	They were able to work out a solution to my problem.
227	Call Center	10	They were courteous.
228	Call Center	10	They were fine. They were good.
229	Call Center	10	They were here on time, the gentlemen did what he had to do, everything was done so fast, and he was here on time.
230	Call Center	10	They were nice and explained everything to me.
231	Call Center	10	They were real nice, they took care of everything.
232	Call Center	10	They were very helpful and friendly.
233	Call Center	10	They were very helpful, apparently they were sending the bills to the wrong address, and they corrected it.
234	Call Center	10	They were very knowledgeable in giving me assistance with the programs that can assist me.
235	Call Center	10	They were very nice people.
236	Call Center	10	They've been understanding and they've worked with me, I have the plan that I'm on and I'm satisfied with it.
237	Call Center	10	We had a gas leak, and had to call the gas company to take care of it, and they did. They told us what to do until the service technician got there, and then the person that came out, took care of everything.
238	Call Center	10	When I call customer service, they always answer my questions.
239	Call Center	10	When I called about a gas leak, they came out in about an hour, and they did a great job.
240	Call Center	10	When I called up and asked them about my bill situation, they were very helpful and told me what I needed to know.
241	Call Center	10	When I had my gas turned back on the tech came out on time.
242	Call Center	9	Everything went well.
243	Call Center	9	I called the gas company to have the service turned on, and the person I spoke to was very nice, polite, and helpful.
244	Call Center	9	I called the gas company to see about getting on the budget plan, and the person I spoke to was very polite, and helped me get on the plan.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
245	Call Center	9	I did not have the money right away to pay my bill and PGW threatened to shut off my gas. After I explained my circumstances they gave me more time to pay my bill.
246	Call Center	9	I didn't have a problem with the service. I just called to switch the service into my name.
247	Call Center	9	I give it a nine because I generally do not have any problems with the gas company, and if I do have a question, they always answer me. The most recent thing was a question about the amount of my bill, and I called the gas company to clear things up. The amount was not up to date, so everything was fine.
248	Call Center	9	I had a good experience with the customer service representative that I spoke with.
249	Call Center	9	I had moved, which required an address change on the account. It went through, but it just seemed to take a little longer for the change to go through, than I thought it should have. However, this did not cause any problems, so I did not try to find out why.
250	Call Center	9	I just had to change the name on the account, and it was pretty easy. It went through without any delay or problems.
251	Call Center	9	I just needed a copy of my bill, so I called the gas company, and the person I spoke to said they would send it to me. There was not much to the call, so I was satisfied.
252	Call Center	9	I just started the service, so I think I called to find out when my first bill would come. The person I spoke to was quick in getting me the information I needed.
253	Call Center	9	I moved to another house, so I had to have the service turned on. I was satisfied that it was done, but it took two tries to get the service person to come out and do the work. It is not clear why.
254	Call Center	9	I received very good customer services.
255	Call Center	9	I say nine because I have not had any problems with the gas company. I pay my bill over the phone, and it always goes through.
256	Call Center	9	I still get bills even though we moved to New Orleans, and I called to have the gas cut off when I moved.
257	Call Center	9	It was a quick call. I didn't have a long interaction.
258	Call Center	9	It was good customer service, she answered all my questions.
259	Call Center	9	People were very professional and nice to talk to.
260	Call Center	9	The gas was not working, so I called to have a service person come out, and he was on time, and quick in doing the job. I believe it was a thermostat problem.
261	Call Center	9	The people I dealt with were courteous and professional.
262	Call Center	9	The people were able to resolve my issues.
263	Call Center	9	The service is pretty good.
264	Call Center	9	They came out and my heater wouldn't go on, the gentlemen came out, they were very professional, they were here no more than 30 minutes.
265	Call Center	9	They got the job done, they had to replace the relay box on my radiator.
266	Call Center	9	They seem to be up and up on their business, and they seem to be fair.
267	Call Center	9	They took care of my situation.
268	Call Center	9	They were really nice regarding questions I had.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
269	Call Center	8	Aside from me having to call back and have everything explained again, the first one I spoke to said I had an option to make a payment over the phone, but the other two did not tell me that.
270	Call Center	8	Because the person on the phone was nice and professional, but I felt like she did not have any answers to the questions that I had.
271	Call Center	8	Everyone I spoke to was very nice.
272	Call Center	8	Everything went great, the tech was very professional in his work.
273	Call Center	8	I called about a billing issue and all went well.
274	Call Center	8	I called because I found out that my LIHEAP of \$200.00 was put towards a passed bill instead of my current bill. I wanted the money to be applied to this year's bill instead.
275	Call Center	8	I did have all my questions answered.
276	Call Center	8	I don't know, I just did.
277	Call Center	8	I don't really know, they are just short and brief, I believe they called me and I paid a bill.
278	Call Center	8	I give it an eight because the customer service representative I spoke to was very polite and informative. I just had a question about paying with my credit card, and she was very receptive. She did not sound like I was getting on her nerves.
279	Call Center	8	I got fair service from the representative.
280	Call Center	8	I had a service technician come out to turn on the gas, which he did, but the heat does not work because the pilot light is not on. I am not sure if it is broken, or just will not stay on. I have to get it checked.
281	Call Center	8	I had no issues or problems.
282	Call Center	8	I had scheduled an appointment to have service turned on, but the person was 2 hours late because of an emergency.
283	Call Center	8	I had to call several times after being disconnected twice. But everything was resolved.
284	Call Center	8	I had to call the gas company to check on the amount and due date of my bill, and the person I spoke to was able to give me the information, without hesitation.
285	Call Center	8	I have always been satisfied when dealing with PGW.
286	Call Center	8	I have been trying to find out if I was accepted for a grant, but there has not been a decision. However, the person I spoke to on the phone about this, was very efficient. The only problem was the wait time to get to speak to someone.
287	Call Center	8	I have never really had any trouble.
288	Call Center	8	I have no complaints.
289	Call Center	8	I have no problems with PGW although the bill can be high in the winter.
290	Call Center	8	I have no problems.
291	Call Center	8	I needed something, and they did what they could for me.
292	Call Center	8	I needed to change the name on the account, and when I called to do this, the person I spoke to was able to get right to the point, take the information, and put the change through.
293	Call Center	8	I need my ducts cleaned.
294	Call Center	8	I never really had any problems with them.
295	Call Center	8	I purchased parts labor plan and was told I couldn't use the plan because my problem was an old problem.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
296	Call Center	8	I say eight because I got the answer to my question about my bill, but the wait time to speak to a customer service person, was a long time. It seemed like a half hour.
297	Call Center	8	I say eight because I was able to get on the CRP program. But just before that, there was a problem with getting the gas turned on. There was a delay of about a week, because the first technician that came out, said there was a problem with the pilot light. So a second technician had to come and fix everything.
298	Call Center	8	I say eight because the person I spoke to started off not too friendly, but by the end of the conversation, she had warmed up. Also, I was able to get what I was calling about, which was to get on a budget plan.
299	Call Center	8	I wanted to find out about the LIHEAP program, so I called the gas company, and the person I spoke to was excellent in explaining the program to me.
300	Call Center	8	I was just calling to have the service turned off, and I left the request on the answering machine, so there was not much to the call, to have an opinion about.
301	Call Center	8	I was pleased with the service, but the wait time was 10 minutes.
302	Call Center	8	I was satisfied. I wasn't dissatisfied.
303	Call Center	8	I'm good with my gas, I have no problems with PGW.
304	Call Center	8	I'm not really sure.
305	Call Center	8	It was pretty good but not perfect, my problem was solved, and I just thought it could have been done quicker.
306	Call Center	8	Its fine, I have no problems with them.
307	Call Center	8	Just because my landlord called me, my gas was in my landlord's name and when I moved, I wanted it transferred to my name, and it was transferred.
308	Call Center	8	Knowing that fact that what will be my bill is in the wintertime.
309	Call Center	8	My issue with the gas company is that I have not received a bill in two months. It is unclear if it is the fault of the post office or someone else. I have asked the gas company to resend the bill, but I have not received it yet.
310	Call Center	8	My request was taken care of with no problems.
311	Call Center	8	She fulfilled all my questions.
312	Call Center	8	Some of the things I was looking for, they didn't have the answers, but they did point me to where I could get the right information.
313	Call Center	8	The mechanic who came to fix the heater, he did a great job, but his attitude was a little shabby.
314	Call Center	8	The person showed concern for my issue and was very patient and polite with me.
315	Call Center	8	The service I got was just okay.
316	Call Center	8	There was some question about the renewal of my parts and labor plan, and when I could have the furnace checked. I was given incorrect information about this, with regard to when the plan was in effect.
317	Call Center	8	They did a good job and told me about programs to save money.
318	Call Center	8	They helped me.
319	Call Center	8	They just came in and did what they had to do, they checked the stove, and I was not getting any heat.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
320	Call Center	8	They took care of me very fast and took care of what I called for, making a payment.
321	Call Center	8	They were polite and answered all of my questions.
322	Call Center	7	As long as they give me an extension on my bill, I'll be happy.
323	Call Center	7	At the time of my call I couldn't get the representative to understand what I was talking about on my bill. I had paid my balance but it wasn't showing that information on the online account.
324	Call Center	7	I called about a shut off notice, and the person I spoke to was not able to help me, but it was my fault that I defaulted. However, the person I spoke to did suggest other options, such as LIHEAP.
325	Call Center	7	I didn't get the help I was hoping for.
326	Call Center	7	I didn't understand why I was transferred to different representative during my call to answer my question.
327	Call Center	7	I don't think it was great but it was ok.
328	Call Center	7	I had difficulty getting information on a medical hold.
329	Call Center	7	I had to call, because I had a problem, and they were supposed to come out the next day, and I had to call them back.
330	Call Center	7	I was just calling to make a name change on the account, and the person I spoke to was helpful, polite, and professional.
331	Call Center	7	It took a couple of contacts to get my issue resolved.
332	Call Center	7	My gas was turned off, and now I am trying to get it turned back on. I am supposed to go to the office tomorrow to make a payment, so the gas can be turned back on.
333	Call Center	7	The customer service, the overall conversation, and the information she gave me.
334	Call Center	7	The problem really wasn't with PGW it was with the water department.
335	Call Center	7	The service was okay and nobody should get a ten.
336	Call Center	7	They didn't have parts, I had to wait 7 days, because they didn't have parts, the igniter, they said they don't stock them.
337	Call Center	7	They were very good at handling my request.
338	Call Center	7	When I called to get my furnace fixed I felt they took too long to come to my house.
339	Call Center	6	I didn't get back any feedback from my question as of yet.
340	Call Center	6	I don't see whoever reads the meter.
341	Call Center	6	I got a shut off notice in the mail.
342	Call Center	6	I had applied for crisis and LIHEAP, and when I called to see if it was accepted, I was told they did not have an application from me, so I have to do it over.
343	Call Center	6	I really don't have a reason for the score it just how I feel about it.
344	Call Center	6	I wanted to set up a turn off of gas service, but the online option was down. I had to do it over the phone on the automated system and it took a really long time.
345	Call Center	6	I was having a problem with my oven. It would not come on evenly. I decided to check with the gas company first, before going out and buying a new oven. I was told the parts and labor plan did not cover that, so I had to have the oven checked by someone else.
346	Call Center	6	I wasn't satisfied.
347	Call Center	6	My bill is supposed to be one amount each month, but I received a bill for over \$200.00 and I didn't know why.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
348	Call Center	6	When I called to get information about using a medical form, the first person I spoke to was not very polite, then I called back later the same day, and the person I spoke to was very polite, and took care of what I needed.
349	Call Center	5	Every time I called about getting service turned back on at a property I was selling I would get a different answer.
350	Call Center	5	I am confused sometimes with the answers I get from PGW representatives because their answers are seldom the same.
351	Call Center	5	I called to resolve an issue and they did not even want to resolve the issue. I had a billing issue, and they said we are not going to shut off your gas, and they weren't going to do anything.
352	Call Center	5	I did not like the way it took 2 days to get my gas back on. It was gas leak when they came out the first time. So a separate crew had to come out to turn it on. The tech claims to have arrived to my house but failed to ring the door bell and I was in the rest room, so he left without leaving any type of message on my phone. He only left a sticker on the door 11pm at night. And I was left to wait 2 more additional days in a cold house.
353	Call Center	5	I don't know, I'm having trouble turning my gas back on.
354	Call Center	5	I felt that the charges were completely outrageous. I'm hardly ever at home and I don't use that much gas.
355	Call Center	5	I had changed the name on the account from my brothers to my name. It turned out he had outstanding charges due, so they turned off the gas. Then it took me several weeks to get this corrected, and make a payment. The gas was finally turned on, just last week.
356	Call Center	5	I was denied parts and labor because I was told I was not covered by that plan.
357	Call Center	5	I was trying to get back on a payment plan and I'm not employee at this time. To be able to pay my bill.
358	Call Center	5	I was very upset that my gas was going to be turned because I couldn't get to the office to pay my bill due to illness.
359	Call Center	5	It was all right, but I had called before, somebody was using my address, and then when I got the bill this time, this other woman's name and account number was on the bill for this month.
360	Call Center	5	My problem was resolved at the last meeting, but when I visited the office, they had 4 guards in there, and they were teasing people and everybody was tense and nervous.
361	Call Center	5	No, I wasn't dissatisfied, I was pleased, with the courtesy and understanding.
362	Call Center	5	PGW is usually prompt with their service.
363	Call Center	5	The lady I spoke to laughed, she was rude to me over the phone.
364	Call Center	5	The person, the rep, was a little nasty.
365	Call Center	5	The tech who came to fix my heater left a note that was not legible and had a difficult time communicating with me.
366	Call Center	5	The technicians and also the representatives, I made a schedule with them to exchange the meters, the guy came here, he was a residential technician, and he couldn't touch anything, then he said he would send commercial guys to exchange it, PGW said they have a schedule available in 3 days, they checked the thermostat, he said he could not turn it on.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
367	Call Center	5	They needed my husband's death certificate. I faxed it and they didn't get it.
368	Call Center	4	I couldn't get my service re-connected at the time.
369	Call Center	4	I have not gotten the information I requested as of yet.
370	Call Center	4	I never call them, but I wanted to know whether my service had been cut off or not.
371	Call Center	4	I tried to call four times. The first time I could not find the right choice. The next two times I was either hung up on or disconnected.
372	Call Center	3	I called on the 26th of October and asked if I could be on the low budget program. She told me to pay \$84 and she would put me on the low budget program, but after I paid it They didn't do it. Then they told me that it wasn't clear to them what I wanted so I told them to pull the recording and see if it is clear. They wouldn't do it, they said she was a new hire, but that's not my fault.
373	Call Center	3	I was being billed for an account for a place I was no longer living, and it took three or four months, to get it corrected. That was very annoying.
374	Call Center	3	I was trying to ask her about the CAP rate program and I asked her why my bill was still the same, she did talk to her supervisor, but she was very impatient.
375	Call Center	3	I was very dissatisfied with the way PGW handled my shut off of service request.
376	Call Center	3	It started out by taking 5 phone calls to schedule someone to come out and turn the gas on, then for the first appointment, the service person did not show up, then finally, just today, the gas was turned on. All of this took ten days.
377	Call Center	3	The fact that I went there for help, I had squatters in my house, and it is dangerous for them to use the stove there to heat themselves, they drove me out of my house, they want to charge me to turn the gas off, they would have to break the street, which would cost six hundred dollars.
378	Call Center	2	I called the gas company to get my service restored, and was unable to come to any agreement with them for payment options, or anything else.
379	Call Center	2	I didn't receive my application for the CRP program that I requested as of yet.
380	Call Center	2	I really didn't like the way my questions were answered by the representative. The representative didn't sound professional over the phone.
381	Call Center	2	I was misquoted about the day they were supposed to come out to my house, then when I called, they said it was the next day.
382	Call Center	2	Like I just said, I called them today to see if someone could come and tell me what's wrong with the furnace, it's still not working now.
383	Call Center	2	The gentleman didn't help me out, he didn't explain to me why he couldn't change my gas meter or put the gas on.
384	Call Center	2	The representative was ignorant and she didn't seem to know what was going on with my account, and just to get to talk to the representative, took an hour, and then when I talked to the representative, that was another hour.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
385	Call Center	1	A technician came out and said I needed a piece to make the burners work. Then when the part came, the second technician came out and said that it was the wrong part. So I guess he diagnosed the problem wrong.
386	Call Center	1	Everyone at the gas company is a liar. This situation started a few weeks ago, when workers from the gas company came to our house and said they had to do work on the gas line and heater in the house. Since I had not received any notice of this work, I did not let the people in, then called the gas company to ask them. I was told they had no work order. Then the workers who were at my house wanted to show me what needed to be done, and they went into the basement and started marking up the walls, where they wanted to do work. Then the work was rescheduled. In the meantime, I went to the gas company to ask about the work, and was told they had nothing in their records that said there was work to be done, or that anyone from the company had been to my house to do the work. I even showed the people at the gas company surveillance tapes, showing the workers. Then another supervisor came to the house with the police. They showed more paperwork about the work needed, corrosion of the pipes, and the need to change the meter. Then they came in to do the work inside and outside, digging up the sidewalk. In the middle of this, they ignited the pilot light, and said there was a gas leak, and the gas needed to be turned off. We believe they broke the heater on purpose, because they were unable to quickly do the work they wanted to, which was to make it easy to keep track of what people are doing with the gas, or not paying their bill. I called the gas company again to see about getting things fixed so the gas could be turned back on, and I was told I did not have the parts and labor plan. So we paid for the repairs ourselves. Then I called to get the gas turned back on, but as of today, we have not received a call back from the gas company, and the gas is still off.
387	Call Center	1	I bought a new home and I still don't have service to my home as of yet.
388	Call Center	1	I called about the parts and labor plan to fix my heater. I found out what was wrong with my heater wasn't covered with the plan.
389	Call Center	1	I called and asked for payment arrangements. I was told there is no way I can make another payment arrangement because I did not keep the agreement for my last payment arrangement.
390	Call Center	1	I called to change the name on my account from my ex-husband to my name. I was told that I had to pay his unpaid balance and I wasn't very happy about that.
391	Call Center	1	I had called to get my gas service turned back on. When the service tech visited my home I was told that I couldn't get my services turned back on because my basement had fleas.
392	Call Center	1	I have a shut off notice that is due tomorrow and no one wants to talk to me about it.
393	Call Center	1	I received a shut off notice, after I had made payment arrangements. So I had to make another payment, just to keep them from turning off the gas. I think the gas company could have handled this better.
394	Call Center	1	I was given that wrong information about the usage of the service for the home I'm living in.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
395	Call Center	1	I was given wrong information, I was misguided, by the Parts and Labor service.
396	Call Center	1	I was just very upset that I was told that I couldn't get the help that I wanted to pay my gas bill.
397	Call Center	1	I was just very upset that the parts and labor plan didn't cover my heater repairs that I needed to get done.
398	Call Center	1	I was told that PGW didn't accept applications for LIHEAP over the computer. I had to go into the office to reapply.
399	Call Center	1	I was very dissatisfied because I had to call the Public Utilities Commission to get help with the gas company. The gas company wanted me to pay a bill of \$600, which I did not have, and the Public Utility Commission got involved, and got an agreement for me to pay \$250 a month. I had been in the hospital, and when I got out, there was this enormous bill from the gas company. They would not work with me to resolve this.
400	Call Center	1	My gas still isn't on.
401	Call Center	1	PGW came to my home on 11/10/2017 to turn on my service and was told that it couldn't be done. I was told that there was already service in my name at this address and there was a balance on the account.
402	Call Center	1	PGW has not sent me a bill for a month, they said they'd send it out, and they try to blame it on my postal service.
403	Call Center	1	PGW turned off my gas when my neighbor had a leak. When it was fixed they did not return to turn my gas service back on and now my heat is off.
404	Call Center	1	The gas is on but I do not have a meter and I believe there is a problem with the gas lines. I keep calling the gas company to get this fixed, but they keep pushing me off. They say someone will call, but no one does.
405	Call Center	1	The representative that I spoke with was very mean and rude about my problem.
406	Call Center	1	The representative was very rude, and couldn't help me.
407	Call Center	1	The service technician came today to check the furnace, and he said he could not check it because a lock had been put on it. He also said there were fleas in the basement. Then he said I would have to get an outside contractor to fix the furnace. I have the parts and labor plan, so I thought the gas company would take care of everything.
408	Call Center	1	They don't get back to you in time, the information that I submitted was misconstrued, and they don't give you feedback in ample time.
409	Call Center	1	When I called to set up service in my new apartment I was told that I owed over \$5,000 dollars before I could get my gas service turned on.
410	Call Center	Don't Know	I smell gas and the service tech couldn't find a leak in my home.
411	Call Center	Don't Know	I'm still waiting on a call back about my request.
412	Call Center	Don't Know	I've called 3 times in the last 2 weeks, two of the time, the representative was nice, and one time, the representative yelled at me.
413	CRC	10	All of my questions were answered and I had no issues.
414	CRC	10	Everything I asked they answered properly and I had no issues with the call.
415	CRC	10	Everything was handled very well.
416	CRC	10	I had a good experience with customer service.
417	CRC	10	I had excellent customer service.
418	CRC	10	I received all of the pertinent information that I needed.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
419	CRC	10	I received same day service.
420	CRC	10	I was able to make the payment.
421	CRC	10	I was treated with a great deal of respect.
422	CRC	10	PGW always treats me good.
423	CRC	10	PGW customer was great.
424	CRC	10	PGW was perfect and they did their job.
425	CRC	10	She was nice, polite and professional.
426	CRC	10	The customer service representative was amazing.
427	CRC	10	The customer service was excellent. Everyone was very helpful and polite.
428	CRC	10	The service tech who came out to connect my gas was very professional.
429	CRC	10	They answered all of my questions in a way that I understood.
430	CRC	10	They are courteous and very friendly people.
431	CRC	10	They came out to the church and they checked the boiler to see it was working well because we had service on it.
432	CRC	10	They did everything in timely manner.
433	CRC	10	They were able to promptly answer my question to pay my bill.
434	CRC	10	They were professional and took care of issue quickly.
435	CRC	10	They were very friendly and attentive to my needs.
436	CRC	10	They were very helpful with answering my questions.
437	CRC	10	They were very informative about the budget programs that they have to offer.
438	CRC	9	Because the rep that I spoke to was very efficient.
439	CRC	9	Everything went well and they were very helpful.
440	CRC	9	He was very attentive and knowledgeable.
441	CRC	9	I don't think that anyone deserves a ten.
442	CRC	9	I received great customer service.
443	CRC	9	I was treated very well.
444	CRC	9	They were responsive and I was satisfied with the service.
445	CRC	9	They were very helpful.
446	CRC	9	Very nice guy.
447	CRC	8	During my phone call I was rudely cut off.
448	CRC	8	Everything was handled quickly and efficiently.
449	CRC	8	I had a very good response from customer service.
450	CRC	8	I had to call several times in order to speak to customer service.
451	CRC	8	I spoke to a nice person who was knowledgeable and professional.
452	CRC	8	It was above average.
453	CRC	8	Nobody gets a ten.
454	CRC	8	The service was good. One thing to suggest is that the appointment time be more specific and not between 9-12PM. I had to wait a couple hours for someone to show up.
455	CRC	8	They were cooperative and friendly.
456	CRC	8	They were very courteous and helpful.
457	CRC	7	I really felt like it just took too long to get my gas service turned on at my business.
458	CRC	7	The wait time on the phone was entirely too long.
459	CRC	7	The wait was too long on the phone.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
460	CRC	7	They may not have checked some gas pipes when they turned the service back on in my restaurant.
461	CRC	5	I was put on hold for twenty minutes.
462	CRC	5	It took a while to reach someone who knew what I was talking about. They kept transferring me to the commercial department and no one answered the phone. I had to leave a voice mail with my phone number.
463	CRC	5	No one will call me back to replace a small meter with a larger one.
464	CRC	5	They have not figured out if there is a gas line in one of my buildings.
465	CRC	1	I had to wait four days for them to replace a broken gas line at my home.
466	CRC	1	I have a leaking boiler in my building and PGW will not come out to fix it.
467	CRC	1	I was put on hold much too long.
468	Office Visit	10	All of my questions were answered and I was treated very well.
469	Office Visit	10	All of my questions were answered.
470	Office Visit	10	Because my daughter's gas is back on.
471	Office Visit	10	Customer service, it was very satisfactory.
472	Office Visit	10	Every time I go into the company, they help me, they assist me fast.
473	Office Visit	10	Everyone was really friendly and the representative I spoke to was very attentive.
474	Office Visit	10	Everyone was very helpful and polite.
475	Office Visit	10	Everything happened like I needed it to happen.
476	Office Visit	10	Everything was fine for me.
477	Office Visit	10	Everything was taken care of to my satisfaction.
478	Office Visit	10	I always go to the office to pay my bill, and the people there are always very nice, and they answer any questions you have.
479	Office Visit	10	I applied for CRP and LIHEAP, and I was accepted to CRP, so I was very satisfied. I have not heard about LIHEAP yet.
480	Office Visit	10	I came in to open a new account for the property I moved into.
481	Office Visit	10	I got great customer service at the center city office.
482	Office Visit	10	I got great customer service.
483	Office Visit	10	I got what I needed to get done without any trouble.
484	Office Visit	10	I had a crisis with lowering my gas usage, I had to go back up there to have it re-adjusted, I was being charged too much, and they straightened it out for me.
485	Office Visit	10	I had a good experience when the service technicians came out to fix my dryer and want to send a thank you card to them.
486	Office Visit	10	I had a recent problem with them last week, but I resolved the matter, the account was in my father's name.
487	Office Visit	10	I had to make arrangements to get my gas turned on, and get on the CRP program. The people I dealt with at the gas company to do this were very nice and responsive.
488	Office Visit	10	I had to renew my payment plan, so I went to the office, and the person I spoke with was very helpful, and explained everything to me. I am not sure if it is CAP or CRP.
489	Office Visit	10	I just went in to make a payment, and it was very quick and to the point.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
490	Office Visit	10	I just went to the office to make a payment today, and the people there were very pleasant.
491	Office Visit	10	I just went to the office to make a payment, and as always, the people there are very polite and helpful.
492	Office Visit	10	I just went to the office to make a payment, and the person I met with was very cool. She answered all of my questions, and was very fast.
493	Office Visit	10	I just went to the office to pay my bill, and as usual, there were no problems. In and out pretty quickly.
494	Office Visit	10	I needed a pipe replaced. I was happy with the work that was done.
495	Office Visit	10	I needed an extension of a few days to make a payment, and I was able to work that out with the gas company. So I was very satisfied.
496	Office Visit	10	I needed to get a copy of my bill and make a payment. Everything went very quickly.
497	Office Visit	10	I needed to make a payment to get my service turned back on, and the people at the gas company were very helpful. I was able to make the payment, and get the gas turned back on.
498	Office Visit	10	I needed to make payment arrangements to get the gas turned back on, and the people at the gas company were very helpful in working everything out for me.
499	Office Visit	10	I really don't have any problems with the company.
500	Office Visit	10	I really don't have any problems with the company.
501	Office Visit	10	I say ten because the people there are always pleasant, with good customer service. The most recent thing I did was go to the office to pay my bill, and there were no problems.
502	Office Visit	10	I was able to get the help I needed.
503	Office Visit	10	I was able to pay my bill quickly and easily.
504	Office Visit	10	I was able to pay my bill quickly.
505	Office Visit	10	I was educated about my gas bill.
506	Office Visit	10	I was just very satisfied with the service I received.
507	Office Visit	10	I was pleased with the way the gentleman handled my situation, I needed to get my gas on, and he was very pleasant.
508	Office Visit	10	I was satisfied with the help I received.
509	Office Visit	10	I was satisfied with the way my issue was handled.
510	Office Visit	10	I was very satisfied because everything about starting the gas service was explained to me completely. From the visit to the office, to the service person that came out to turn on the gas.
511	Office Visit	10	I was very satisfied because I had received a shut off notice, and I went to the office to see about it. I was able to get a medical extension of 30 days, to make the payment.
512	Office Visit	10	I was very satisfied because I needed help filling out the application for the LIHEAP program, and the person I met with at the office was able and willing to help me.
513	Office Visit	10	I was very satisfied because I think the gas company is very reliable. I went in to change the name on the account, and was able to do so without any problems.
514	Office Visit	10	I was very satisfied because I was able to get on the CRP program, and I have already begun to see the results with my bill.
515	Office Visit	10	I was very satisfied because I went to apply for LIHEAP, and the application was accepted.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
516	Office Visit	10	I was very satisfied because the people at the gas company always help, and they do good customer service. I just went in to have my gas turned on.
517	Office Visit	10	I was very satisfied because the person I met with at the office was very good in taking the time to explain everything to me, about what I had to pay to get the service turned on, then what I would have to pay each month. He was very helpful.
518	Office Visit	10	I was very satisfied because they always help. The most recent thing I did was make a payment, and there were no problems.
519	Office Visit	10	I was very satisfied because they helped me out. I needed to get on the budget plan because I am on disability, and they helped me work through that.
520	Office Visit	10	I was very satisfied because when I went to the office to pay my bill, it was good, quick service.
521	Office Visit	10	I was very satisfied because when I went to the office to renew my CRP plan, the person who helped me was very nice. I do not know how to read or write, and she did everything for me.
522	Office Visit	10	I was very satisfied because when I went to the office to sign up for LIHEAP, the customer service person I met with was very helpful and patient.
523	Office Visit	10	I was very satisfied because when I went to the office to sign up for LIHEAP, the person I met with was very helpful and professional.
524	Office Visit	10	I was very satisfied was the service I received.
525	Office Visit	10	I went into the office to apply for help in paying my gas bill.
526	Office Visit	10	I went to the office to apply for the CPR program, and the person I met with was very polite. He helped me put the application through very quickly.
527	Office Visit	10	I went to the office to get on the CRP program, and it was very quick and easy, so I was very satisfied.
528	Office Visit	10	I went to the office to sign up for the CRP program, and I was very pleased with how it went. It was a good quick procedure.
529	Office Visit	10	I'm satisfied with the service.
530	Office Visit	10	It was great service.
531	Office Visit	10	It would be 100 if they put me back on the LIHEAP program.
532	Office Visit	10	I've never had a problem with them.
533	Office Visit	10	I've never had any issues dealing with PGW. They have always been willing to help.
534	Office Visit	10	I didn't like wait today, but other than that it was fine, the lady answered all my questions.
535	Office Visit	10	My most recent experience was just today. I went to the office to sign up for the CRP program, but the person I met with showed me that the budget program would be better for me. So I was very satisfied.
536	Office Visit	10	My mother was a very sick person, but they didn't have any consideration for the fact, and her gas was shut off, it was like a month and a half.
537	Office Visit	10	On Thursday, the lady at the office was very nice and very pleasant.
538	Office Visit	10	PGW has always been good to deal with.
539	Office Visit	10	She was a nice well trained young lady.
540	Office Visit	10	She was real nice and I had no complaints.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
541	Office Visit	10	She was very nice and polite and was not rude.
542	Office Visit	10	The courtesy and the situation I was in, I'm a senior citizen and I'm having trouble paying my bill.
543	Office Visit	10	The customer service representatives are very sympathetic, empathetic, and very helpful. I went in to apply for LIHEAP, and was able to do it very quickly, since I had already filled out the application.
544	Office Visit	10	The lady was very nice and polite.
545	Office Visit	10	The person was very courteous and nice.
546	Office Visit	10	The representative handled everything that I needed to get done.
547	Office Visit	10	The representative helped me understand my billing.
548	Office Visit	10	The representative I spoke with was very helpful.
549	Office Visit	10	The representative I was given great service.
550	Office Visit	10	The representative was knowledgeable and to the point.
551	Office Visit	10	The representative was very polite and helpful in setting up my account.
552	Office Visit	10	The representative was very polite and helpful.
553	Office Visit	10	The representative were very helpful.
554	Office Visit	10	The service came out to turn on my gas and also told me about my pipes which needed to get fixed.
555	Office Visit	10	They answered all me questions.
556	Office Visit	10	They are courteous.
557	Office Visit	10	They are friendly and helpful.
558	Office Visit	10	They are reasonable and I never had any problems.
559	Office Visit	10	They have been working with me regarding my back bill.
560	Office Visit	10	They helped me with all of my questions about the CRP Program.
561	Office Visit	10	They really helped me out.
562	Office Visit	10	They said they would be here on time, and they came when they said they would be here, to do what they had to do.
563	Office Visit	10	They treat you with respect and they help you out.
564	Office Visit	10	They treated me very nice.
565	Office Visit	10	They were cooperative and friendly.
566	Office Visit	10	They were wonderful and helpful.
567	Office Visit	10	We had signed up for LIHEAP, and just found out that we were accepted, so I am very satisfied.
568	Office Visit	10	When I went in to ask for help with arrangements on how to pay my bill, they were very helpful to me.
569	Office Visit	10	Whenever I call, they always talk with respect and they never have an attitude.
570	Office Visit	9	Everything went well overall, but there was a minor issue when the gas was turned back on.
571	Office Visit	9	He messed up the wire that connects to the thermostat and now I have no heat. Then they tell me that they don't do that, but they caused it.
572	Office Visit	9	I didn't have to wait long.
573	Office Visit	9	I had no problems.
574	Office Visit	9	I keep up with the heating bills, so I have no problems with them.
575	Office Visit	9	I needed a credit denial letter from the gas company, so I went to the office to get it, and I was able to do so, but there was a long wait at the office.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
576	Office Visit	9	I needed to apply for the CPR program, and I was able to do that, so I was satisfied.
577	Office Visit	9	I paid my bill and everything went fine.
578	Office Visit	9	I paid my bill and had no problems.
579	Office Visit	9	I say nine because the last thing I did with the gas company was make a payment, and I had no problem with that.
580	Office Visit	9	I was satisfied with getting a new meter installed.
581	Office Visit	9	I went in to sign up for the CRP program, and the customer service person I met with was very pleasant, and explained everything to me.
582	Office Visit	9	I went into the office for help paying my bill and all was taken care of.
583	Office Visit	9	She helped me with what I needed to get done.
584	Office Visit	9	The customer service person was very helpful and efficient. I was applying for the CRP plan.
585	Office Visit	9	The delivery has been opportune, it was in time, I had the service for the first time, and I don't have any concerns.
586	Office Visit	9	The lady was great and the supervisor, she knew her job and she helped me.
587	Office Visit	9	The representative did a really good job.
588	Office Visit	9	The representative solved my problem in a few days.
589	Office Visit	9	They treated me pretty good.
590	Office Visit	9	They were courteous, nice and helpful.
591	Office Visit	9	They were quick and responsive to my needs.
592	Office Visit	8	I got okay service from the representative.
593	Office Visit	8	I have a very high bill and I'm looking for ways to lower it.
594	Office Visit	8	I have no complaints.
595	Office Visit	8	I was able to get on the CRP program, but the wait time at the office was a little long, so I give it an eight.
596	Office Visit	8	I wasn't told all the information about applying for a service. I wasn't told that I could apply at the office that I went to on the first time I had questions about LIHEAP.
597	Office Visit	8	I went to the office to apply for LIHEAP, and I was in and out very quickly. Also, the customer service person was very courteous.
598	Office Visit	8	I went to the office to make a payment, and I also wanted to see if there was a payment plan I could get on. I spoke to a customer service person, and was able to get on a payment program, but I do not remember the name of it.
599	Office Visit	8	The amount of the bill is too high to pay.
600	Office Visit	8	The help at the desk, the customer service, he explained to me how much I owed and why I owed, I'm on the CPR program.
601	Office Visit	8	There was a problem with the bill being sent to me and the person that had the apartment before me, so I had to go to the office to get that corrected, and I was able to do so.
602	Office Visit	8	They are helpful and they have good service.
603	Office Visit	8	They explained certain things to me that I didn't know.
604	Office Visit	8	They were late.
605	Office Visit	7	Good service.
606	Office Visit	7	I had to call to put in a turn on request, and the person I spoke to was courteous and expedient.
607	Office Visit	7	I just never give a higher score than that.

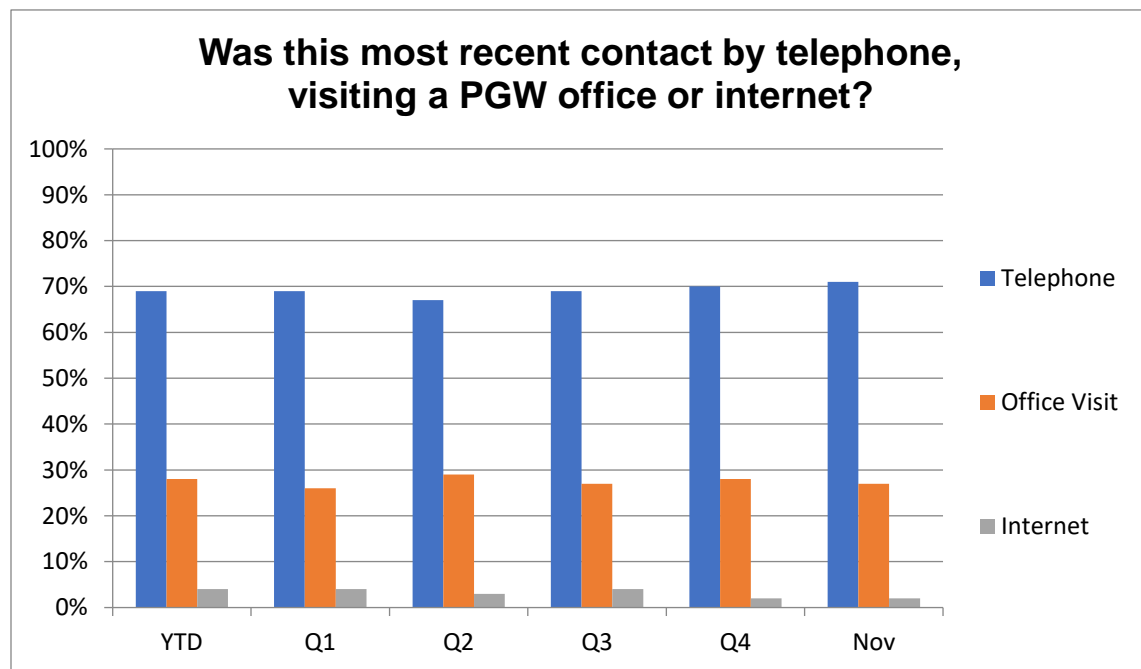
	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
608	Office Visit	7	I never had a problem until recently, when I started getting duplicate bills. I have been trying to get this corrected, but I am not sure yet, if everything is ok.
609	Office Visit	7	I went to the office to have the gas turned on, and the people there were very efficient.
610	Office Visit	7	The main reason I contacted PGW I had a shut off notice.
611	Office Visit	7	The representative let me know what I needed to do in order to get back on my payment plan.
612	Office Visit	7	The representative was very helpful and gave me all the information that I needed to go on a payment arrangement.
613	Office Visit	7	The tech was a little rude with me about my problem.
614	Office Visit	7	When I made the payment they still took a few days to turn it on.
615	Office Visit	6	I give a middle rating because the person I spoke to at the gas company was very nice, but my problem with the gas company, is the amount of my bill. I am trying to find a payment program that can help, because the amount of my bill is more than I can pay, and I keep trying to catch up.
616	Office Visit	6	I haven't received my bill yet, so I can pay my bill.
617	Office Visit	6	I think my bill is too high.
618	Office Visit	6	I wasn't satisfied because the lady I spoke with, I did not like her, the way she talked to me.
619	Office Visit	6	I'm 79 yrs. old and I have no heat. My son paid \$500.00 to PGW yesterday and yet I have to wait until Monday for a turn on.
620	Office Visit	6	Sometimes the bill is high and sometimes it is low.
621	Office Visit	5	I called to get service turned on, but there was a mix-up with the appointment and now they say they won't be out until the first week of December.
622	Office Visit	5	I had a misunderstanding about how much I had to pay on my bill.
623	Office Visit	5	I never give a perfect score, no one is perfect.
624	Office Visit	5	I went to the office to sign up for the CAP program. I was able to do that, but the person I met with was very rude and she did not want to explain anything about the CAP program.
625	Office Visit	5	The customer service could have been better.
626	Office Visit	4	I really couldn't get help paying my bill.
627	Office Visit	4	I was misinformed by the receptionist what I needed to have in order to have service turned on.
628	Office Visit	3	I came and paid my bill on Wednesday or Thursday, for my gas to be turned back on, and I'm still waiting.
629	Office Visit	3	My gas service was turned off and I have not been able to get it restored.
630	Office Visit	3	The office location was inconvenient. I was on the CRP program for 5 yrs. and when I moved I had to pay the outstanding balance all at once to get new service turned on.
631	Office Visit	2	I had set up an appointment to get gas service turned on, but the person did not show up. Now I'm told it will be 6 to 12 weeks before they can come out again.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
632	Office Visit	1	I am on Social Security, and the date that I get that money does not work with the date that the gas bill is due, so I get late charges, or the gas company threatens to shut off the gas. I have tried to talk to the gas company about this, but there is nothing they can do.
633	Office Visit	1	I had to pay \$400.00 to keep my gas service on.
634	Office Visit	1	I just didn't get the customer service that I thought I should have gotten at the office.
635	Office Visit	1	I live on low income, I was over charged for service. I have to pay too much money. I'm moving into a new home which is not really yet at this time. It's seems like I'm now paying for both homes.
636	Office Visit	1	I was not given all the information I needed in order to reapply for CRP.
637	Office Visit	1	I was on the 12 month budget plan, but when you get to the last payment, the amount due is doubled. I was unable to pay \$600, only \$200, so I was sent a shut off notice. Then I was able to get a letter from my dialysis doctor, to get a hold or delay on that payment. I still do not have the \$400, so I went to see if I could get on LIHEAP for help, but I have not heard back from them yet.
638	Office Visit	1	I was trying to get on the CRP program, and went to the office with the paperwork I was told to bring. Then when I got there, I was told they needed more than a bank statement, to show proof of income. So I am still trying to deal with this.
639	Office Visit	1	I was very upset that my gas was turned off. The service was on when I moved into my apartment and shortly after that it was turned off.
640	Office Visit	1	I was very upset to find out that I did have gas heat in my apartment. I didn't know that I even had gas service until I went to take a bath and didn't have hot water.
641	Office Visit	1	I went into the office to get my service turned back on. At the time of the visit I only had my passport as a form of ID and was told that I couldn't use an US passport as proof of address.
642	Office Visit	1	I went to the gas company to ask about my parts and labor agreement papers, when they did not come in the mail. The person I spoke to just seemed annoyed that I was asking about this, instead of giving me an answer. I got tired of waiting, and just decided to leave.
643	Office Visit	1	My gas was turned off, and I was told I had to pay \$900. I went in with the money, and was told they still would not turn the gas on because I was on the CRP plan. This entire situation has made no sense to me. The last thing the person at the gas company said, was for me to go to the PUC.
644	Office Visit	1	My gas was turned off, they say, for non-payment, and I have been trying to get it turned back on. I was told by the gas company that I would have to pay the entire amount due, and they would not negotiate any kind of payment agreement. Also, they took the meter, so that is part of the problem.
645	Office Visit	1	Right now, my gas is off, they claim they sent me a letter which I never received, they said I have to pay \$3400 and something, and I just went down and got some help with it.
646	Office Visit	1	They don't care about anyone.
647	Office Visit	1	They don't work with their customers, they won't make any type of arrangements to have your service restored.
648	Web	10	Everything was very easy.

	Contact Type	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
649	Web	10	I didn't have a problem I just filled in an application online.
650	Web	10	I didn't really talk to anyone, I just paid my bill.
651	Web	10	I feel everything is working well.
652	Web	10	I had a good experience.
653	Web	10	I pay my bill online every month, I never have a problem.
654	Web	10	I say very satisfied because I have never had any problems with the gas company. I just pay my bill, and everything is fine. The most recent thing I did was go on the internet to print out a copy of the application for the low income payment program.
655	Web	10	It was online, and simple, they contacted me a day or two later concerning my new service request.
656	Web	10	It went straight through, my bill payment.
657	Web	10	The tech who setup our service was great.
658	Web	8	Just the courtesy when I call.
659	Web	1	They sent me a three day shut off notice.
660	Web	Don't Know	I do it every month.
661	Web	Don't Know	They want to charge me toy bill by phone, but to pay online, you would have to be online-savvy.

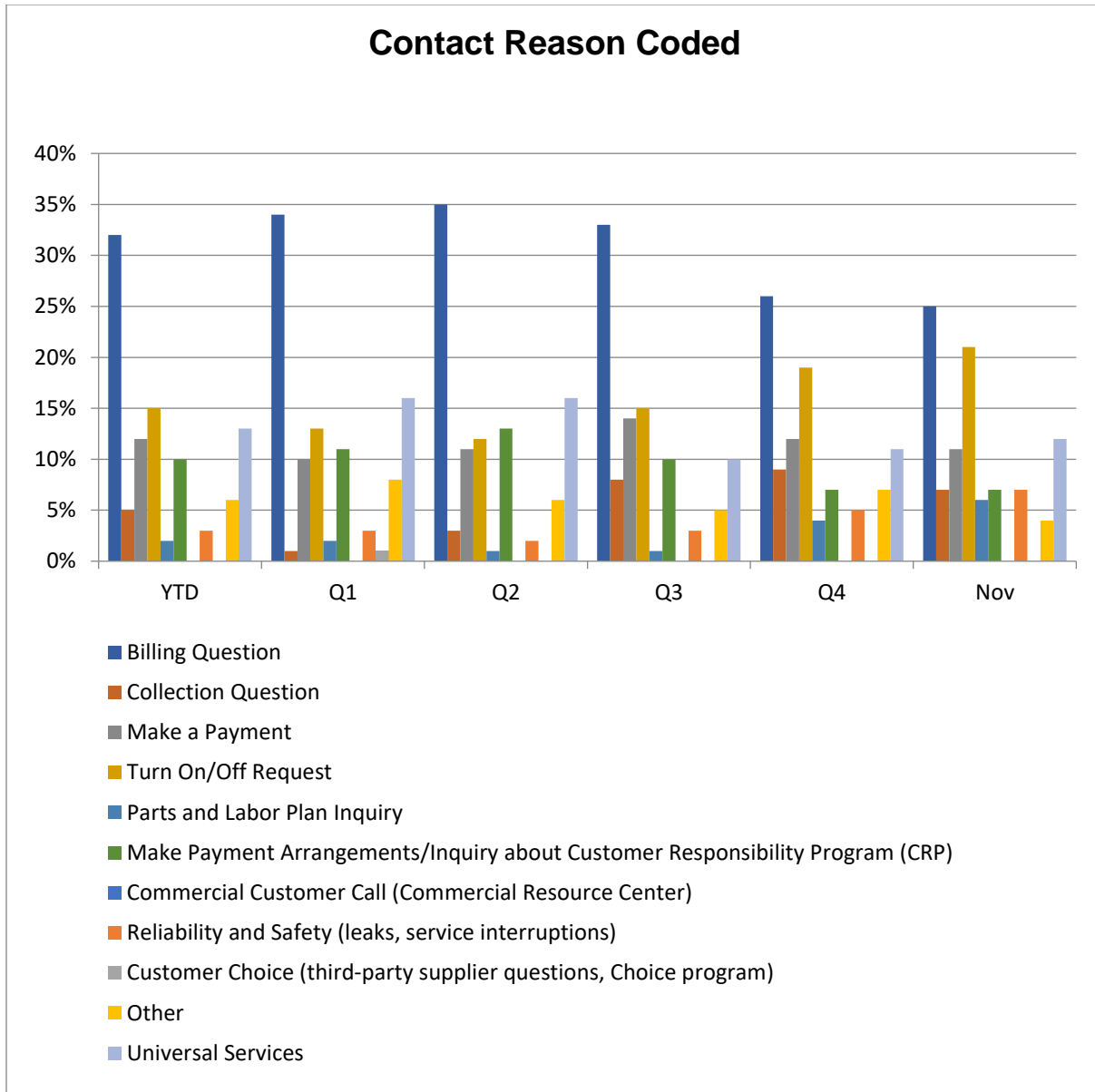
Contact Channel for Most Recent Contact

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Was this most recent contact by telephone, visiting a PGW office or internet?	Combined	7151 100%	1935 100%	1951 100%	1960 100%	1305 100%	661 100%
	Telephone	4922 69%	1342 69%	1311 67%	1353 69%	916 70%	467 71%
	Office Visit	1974 28%	508 26%	573 29%	533 27%	360 28%	180 27%
	Internet	255 4%	85 4%	67 3%	74 4%	29 2%	14 2%
	Don't Know	-	-	-	-	-	-
	Refused	-	-	-	-	-	-
		-	-	-	-	-	-



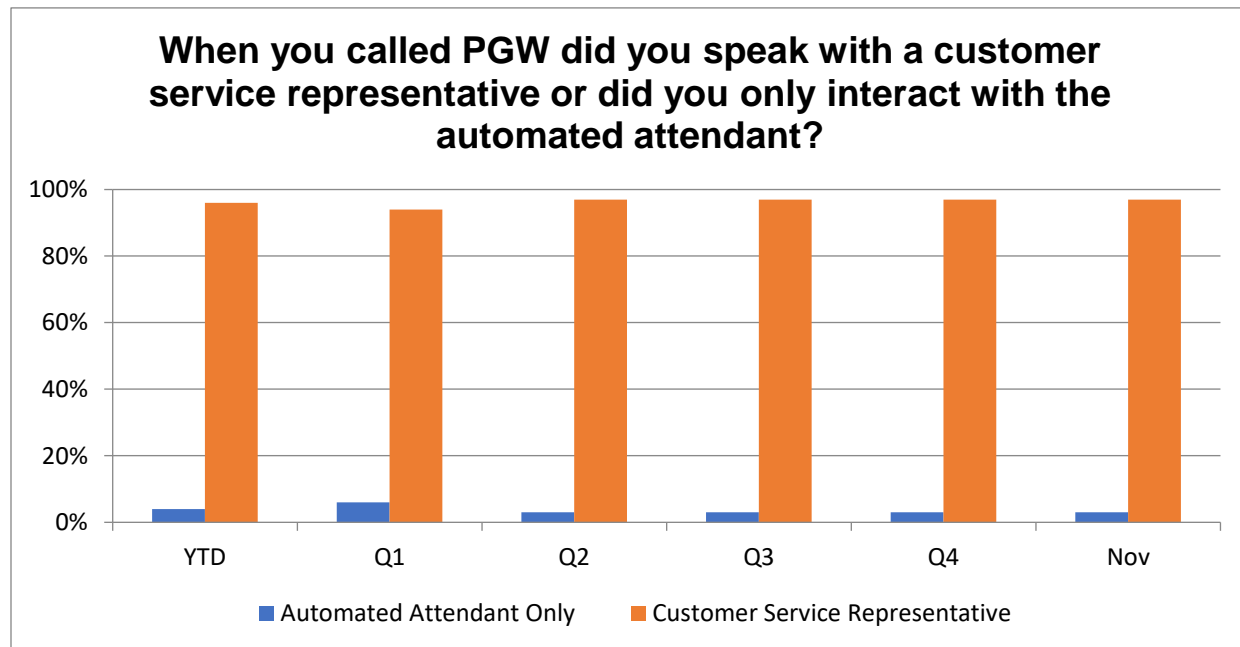
Contact Reason Coded

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Contact Reason Coded	Base	6868 100%	1833 100%	1881 100%	1882 100%	1272 100%	643 100%
	Billing Question	2224 32%	616 34%	655 35%	625 33%	328 26%	161 25%
	Collection Question	353 5%	26 1%	65 3%	150 8%	112 9%	46 7%
	Make a Payment	819 12%	185 10%	215 11%	260 14%	159 12%	72 11%
	Turn On/Off Request	997 15%	242 13%	223 12%	286 15%	246 19%	133 21%
	Parts and Labor Plan Inquiry	140 2%	44 2%	21 1%	18 1%	57 4%	39 6%
	Make Payment Arrangements/Inquiry about Customer Responsibility Program (CRP)	717 10%	208 11%	237 13%	183 10%	89 7%	44 7%
	Commercial Customer Call (Commercial Resource Center)	11 *	5 *	6 *	- -	- -	- -
	Reliability and Safety (leaks, service interruptions)	225 3%	53 3%	47 2%	64 3%	61 5%	45 7%
	Customer Choice (third-party supplier questions, Choice program)	23 *	18 1%	2 *	2 *	1 *	1 *
	Other	443 6%	147 8%	115 6%	98 5%	83 7%	28 4%
	Don't Know	29	17	4	5	3	3
	Refused	2	-	-	1	1	1
	Universal Services	916 13%	289 16%	295 16%	196 10%	136 11%	74 12%



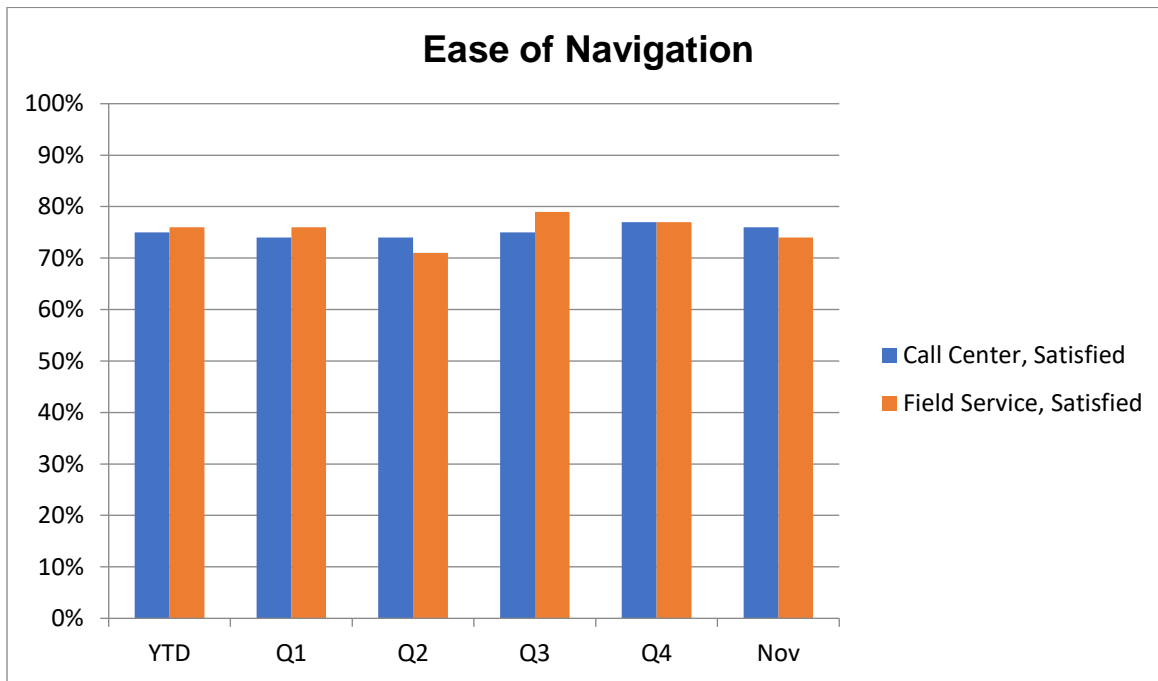
When you called PGW did you speak with a customer service representative or did you only interact with the automated attendant?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
When you called PGW did you speak with a customer service representative or did you only interact with the automated attendant?	Base	4406 100%	1203 100%	1179 100%	1207 100%	817 100%	410 100%
	Automated Attendant Only	168 4%	73 6%	32 3%	40 3%	23 3%	14 3%
	Customer Service Representative	4238 96%	1130 94%	1147 97%	1167 97%	794 97%	396 97%
	Don't Know	39	22	5	7	5	3
	Refused	2	2	-	-	-	-



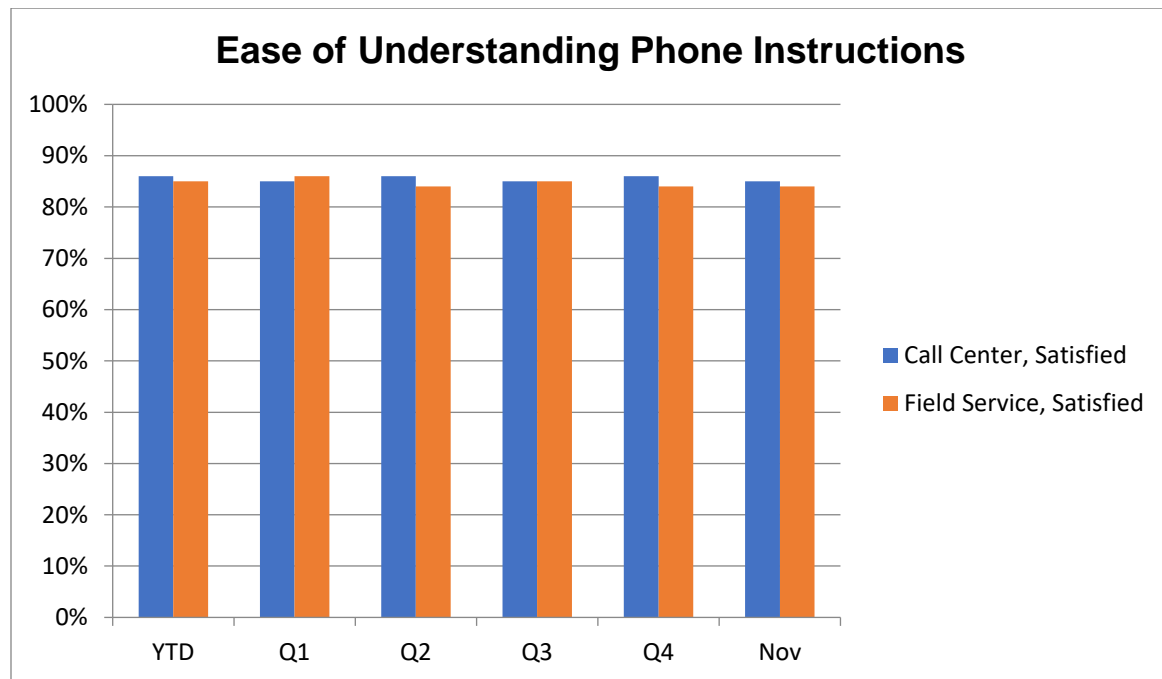
Using a 1 to 10 scale where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with PGW's automated attendant regarding: The ease of navigation

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Call Center	Base	4088	1083	1102	1129	774	382
	Satisfied	75%	74%	74%	75%	77%	76%
Field Service	Base	551	135	140	136	140	84
	Satisfied	76%	76%	71%	79%	77%	74%



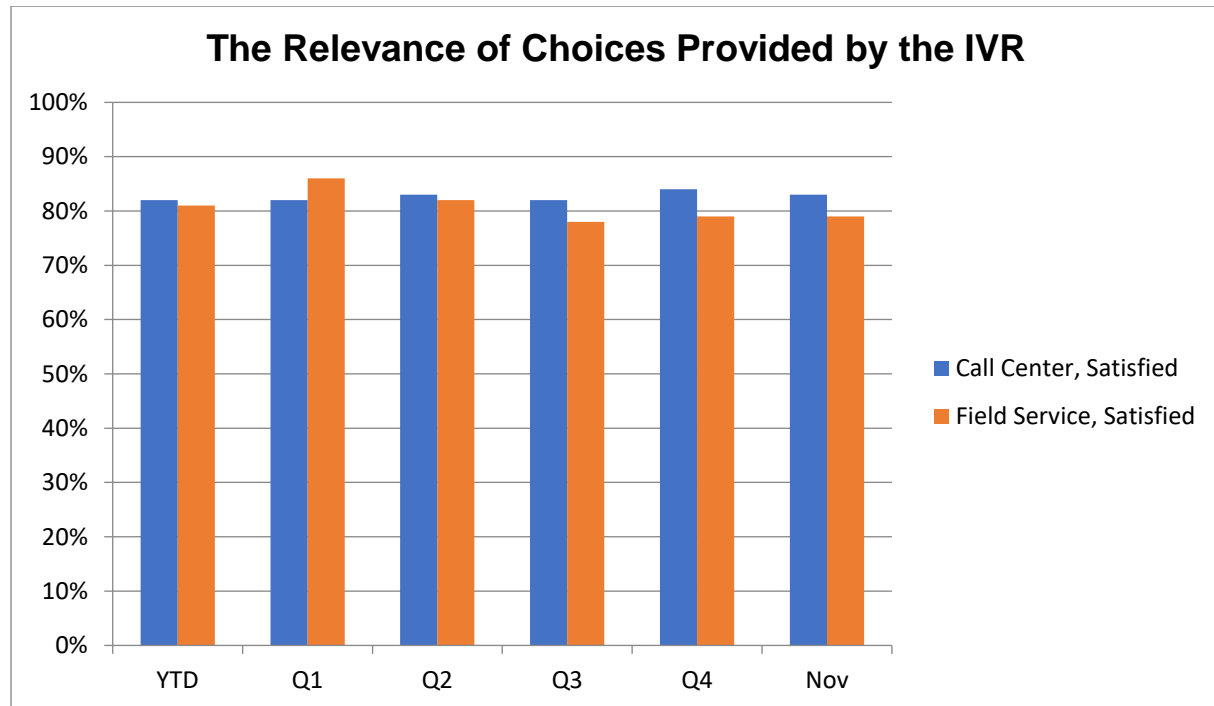
Ease of Understanding Phone Instructions

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Call Center	Base	4124	1092	1105	1141	786	389
	Satisfied	86%	85%	86%	85%	86%	85%
Field Service	Base	556	133	139	142	142	82
	Satisfied	85%	86%	84%	85%	84%	84%



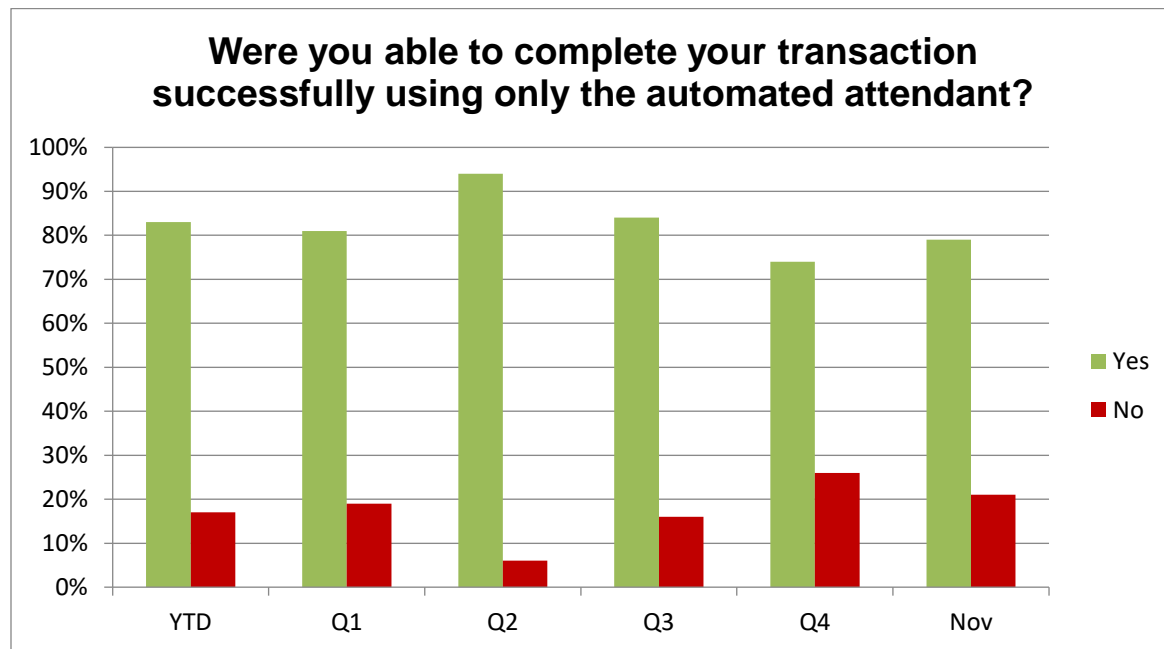
The Relevance of Choices Provided by the IVR

		<i>Measurement Period</i>					
		YTD	Q1	Q2	Q3	Q4	Nov
Call Center	Base	4001	1046	1078	1117	760	368
	Satisfied	82%	82%	83%	82%	84%	83%
Field Service	Base	537	127	139	137	134	75
	Satisfied	81%	86%	82%	78%	79%	79%



Were you able to complete your transaction successfully using only the automated attendant?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Were you able to complete your transaction successfully using only the automated attendant?	Base	164 100%	72 100%	31 100%	38 100%	23 100%	14 100%
	Yes	136 83%	58 81%	29 94%	32 84%	17 74%	11 79%
	No	28 17%	14 19%	2 6%	6 16%	6 26%	3 21%
	Don't Know	2	1	1	-	-	-
	Refused	1	-	-	1	-	-



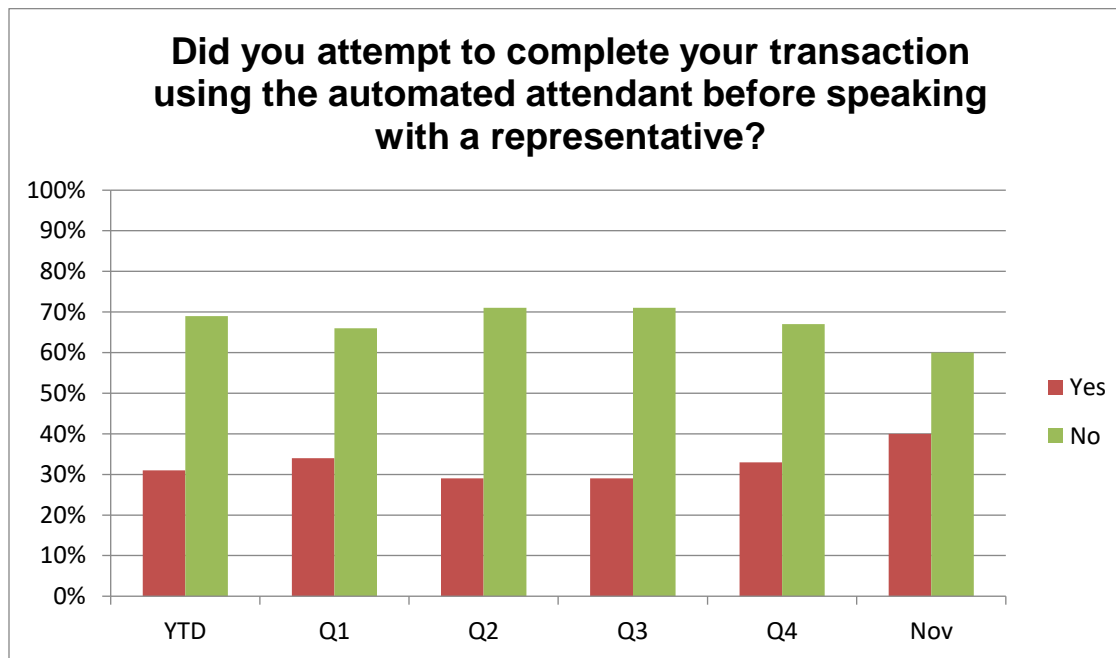
What task were you trying to perform?

Current Month Only

What task were you trying to perform?	
1	I was trying to speak with a representative.
2	I wanted to contact a human.
3	I needed a copy of my bill.

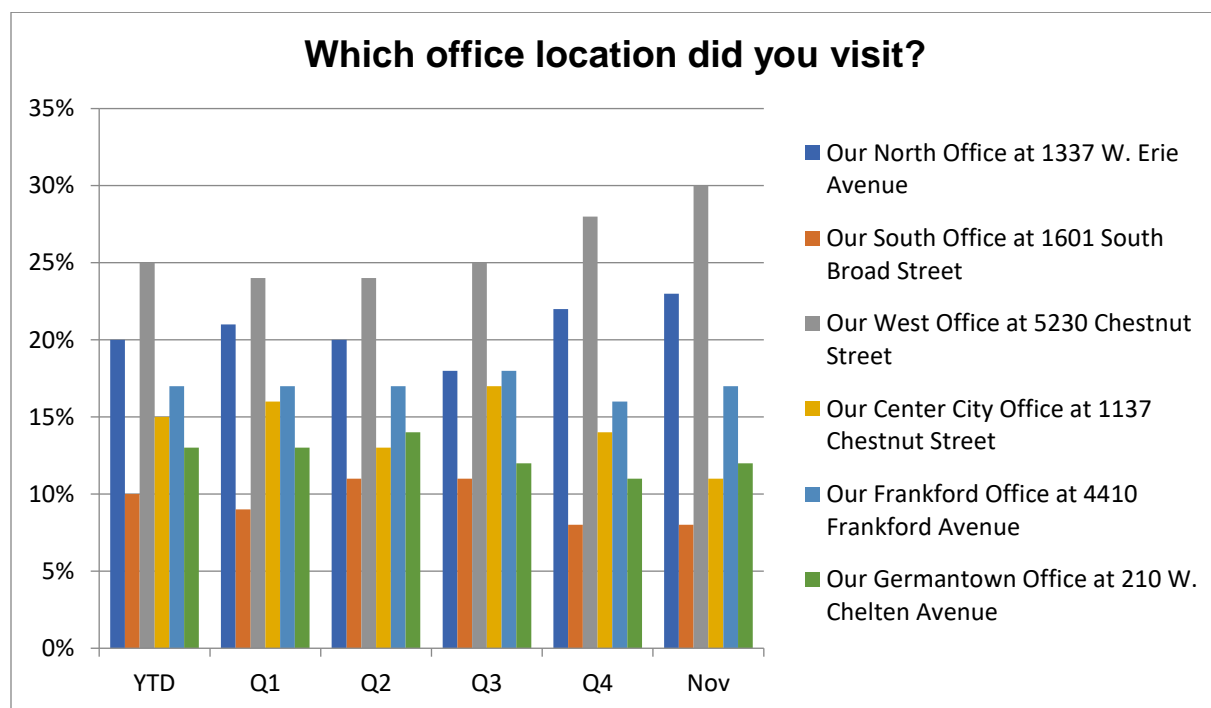
Did you attempt to complete your transaction using the automated attendant before speaking with a representative?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Did you attempt to complete your transaction using the automated attendant before speaking with a representative?	Base	4161 100%	1092 100%	1132 100%	1150 100%	787 100%	394 100%
	Yes	1298 31%	366 34%	332 29%	338 29%	262 33%	156 40%
	No	2863 69%	726 66%	800 71%	812 71%	525 67%	238 60%
	Don't Know	71	34	13	17	7	2
	Refused	3	3	-	-	-	-



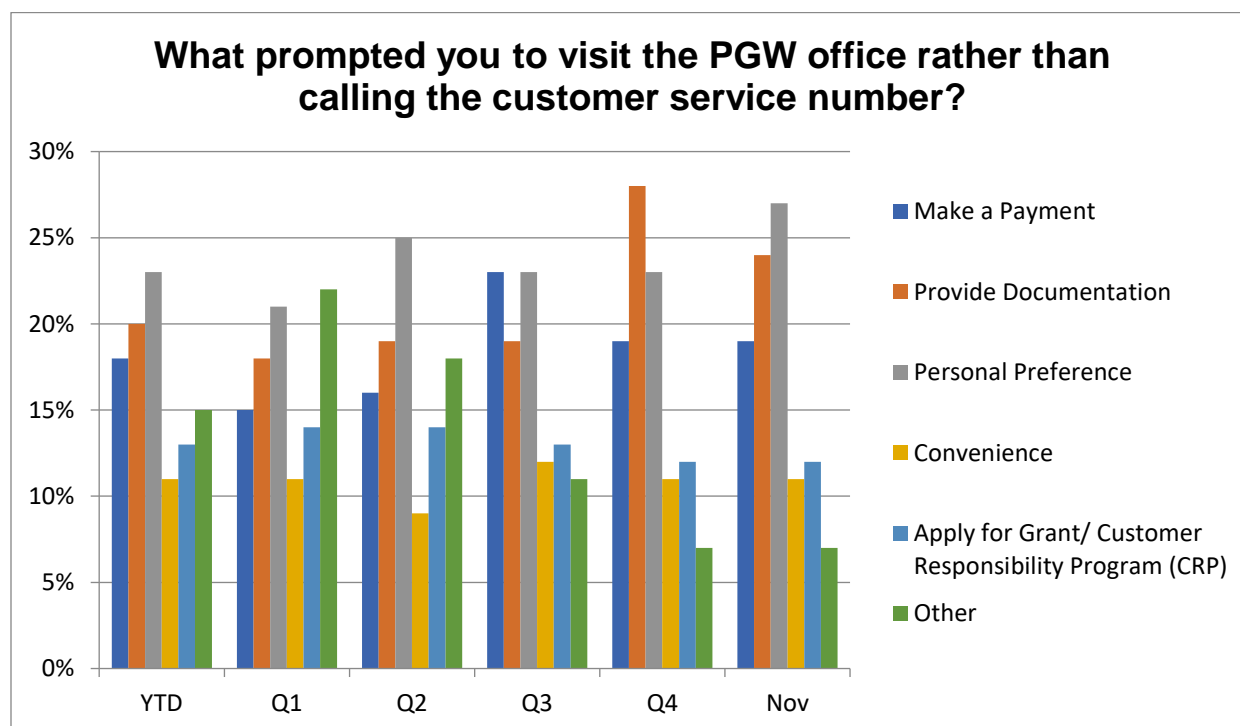
Which office location did you visit?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Which office location did you visit?	Base	1945 100%	488 100%	568 100%	531 100%	358 100%	180 100%
	Our North Office at 1337 W. Erie Avenue	391 20%	101 21%	115 20%	96 18%	79 22%	41 23%
	Our South Office at 1601 South Broad Street	193 10%	43 9%	65 11%	57 11%	28 8%	14 8%
	Our West Office at 5230 Chestnut Street	489 25%	118 24%	137 24%	132 25%	102 28%	54 30%
	Our Center City Office at 1137 Chestnut Street	293 15%	80 16%	74 13%	89 17%	50 14%	20 11%
	Our Frankford Office at 4410 Frankford Avenue	331 17%	84 17%	96 17%	93 18%	58 16%	30 17%
	Our Germantown Office at 210 W. Cheltenham Avenue	248 13%	62 13%	81 14%	64 12%	41 11%	21 12%
	Don't Know	31	22	5	2	2	-
	Refused	1	1	-	-	-	-



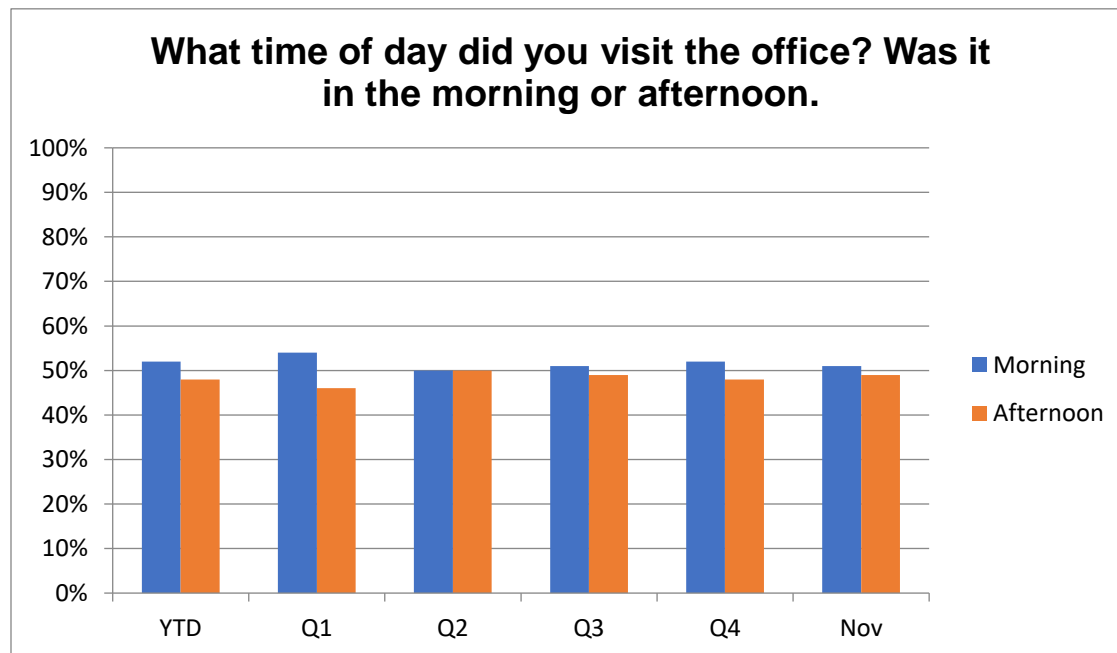
What prompted you to visit the PGW office rather than calling the customer service number?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
What prompted you to visit the PGW office rather than calling the customer service number?	Base	1964 100%	506 100%	570 100%	532 100%	356 100%	178 100%
	Make a Payment	351 18%	74 15%	89 16%	120 23%	68 19%	33 19%
	Provide Documentation	398 20%	92 18%	106 19%	101 19%	99 28%	43 24%
	Personal Preference	451 23%	105 21%	142 25%	121 23%	83 23%	48 27%
	Convenience	210 11%	54 11%	54 9%	62 12%	40 11%	19 11%
	Apply for Grant/ Customer Responsibility Program (CRP)	257 13%	70 14%	79 14%	67 13%	41 12%	22 12%
	Other	297 15%	111 22%	100 18%	61 11%	25 7%	13 7%
	Don't Know	10	2	3	1	4	2
	Refused	-	-	-	-	-	-



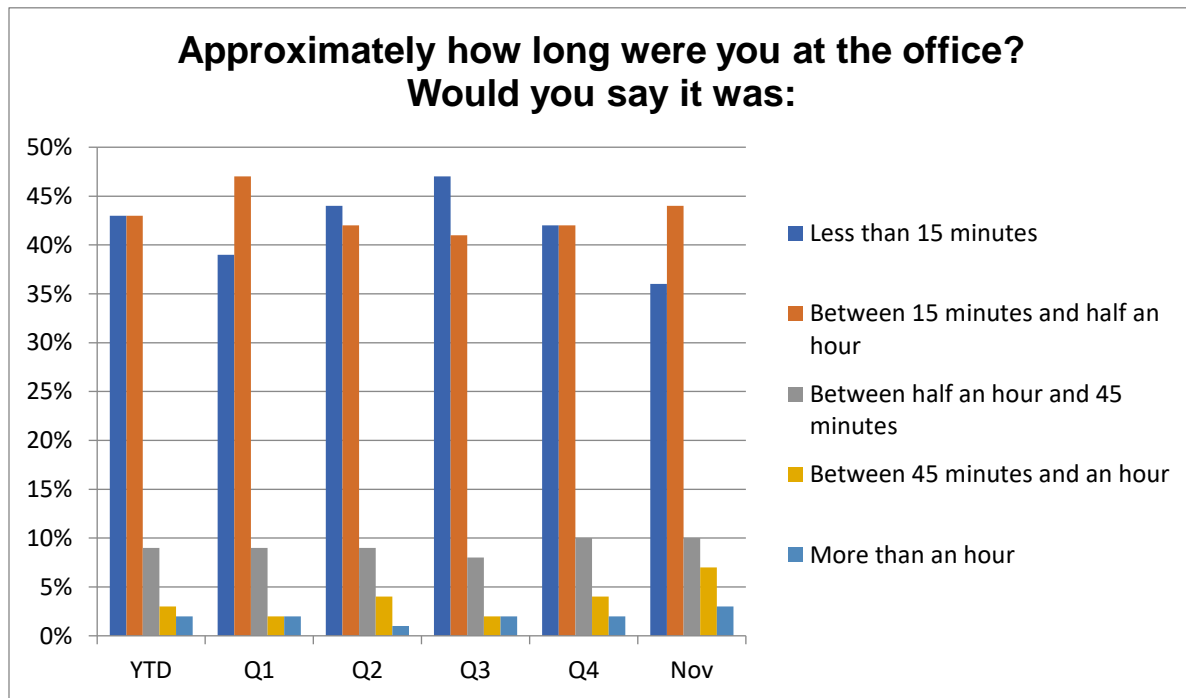
What time of day did you visit the office? Was it in the morning or afternoon?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
What time of day did you visit the office? Was it in the morning or afternoon?	Base	1940 100%	497 100%	563 100%	526 100%	354 100%	177 100%
	Morning	1001 52%	267 54%	282 50%	267 51%	185 52%	90 51%
	Afternoon	939 48%	230 46%	281 50%	259 49%	169 48%	87 49%
	Don't Know	34	11	10	7	6	3
	Refused	-	-	-	-	-	-



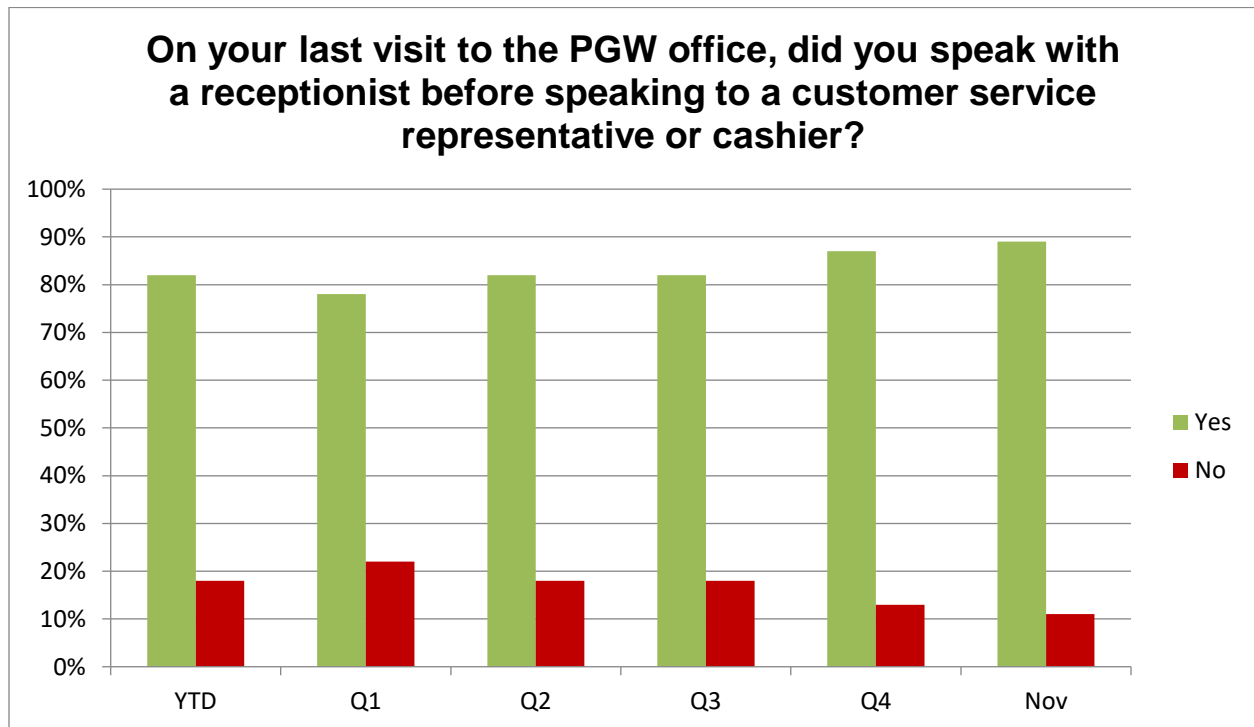
Approximately how long were you at the office? Would you say it was:

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Approximately how long were you at the office? Would you say it was:	Base	1964	506	569	530	359	180
		100%	100%	100%	100%	100%	100%
	Less than 15 minutes	849	198	253	247	151	64
		43%	39%	44%	47%	42%	36%
	Between 15 minutes and half an hour	842	237	239	216	150	80
		43%	47%	42%	41%	42%	44%
	Between half an hour and 45 minutes	177	47	50	44	36	18
		9%	9%	9%	8%	10%	10%
	Between 45 minutes and an hour	61	12	20	13	16	12
	3%	2%	4%	2%	4%	7%	
More than an hour	35	12	7	10	6	6	
	2%	2%	1%	2%	2%	3%	
Don't Know	9	1	4	3	1	-	
Refused	1	1	-	-	-	-	



On your last visit to the PGW office, did you speak with a receptionist before speaking to a customer service representative or cashier?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
On your last visit to the PGW office, did you speak with a receptionist before speaking to a customer service representative or cashier?	Base	1941 100%	494 100%	564 100%	525 100%	358 100%	179 100%
	Yes	1589 82%	386 78%	463 82%	430 82%	310 87%	159 89%
	No	352 18%	108 22%	101 18%	95 18%	48 13%	20 11%
	Don't Know	33	14	9	8	2	1
	Refused	-	-	-	-	-	-

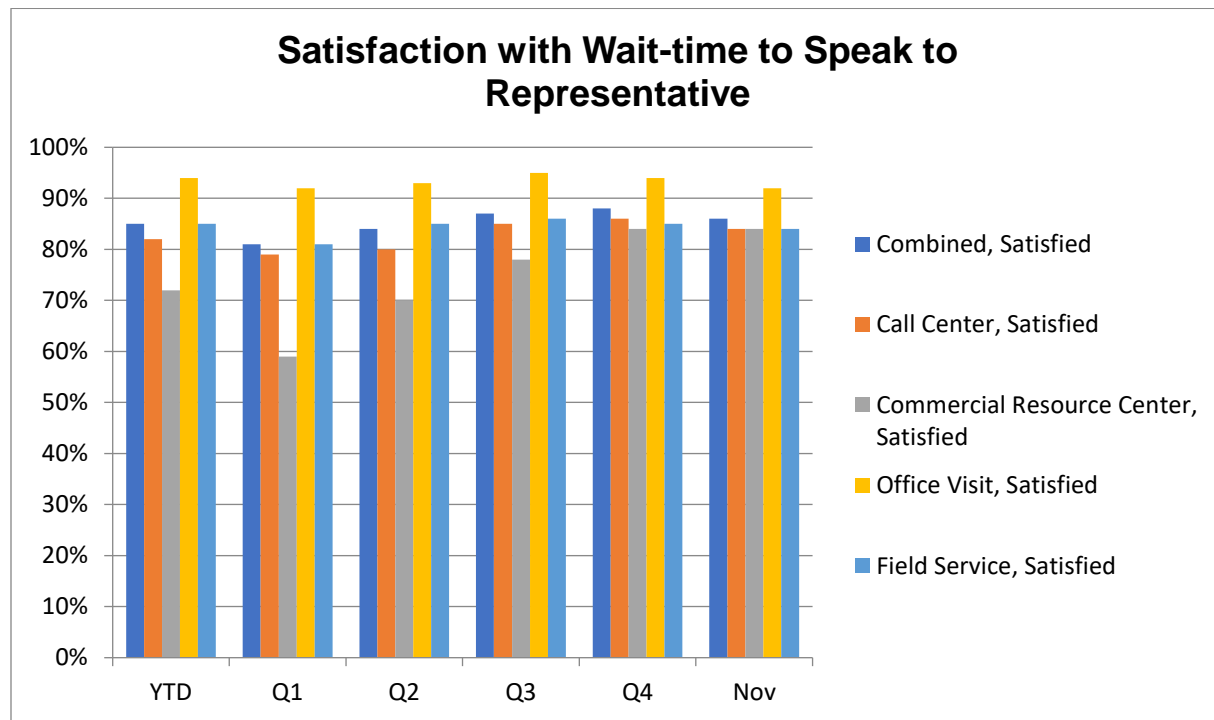


Are there any other services you would like to see offered to customers at the PGW offices?***Current Month Only***

Are there any other services you would like to see offered to customers at the PGW offices?	
1	I wish could have social services.
2	I would like to see them be kind to people who are just trying to pay their bill.
3	I'd like the fast lane, if you are turning in documents, if you are one person with documents and you won't have to wait all the time.
4	If they could come up with another way to help people with payment problems, before it gets to the shut off day. Give people a little more time to come up with a solution.
5	I'm not sure.
6	It would be nice if PGW offered Weatherization services.
7	It would be nice if they had coffee while you wait.
8	Just that they work with their customers more, they don't want to work with their customers unless they pay the entire balance.
9	LIHEAP.
10	My main thing is, how do you let people's bill get so high, and then shut them off, you don't wait till it gets to three thousand dollars, and then tell them you're going to shut them off.
11	The weatherization program I was asking you about.
12	They need to help people with paying for their gas when they can't afford it.
13	They used to have appliances, but they don't have them anymore.

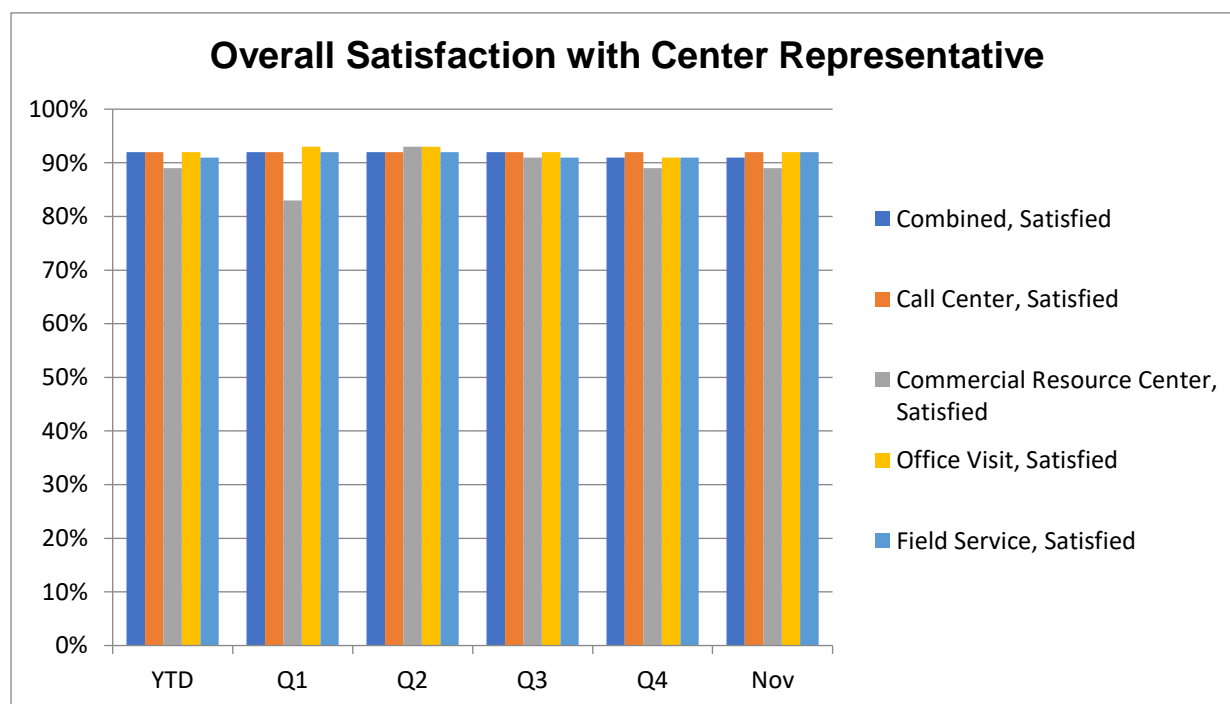
Returning to the 1 to 10 scale where 1 is very dissatisfied and 10 is very satisfied, how would you rate: The wait-time required to speak with a representative?

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	6567	1735	1796	1803	1233	621
		Satisfied	85%	81%	84%	87%	88%	86%
	Call Center	Base	4168	1127	1117	1144	780	388
		Satisfied	82%	79%	80%	85%	86%	84%
	Commercial Resource Center	Base	479	115	128	141	95	55
		Satisfied	72%	59%	70%	78%	84%	84%
	Office Visit	Base	1920	493	551	518	358	178
		Satisfied	94%	92%	93%	95%	94%	92%
	Field Service	Base	844	206	183	222	233	153
		Satisfied	85%	81%	85%	86%	85%	84%



Your overall satisfaction with the center representative who handled your request?

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	6681	1764	1834	1833	1250	629
		Satisfied	92%	92%	92%	92%	91%	91%
	Call Center	Base	4264	1151	1146	1170	797	396
		Satisfied	92%	92%	92%	92%	92%	92%
	Commercial Resource Center	Base	481	116	129	141	95	55
		Satisfied	89%	83%	93%	91%	89%	89%
	Office Visit	Base	1936	497	559	522	358	178
		Satisfied	92%	93%	93%	92%	91%	92%
	Field Service	Base	859	207	191	223	238	154
		Satisfied	91%	92%	92%	91%	91%	92%



What would you say is your primary reason for that score?**Current Month Only**

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
1	Call Center	10	A good job was done all around.
2	Call Center	10	Again, they were helpful and answered all the questions I had, and they looked up a previous bill I had, and gave me back the information in a timely manner.
3	Call Center	10	All of my questions were answered quick and to the point.
4	Call Center	10	As I said before the representative was very helpful.
5	Call Center	10	As I said the customer service representative was very polite, and took the time to answer all of my questions, without rushing me.
6	Call Center	10	As I said, the customer service representative was amazing, and understanding. Even though I was not in the best of moods when I spoke to her, she handled it very well, and took care of correcting my payment mistake.
7	Call Center	10	As I said, the customer service representative was extremely pleasant and helpful in taking me through the process.
8	Call Center	10	As I said, the customer service representative was very informative, and I felt very comfortable talking to her.
9	Call Center	10	As I said, the customer service representative was very nice and helpful, in answering all of my questions.
10	Call Center	10	As I said, the customer service representative was very pleasant, and answered all of my questions.
11	Call Center	10	As I said, the customer service representative was very understanding about my situation. I am on disability, and my check comes at a time of the month that does not work well with when the gas bill is due. I am on the CRP program, and she could not give me an extension because of that.
12	Call Center	10	As I said, the second person I spoke to was very pleasant, and answered my questions about the medical form.
13	Call Center	10	Because all of our needs were met.
14	Call Center	10	Customer service was polite and respectful.
15	Call Center	10	Everything was clear to me.
16	Call Center	10	Everything was straightforward and done quickly.
17	Call Center	10	He came right out.
18	Call Center	10	He did what I asked him to do. He was very helpful.
19	Call Center	10	He had a great personality, he was knowledgeable.
20	Call Center	10	He was able to handle my issue and resolve it to my satisfaction.
21	Call Center	10	He was able to understand why I was calling.
22	Call Center	10	He was concerned and informative.
23	Call Center	10	He was helpful, and he was able to get what I needed right away.
24	Call Center	10	He was polite and respectful.
25	Call Center	10	He was very courteous.
26	Call Center	10	He was very polite and explained what he could about the parts and labor plan to me.
27	Call Center	10	He was very polite and he said he would send out the proof of my payment, as soon as possible.
28	Call Center	10	He was very polite and informative.
29	Call Center	10	His courtesy and professionalism were very good.
30	Call Center	10	I accomplished what I wanted, I got the information I wanted to get.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
31	Call Center	10	I called because I smelled gas in my home and the representative sent someone out right away.
32	Call Center	10	I didn't have any problems with this representative.
33	Call Center	10	I didn't have to wait long and the representative was very nice.
34	Call Center	10	I felt that I got very good customer service at the time of my call.
35	Call Center	10	I give her a ten because she was very helpful, polite, and quick.
36	Call Center	10	I just got great customer service from the representative that I spoke with.
37	Call Center	10	I just think the customer service representative I spoke to was good in every way. She took the information, and put the change through. It was pretty quick.
38	Call Center	10	I like the way everything went with the call.
39	Call Center	10	I liked the person, they told me what to do, and I followed instructions on the phone.
40	Call Center	10	I remember the conversation being very pleasant.
41	Call Center	10	I say ten because the customer service representative was very nice. As I said, there was not much to the call, so not much to say about it.
42	Call Center	10	I say ten because the customer service representative was very polite, nice, and sincere.
43	Call Center	10	I was able to talk to someone and resolve my problem.
44	Call Center	10	I was satisfied with the service, it was good.
45	Call Center	10	I was very happy that she had somebody come out to my house as soon as possible.
46	Call Center	10	I was very happy that the representative understood what I was talking about. I also was happy that the representative spoke proper English.
47	Call Center	10	I was very satisfied because I was able to get the information I needed about my bill, without any problem.
48	Call Center	10	I was very satisfied because it was excellent customer service when I called to get the gas turned on. No problems at all.
49	Call Center	10	I was very satisfied because the customer service person was very nice, and right on point in taking care of the problem.
50	Call Center	10	I was very satisfied because the customer service representative was pleasant, and helpful. She was not one of those customer service people that get uptight or nervous.
51	Call Center	10	I was very satisfied because the customer service representative was very cooperative in giving me the answers to my questions.
52	Call Center	10	I was very satisfied because the customer service representative was very courteous and polite. When she had to put me on hold she apologized for the wait.
53	Call Center	10	I was very satisfied because the customer service representative was very courteous, and respectful. She was patient with my English.
54	Call Center	10	I was very satisfied because the customer service representative was very efficient, and quick.
55	Call Center	10	I was very satisfied because the customer service representative was very efficient.
56	Call Center	10	I was very satisfied because the customer service representative was very helpful and patient.
57	Call Center	10	I was very satisfied because the customer service representative was very helpful and quick.
58	Call Center	10	I was very satisfied because the customer service representative was very helpful and understanding. She told me what to do, pay the difference, and wait to see what happens with the other check.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
59	Call Center	10	I was very satisfied because the customer service representative was very helpful in giving me the information I needed about my payment due date.
60	Call Center	10	I was very satisfied because the customer service representative was very hospitable, and personable.
61	Call Center	10	I was very satisfied because the customer service representative was very informative, and easily got me through the process. She was also relatively quick.
62	Call Center	10	I was very satisfied because the customer service representative was very nice and informative.
63	Call Center	10	I was very satisfied because the customer service representative was very nice and patient, in checking on the payment due date for me.
64	Call Center	10	I was very satisfied because the customer service representative was very nice, with very nice manners. She was also very quick and efficient.
65	Call Center	10	I was very satisfied because the customer service representative was very pleasant, and she was actually joyful, along with explaining the LIHEAP program, and answering all of my questions.
66	Call Center	10	I was very satisfied because the customer service representative was very pleasant, and worked with me to catch up with my bill, then help me get on a budget plan or CRP program.
67	Call Center	10	I was very satisfied because the customer service representative was very polite and at ease, as she listened to me and answered all of my questions.
68	Call Center	10	I was very satisfied because the customer service representative was very polite and helpful.
69	Call Center	10	I was very satisfied because the customer service representative was very polite and helpful.
70	Call Center	10	I was very satisfied because the customer service representative was very polite and informative. She understood my question about paying with a credit card over the phone, and what to do if the payment does not go through.
71	Call Center	10	I was very satisfied because the customer service representative was very polite and pleasant. He had very good phone etiquette.
72	Call Center	10	I was very satisfied because the customer service representative was very polite and quick, in getting the answer to my question about my bill balance.
73	Call Center	10	I was very satisfied because the customer service representative was very respectful, with a very professional attitude.
74	Call Center	10	I was very satisfied with everything.
75	Call Center	10	I was very satisfied with the customer service representative, because she was very helpful, and quick with taking the information, and putting it through.
76	Call Center	10	I was very satisfied with the last customer service representative I spoke with, because she finally got the billing problem corrected, and set up a credit for me. The previous representatives had been giving me incorrect information, as to why I continued to get a bill for the wrong address.
77	Call Center	10	I was very satisfied.
78	Call Center	10	I would say the customer service representative was very kind, courteous, and prompt.
79	Call Center	10	It only took five minutes to handle my issue.
80	Call Center	10	It was a lady, I told her my problem and she solved it.
81	Call Center	10	It was excellent.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
82	Call Center	10	It was just an easy transaction.
83	Call Center	10	It was pretty good, I was pleased with everything, the information she gave me, and she referred me to programs that would help me pay my bills.
84	Call Center	10	It was very quick.
85	Call Center	10	Just because he did the job pretty well, I guess he did what he was supposed to, but I'm still waiting for a letter from them.
86	Call Center	10	Just everything, they helped me a whole lot.
87	Call Center	10	Just the experience wasn't long, I wasn't kept on the phone long, they sent someone right out.
88	Call Center	10	On the last call I made I was transferred to a supervisor and all my questions were answered.
89	Call Center	10	Once again, he was very nice and very straightforward, and very helpful.
90	Call Center	10	Perfect, very professional, any questions I had regarding my bill, they take their time and they listen to you.
91	Call Center	10	Rep was very nice and understanding.
92	Call Center	10	She answered all of my questions and was very knowledgeable.
93	Call Center	10	She answered my questions quickly, and I got all the information I needed.
94	Call Center	10	She answered my questions, she was polite, and informative.
95	Call Center	10	She attended me perfectly, I was satisfied, and it was a very pleasant conversation.
96	Call Center	10	She connected me to the right person.
97	Call Center	10	She did her job, even though she couldn't satisfy me, I had to go to a supervisor.
98	Call Center	10	She explained everything to me and was great overall.
99	Call Center	10	She explained something to me that I could do, she said I could get a budget for \$56 a month.
100	Call Center	10	She explained why the bill went to the old address. I did not have to pay a late fee because the bill went to an old address.
101	Call Center	10	She gave me a straight answer, instead of pushing buttons and talking to a robot.
102	Call Center	10	She gave me good service.
103	Call Center	10	She gave me the information I needed and explained my options.
104	Call Center	10	She got to the point and answered my questions.
105	Call Center	10	She had patience and she knew what needed to be done to resolve my issue.
106	Call Center	10	She helped me and answered my questions.
107	Call Center	10	She helped me and explained everything so I would understand.
108	Call Center	10	She helped me and told me what I needed to do.
109	Call Center	10	She helped me to understand what was going on with my bill.
110	Call Center	10	She immediately put me on the budget and the case was closed.
111	Call Center	10	She knew how to get me the information I needed and was very good at her job.
112	Call Center	10	She listened to what I had to say as a customer.
113	Call Center	10	She really helped me. She got them to call me the next day and send someone out.
114	Call Center	10	She talked to me and seemed to understand what I was talking about, and she was polite.
115	Call Center	10	She was a polite and courteous person.
116	Call Center	10	She was a sweetheart. Very kind and understanding.
117	Call Center	10	She was able to address my concerns and solve my problems.
118	Call Center	10	She was able to direct me to the right person.
119	Call Center	10	She was able to get me to the person who could help me.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
120	Call Center	10	She was amazing, helpful, and understood just what I needed.
121	Call Center	10	She was awesome, she was very informative.
122	Call Center	10	She was cheerful and responsive and eager to help.
123	Call Center	10	She was courteous and helpful, and she didn't have an attitude at all.
124	Call Center	10	She was courteous and nice.
125	Call Center	10	She was everything a customer service representative should be. Extremely pleasant and efficient. You should give her a raise.
126	Call Center	10	She was good, pleasant and helpful, she took care of my situation.
127	Call Center	10	She was just fast, in getting my service out, finding what my problem was.
128	Call Center	10	She was kind and polite.
129	Call Center	10	She was knowledgeable and the call went quick.
130	Call Center	10	She was nice and explained why she could not give me the payment arrangements I asked for.
131	Call Center	10	She was nice, understanding, and courteous.
132	Call Center	10	She was patient. She spoke clearly and repeated things if I didn't understand them.
133	Call Center	10	She was pleasant and she got me the information I needed.
134	Call Center	10	She was prompt and fast. She answered questions that I never knew I asked.
135	Call Center	10	She was prompt, efficient and answered all my questions.
136	Call Center	10	She was real nice and polite to me.
137	Call Center	10	She was really good, she was a very good listener, and she guided me.
138	Call Center	10	She was really nice and she didn't rush me off.
139	Call Center	10	She was very courteous and took the time to explain things to me.
140	Call Center	10	She was very courteous.
141	Call Center	10	She was very forthcoming and she tried to solve the problem.
142	Call Center	10	She was very helpful, she answered all the questions I had and I was off the phone in 5 to 10 minutes.
143	Call Center	10	She was very helpful.
144	Call Center	10	She was very helpful.
145	Call Center	10	She was very kind and thoughtful, and she listened to my problems.
146	Call Center	10	She was very knowledgeable and was able to get the information I requested.
147	Call Center	10	She was very nice and polite.
148	Call Center	10	She was very nice and she listened to me, and she worked hard to make sure that my issue was resolved quickly.
149	Call Center	10	She was very nice, she knew what I needed to make another schedule date.
150	Call Center	10	She was very nice, she was polite, and everything was fine.
151	Call Center	10	She was very nice, the person was very intelligent.
152	Call Center	10	She was very nice, very helpful, she understood what was going on, and I called back to make sure they had sent me paperwork, which they had.
153	Call Center	10	She was very nice, very polite and knowledgeable.
154	Call Center	10	She was very patient with me and was able to help me with my problem.
155	Call Center	10	She was very pleasant, she got down to the point of what I needed to know, and she was very respectful.
156	Call Center	10	She was very polite and answered all my questions.
157	Call Center	10	She was very polite and helpful.
158	Call Center	10	She was very polite and helpful.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
159	Call Center	10	She was very polite and respectful and gave me the help I needed.
160	Call Center	10	She was very polite and very professional.
161	Call Center	10	She was very professional.
162	Call Center	10	She was very respectful and answered all of my questions.
163	Call Center	10	She was very respectful and patient.
164	Call Center	10	She was very sympathetic about my issue.
165	Call Center	10	She was wonderful. She had several options I could use to resolve my issue.
166	Call Center	10	Thank God, I spoke to a human being, just talking to another person.
167	Call Center	10	The agent was nice and answered my questions.
168	Call Center	10	The customer service person was great. She just took the information, and put through the request without any problem.
169	Call Center	10	The customer service person was very nice, and told us what to do until the service technician got there, and saw to it that someone came out right away.
170	Call Center	10	The customer service representative had answered all of my questions.
171	Call Center	10	The customer service representative I spoke to was very nice, and she understood my situation. She said I could make another small payment to avoid the turn off.
172	Call Center	10	The customer service representative I spoke to, was very polite in setting up the appointment for the furnace to be checked.
173	Call Center	10	The customer service representative was absolutely fine. Very courteous, and understanding, and efficient.
174	Call Center	10	The customer service representative was polite, knowledgeable, courteous, and professional.
175	Call Center	10	The customer service representative was professional, respectful, and very able to give me the correct information.
176	Call Center	10	The customer service representative was very courteous and helpful. She took care of the name change without any problem.
177	Call Center	10	The customer service representative was very courteous and polite. He answered all of my questions about my bill amount.
178	Call Center	10	The customer service representative was very courteous in setting up the appointment for the work.
179	Call Center	10	The customer service representative was very friendly, and concerned. She tried to help as much as she could.
180	Call Center	10	The customer service representative was very nice and efficient. She quickly took the information, and put the request through.
181	Call Center	10	The customer service representative was very nice and gave me good feedback. She listened to all of my questions.
182	Call Center	10	The customer service representative was very nice in setting up the appointment for the service person to come out and fix the heater.
183	Call Center	10	The customer service representative was very polite and efficient.
184	Call Center	10	The customer service representative was very polite and efficient.
185	Call Center	10	The customer service representative was very polite and helpful. It was relatively easy to put the address change through.
186	Call Center	10	The customer service representative was very professional, courteous, and efficient.
187	Call Center	10	The customer service representative was very quick and efficient in taking the information and setting up the service call.
188	Call Center	10	The customer service representative was very reasonable and she listened and understood me. She did not have a nasty attitude.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
189	Call Center	10	The first person, I liked everything about her, she was very thorough and she covered everything from what I would pay to making the payment, everything I needed to do to restore my services.
190	Call Center	10	The lady was very polite. Nice and sweet. She knew what she was doing.
191	Call Center	10	The person I spoke to was quick and helpful, I was on the phone for not even 5 minutes.
192	Call Center	10	The person I spoke to was very nice and took the information without any problems. Then saw that the request went through.
193	Call Center	10	The person was a girl and she was very nice, she calmed me down and talked to me, and I told her about the people using my gas.
194	Call Center	10	The person was able to get the information I needed.
195	Call Center	10	The person was able to tell me how to get the information I needed.
196	Call Center	10	The person was friendly and outgoing. They made sure everything was taken care of.
197	Call Center	10	The person was patient and gave me my options for resolving my issue.
198	Call Center	10	The person was very helpful and explained what would happen.
199	Call Center	10	The person was very helpful, courteous, and respectful.
200	Call Center	10	The person was very patient and took care of my issue in a timely manner.
201	Call Center	10	The person was very professional.
202	Call Center	10	The person who handled my request was fast and efficient.
203	Call Center	10	The phone representative was very helpful to get me transferred to the correct department.
204	Call Center	10	The rep was very considerate and caring.
205	Call Center	10	The representative answered all my questions.
206	Call Center	10	The representative did what she was supposed to do and sent out someone to handle the gas leak.
207	Call Center	10	The representative gave me all the information about the road being dug up.
208	Call Center	10	The representative gave me the information that I needed.
209	Call Center	10	The representative handle my problem and explained the mix up in the billing.
210	Call Center	10	The representative help me pay my bill, and listened to all my needs.
211	Call Center	10	The representative I spoke with was very warm and compassionate. The representative was able to get me an application for the LIHEAP program.
212	Call Center	10	The representative just was very helpful and really help in my situation.
213	Call Center	10	The representative understood what I needed done.
214	Call Center	10	The representative was again very helpful.
215	Call Center	10	The representative was great once she understood what I was talking about and how the updated balance wasn't showing on line.
216	Call Center	10	The representative was great, she answered all my questions.
217	Call Center	10	The representative was polite and answered all the questions.
218	Call Center	10	The representative was quick and efficient.
219	Call Center	10	The representative was right on point with the problem and everything got straighten out.
220	Call Center	10	The representative was right on with the help that I received.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
221	Call Center	10	The representative was so very nice and helpful as far as with could be done for me at the time of the call.
222	Call Center	10	The representative was very attentive, polite, and helpful.
223	Call Center	10	The representative was very fast and got good service.
224	Call Center	10	The representative was very helpful and did my request quickly.
225	Call Center	10	The representative was very helpful and polite.
226	Call Center	10	The representative was very helpful and really did try to help me get in contact with the right party.
227	Call Center	10	The representative was very helpful and well trained.
228	Call Center	10	The representative was very helpful in what we needed done to the account.
229	Call Center	10	The representative was very helpful and polite.
230	Call Center	10	The representative was very helpful, polite, and informative.
231	Call Center	10	The representative was very kind, courteous and very polite.
232	Call Center	10	The representative was very nice and helpful.
233	Call Center	10	The representative was very polite and helpful with my request.
234	Call Center	10	The representative was very polite and very attentive to my needs.
235	Call Center	10	The representative was very precise and professional and got everything done in a timely manner.
236	Call Center	10	The representative was very professional and the customer service was great.
237	Call Center	10	The representative was very professional, helpful, and polite.
238	Call Center	10	The representative was very understanding and how to fix the issue.
239	Call Center	10	The time I spent on the phone and that I got what I wanted.
240	Call Center	10	There really isn't a reason for that score I just received good service.
241	Call Center	10	There were no issues, just friendly, nice, and straightforward.
242	Call Center	10	They answered all my questions promptly.
243	Call Center	10	They answered all my questions.
244	Call Center	10	They answered all of my questions.
245	Call Center	10	They answered everything I needed to know and I got results.
246	Call Center	10	They are all good. I spoke with a number of representatives and they were all helpful.
247	Call Center	10	They are awesome. Courteous and empathetic.
248	Call Center	10	They are just good with their work, whether you are paying a bill over the phone, they act like they want the job.
249	Call Center	10	They directed me to where I needed to be.
250	Call Center	10	They gave me all the information I needed about applying for help with my bill.
251	Call Center	10	They gave me very accurate information.
252	Call Center	10	They helped me right away, because I don't like to pay my bill through the automatic service, they don't understand what you are saying. I like to speak to a representative so I can pay my funds right over the phone.
253	Call Center	10	They listened to me and made an agreement, they told me what to do.
254	Call Center	10	They said they would send someone out, which they did.
255	Call Center	10	They satisfied me.
256	Call Center	10	They switched it right over with no problem.
257	Call Center	10	They told me exactly what to do and were very helpful.
258	Call Center	10	They understood my problem, put me on hold, then came back and solved my problem.
259	Call Center	10	They understood what I was talking about and took care of it.
260	Call Center	10	They were able to answer all my questions.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
261	Call Center	10	They were able to answer my questions.
262	Call Center	10	They were able to find the information I needed.
263	Call Center	10	They were brief and got right to the point.
264	Call Center	10	They were courteous and knowledgeable.
265	Call Center	10	They were courteous, they answered all my questions.
266	Call Center	10	They were fast.
267	Call Center	10	They were fine.
268	Call Center	10	They were good. They understood what I wanted and.
269	Call Center	10	They were kind to me.
270	Call Center	10	They were nice to me.
271	Call Center	10	They were pleasant and knowledgeable.
272	Call Center	10	They were polite and told me different ways to get on programs.
273	Call Center	10	They were quick and she got me through what I needed to get through so my bill won't be high next month.
274	Call Center	10	They were real nice.
275	Call Center	10	They were satisfying and helpful.
276	Call Center	10	They were to the point and explained things that I didn't know.
277	Call Center	10	They were very attentive and told me exactly what I needed to do.
278	Call Center	10	They were very courteous and friendly.
279	Call Center	10	They were very efficient.
280	Call Center	10	They were very helpful.
281	Call Center	10	They were very helpful. They listened to what I had to say not just tell me I was wrong.
282	Call Center	10	They were very kind and very nice, they assisted me with trying to keep my bill straight, because I was having payment issues.
283	Call Center	10	They were very nice and got my heater fixed quickly.
284	Call Center	10	They were very nice, they were very helpful, and they got me the information I needed.
285	Call Center	10	They were very nice.
286	Call Center	10	They were very polite, and answered all my questions.
287	Call Center	10	They were very polite.
288	Call Center	10	They were very professional and gave me the information I needed.
289	Call Center	10	They were very professional and got it completed in a timely manner.
290	Call Center	10	They were very professional and very helpful.
291	Call Center	10	They were very respectful and very helpful.
292	Call Center	10	Very professional.
293	Call Center	10	Very professional.
294	Call Center	10	What they told me, was right on time, they were very friendly, the conversation about when they would be out.
295	Call Center	9	At the time of the call the representative was able to answer all of my questions about the program. The only thing is that I'm still waiting to receive the form to fill out.
296	Call Center	9	He answered all my questions.
297	Call Center	9	He was just pleasant, that's all I'm looking for.
298	Call Center	9	I say nine because the customer service representative was very polite and pleasant.
299	Call Center	9	I was satisfied with everything, she answered every question, and in a fairly decent time.
300	Call Center	9	I would have to say the last customer service representative I spoke to tried to help, but he had to follow the rules of the gas company. So he was unable to do anything, which is why I went to the Public Utility Commission.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
301	Call Center	9	I would say the customer service representative was very nice, and easy to talk to. He checked on my bill question, and saw that everything was ok.
302	Call Center	9	It was done under 15 minutes, me calling, me waiting, she pulled up the information and everything went fine.
303	Call Center	9	She tried to defuse my frustration. I waited for a field service representative for many hours to turn the gas off. He did not come or call.
304	Call Center	9	She was nice and professional but could not cancel the shut off notice.
305	Call Center	9	She was real courteous and good with time.
306	Call Center	9	She was very nice.
307	Call Center	9	She was very patient, she answered all my questions and was very professional.
308	Call Center	9	The customer service representative clearly knew her job and she was very friendly.
309	Call Center	9	The customer service representative did make suggestions such as LIHEAP, and getting a medical release. So even though there was nothing he could do directly for me, he did try to help.
310	Call Center	9	The customer service representative was very cordial, and understood the situation. She tried to help, to see that another copy of the bill was sent to me.
311	Call Center	9	The customer service representative was very pleasant, helpful, and professional.
312	Call Center	9	The customer service representative was very quick and efficient in getting me the information I wanted.
313	Call Center	9	The last person I spoke to gave me the best information regarding my medical hold.
314	Call Center	9	The person was able to answer my questions and set up a service visit.
315	Call Center	9	The rep answered all my questions and was very helpful.
316	Call Center	9	The representative was really helpful for what I needed.
317	Call Center	9	The representative was very helpful and polite.
318	Call Center	9	They helped me and answered my questions.
319	Call Center	9	We had an understanding, he explained everything to me, and I understood everything he was saying.
320	Call Center	8	Everything is good.
321	Call Center	8	I don't think they deserve a ten.
322	Call Center	8	I felt like the rep didn't put in full effort to help me.
323	Call Center	8	I give her an eight, because the customer service representative was very pleasant, and extremely informative.
324	Call Center	8	I give the customer service representative an eight because she was just ok. She did her job, with regard to getting the service turned back on after the payment, but she was not particularly special in any way.
325	Call Center	8	I guess I got good service.
326	Call Center	8	I like problems to be resolved.
327	Call Center	8	I think he was nice and personable, he was very helpful.
328	Call Center	8	No particular reason. Just an 8.
329	Call Center	8	Once I got to talk to someone it was a little better. Although she couldn't help me either.
330	Call Center	8	Once I talked to someone the problem was resolved.
331	Call Center	8	She answered all of my questions in a professional manner.
332	Call Center	8	She was very helpful and courteous.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
333	Call Center	8	She was wonderful, her personality, her courtesy, she was dynamite.
334	Call Center	8	The customer service representative took the time to answer all of my questions about the move and turn on, so I did not have to call more than once to set things up for the move.
335	Call Center	8	The customer service representative was very courteous, and explained everything to, like I wanted.
336	Call Center	8	The customer service representative was very nice and helpful, in taking the information, and putting through the request.
337	Call Center	8	The people were very helpful. It was a difficult case, but they worked with me.
338	Call Center	8	The person was able to help me get the help I needed.
339	Call Center	8	The person was able to resolve my issue.
340	Call Center	8	The representative asked advice from a manager about my question to provide me my answer.
341	Call Center	8	The representative couldn't tell me when the tech was going to be at my home.
342	Call Center	8	The representative I spoke with was cold and not very friendly to speak with.
343	Call Center	8	The representative provided me with good service for what I needed.
344	Call Center	8	The representative seem as if they didn't know how to help me and to ask other representatives for help to answer my questions.
345	Call Center	8	The representative set up the appointment time for the technician to come out to fix my heater.
346	Call Center	8	They answered my questions quickly.
347	Call Center	8	They were courteous and knowledgeable.
348	Call Center	8	They were great.
349	Call Center	8	They were very helpful and did their job.
350	Call Center	7	Due to the fact that I'm still waiting on a call back about my medical paper work.
351	Call Center	7	I didn't have to wait long for the service tech to get to my home about when I smelled gas.
352	Call Center	7	I guess it was just that he was polite and considerate of my situation.
353	Call Center	7	I just couldn't get any further help with what I needed to get done.
354	Call Center	7	I still don't know if they have straightened it out, until I receive the bill. She was nice, very nice.
355	Call Center	7	I think overall, the person was trying to help, it was no fault of their own that it took a while.
356	Call Center	7	I'd say it would be good, but I never get my letter, they say we'll send you another, but I haven't received a single one of them.
357	Call Center	7	She informed me about things I didn't know.
358	Call Center	7	She was nice and considerate.
359	Call Center	7	The customer service representative was very nice, but she did not have the correct information about the parts and labor plan, with regard to renewal and when it is usable.
360	Call Center	7	They answered all my questions.
361	Call Center	7	They didn't have any information I needed, nobody wanted to say that they didn't have the parts and they couldn't do the job.
362	Call Center	7	They seemed rather hurried with the information that I needed. They should have taken more time with me.
363	Call Center	7	When I spoke with the first representative I was told one amount that I owed on my bill and when I called back I was told a different amount to pay.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
364	Call Center	6	As I said, the customer service representative began the conversation with an abrupt manner, but then eased up as the conversation went on.
365	Call Center	6	I just don't have a reason for the score it's just how I feel.
366	Call Center	6	I'm just very upset that I couldn't get my gas services turned back on.
367	Call Center	6	She still didn't explain why my gas bill was so high, when I'm hardly ever at home to use gas.
368	Call Center	5	I didn't like that I was on hold for a long time while the representative was looking up my pass PGW history information.
369	Call Center	5	I had to speak to so many people to get the correct information.
370	Call Center	5	I wasn't real happy with him, because he didn't want to help me.
371	Call Center	5	I wasn't satisfied with the response, she just followed protocol, if I didn't have the Parts and Labor Plan, and they couldn't do anything for me.
372	Call Center	5	She was very polite, it's just that she was not aware of the policies offered by you guys, she had to put me on hold several times.
373	Call Center	5	The person was kind of rude.
374	Call Center	5	The representative handled what he could about my problem.
375	Call Center	5	The representative I spoke with didn't seem to care what was going with my heat. The representative seemed only to care about what was in my file.
376	Call Center	5	They need to be more considerate and acting like every time someone calls, that they are trying to put one over the company.
377	Call Center	4	My question wasn't answered, she didn't know, she researched it but couldn't say with certainty.
378	Call Center	3	I spoke to different ones at different times and most of them did not help me.
379	Call Center	3	The customer service representative is absolutely no help. They keep saying someone will call me, but no one does.
380	Call Center	3	The customer service representative was of absolutely no help. She would not even let me speak to a supervisor. There was no attempt to work with me, to come up with a payment solution.
381	Call Center	3	It was because she acted very impatient with me.
382	Call Center	2	The person told me there was nothing they could do to help me and that I would have to pay to have someone come out and restore my heat.
383	Call Center	1	I still have no gas.
384	Call Center	1	I thought that the representative was just very rude and not helpful at all.
385	Call Center	1	I wasn't satisfied at all with this call. I wasn't given the correct information about my account either.
386	Call Center	1	Just that her language and linguistics, she had issues understanding basic information. They need to hire people who can speak English and handle basic problems.
387	Call Center	1	No matter what I said I was told I had to pay the bill. I was told once I paid the past due bill all would be fine with my services.
388	Call Center	1	She was not knowledgeable of her duties and the offer I was given, she misguided me, she put me off, she made me wait, it set my services back days.
389	Call Center	1	She was short tempered and should not be in customer service.
390	Call Center	1	The customer service representative had no idea what was going on, and was no help in finding out anything.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
391	Call Center	1	The customer service representative seemed bored with the entire call, and did not really want to help me, or answer my questions. He just said I had to call LIHEAP again.
392	Call Center	1	The last customer service person I spoke to had a terrible, ignorant attitude. It is amazing that I finally got the gas turned on today.
393	Call Center	1	The person was very unprofessional.
394	Call Center	1	The representative was very nasty, short, and rude during my phone call and was told unless I pay the balance on the bill I will longer get any help paying the bill.
395	Call Center	1	They should give me more time to pay my bill.
396	Call Center	1	When you explain to them what I want to do, they are like a robot, like the automated system, like this is what we are going to do.
397	Call Center	Don't Know	Everything was okay, I don't have any feelings about that part.
398	Call Center	Don't Know	It was automated.
399	Call Center	Don't Know	Nobody told me if I got the extension or not.
400	Call Center	Don't Know	She spoke well, but her actions cost me a day of work, because she gave me the wrong day for the people to come here.
401	Call Center	Don't Know	They were very respectful.
402	CRC	10	Everything was done promptly and quickly.
403	CRC	10	Great service. She gave me information on how to get my gas turned back on.
404	CRC	10	He was nice and polite and attentive.
405	CRC	10	Helpful.
406	CRC	10	I found them to be very helpful when I needed them.
407	CRC	10	I had no problems and the job was done professionally.
408	CRC	10	I understood the answers that I received and was given good follow up information.
409	CRC	10	I was satisfied with all of the answers to my questions.
410	CRC	10	My issue was resolved when they scheduled a service call for me.
411	CRC	10	She answered all of my questions and arranged for me to make a payment.
412	CRC	10	She gave me all of the information that I needed and apologized for the wait time.
413	CRC	10	She handled the account in a very professional manner.
414	CRC	10	She professional, kind, and understanding and took care of the job.
415	CRC	10	She was a good lady and helped me pay my bill.
416	CRC	10	She was extremely helpful and knowledgeable.
417	CRC	10	She was friendly and kind.
418	CRC	10	She was nice and professional and took my fifteen thousand dollar payment.
419	CRC	10	She was very friendly and helpful.
420	CRC	10	She was very helpful and answered all my questions.
421	CRC	10	She was very helpful and did a great job.
422	CRC	10	The lady was very professional and patient with me.
423	CRC	10	The representative was able to provide me with a quick connection of my gas service.
424	CRC	10	They answered all questions and was very helpful in getting the appointment set up.
425	CRC	10	They did a good job.
426	CRC	10	They did a great job.
427	CRC	10	They had no attitude and helped me right away.
428	CRC	10	They help me with what I needed.
429	CRC	10	They set up the appointment and addressed my needs.
430	CRC	10	They were able to promptly answer my question.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
431	CRC	10	They were very helpful and I was able to make the payment without a problem.
432	CRC	10	They were very informative and gave me a lot of information.
433	CRC	10	They were very pleasant and did a good job.
434	CRC	10	We received all of the documents we needed on time for the audit.
435	CRC	9	He handled the issue and took care of everything.
436	CRC	9	He knew what we wanted and made sure that my request was granted.
437	CRC	9	She helped as much as she could.
438	CRC	9	She was efficient and knowledgeable.
439	CRC	9	She was great and followed up on everything.
440	CRC	9	The service representative did the best he could and really tried to help me.
441	CRC	9	They were very professional and did the job.
442	CRC	8	I did not have any problems with customer service.
443	CRC	8	I was treated very well.
444	CRC	8	She got me what I needed and got an appointment for the next day.
445	CRC	8	They did a nice job. They answered my questions.
446	CRC	8	They gave me good service.
447	CRC	8	They got the job done.
448	CRC	8	They should have been able to give me an answer about my bill right away.
449	CRC	8	They were very helpful and professional.
450	CRC	8	They were very pleasant and willing to help.
451	CRC	5	I am still waiting for a gas meter installation.
452	CRC	5	I was told that the technician went on vacation and someone else would schedule my service request.
453	CRC	5	The first time I called, they said the gas was on. Then we had a private service person come out and said the gas was not on. Then we called PGW back and they sent someone out to discover that the gas was on, but the valve was only closed.
454	CRC	5	Three people scheduled each service request instead of one person scheduling all of them.
455	CRC	2	I called the service tech and couldn't get a call back about my service connection, when the tech would be at my property.
456	CRC	1	I am hand feeding water into the boiler.
457	Office Visit	10	Along with being very quick, the customer service representative was very friendly. We even made a few jokes, and as I was leaving, she stopped to ask me if everything was ok.
458	Office Visit	10	As I said, all of the people at the gas company are very nice and polite. They help you if you need anything.
459	Office Visit	10	As I said, the customer service representative I met with today, showed me what plan would be best for me, so I was very satisfied.
460	Office Visit	10	As I said, the customer service representative was very cool. I had a few questions about the procedure, like paying with a credit card, and everything I asked was answered quickly and correctly.
461	Office Visit	10	As I said, the customer service representative was very nice and helpful. I do not know how to read or write and she did everything for me.
462	Office Visit	10	As I said, the customer service representative was very patient, and a lot of help to me, in filling out the application for LIHEAP.
463	Office Visit	10	As I said, the customer service representative was very pleasant, and she took the time to explain everything to me.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
464	Office Visit	10	As I said, the customer service representative was very polite and helpful.
465	Office Visit	10	As I said, the customer service representative was very polite and quick.
466	Office Visit	10	Because she was very helpful on how the LIHEAP process works.
467	Office Visit	10	Because they were very supportive.
468	Office Visit	10	Courteous.
469	Office Visit	10	Customer service, they are efficient and they did everything in a timely manner.
470	Office Visit	10	He knew what he was talking about and gave the answers that I needed.
471	Office Visit	10	He was a real gentleman, he was very courteous and understanding.
472	Office Visit	10	He was great. He answered all my questions and was attentive to what I needed.
473	Office Visit	10	I am very satisfied with my office visit.
474	Office Visit	10	I could tell the customer service representative really wanted to help, and she was very informative.
475	Office Visit	10	I give her a ten because she took care of my application very quickly and easily.
476	Office Visit	10	I got quick polite service from the representative that I spoke with.
477	Office Visit	10	I got really good customer service on the date I went into the office.
478	Office Visit	10	I got very good service.
479	Office Visit	10	I had a good and wonderful experience with customer service.
480	Office Visit	10	I have no problems with them, they are respectful.
481	Office Visit	10	I just told you, the respect and patience they have with you.
482	Office Visit	10	I liked that the representative took time with me and explained what I needed to do to get my service turned on.
483	Office Visit	10	I was given all the information that I asked about.
484	Office Visit	10	I was very satisfied because I did not have to be at the office too long, and the person I met with took care of my application pretty quickly. They also took care of faxing the medical forms to my doctor.
485	Office Visit	10	I was very satisfied because it was very quick and easy to get a copy of my bill and make the payment.
486	Office Visit	10	I was very satisfied because the customer service person was very nice and helpful. No nasty feedback.
487	Office Visit	10	I was very satisfied because the customer service representative talked very nice to me, and answered my questions.
488	Office Visit	10	I was very satisfied because the customer service representative was a great help to me in filling out the LIHEAP application. She was also very pleasant.
489	Office Visit	10	I was very satisfied because the customer service representative was great. She took care of everything with the application for LIHEAP.
490	Office Visit	10	I was very satisfied because the customer service representative was just beautiful. She gave me all the assistance I needed, to get on the program.
491	Office Visit	10	I was very satisfied because the customer service representative was very helpful, in working with me to do the LIHEAP application.
492	Office Visit	10	I was very satisfied because the customer service representative was very knowledgeable and pleasant.
493	Office Visit	10	I was very satisfied because the customer service representative was very nice and kind to me.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
494	Office Visit	10	I was very satisfied because the customer service representative was very nice and pleasant. She took my paperwork, and put everything through, without any problems.
495	Office Visit	10	I was very satisfied because the customer service representative was very pleasant and patient with me.
496	Office Visit	10	I was very satisfied because the customer service representative was very pleasant, with a good attitude. That is very important.
497	Office Visit	10	I was very satisfied because the customer service representative was very polite, and it was clear she wanted to help.
498	Office Visit	10	I was very satisfied because the customer service representative was very polite, and through in explaining everything to me, that I needed to know. Especially since this was my first time dealing with the gas company.
499	Office Visit	10	I was very satisfied because the people at the office are very welcoming to the customers, and they get whatever you need done quickly.
500	Office Visit	10	I was very satisfied with the customer service representative because he was very helpful in explaining other payment plans I could try, like LIHEAP and the budget plan.
501	Office Visit	10	I was very satisfied with the customer service representative because she was very pleasant, and took care of the application very quickly.
502	Office Visit	10	It was fast and quick, they didn't have me in there long.
503	Office Visit	10	My overall experience was great.
504	Office Visit	10	She answered all my questions and she was very helpful.
505	Office Visit	10	She answered all my questions.
506	Office Visit	10	She answered all my questions. She helped me with my problem.
507	Office Visit	10	She answered all of my questions.
508	Office Visit	10	She could have made it difficult but she was nice.
509	Office Visit	10	She did a nice job without an attitude.
510	Office Visit	10	She did a very good job at helping me.
511	Office Visit	10	She did her work very well and was informative. She told me when I would be billed.
512	Office Visit	10	She handled my problem.
513	Office Visit	10	She helped me and explained what payment program would work best in my situation.
514	Office Visit	10	She helped me out a lot, she went over everything, basically.
515	Office Visit	10	She helped us out very well, she told us how we could get back into the LIHEAP program, and we have to go sometime next week for the LIHEAP program.
516	Office Visit	10	She met my goals, my main thing was to get my bill lowered, and told me about LIHEAP. I was able to save money on my CRP agreement.
517	Office Visit	10	She printed up the paper and let me know about all the programs to help me pay my bill, otherwise I wouldn't have known about them.
518	Office Visit	10	She told me about something I could go on, because of my age, the monthly program.
519	Office Visit	10	She was a beautiful person to work with.
520	Office Visit	10	She was extremely knowledgeable and helpful.
521	Office Visit	10	She was good.
522	Office Visit	10	She was polite and friendly. There should be more representatives like her.
523	Office Visit	10	She was polite, she told me what I needed to do, and was very kind.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
524	Office Visit	10	She was very attentive to my situation.
525	Office Visit	10	She was very courteous, patient, and nice. She was able to answer all my questions.
526	Office Visit	10	She was very helpful and informative about the LIHEAP program.
527	Office Visit	10	She was very helpful and went over and beyond to meet my needs.
528	Office Visit	10	She was very nice and informative.
529	Office Visit	10	She was very nice, she was very pleasant, but the way that they are set up, they don't help the customers.
530	Office Visit	10	She was very polite.
531	Office Visit	10	The best thing I can say about the customer service representative, was that she was very friendly. Other than that, she did her job, without delay.
532	Office Visit	10	The customer service representative was excellent. She was patient, and listened to my situation, then came up with just the extension I needed.
533	Office Visit	10	The customer service representative was very friendly, and helped me with the applications, for CRP and LIHEAP.
534	Office Visit	10	The customer service representative was very good and friendly. She also had a very good and nice attitude. She was able to come up with a payment plan for me.
535	Office Visit	10	The customer service representative was very knowledgeable, and did not take a long time to set everything up for me.
536	Office Visit	10	The customer service representative was very nice and helpful.
537	Office Visit	10	The customer service representative was very nice and respectful of my situation.
538	Office Visit	10	The customer service representative was very nice and understanding.
539	Office Visit	10	The customer service representative was very pleasant, and she understood my financial situation, in order to help me make the correct choice.
540	Office Visit	10	The customer service representative was very polite, and went over my LIHEAP application with me, so there would be no problem putting it through.
541	Office Visit	10	The customer service representative was very well mannered, and took the time to explain everything to me.
542	Office Visit	10	The customer service representative went out of her way to try to figure out something to do. She was not aware of the scheduling between the gas company bill due date, and Social Security checks. She was the one who suggested I go to the PUC to see what they could do.
543	Office Visit	10	The people are always very nice and helpful.
544	Office Visit	10	The person got everything done quickly and was very informative.
545	Office Visit	10	The person I talked to was fine, but my service is still not on and it's getting cold.
546	Office Visit	10	The person was able to help me resolve my issue.
547	Office Visit	10	The person was fast and accurate.
548	Office Visit	10	The person was polite and respectful.
549	Office Visit	10	The person was very helpful and gave me the information I needed.
550	Office Visit	10	The quickness of the service that I got at this office. I was in and out and on my way.
551	Office Visit	10	The representative answered all of my questions and paid my bill right away.
552	Office Visit	10	The representative I spoke with gave me very good service.

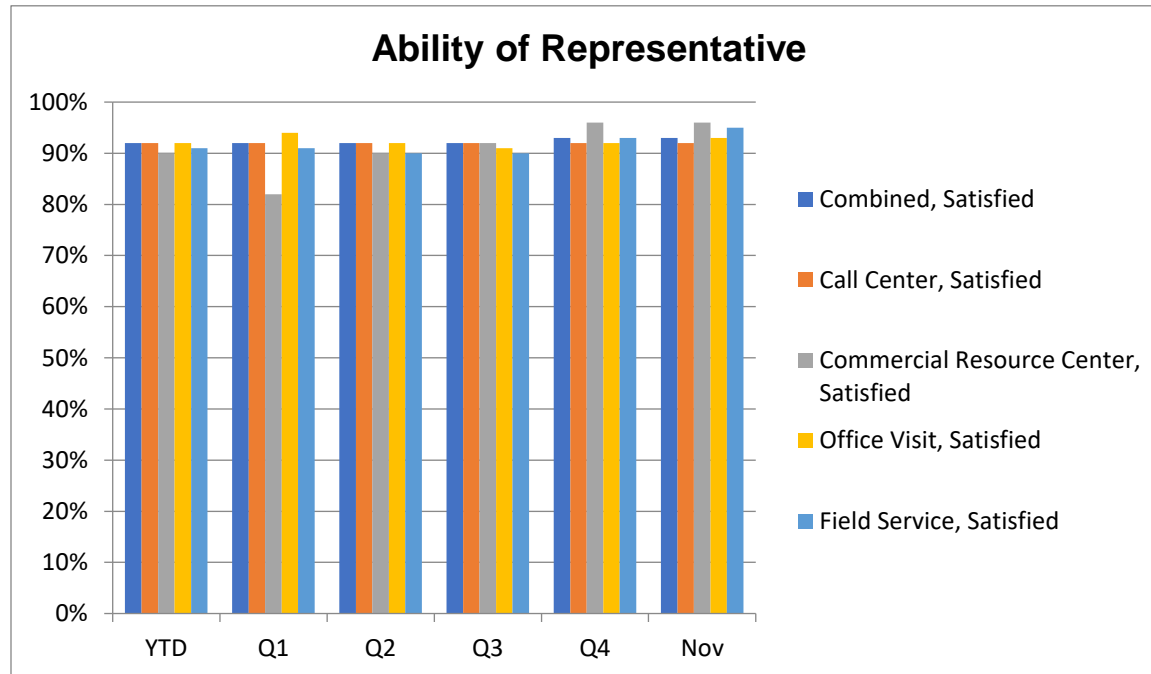
	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
553	Office Visit	10	The representative provided all the information that I needed to get my gas turned back on.
554	Office Visit	10	The representative provided great customer service and was very polite.
555	Office Visit	10	The representative provided great customer service.
556	Office Visit	10	The representative treated me very nicely.
557	Office Visit	10	The representative was able to answer all of my questions and help to apply for the program.
558	Office Visit	10	The representative was nice and wasn't rude.
559	Office Visit	10	The representative was very clear in explaining my situation and he was a great help.
560	Office Visit	10	The representative was very helpful and polite.
561	Office Visit	10	The representative was very helpful and polite.
562	Office Visit	10	The representative was very helpful and took care of all my needs.
563	Office Visit	10	The representative was very informative about the program and very helpful too.
564	Office Visit	10	The representative was very knowledgeable and helpful. She was very clear what I needed to do.
565	Office Visit	10	The representative was very knowledgeable, helpful, and fast.
566	Office Visit	10	The representative was very nice and helpful.
567	Office Visit	10	The representative was very nice and polite and also helpful.
568	Office Visit	10	The representative was very polite and took care of all my needs.
569	Office Visit	10	The representative was very polite.
570	Office Visit	10	They didn't give me a hard time, they were helpful.
571	Office Visit	10	They gave me lovely service. Very nice and cordial.
572	Office Visit	10	They have courtesy, and they wait on you very quick and they understand what you are saying.
573	Office Visit	10	They helped me and they served me very fast.
574	Office Visit	10	They helped me out.
575	Office Visit	10	They turned my gas on very fast.
576	Office Visit	10	They were friendly, organized, and professional.
577	Office Visit	10	They were good.
578	Office Visit	10	They were polite and knowledgeable and understood my questions. They answered then very clearly.
579	Office Visit	10	They were polite and nice to me.
580	Office Visit	10	They were polite.
581	Office Visit	10	They were very helpful, very polite, and willing to help me in every way.
582	Office Visit	10	When I got to the office, they asked, could I help you, and what was I there for, and they showed me to one of the booths, and the young woman who was at the booth, she did a great job, I was only there for 20 minutes.
583	Office Visit	10	When I went there, he was very pleasant, he told me what to do, and I was very satisfied.
584	Office Visit	9	I don't know.
585	Office Visit	9	I never have problems at the PGW offices.
586	Office Visit	9	It did not take too long to get a response to my questions.
587	Office Visit	9	It was good, even if I had to wait a couple of minutes, like I said, he explained my bill to me.
588	Office Visit	9	She answered my questions and gave me the information I wished had been given to me when I got into the program.
589	Office Visit	9	She handled everything I needed done on her end.
590	Office Visit	9	She took care of.
591	Office Visit	9	She tried to help me, she knew what the problem was and she tried to help me, to the best of her ability.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
592	Office Visit	9	She was nice and helpful.
593	Office Visit	9	She was very committed to her work.
594	Office Visit	9	She was very helpful. Even though I didn't get the help that I needed.
595	Office Visit	9	The customer service person was very polite, and she explained things to me about the CRP program. I had a few questions about it.
596	Office Visit	9	The customer service representative was very good and efficient, at taking care of putting through the name change, but she seemed a little sick that day. So she wanted to finish the work and go home, but she was still polite and courteous.
597	Office Visit	9	The customer service representative was very professional and efficient. She also suggested the LIHEAP program to me.
598	Office Visit	9	The representative was very helpful and understanding and was able to get what I needed in a timely manner.
599	Office Visit	9	They were great.
600	Office Visit	9	They were very understanding and they went out of their way to help me.
601	Office Visit	9	Usually they are polite and they are fast.
602	Office Visit	8	I had good communication with the customer service representative, and she was very nice, and handled her job well.
603	Office Visit	8	I was very satisfied with the help that I got.
604	Office Visit	8	She helped me to fill out the papers to be recertified for the payment plan.
605	Office Visit	8	She was great. She understood what I needed.
606	Office Visit	8	The customer service representative was pretty quick in getting the letter I needed, as well as professional, and courteous.
607	Office Visit	8	The customer service representative was very nice, but she did not know much about the duplicate bill situation, but she did say she would look into it.
608	Office Visit	8	The representative gave me all the information that I needed to get back on my payment plan.
609	Office Visit	8	The representative was on the phone with a friend instead of talking to me.
610	Office Visit	8	They were very helpful and made me understand what paperwork I needed.
611	Office Visit	7	I can't remember.
612	Office Visit	7	I didn't get a good explanation of the solution to my problem at first.
613	Office Visit	7	I say seven because the customer service representative did her job. She explained everything I needed to know, and got the request put through.
614	Office Visit	7	I say seven because the customer service representative was just average. Nothing great, but nothing terrible.
615	Office Visit	7	I was told that I didn't bring in enough information to get on the program. I was told to come back with all the information of others living in my home.
616	Office Visit	7	She did what she could for us.
617	Office Visit	7	She didn't help me at all.
618	Office Visit	7	She didn't help me, I tried to find the letter, the credit-denied letter for LIHEAP, and she said she couldn't help me because somebody left the letter at my house, and it got chewed up, I don't know why they left it in the door.
619	Office Visit	7	The lady that answered the phone did her best to help.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
620	Office Visit	6	Just because I had to ask a lot of questions, instead of them explaining it to me.
621	Office Visit	5	She did not have the information I needed.
622	Office Visit	5	The service was okay.
623	Office Visit	2	As I said, the customer service representative was very rude, and did not want to take the time to explain things about the program.
624	Office Visit	2	The person gave me the wrong information.
625	Office Visit	2	The representative wasn't interested in speaking to me about my issue she was more interested in speaking to the security guard.
626	Office Visit	1	As I said, the customer service representative was very rude, and unresponsive to my questions, about the Parts and Labor Plan agreement.
627	Office Visit	1	I couldn't get the help I needed to help pay my bill.
628	Office Visit	1	I was really dissatisfied with the service that I received for the receptionist before speaking with the real customer service representative.
629	Office Visit	1	It was horrible, she was ignorant and rude.
630	Office Visit	1	My primary reason I went into the office is to find out why I was not told that I had gas service in my apartment for over 14 months. And also to apply for a program to pay for the services that I'm now receiving.
631	Office Visit	1	The customer service representative was not at all helpful. She just said I did not have the correct documentation for proof of income and my bank statement was not enough. She offered no other option.
632	Office Visit	1	The customer service representative was very dismissive. She would not even try to listen to my situation, or work with me to come up with a solution. She just told me to pay the bill.
633	Office Visit	1	The last person I spoke to at the gas company was a supervisor, and she said the same thing. They would not turn the gas back on, even though I had the money, because of the CRP plan.
634	Office Visit	1	The representative is the one who told me I couldn't use US passport as ID to get my service turned on.
635	Office Visit	Don't Know	I don't have any idea what to score this.
636	Office Visit	Don't Know	I never spoke with a representative. I went in and paid my bill. I didn't need to talk to anyone.

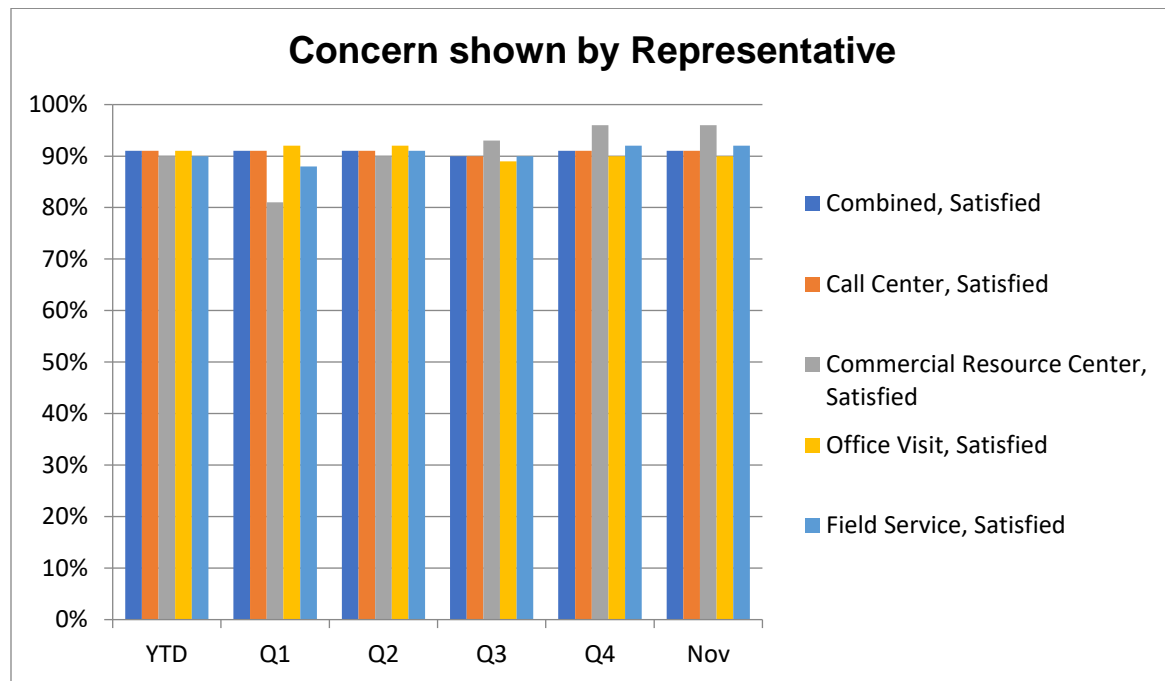
Returning to a scale of 1 to 10, how would you rate: The ability of the representative to handle your request or issue?

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	6658	1762	1825	1821	1250	632
		Satisfied	92%	92%	92%	92%	93%	93%
	Call Center	Base	4256	1153	1139	1166	798	399
		Satisfied	92%	92%	92%	92%	92%	92%
	Commercial Resource Center	Base	476	114	128	139	95	55
		Satisfied	90%	82%	90%	92%	96%	96%
	Office Visit	Base	1926	495	558	516	357	178
		Satisfied	92%	94%	92%	91%	92%	93%
	Field Service	Base	857	205	191	223	238	155
		Satisfied	91%	91%	90%	90%	93%	95%



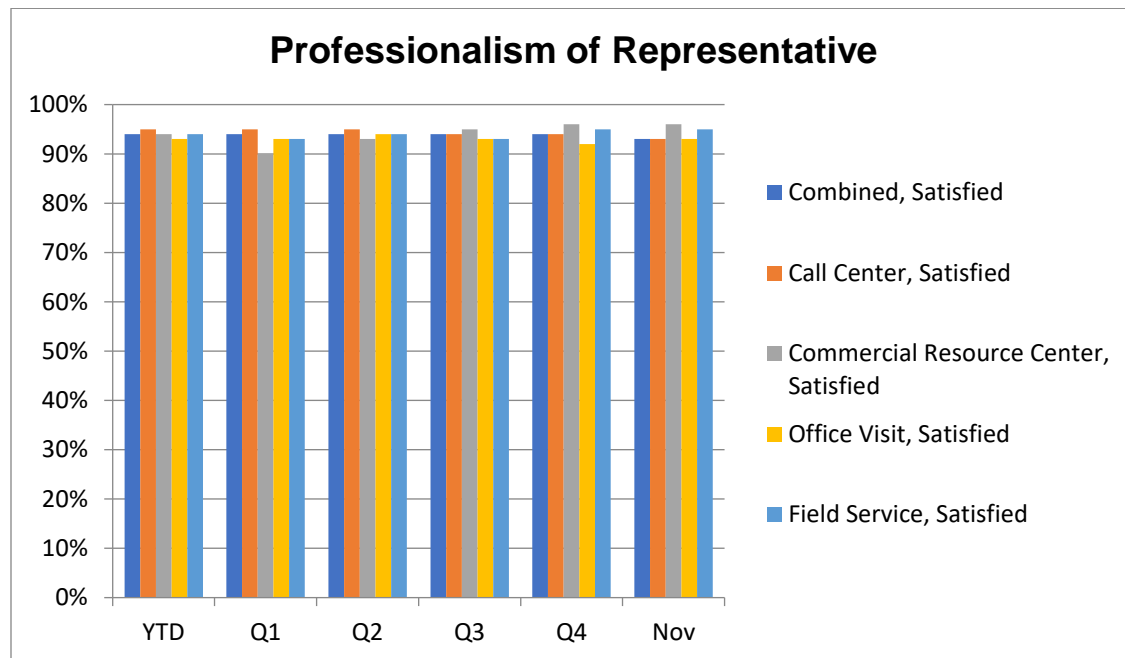
The concern shown by the representative regarding your needs?

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	6599	1740	1811	1816	1232	624
		Satisfied	91%	91%	91%	90%	91%	91%
	Call Center	Base	4224	1138	1133	1166	787	394
		Satisfied	91%	91%	91%	90%	91%	91%
	Commercial Resource Center	Base	467	113	124	137	93	53
		Satisfied	90%	81%	90%	93%	96%	96%
	Office Visit	Base	1908	489	554	513	352	177
		Satisfied	91%	92%	92%	89%	90%	90%
	Field Service	Base	849	206	187	222	234	153
		Satisfied	90%	88%	91%	90%	92%	92%



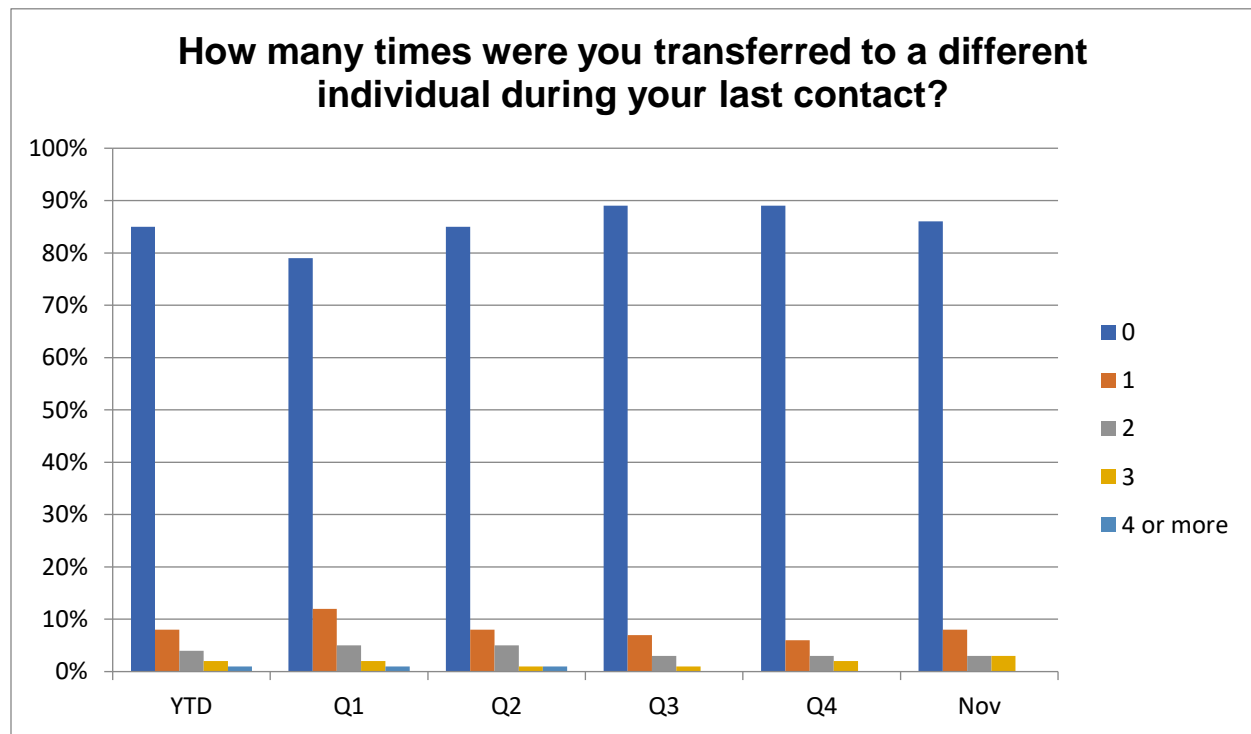
The professionalism of the representative you spoke with?

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	6676	1764	1835	1830	1247	630
		Satisfied	94%	94%	94%	94%	94%	93%
	Call Center	Base	4260	1149	1146	1169	796	398
		Satisfied	95%	95%	95%	94%	94%	93%
	Commercial Resource Center	Base	477	115	128	139	95	55
		Satisfied	94%	90%	93%	95%	96%	96%
	Office Visit	Base	1939	500	561	522	356	177
		Satisfied	93%	93%	94%	93%	92%	93%
	Field Service	Base	863	208	192	224	239	155
		Satisfied	94%	93%	94%	93%	95%	95%



How many times were you transferred to a different individual during your last contact?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
How many times were you transferred to a different individual during your last contact?	Base	4621 100%	1227 100%	1241 100%	1281 100%	872 100%	441 100%
	0	3944 85%	975 79%	1060 85%	1135 89%	774 89%	378 86%
	1	387 8%	150 12%	95 8%	94 7%	48 6%	34 8%
	2	192 4%	65 5%	59 5%	39 3%	29 3%	15 3%
	3	73 2%	29 2%	17 1%	8 1%	19 2%	13 3%
	4 or more	25 1%	8 1%	10 1%	5 *	2 *	1 *
	Don't Know	167	57	40	43	27	15
	Refused	3	1	1	1	-	-



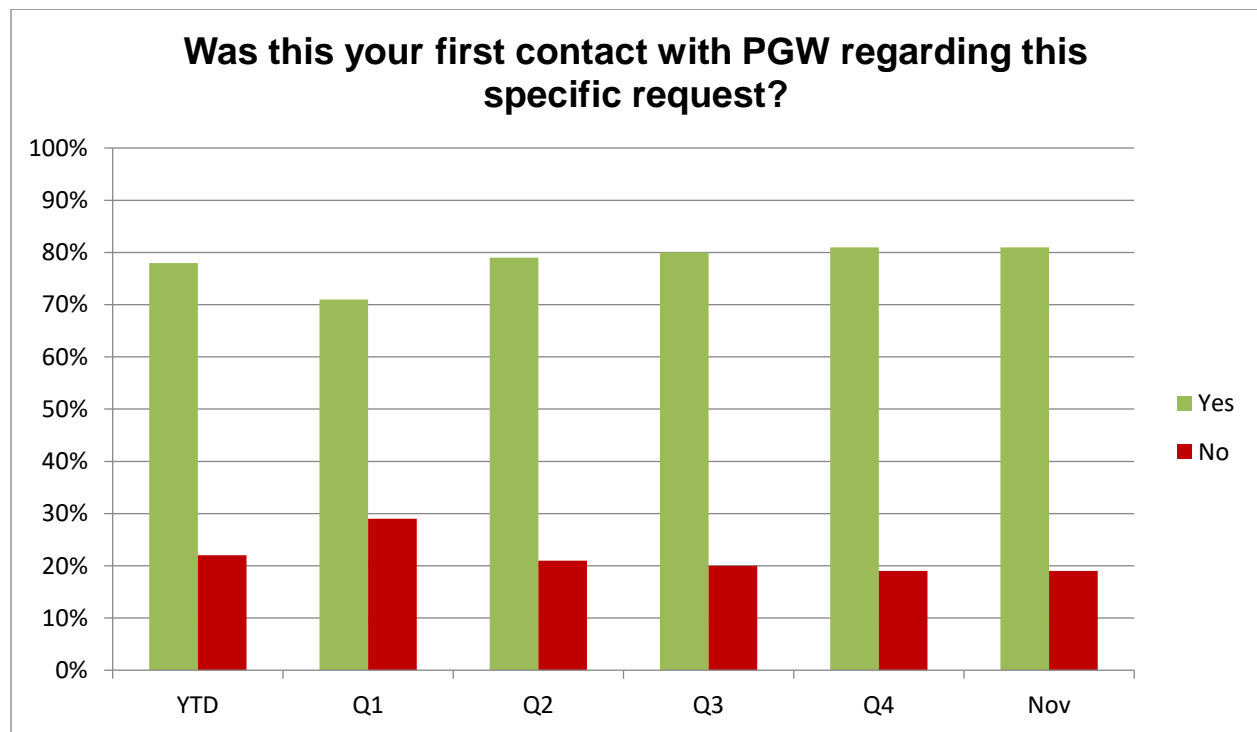
Can you tell me why you were transferred?**Current Month Only**

	Number of times transferred	Can you tell me why you were transferred?
1	4 or more	I'm not sure why they kept transferring me to someone else.
2	3	First I spoke to a representative, then to a supervisor, then finally to the parts department.
3	3	First, the financial department picked up, they transferred me to the commercial department, and then they transferred me to someone else to turn on the service.
4	3	I don't know, they couldn't fix the problem or find the right person to address the issue.
5	3	I kept getting disconnected for some odd reason.
6	3	I wanted a supervisor.
7	3	I was holding on and I pressed the # button for the wrong dept.
8	3	I wasn't connected to the correct person for service for my store.
9	3	I'm not too sure why I was transferred.
10	3	The first person wasn't sure if they could help me. The second person just could not help me at all and then the third person finally helped me.
11	3	The one person, she connected me to somebody in charge of the budget, then I had to talk to somebody else about my bill.
12	3	The person I was referred to the first time, was not the right person to talk to, and the second person also transferred me, and I finally talked to the right person.
13	3	They kept giving me the wrong information.
14	3	They said it was the wrong department, I had to go through 3 different people.
15	2	I believe I went to the wrong line or something.
16	2	I didn't understand what LIHEAP was about and what it paid for. I didn't know why I couldn't apply my LIHEAP to this year's bill and why I had to apply it to a remaining balance from last year. That was the reason that I was transferred.
17	2	I don't remember.
18	2	I just hit the wrong button to get to a person faster.
19	2	I was told that I had to speak to some in another department for my problem.
20	2	I was trying to make a payment, and it took 2 hours. I talked to a supervisor, and every time I called, I wrote the person's name down, It took me 3 times.
21	2	It kept going over and over, the automatic system.
22	2	No.
23	2	One time was because I had a certain question that the person I talked to could not answer, so they transferred me to a department where they handled the payment arrangements.
24	2	Sometimes you need to speak with someone and then they want my information so I have to talk to someone else to get the information they want.
25	2	The first rep didn't know what I was calling about so I was transferred to someone else who could help me.
26	2	The first time I was transferred to a customer service representative and then to a parts and labor representative.
27	2	The first time, when I told her what was going on, she referred me to somebody who can better assist me.
28	2	They could not help me, the representative I spoke to could not help me with my situation, so they passed me off to a supervisor. They did nothing to help me with my situation.
29	2	They said it was the wrong department and they couldn't help me, so they transferred me to someone else, and they transferred me again.
30	1	I asked to speak to a supervisor.
31	1	I at first called the wrong department and was transferred to the correct department.
32	1	I called them and then they called me back.
33	1	I don't remember.
34	1	I had to be transferred to a supervisor.

	Number of times transferred	Can you tell me why you were transferred?
35	1	I had to get connected to a commercial property representative to handle my issue.
36	1	I needed a supervisor.
37	1	I needed another department.
38	1	I needed another department.
39	1	I needed to be connected to another department.
40	1	I needed to get transferred to parts and labor department.
41	1	I needed to speak to another person to get the information I needed.
42	1	I needed to talk to a supervisor to submit my form.
43	1	I spoke to the call center, and transferred me to whoever dispatched the field agent.
44	1	I wanted to speak with someone about my bill.
45	1	I was referred to a manager.
46	1	I was sure you had to give the reason for your call, and then they would transfer you.
47	1	I was transferred to a supervisor for the fact that I'm an employee for the company.
48	1	I was transferred to a supervisor to make sure my account was in order.
49	1	I was transferred to a supervisor. I was disconnected.
50	1	I was transferred to parts and labor.
51	1	I was transferred to the business office to set up a new account.
52	1	I was transferred to the parts and labor department.
53	1	No.
54	1	No.
55	1	No.
56	1	No.
57	1	She gave me the right number to call to get the help I need.
58	1	She had to transfer me to a supervisor to make a payment arrangement.
59	1	The main PGW phone number goes to residential accounts and I needed the commercial side.
60	1	The representative I was talking didn't understand what I was talking about. The representative didn't have the correct information about my usage. Also the representative kept saying that my budget plan would be based on past usage of past owners of my home which didn't make sense to me at the time of the call.
61	1	They didn't understand me.
62	1	They had to transfer me to the parts and labor department.
63	1	To verify my address.

Was this your first contact with PGW regarding this specific request?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Was this your first contact with PGW regarding this specific request?	Base	6823 100%	1829 100%	1863 100%	1866 100%	1265 100%	641 100%
	Yes	5298 78%	1306 71%	1481 79%	1484 80%	1027 81%	522 81%
	No	1525 22%	523 29%	382 21%	382 20%	238 19%	119 19%
	Don't Know	71	20	21	19	11	6
	Refused	2	1	-	1	-	-



What prompted an additional contact regarding this request?**Current Month Only**

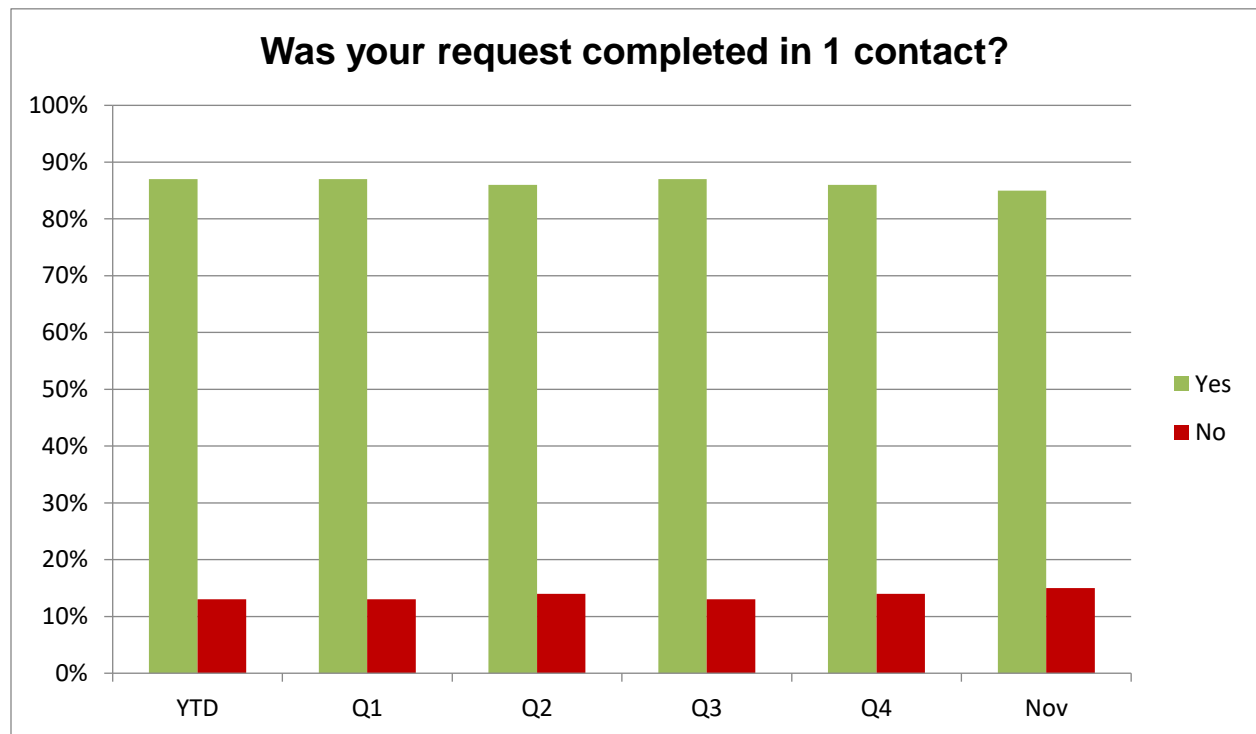
What prompted an additional contact regarding this request?	
1	Actually, to be frank with you, I had lost my husband, I had fallen behind on one payment, and what I needed was a little more time, and she walked me right through it, it was really nice, she was very kind and understanding.
2	After I got out of the hospital, I asked them if they could put me on a payment plan, then I went to Sedgley for help with LIHEAP and CRISIS.
3	All the service techs who came out couldn't figure out the true problem with my heater. The last service tech tested the thermostat and there was the problem.
4	At first I was looking for help in paying my bill first before getting my gas turned back on.
5	Because there was nobody being sent out to the house.
6	Change of income.
7	Clarification of the billing and payment.
8	Continued to be unable to get information from the gas company on anything.
9	Crisis called to tell me that they paid PGW and when I called the first time the payment hadn't posted yet.
10	Due to me still not having enough money.
11	First time I called was to change the account to my name. I then was told that someone had to take over the last person's bill before I could get help with the remaining balance on this bill.
12	Hot water heaters don't have that many parts, and the igniter, I don't know why they wouldn't have them.
13	I call every month to let them know that I can't pay the bill until the end of the month.
14	I call to double check my bill once a month.
15	I call to pay my bill once a month.
16	I call yearly for the ducts to be cleaned.
17	I called back because I had to find out my balance.
18	I called back to make sure that PGW got my payment. And when I made the second call I was told that I had to pay more money to my account. I didn't understand why this happened.
19	I called before for the same matter.
20	I called different departments and they were supposed to shut off the gas, and my state representative was helping me.
21	I called last year about something else.
22	I called the second time to make the payment.
23	I called three times about this meter. I don't have any idea what is going on with this account.
24	I called three times I still have the smell of gas in my home.
25	I called to apply for LIHEAP.
26	I contacted them almost every day for the last 2 weeks. To just turn on the gas.
27	I couldn't get my service back on when I called the first time.
28	I didn't like the information that I got at another office so I went to the center city office instead.
29	I don't like automated systems, so I went to the office.
30	I don't remember why.
31	I first went into the office in the summertime to go on the program and I was told by the customer representative to come back in the fall months to apply.
32	I go in once a year.
33	I guess the first time, the issue wasn't resolved, and the second time, I got yelled at.
34	I had a delay getting my heat turned on. PGW has not been to my home as of yet. I young children in my home with no heat.
35	I had been told incorrect reasons why I was getting a bill for the wrong address, so I had to keep calling until it was corrected.
36	I had called previously but was unable to get what I needed at that time.
37	I had called previously to check on the status of my CRP application.

What prompted an additional contact regarding this request?	
38	I had called previously but needed more information.
39	I had called previously but was told I had to visit the office to reapply.
40	I had called prior to this contact, but the area around the heater had to be cleared and cleaned up.
41	I had called them twice, they needed to come back out, I had someone come out to my home, they told me that if I needed to have someone come back to my home, to call them.
42	I had contacted PGW by phone, but had to go into the office to show documentation.
43	I had gone in because I was out of work and my income was not the same, and I was trying to see about my gas being restored, and they still didn't help.
44	I had questions about the bill.
45	I had recently called about the same issue, but did not get the help I needed at that time.
46	I had set up a date for a field service representative to shut off my service. He did not show up.
47	I had to call 5 times to get someone on the phone to schedule the turn on.
48	I had to get back on the plan because I missed a payment.
49	I had to give them a credit denial letter.
50	I had to have all these contacts, because they had to dig up the whole street, and they had to re-start again, and when I called to have my service turned back on, the lady I talked to gave me a lot of problems.
51	I had to make a payment.
52	I had to pay the \$86.
53	I have been calling and sending emails for two months about this.
54	I have called PGW multiple times, and this was the worst incident I've had.
55	I have not received any information regarding my acceptance in the parts and labor plan for my other property.
56	I have spoken to PGW about this a number of times, but my gas is still off.
57	I just called back to make sure that my account was up to date.
58	I just called to make sure that my payment was received. It had not cleared my bank account at the time on the call.
59	I just kept calling back until I got a live person.
60	I keep getting notices that I am going to get my gas turned off unless I pay the past due balance.
61	I needed a copy of my bill.
62	I needed help paying my bill. I owe over \$23 hundred dollars on my bill.
63	I needed more information about my grant.
64	I never received the letter, the bill, I'm waiting for the bill.
65	I received a shutoff notice which prompted my visit to the office.
66	I still have the charges on my bill.
67	I talk to them on a regular basis.
68	I tried to set up service online, but there was trouble with doing that. I eventually got through to somebody who could help me.
69	I waited three days and no one came out to turn on the gas.
70	I wanted to get on a program to help me pay my gas.
71	I wanted to know why my bill got high.
72	I was checking if I was still on budget billing.
73	I was getting missed information about getting help with my billing needs.
74	I was hung up on with the first phone call.
75	I was sick a lot.
76	I was still trying to get someone to put in a meter and fix the lines.
77	I was under the impression that the service I picked, that I was able to go into the computer and add something that I was not able to.
78	I was up there back in July, and everybody was pretty helpful then, too. Because I have a child over 18 years old, and I had to show proof of her age, because there was another income coming in.
79	I wasn't paying my whole bill, I was behind, I'm on that program and I would like to stay on it.
80	I went in person last week, and PUC called me today, and they got the amount lowered.

What prompted an additional contact regarding this request?	
81	I went to Broad and Erie and got the same service. I had to bring in documentation and I missed a few payments and had to go in and catch up.
82	I'm on a payment arrangement to get the bill down, and I had to call them to get them to send me a bill, I paid it, and they said I didn't pay it, but I have a receipt showing that I paid it.
83	It was more clarification on my part.
84	It was more on my end, I didn't have the money to pay the bill.
85	It was over the phone. I called in, they told me what to do, and then I had to go to the office.
86	It was unreasonable, they shouldn't have turned my gas off in the first place, it's not PGW itself, its people who use it for their purposes.
87	It's just the delay, I've been trying to get my gas back on for the last week, and I've had trouble getting a medical form filled out, to get my gas turned back on.
88	Just to get the correct answer, the payment arrangement I was asking about.
89	Last month, either a mistake was made, my mailman put my PGW bill in my neighbor's mailbox instead of mine, so I had to call them and tell them I had not received a bill.
90	Mainly to talk about the program.
91	My bill, my gas was cut off.
92	My gas was off.
93	My heater wasn't working.
94	My money was low at the time of the bill and I couldn't pay at the time the bill was due.
95	No one did anything the first time.
96	Not sure.
97	On my first call I couldn't get the true amount that was owe on my bill.
98	PGW's non communication with the service providers.
99	Probably a misunderstanding of the bill, they called about the bill, but they presented themselves well.
100	Probably for my bill.
101	The bill that I received in the mail \$5,000.
102	The bill was late coming, about a week late.
103	The first technician came out to my home and didn't think anyone was home. Please note the person didn't knock on the door only left a sticker stating that he was there, and left.
104	The first time it was my fault, I missed them, I wasn't able to be there.
105	The line was busy. Well not busy, but a long time waiting.
106	The mechanics came out and they said that the power line from the circuit breaker into the house was not working, he left and told me what to do, and the other guy came out and fixed it.
107	The same question, I just didn't get all my questions answered regarding my medical hold.
108	The technician didn't complete the repair.
109	There was no answer and no one called me back.
110	They came out to turn on service, but there was a problem and my gas is still not turned on.
111	They give you different options that you can choose from. I wanted to get automatic service.
112	They told me to bring the lease and they would turn it on and when I left they didn't turn it on.
113	To follow up. They told me to call back to follow up.
114	Trying to find a way to get the gas turned back on.
115	When I called the first time they were busy so I called back.
116	When I went into the office they gave me a number to the P.U.C.
117	When I went into the office I was told the have everyone who lives in the household information.
118	When they came out to turn my gas on, they told me that I had to get the landlord to clean the chimney. Then they had to come back out to turn it on.

Was your request completed in 1 contact?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Was your request completed in 1 contact?	Base	6844 100%	1833 100%	1870 100%	1874 100%	1267 100%	642 100%
	Yes	5929 87%	1600 87%	1614 86%	1629 87%	1086 86%	547 85%
	No	915 13%	233 13%	256 14%	245 13%	181 14%	95 15%
	Don't Know	50	16	14	11	9	5
	Refused	2	1	-	1	-	-



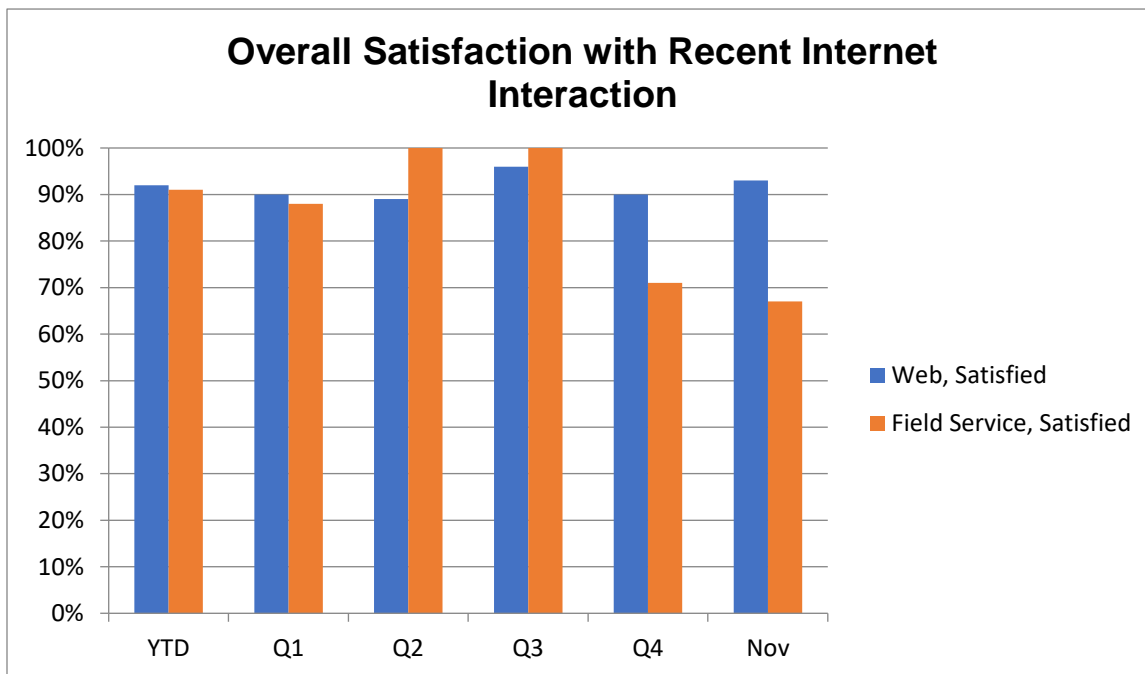
What remains unresolved?**Current Month**

What remains unresolved?	
1	Everything is resolved now.
2	Everything is unresolved until I pay the balance on my first bill which is outstanding at this time.
3	Everything's fixed, everything's working fine now.
4	He came out and completed it, and 3 days later, the same thing happened again, the man did a good job, 3 days later, it wouldn't light again, and this time he found something else wrong with the heater.
5	I am still trying to deal with the proof of income that is needed to get on the CRP program.
6	I am still trying to get a meter put in, and the lines fixed.
7	I am still trying to get some type of agreement worked out, so I can get the meter back and get the gas turned on.
8	I am still trying to see if I can get on LIHEAP.
9	I am still waiting for another copy of my bill to be sent to me.
10	I can still smell gas in home even though I have been told that there isn't a leak at this time.
11	I did not provide the correct paperwork to get on the CRP Program.
12	I didn't get the check back.
13	I don't know whether I should call the next day or the day after, to find out whether my service has been cut off.
14	I don't know whether they shut off the gas. I did not receive my final bill, I need my bill so I can go to my lawyer.
15	I had to call back a few times. At this time nothing is unresolved.
16	I had to get switched 3 times in one session, it was 3 contacts.
17	I had to go back to the office a second time to bring some literature the lady asked for.
18	I had to go there twice, because my daughter's pay stub, which she had printed out at her job, didn't have all the information needed, so I had to do it all over again.
19	I had to go to the actual LIHEAP office.
20	I had to reschedule the time for the field representative's visit.
21	I have been in the office 3 times to apply for the CAP program and I'm still not on the program at this time to help pay for my bill.
22	I have had no gas in my shop since August.
23	I have not received the form needed to complete my application.
24	I have to bring my documentation.
25	I have to call back to set up the transfer closer to the needed date.
26	I have to get someone else to fix the furnace.
27	I have to go back once I change the address on my driver's license.
28	I hope the PUC can suggest something to the gas company.
29	I just have to wait for my first bill to arrive to see how everything pans out.
30	I need more documentation and will have to make another visit.
31	I now have to pay \$500 because she didn't do what she said she would.
32	I still don't know if my other property is covered by the parts and labor plan. I was told to call back in a few days.
33	I still don't have gas or a heater at my home.
34	I still don't know how much I owe them.
35	I still have no meter installed in my building.
36	I still have to set up a payment date that works with when I get paid at my job.
37	I still haven't received a bill.
38	I still needed my gas turned on.
39	I still needed my heater repaired and the parts and labor plan didn't cover what was needed to repair it. I called a contractor who fixed the problem. So at this time nothing is unresolved.
40	I want to go on LIHEAP, it was late when I went there, and I have to come back during my work hours to do it again.
41	I wanted to get a correct amount for the budget plan.
42	I was told I wasn't eligible for any of the programs to help pay for my gas services.
43	I was told to come into the office to sign paperwork to get back on a budget program.
44	I would like to get my money back from the parts and labor plan. I was told that what I needed fixed wasn't covered under the plan. Nothing at this time I had a contractor come and fix the problem.
45	I'm still waiting for the Public Utilities Commission to make a judgment regarding this bill.

What remains unresolved?	
46	I'm still waiting to have my gas turned on at my property.
47	I'm waiting on a call back to see if my medical paperwork has been approved.
48	It is resolved now.
49	It was never completed, I still have the same charges on my bill.
50	It was the same thing, it's still not resolved, I want to make sure that taking care of my bill next Friday is acceptable.
51	It wasn't completed, but she gave me resources so I could get it completed.
52	It's resolved now.
53	My application to LIHEAP still has not been processed as of yet, to the best of my knowledge.
54	My gas has still not been turned back on and I'm freezing.
55	My gas is still off.
56	My gas service is not on.
57	My gas service still hasn't been turned on as of yet.
58	My issue was resolved.
59	My service was put off 3 days, she told me I couldn't do it on Friday, but she told me I would have to do it on Monday.
60	No at this time all is resolved after a second visit to the main offices.
61	No one has gotten back to me about the cement work.
62	No, I just paid the bill.
63	No.
64	Nothing at this time.
65	Nothing at this time.
66	Nothing at this time.
67	Nothing at this time. The last service tech found the problem.
68	Nothing now. I found out later in a mailing I received, what I needed to know about the parts and labor plan.
69	Nothing now. The representative had the supervisor call me back.
70	Nothing.
71	Nothing.
72	PGW is replacing my gas service tomorrow.
73	PGW said I do not qualify for CRP even though I had gotten money from LIHEAP to pay my bill.
74	Still no answer to my grant request and I am not sure why.
75	Still waiting for a new part.
76	The boiler is still leaking and I am waiting for someone from the outside to come today to fix it because it is getting dangerous.
77	The fact that I can't help paying my gas bill.
78	The gas is still off, and I do not know what else I can do.
79	The gas is still off, with no payment arrangement.
80	The gas service is not turned on yet.
81	The gas was finally turned on today, but it took two appointments for that to happen.
82	The information was not there yet.
83	The last customer service rep revealed to me that I needed a nurse practitioner or a medical doctor to complete the form, but I did not find that out until the third call.
84	The same one I was talking about earlier.
85	The work requires another visit to finish.
86	There was no solution to my heater problem.
87	They are supposed to contact me.
88	They gave me a schedule for tomorrow, I'm just crossing my fingers.
89	They need to fix my wiring in the basement.
90	They told me to do LIHEAP, and they told me to get a letter showing what I have to pay, the whole bill.
91	They turned it over to a collection agency.
92	They wouldn't take my medical request.
93	Turning the heater back the way it was.
94	We still do not have gas.
95	When PGW did not turn my gas back on I turned it back on myself but I still need my heater turned back on.
96	Whether I could move the meter to another location in my home.

Returning to a scale of 1 to 10, how would you rate your overall satisfaction with your most recent internet interaction with PGW?

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Web	Base	253	84	66	74	29	14
		Satisfied	92%	90%	89%	96%	90%	93%
	Field Service	Base	32	8	8	9	7	3
		Satisfied	91%	88%	100%	100%	71%	67%

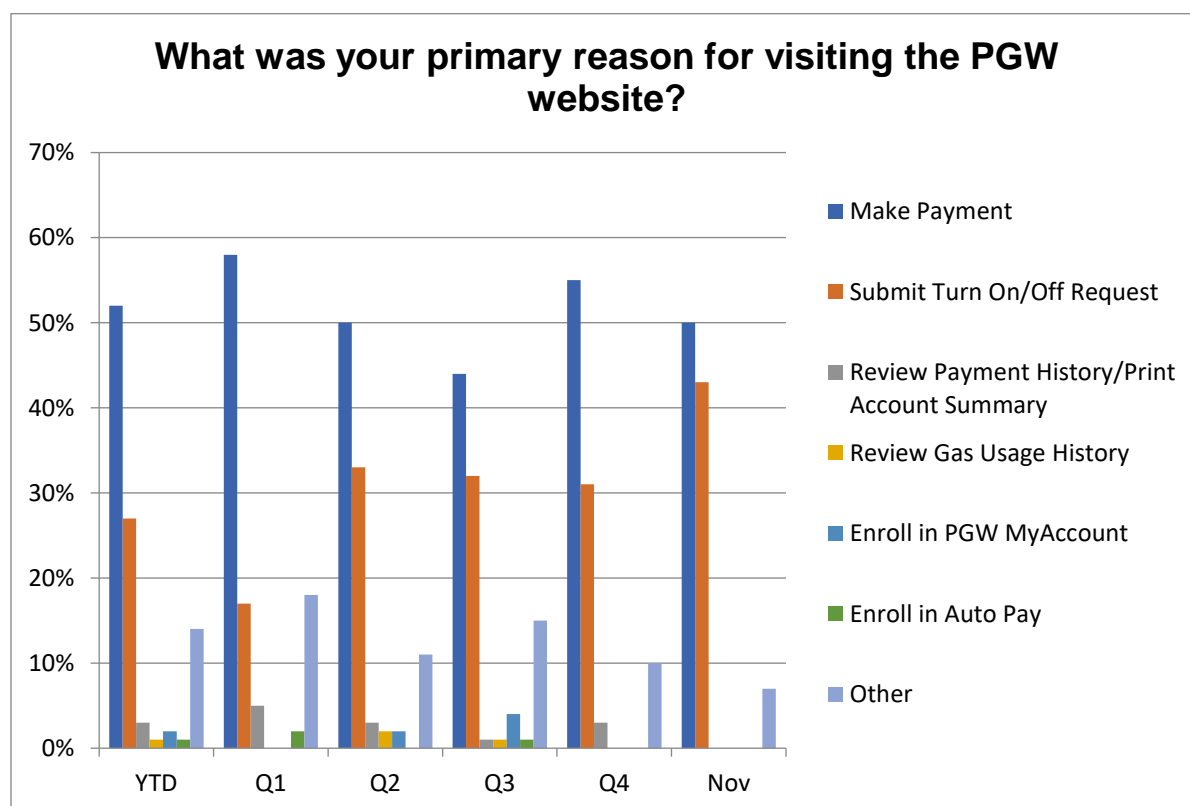


What would you say is your primary reason for that score?**Current Month Only**

	Overall Satisfaction with Recent Internet Interaction	Primary Reason for Overall Satisfaction Score with Recent Internet Interaction
1	10	Everything was very easy to do.
2	10	I don't have any trouble paying my bill online.
3	10	I never have any problems with it.
4	10	I was able to get my transaction over quickly.
5	10	It was more convenient, I didn't have to go through the gas company or the store, the check-cashing store.
6	10	It was simple.
7	10	It was very easy to do.
8	10	It was very easy to use the internet site. The instructions were explained very well.
9	10	The setting up of my service worked out fine.
10	10	The site loaded up fast.
11	8	It was easy to access my information.
12	7	I didn't have access to my account.
13	7	It was just time-consuming and I would rather pay by phone.
14	1	I have a three day shut off and could not get the answers that I wanted as to why it was sent out.

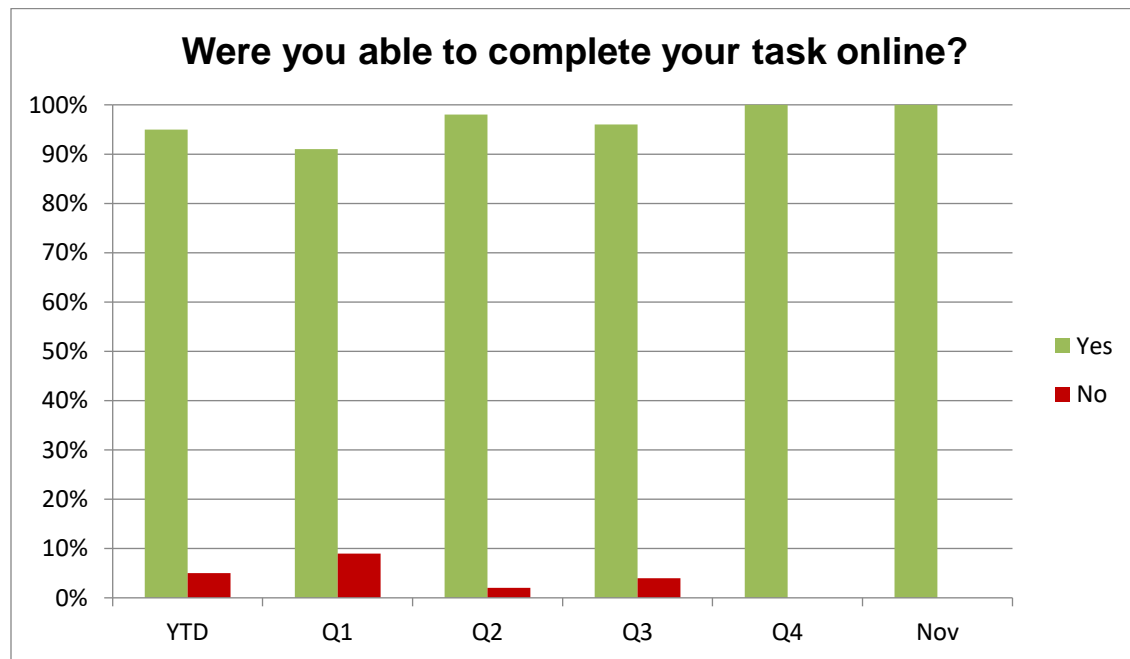
What was your primary reason for visiting the PGW website?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
What was your primary reason for visiting the PGW website?	Base	251 100%	84 100%	66 100%	72 100%	29 100%	14 100%
	Make Payment	130 52%	49 58%	33 50%	32 44%	16 55%	7 50%
	Submit Turn On/Off Request	68 27%	14 17%	22 33%	23 32%	9 31%	6 43%
	Review Payment History/Print Account Summary	8 3%	4 5%	2 3%	1 1%	1 3%	- -
	Review Gas Usage History	2 1%	- -	1 2%	1 1%	- -	- -
	Enroll in PGW MyAccount	4 2%	- -	1 2%	3 4%	- -	- -
	Enroll in Auto Pay	3 1%	2 2%	- -	1 1%	- -	- -
	Other	36 14%	15 18%	7 11%	11 15%	3 10%	1 7%
	Don't Know	4	1	1	2	-	-
	Refused	-	-	-	-	-	-



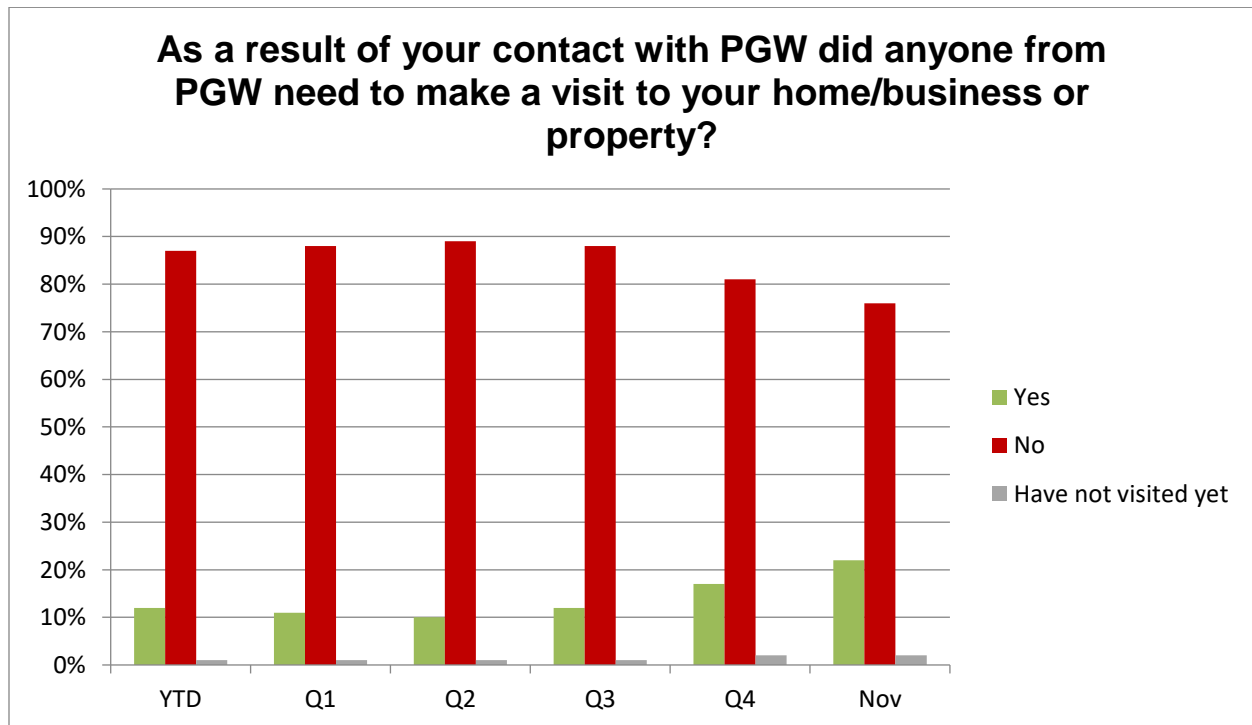
Were you able to complete your task online?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Were you able to complete your task online?	Base	253 100%	85 100%	66 100%	74 100%	28 100%	13 100%
	Yes	241 95%	77 91%	65 98%	71 96%	28 100%	13 100%
	No	12 5%	8 9%	1 2%	3 4%	- -	- -
	Don't Know	2	-	1	-	1	1
	Refused	-	-	-	-	-	-



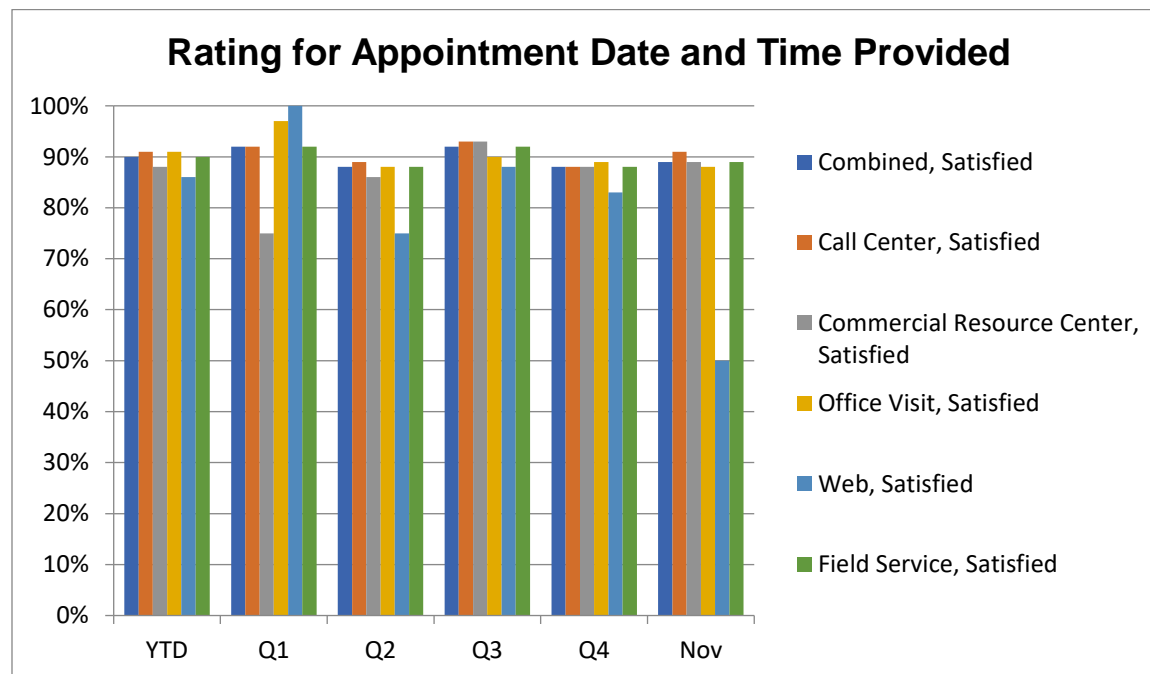
As a result of your contact with PGW did anyone from PGW need to make a visit to your home/business or property?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
As a result of your contact with PGW did anyone from PGW need to make a visit to your home/business or property?	Base	7093 100%	1909 100%	1940 100%	1945 100%	1299 100%	656 100%
	Yes	853 12%	212 11%	191 10%	225 12%	225 17%	146 22%
	No	6177 87%	1684 88%	1734 89%	1709 88%	1050 81%	496 76%
	Have not visited yet	63 1%	13 1%	15 1%	11 1%	24 2%	14 2%
	Don't Know	47	21	8	12	6	5
	Refused	11	5	3	3	-	-



Once again, using the same scale, how would you rate: The appointment data and time that was provided to you?

		Measurement Period						
		YTD	Q1	Q2	Q3	Q4	Nov	
Contact Type	Combined	Base	849	199	194	224	232	147
		Satisfied	90%	92%	88%	92%	88%	89%
	Call Center	Base	584	152	139	147	146	86
		Satisfied	91%	92%	89%	93%	88%	91%
	Commercial Resource Center	Base	88	12	14	29	33	27
		Satisfied	88%	75%	86%	93%	88%	89%
	Office Visit	Base	149	29	33	40	47	32
		Satisfied	91%	97%	88%	90%	89%	88%
	Web	Base	28	6	8	8	6	2
		Satisfied	86%	100%	75%	88%	83%	50%
	Field Service	Base	848	199	194	223	232	147
		Satisfied	90%	92%	88%	92%	88%	89%



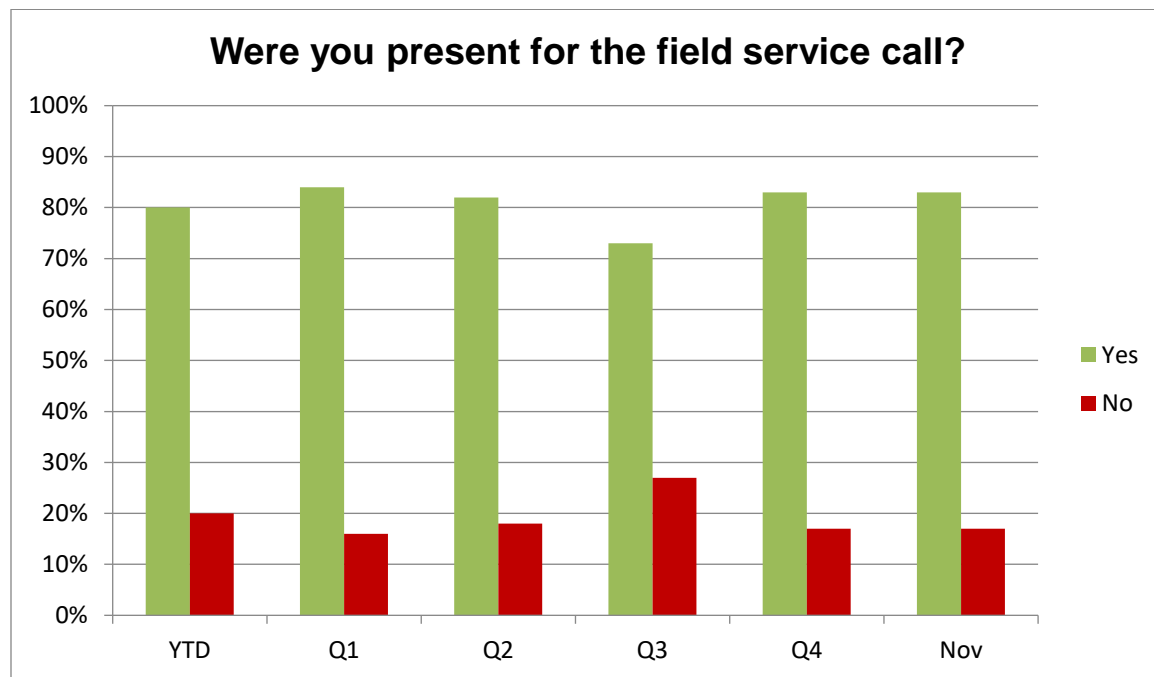
What would you say is your primary reason for that score? (Only asked if respondents gave a score <6)

Current Month Only

	CUSTOMERTYPE	Rating for Appointment Date and Time Provided	Primary Reason for Appointment Date and Time Score
1	Business	2	We are a church and we were told the appointment was for 12p and they didn't arrive until after 4p.
2	Business	1	The service representative didn't come on the time and the date of the appointment.
3	Business	1	The work should have been done a week ago.
4	Business	1	They never showed up at the appointment time and had us waiting all day.
5	Business	Don't Know	The technician did not keep his word about helping me.
6	Home	5	PGW was a little slow getting someone out. The gas wasn't on and it got cold.
7	Home	5	They hung a notice on my door saying to call but when I did, they didn't have the prompts to match what I needed.
8	Home	4	He came out at three-thirty, and it was supposed be between twelve and four, I didn't like so much waiting.
9	Home	4	I didn't understand that my services were on illegally and that my service was going to be turned off.
10	Home	3	The service rep came to my home too early for my appointment.
11	Home	2	It still didn't work when the part arrived.
12	Home	1	He did not arrive when I expected and I was not contacted to inform me.
13	Home	1	I had already caught a cold and the baby also did, I had no heat in the house, and the representative gave me the wrong schedule time, and I lost a day of work. That is money I'll never get back.
14	Home	1	They take too long to come out.

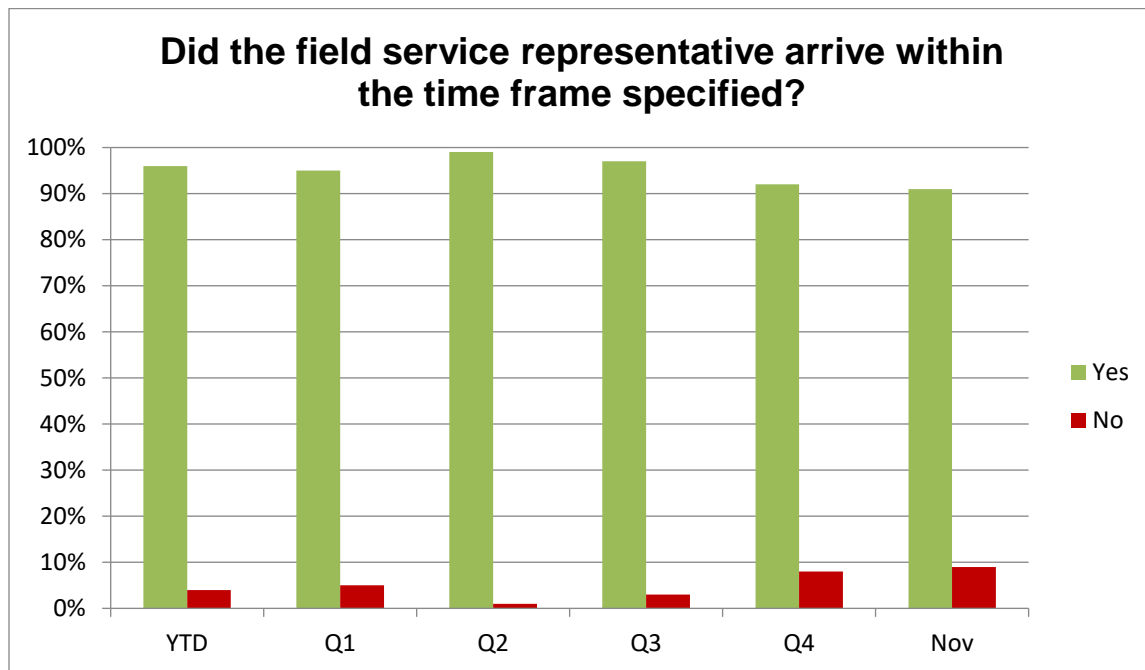
Were you present for the field service call?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Were you present for the field service call?	Base	849 100%	211 100%	190 100%	224 100%	224 100%	143 100%
	Yes	683 80%	177 84%	155 82%	164 73%	187 83%	119 83%
	No	166 20%	34 16%	35 18%	60 27%	37 17%	24 17%
	Don't Know	7	-	2	2	3	3
	Refused	-	-	-	-	-	-



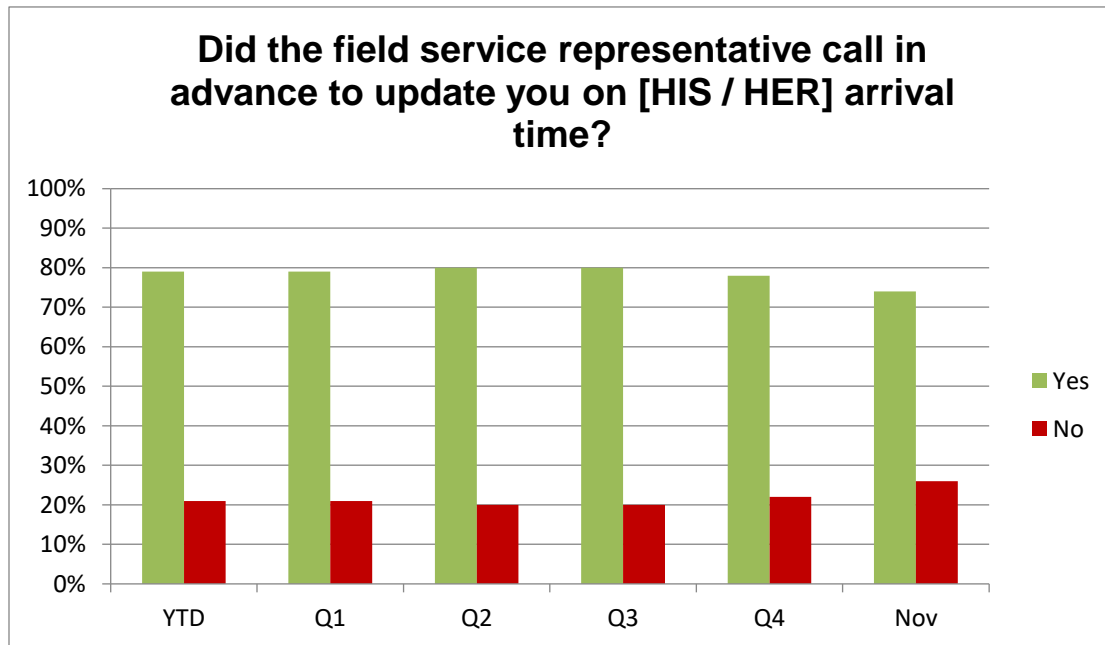
Did the field service representative arrive within the time frame specified?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Did the field service representative arrive within the time frame specified?	Base	666 100%	172 100%	154 100%	159 100%	181 100%	117 100%
	Yes	637 96%	163 95%	152 99%	155 97%	167 92%	106 91%
	No	29 4%	9 5%	2 1%	4 3%	14 8%	11 9%
	Don't Know	15	5	2	4	4	2
	Refused	-	-	-	-	-	-



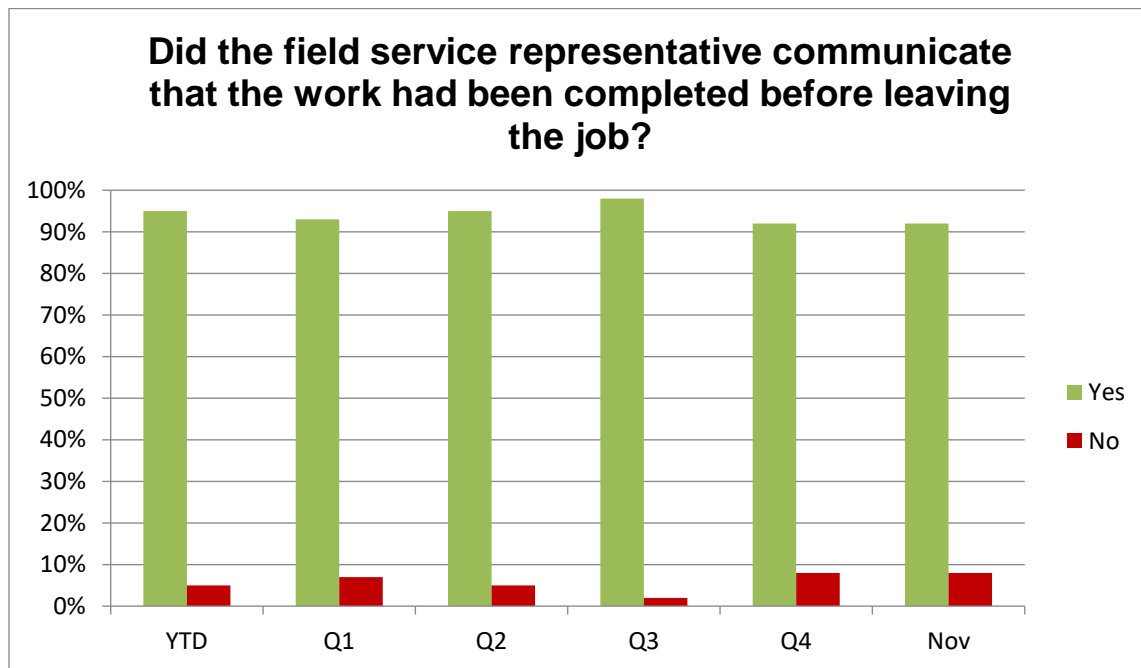
Did the field service representative call in advance to update you on [HIS / HER] arrival time?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Did the field service representative call in advance to update you on [HIS / HER] arrival time?	Base	637 100%	163 100%	148 100%	152 100%	174 100%	116 100%
	Yes	504 79%	129 79%	118 80%	122 80%	135 78%	86 74%
	No	133 21%	34 21%	30 20%	30 20%	39 22%	30 26%
	Don't Know	44	14	8	11	11	3
	Refused	-	-	-	-	-	-



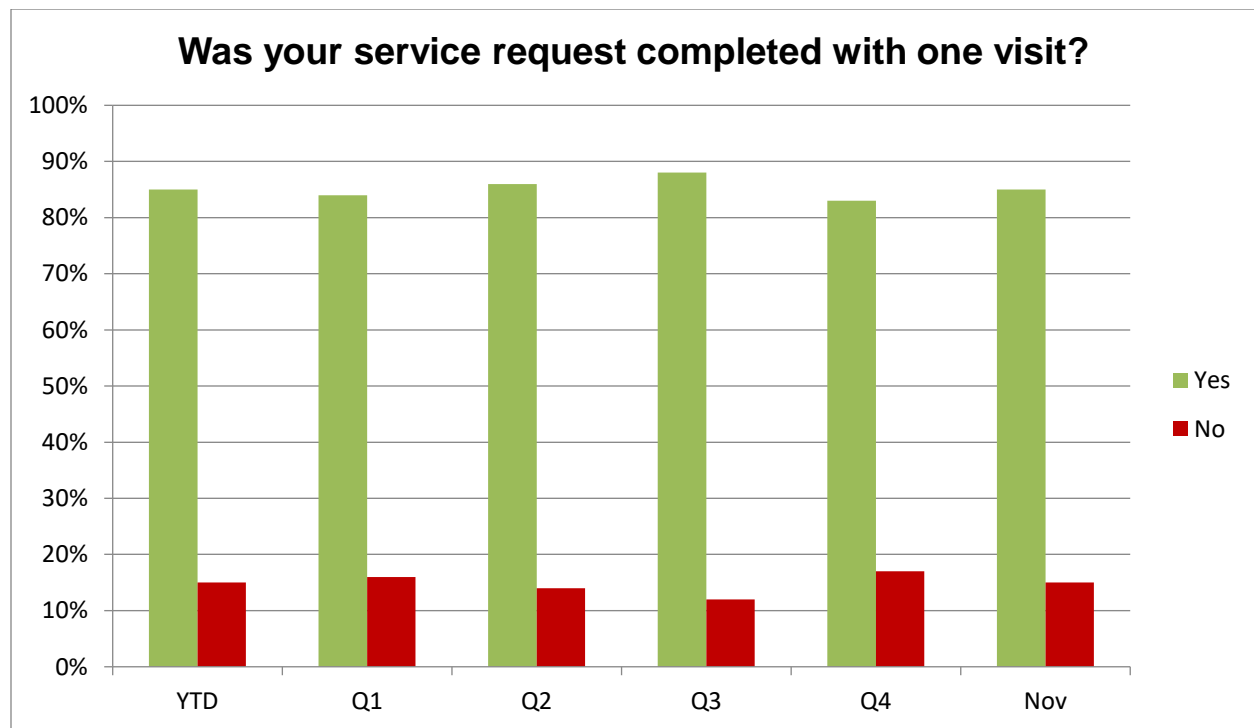
Did the field service representative communicate that the work had been completed before leaving the job?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Did the field service representative communicate that the work had been completed before leaving the job?	Base	674 100%	175 100%	154 100%	162 100%	183 100%	117 100%
	Yes	637 95%	163 93%	147 95%	159 98%	168 92%	108 92%
	No	37 5%	12 7%	7 5%	3 2%	15 8%	9 8%
	Don't Know	7	2	2	1	2	2
	Refused	-	-	-	-	-	-



Was your service request completed with one visit?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
Was your service request completed with one visit?	Base	678 100%	176 100%	155 100%	163 100%	184 100%	118 100%
	Yes	577 85%	147 84%	134 86%	143 88%	153 83%	100 85%
	No	101 15%	29 16%	21 14%	20 12%	31 17%	18 15%
	Don't Know	3	1	1	-	1	1
	Refused	-	-	-	-	-	-

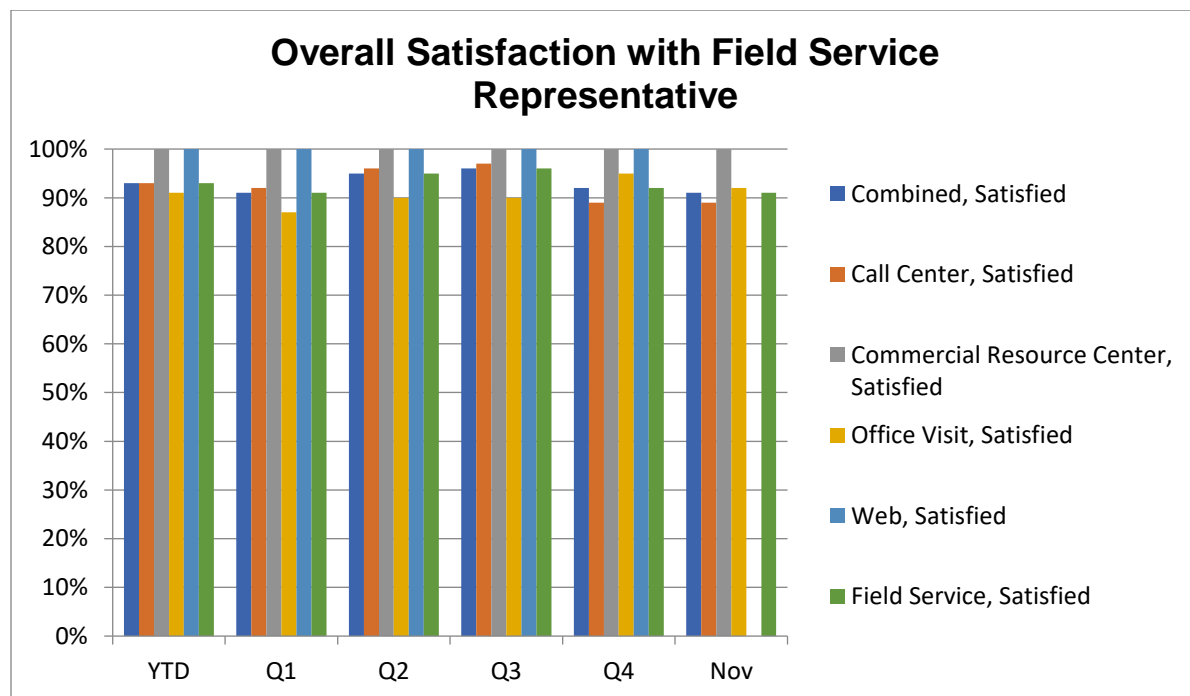


Why wasn't it completed in one visit?**Current Month Only**

Why wasn't it completed in one visit?	
1	The pilot light is not on, or will not stay on. I am not sure which. I have to get someone to check it, to see if it works.
2	Had to keep coming for the problem.
3	He needs to come back to turn the gas valve back on.
4	I don't know. You would have to talk to PGW about it.
5	I have my gas on and he said he has to change the meter, and he didn't put my gas on.
6	I have no idea, the first time, they said they had to check the meter, because it is an old meter, and the representative who came to my house stayed for 5 minutes, and he told me that my gas would be turned off in about 10 days and he didn't say why.
7	I need a new meter.
8	I'm not really sure why the requested wasn't completed.
9	I'm still in the cold, I don't understand how I could pay the money and still be in the cold.
10	Lack of parts.
11	My service is not on yet.
12	The main valve had broken off, outside, the main pipe for the house.
13	The representative told me that my heater didn't work and needed a new heater in order to turn on my gas.
14	The tech didn't test and light the pilot light in the heater before he left my home.
15	There was a gas leak initially. Then they came back 2 days later and turned my gas on.
16	There were three groups. The first person showed up and said it was not possible to do what he was supposed to do until the second group came and did what they had to. When the 2nd group showed up the outside work was not completed. After they got there they did what needed to be done.
17	They finally put in the new gas line but took four days to connect it to the meter.
18	They needed to drain the heater which took a while so the tech had to come back the next day.

Returning to the 1 to 10 scale, how would you rate: Your overall satisfaction with field service representative that handled your request?

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	675	176	155	163	181	115
		Satisfied	93%	91%	95%	96%	92%	91%
	Call Center	Base	476	134	114	112	116	70
		Satisfied	93%	92%	96%	97%	89%	89%
	Commercial Resource Center	Base	51	8	6	15	22	20
		Satisfied	100%	100%	100%	100%	100%	100%
	Office Visit	Base	127	30	29	29	39	25
		Satisfied	91%	87%	90%	90%	95%	92%
	Web	Base	21	4	6	7	4	-
		Satisfied	100%	100%	100%	100%	100%	-
	Field Service	Base	675	176	155	163	181	115
		Satisfied	93%	91%	95%	96%	92%	91%



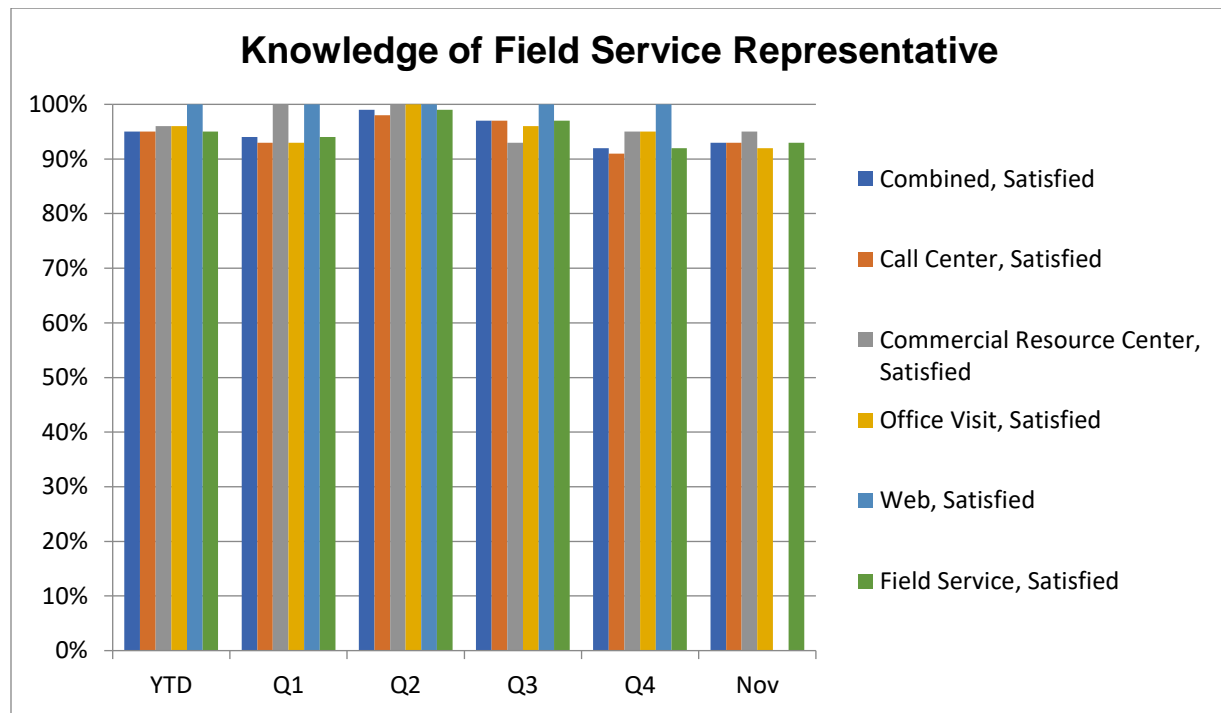
What would you say is your primary reason for that score? (Only asked if respondents gave a score <6)

Current Month Only

	CUSTOMERTYPE	Overall Satisfaction with Field Service Representative	Primary Reason for Field Service Representative Score
1	Home	5	He partially completed the work. The heater valve was left off and he needs to come back out to turn it on.
2	Home	5	The service person was not on time, and when I questioned him about his lateness, he had an attitude, that was very disrespectful.
3	Home	4	He just came in and looked at the box, and that's all, then he told me I have to call Customer Service.
4	Home	2	I do understand that he was probably busy, I needed someone to check the meter, and when someone did come, he came upstairs, he said that the meter or whatever was old, he left me with a note, saying he couldn't do anything.
5	Home	1	He didn't help me at all, he never tried to make a solution, he pointed out bad things, and went out the door.
6	Home	1	I was told that the tech was to be at my home in 10 minutes and didn't show up. Then the tech called to inform me that he was going to a gas leak first. After the gas leak he would come to me.
7	Home	1	The first service tech found a leak near the hot water heater and fixed that leak. I called again because I still smelled gas in my home. The service tech came back and informed me that there wasn't a leak. I still smell gas in my home.
8	Home	1	The representative was very rude. The representative also accused me of stealing and changing the meter out from this property.
9	Home	1	The service representative just wasn't very pleasant. He was in a bad mood.

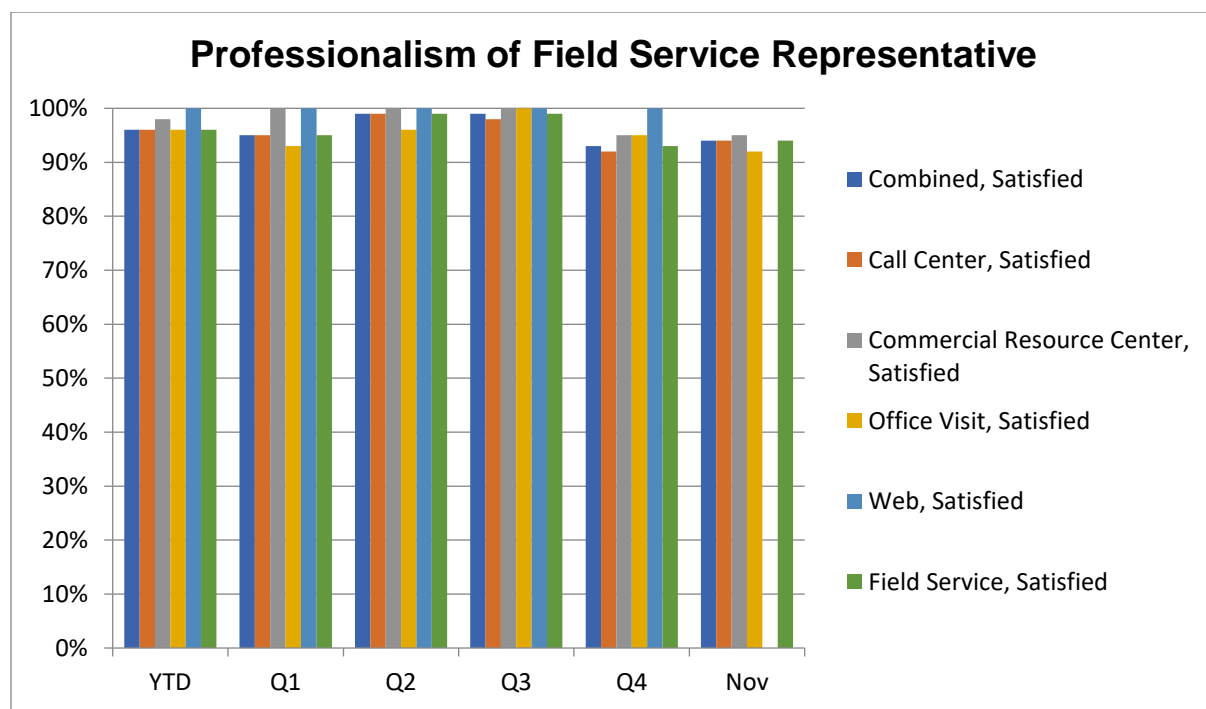
Returning to the 1 to 10 scale, how would you rate: The knowledge of the field service representative you spoke with?

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	666	172	153	161	180	115
		Satisfied	95%	94%	99%	97%	92%	93%
	Call Center	Base	474	133	113	111	117	71
		Satisfied	95%	93%	98%	97%	91%	93%
	Commercial Resource Center	Base	48	7	6	15	20	19
		Satisfied	96%	100%	100%	93%	95%	95%
	Office Visit	Base	123	28	28	28	39	25
		Satisfied	96%	93%	100%	96%	95%	92%
	Web	Base	21	4	6	7	4	-
		Satisfied	100%	100%	100%	100%	100%	-
	Field Service	Base	666	172	153	161	180	115
		Satisfied	95%	94%	99%	97%	92%	93%



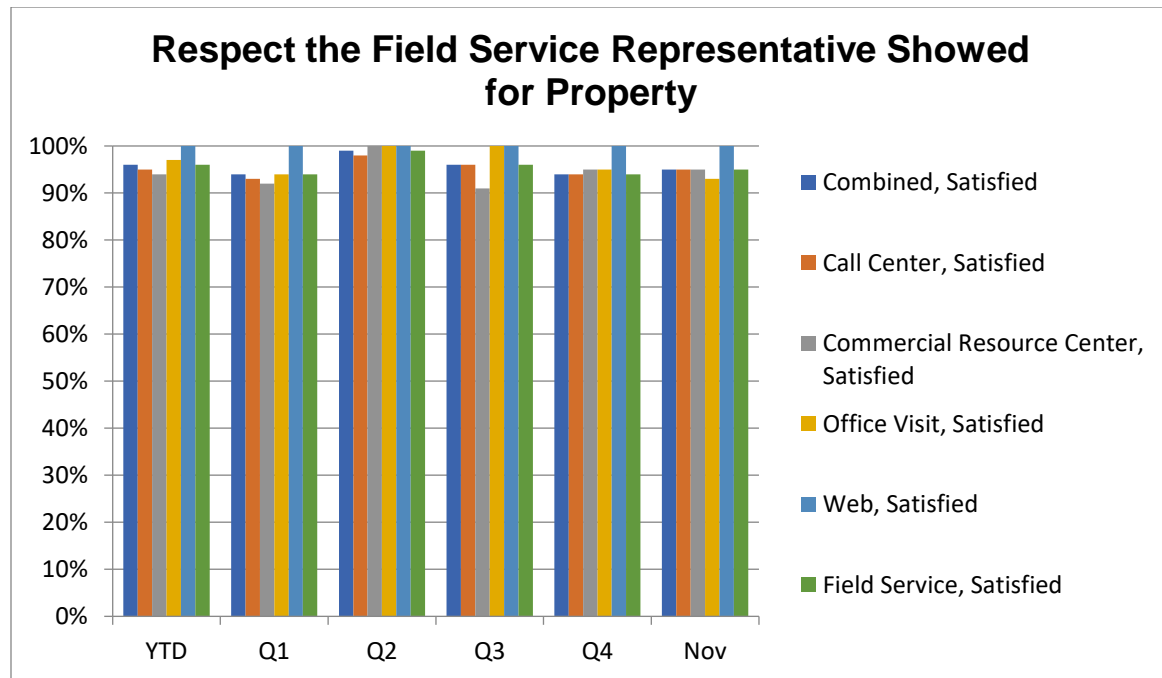
Professionalism of Field Service Representative

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	670	175	154	161	180	115
		Satisfied	96%	95%	99%	99%	93%	94%
	Call Center	Base	477	134	114	111	118	72
		Satisfied	96%	95%	99%	98%	92%	94%
	Commercial Resource Center	Base	49	8	6	15	20	19
		Satisfied	98%	100%	100%	100%	95%	95%
	Office Visit	Base	123	29	28	28	38	24
		Satisfied	96%	93%	96%	100%	95%	92%
	Web	Base	21	4	6	7	4	-
		Satisfied	100%	100%	100%	100%	100%	-
	Field Service	Base	670	175	154	161	180	115
		Satisfied	96%	95%	99%	99%	93%	94%



Respect the Field Service Representative Showed for Property

			Measurement Period					
			YTD	Q1	Q2	Q3	Q4	Nov
Contact Type	Combined	Base	782	200	182	200	200	130
		Satisfied	96%	94%	99%	96%	94%	95%
	Call Center	Base	551	150	132	138	131	80
		Satisfied	95%	93%	98%	96%	94%	95%
	Commercial Resource Center	Base	67	12	11	22	22	21
		Satisfied	94%	92%	100%	91%	95%	95%
	Office Visit	Base	137	31	31	33	42	28
		Satisfied	97%	94%	100%	100%	95%	93%
	Web	Base	27	7	8	7	5	1
		Satisfied	100%	100%	100%	100%	100%	100%
	Field Service	Base	782	200	182	200	200	130
		Satisfied	96%	94%	99%	96%	94%	95%

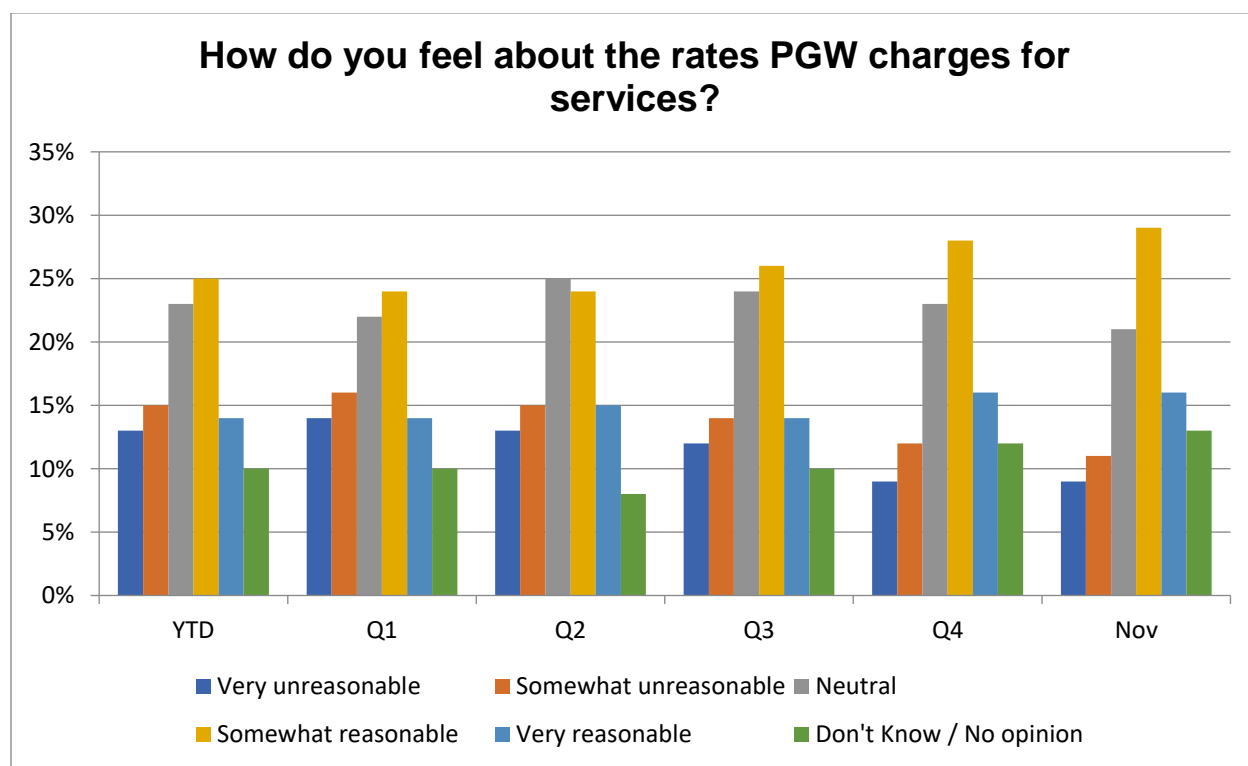


Do you have any additional comments regarding your field service experience?**Current Month Only**

	Overall Satisfaction with Field Service Representative	Do you have any additional comments regarding your field service experience?
1	10	He was considerate and professional and the work looks good.
2	10	I came home from work one day and they were digging up my property and would not tell me what was going on. When the people showed up they wanted to fix the work.
3	10	I felt that I got great customer service.
4	10	I just wish I knew his name, to make sure he gets credit for doing a great job. He was very informative, and clearly knew what he was doing. He had important information about heater upkeep, and suggestions if we wanted to get a new heater in the future.
5	10	I thought they were very nice and respectful.
6	10	I was satisfied with the field service tech arriving promptly.
7	10	I was very happy they came and fixed it so fast.
8	10	I would just repeat, that he was very professional and knowledgeable.
9	10	I would suggest, don't talk their ears off, and just let them do their job.
10	10	It was fast and he was kind and very nice.
11	10	It's fine.
12	10	Keep up the good work.
13	10	Pay the service representative more money.
14	10	The field service person was very quick. He was in and out in a few minutes.
15	10	The field service representative was very professional.
16	10	They should schedule visits in the morning, I had to have it in the late afternoon.
17	10	When you need them to come out, they should come out in one day not three days.
18	10	Yes I appreciated him because he found a part I needed for my furnace.
19	9	I had four days with no hot water, no shower, and no cooking.
20	7	I think they did eventually checked the gas pipes.
21	5	The field service representative needs to be able to communicate better.
22	1	I thought that it would be nice to have an ID badge to prove that the representatives are from PGW when they come out to your home.
23	No rating	I wasn't home when the Tech came, but my grandson was and he said that the tech was very professional.
24	No rating	I would just say, if a technician is going to diagnose whatever is wrong with the equipment, they should double-check and make sure they are correct.
25	No rating	I'm still waiting to get a larger gas meter.
26	No rating	The guy was very professional.
27	No rating	The technician who came out to my home was great.
28	No rating	They have not visited my property yet. They will not be here until tomorrow.
29	No rating	To make sure my gas was on.

How do you feel about the rates PGW charges for services?

		Measurement Period					
		YTD	Q1	Q2	Q3	Q4	Nov
How do you feel about the rates PGW charges for services?	Base	7151 100%	1935 100%	1951 100%	1960 100%	1305 100%	661 100%
	Very unreasonable	901 13%	278 14%	260 13%	240 12%	123 9%	59 9%
	Somewhat unreasonable	1039 15%	309 16%	301 15%	270 14%	159 12%	74 11%
	Neutral	1673 23%	429 22%	479 25%	471 24%	294 23%	142 21%
	Somewhat reasonable	1794 25%	456 24%	463 24%	507 26%	368 28%	194 29%
	Very reasonable	1035 14%	272 14%	288 15%	270 14%	205 16%	104 16%
	Don't Know / No opinion	709 10%	191 10%	160 8%	202 10%	156 12%	88 13%



4. Survey Script

Philadelphia Gas Works	
INT1	Hello, my name is [NAME] calling on behalf of PGW as part of a customer service program to obtain your feedback concerning your recent experience with the company.
INT2	Would you have a few minutes to answer a few quick questions?
INT3	Before we begin, I need to make you aware our conversation may be monitored for quality purposes.
Overall Satisfaction	
OSAT	On a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied how would you rate:
OSAT1	Your overall satisfaction with this most recent service request?
OSAT2	What would you say is your primary reason for that score?
Contact Channel	
CC1	Was this most recent contact by telephone, visiting a PGW office or internet? <ol style="list-style-type: none"> 1. Telephone 2. Office Visit 3. Internet 4. Don't Know - THANK AND TERMINATE 5. Refused - THANK AND TERMINATE
Contact Reason	
CR1	What was the nature of your most recent request? [OPEN ENDED]
CR2	[INTERVIEWER SELECT TOPIC] <ol style="list-style-type: none"> 1. Billing Question 2. Collection Question 3. Make a Payment 4. Turn On/Off Request 5. Parts and Labor Plan Inquiry 6. Make Payment Arrangements/Inquiry about Customer Responsibility Program (CRP) 7. Commercial Customer Call (Commercial Resource Center) 8. Other 9. Don't Know 10. Refused
Automated Attendant	
AA1	When you called PGW did you speak with a customer service representative or did you only interact with the automated attendant? <ol style="list-style-type: none"> 1. Automated Attendant Only 2. Customer Service Representative 3. Don't Know 4. Refused
AA	Using a 1 to 10 scale where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with PGW's automated attendant regarding:
AA2	The ease of navigation
AA3	The ease of understanding phone instructions
AA4	The relevance of choices provided by the IVR
AA5	Were you able to complete your transaction successfully using only the automated attendant? <ol style="list-style-type: none"> 1. Yes 2. No

3. Don't Know
4. Refused
- AA6 What task were you trying to perform?
AA7 Did you attempt to complete your transaction using the automated attendant before speaking with a representative?
1. Yes
2. No
3. Don't Know
4. Refused
- AA8 Do you have any suggestions on how we can improve our automated attendant?
- Office Visit**
- OV1 Which office location did you visit? [CLARIFY IF NECESSARY] Was it...
1. Our North Office at 1337 W. Erie Avenue
2. Our South Office at 1601 South Broad Street
3. Our West Office at 5230 Chestnut Street
4. Our Center City Office at 1137 Chestnut Street
5. Our Frankford Office at 4410 Frankford Avenue
6. Our Germantown Office at 210 W. Cheltenham Avenue
7. Don't Know
8. Refused
- OV2 What prompted you to visit the PGW office rather than calling the customer service number? [ASK OPEN ENDED]
1. Make a Payment
2. Provide Documentation
3. Personal Preference
4. Convenience
5. Apply for Grant/ Customer Responsibility Program (CRP)
6. Other
7. Don't Know
8. Refused
- OV20 [OTHER REASON FOR OFFICE VISIT]
OV3 What time of day did you visit the office? Was it in the morning or afternoon?
1. Morning
2. Afternoon
3. Don't Know
4. Refused
- OV4 Approximately how long were you at the office? Would you say it was:
1. Less than 15 minutes
2. Between 15 minutes and half an hour
3. Between half an hour and 45 minutes
4. Between 45 minutes and an hour
5. More than an hour
6. Don't Know
7. Refused
- OV5 On your last visit to the PGW office, did you speak with a receptionist before speaking to a customer service representative or cashier?
1. Yes
2. No
3. Don't Know
4. Refused
- OV6 Are there any other services you would like to see offered to customers at the PGW offices?

Customer Service

CS	Returning to the 1 to 10 scale where 1 is very dissatisfied and 10 is very satisfied, how would you rate:
CS1	The wait-time required to speak with a representative?
CS2	Your overall satisfaction with the [CALL / SERVICE] center representative who handled your request?
CS3	What would you say is your primary reason for that score?
CS4	How many times were you transferred to a different individual during your last contact?
CS40	Can you tell me why you were transferred?
CSCS	Returning to the 1 to 10 scale, how would you rate:
CS5	The ability of the representative to handle your request or issue?
CS6	The concern shown by the representative regarding your needs?
CS7	The professionalism of the representative you spoke with?
CS8	Was this your first contact with PGW regarding this specific request? <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't Know 4. Refused
CS9	What prompted an additional contact regarding this request?
CS10	Has your request, concern or question been fully addressed so that no additional contact with PGW is necessary regarding this particular matter? <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't Know 4. Refused
CS11	What remains unresolved?
CS12	Do you have any comments or suggestions you would like to pass on to PGW management regarding your recent [Call / Office Visit]?

Web Services

WEB1	Returning to a scale of 1 to 10, how would you rate your overall satisfaction with your most recent internet interaction with PGW?
WEB2	What would you say is your primary reason for that score?
WEB3	What was your primary reason for visiting the PGW website? <ol style="list-style-type: none"> 1. Make Payment 2. Submit Turn On/Off Request 3. Review Payment History/Print Account Summary 4. Review Gas Usage History 5. Enroll in PGW MyAccount 6. Enroll in Auto Pay 7. Other 8. Don't Know 9. Refused
WEB30	Other reason
WEB4	Were you able to complete your task online? <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't Know 4. Refused
WEB5	Why weren't you able to complete your task online?

Field Service

- FS1 As a result of your contact with PGW did anyone from PGW need to make a visit to your home/business or property?
1. Yes
 2. No
 3. Have not visited yet
 4. Don't Know
 5. Refused
- FS Once again, using the same 1 to 10 scale, how would you rate:
- FS2 The appointment date and time that was provided to you?
- FS3 What would you say is your primary reason for that score?
- FS4 Were you present for the field service call?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FSFS Returning to the 1 to 10 scale, how would you rate:
- FS5 Your overall satisfaction with field service representative that handled your request?
- FS6 What would you say is your primary reason for that score?
- FSFSFS Returning to the 1 to 10 scale, how would you rate:
- FS7 The knowledge of the field service representative you spoke with?
- FS8 The professionalism of the field service representative you spoke with?
- FS9 The respect the field service representative showed for your property?
- FS10 Did the field service representative arrive within the time frame specified?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FS11 Did the field service representative call in advance to update you on [HIS / HER] arrival time?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FS12 Did the field service representative communicate that the work had been completed before leaving the job?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FS13 Was your service request completed with one visit?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FS14 Why wasn't it completed in one visit.
- FS15 Do you have any additional comments regarding your field service experience?

Rates

- RATE Finally, I would like to wrap up our conversation with an additional question that does not relate specifically to your most recent experience with PGW and is for classification purposes only.
- RATE1 How do you feel about the rates PGW charges for services? Do you consider rates to be:
1. Very unreasonable

2. Somewhat unreasonable
3. Neutral
4. Somewhat reasonable
5. Very reasonable
6. Don't Know / No opinion [DO NOT READ]

THANKYOU I would like to thank you on behalf of PGW for your cooperation. Your opinions are very important to help them serve you even better in the future.



Philadelphia Gas Works Customer Transaction Satisfaction Executive Summary Report

August 2019

Final month of FY 2019

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1. Executive Summary

FY 2019 Summary

The following summary contains the key fiscal-year-to-date findings of this study. PGW's fiscal year begins in September, so August is the final month of reporting in fiscal year 2019. With the conclusion of all FY 2019 data collection, we may draw interesting comparisons between fiscal years.

Overall Satisfaction – In FY 2019, 84.6% of customers reported being satisfied¹ overall with the most recent service request with Philadelphia Gas Works. Overall satisfaction for August 2019 (87.9%) was significantly higher than most previous months in 2019.

Contact Method – A majority of customers in FY 2019 indicated that they contacted Philadelphia Gas Works by telephone (73.2%), followed by office visit (21.3%), and internet (5.5%).

Nature of Request – Thirty percent (29.8%) of customers in FY 2019 said that the nature of their most recent request was to ask a billing question. Turn On/Turn Off Requests were the second most popular (19.2%), followed by Make Payment Arrangements/Inquiry about Customer Responsibility Program (16.3%), and Make a Payment (12.7%).

Automated System – Five percent (5.0%) of customers who called Philadelphia Gas Works only interacted with the automated attendant. A majority of customers in FY 2019 indicated that they spoke to a customer service representative (95.0%).

Of those who interacted with the automated attendant, 79.6% of customers were satisfied with the ease of navigation, 88.8% were satisfied with the ease of understanding phone instructions, and 86.1% were satisfied with the relevance of choices provided by IVR.

Of the 5.0% of customers who attempted to complete their transaction using only the IVR, 85.9% were able to successfully complete their transaction.

Office Visit – The office most frequently visited in FY 2019 was the West Office at 5230 Chestnut Street (25.0%). The office location visited second-most often was the North Office at 1337 W. Erie Ave. (18.4%). All office locations were visited at least 10% of the time in FY 2019.

The most common reasons for customers visiting the office rather than calling the customer service number were personal preference (31.3%), provide documentation (22.4%), and make a payment (16.1%).

Office Visit Length and Time – Customers were split between visiting the office in the morning (51.9%) and afternoon (48.1%). Customers were split between visiting the office between 15 minutes and half an hour (41.8%) and for less than 15 minutes (38.6%).

¹ For the purposes of this study, satisfied is indicated by a score greater than or equal to 7 on a scale of 1 to 10.

Speak to Receptionist/Representative – Eighty-one percent (81.3%) of customers in FY 2019 spoke to a receptionist and 80.0% of customers were not transferred to a different individual during their last contact. In August 2019, significantly more customers reported not being transferred (86.2%) when compared to nearly all previous months in FY2019.

Contact Center – Overall, 92.5% of customers in FY 2019 were satisfied with the contact center representative, including those who said they were satisfied with the representatives' professionalism (94.6%), those who were also satisfied with the representatives' ability to handle their request (92.5%), and those who were satisfied with the representatives' concern regarding needs (91.1%). Eighty-four percent (84.1%) also reported being satisfied with the wait time required to speak to a representative.

First Contact – Seventy-six percent (76.2%) of customers indicated that this was their first contact with PGW regarding their specific request.

One Contact Resolution – Most customers (88.2%) in FY 2019 indicated that their request was resolved with one contact.

Internet Interaction – Most customers (91.7%) in FY 2019 said they were satisfied with their most recent Internet interaction with PGW. The most common reasons for visiting the PGW website were to make a payment (39.2%) and submit a turn on/off request (37.3%). Ninety-two percent (92.0%) of customers were able to complete their task online.

Visit to Home/Business or Property – Twelve percent (12.0%) of customers indicated that someone from Philadelphia Gas Works needed to visit their home/business as a result of their contact.

Appointment Date and Time – In FY 2019, 86.5% of customers were satisfied with the appointment date and time provided to them. In August 2019, significantly more customers were satisfied with the appointment date and time (95.1%) when compared to nearly all previous months in FY2019.

Present for Field Service – Seventy-three percent (73.1%) of customers during FY 2019 were present for the field service call.

Field Service Representative – Overall, 94.3% of customers were satisfied with the field service representative who handled their request. Ninety-five percent (95.1%) of customers were satisfied with the field service representatives' knowledge, ninety-six percent (96.1%) of customers were satisfied with the field service representatives' professionalism, and ninety-seven percent (96.7%) were satisfied with the respect the field service representatives showed for their property.

Field Service Arrival and Completion – In FY 2019, 93.7% of customers indicated that the field service representative arrived within the specified time frame, 74.5% indicated that the field service representative called in advance, 92.5% indicated that the field service representative communicated the work was completed before leaving the job, and 85.4% indicated that the service request was completed with one visit.

Rates – Over a third of individuals surveyed in FY 2019 regard the rates Philadelphia Gas Works charges for services as somewhat (20.7%) or very *reasonable* (15.4%). Conversely, one-fourth of customers considered the rates to be either somewhat (14.2%) or very *unreasonable* (11.2%).

FY 2019 Summary

Includes all customers from FY 19



Key Findings for Respondent Contact Types Compared to Each Other (FY 2019) and Respondent Contact Types Compared to Themselves (month/quarter)

The key findings for respondent contact types include results that show a statistically significant shift in responses for the current quarter/month when compared to the previous quarter/month or compared to other respondent contact types.

PGW's fiscal year begins in September, so August is the final month of reporting for fiscal year 2019. Sample size for the Web contact type is historically the lowest, so significant differences between the Web and other groups may not be found and between individual months of the Web contact type.

Call Center

In FY 2019, Call Center customers provided a significantly higher average rating for ***overall satisfaction*** (8.57) than Office Visit (8.26), CRC (8.20), and Field Service customers (8.19).

The ***nature of the request*** for Call Center customers was significantly more likely to be for a Billing Question (34.4%) than most other respondent contact types.

The ***nature of the request*** for Call Center customers in FY 2019 Q1 was significantly more likely than every other quarter in FY 2019 to be Make a Payment (13.7%).

The ***nature of the request*** for Call Center customers in FY 2019 Q3 was significantly more likely than every other quarter in FY 2019 to be Make Payment Arrangements/Inquire about CRP (18.6%).

Continuing the trend from FY 2019 Q3, the ***nature of the request*** for Call Center customers in FY 2019 Q4 was significantly more likely than FY 2019 Q1 and Q2 to be Make Payment Arrangements/Inquiry about CRP (15.3% vs. 11.5% and 10.8%) and Collection Question (8.4% vs 4.6% and 2.3%).

The ***nature of the request*** for Call Center customers in FY 2019 Q4 was significantly more likely than every other quarter in FY 2019 to be Turn On/Off Request (23.9% vs 15%-20%).

The ***nature of the request*** for Call Center customers in August 2019 was significantly more likely than every other month in FY 2019 to be a Turn On/Off Request (29.3%).

Continuing the trend from FY 2019 Q3, the ***nature of the request*** for Call Center customers in FY 2019 Q4 was significantly less likely than FY 2019 Q1 and Q2 to be Parts and Labor Plan Inquiry (1.1% vs 4.1% and 3.7%)

Compared to every other quarter in FY 2019, customers in FY 2019 Q4 provided a significantly lower average rating and were significantly less likely to be satisfied with the ***ease of IVR Navigation*** (7.88 vs >8 average rating and 76.8% vs >80% satisfied).

Compared to FY 2019 Q2 and Q3, customers in FY 2019 Q4 provided a significantly lower average rating of the **relevance of choices provided by IVR** (8.40 vs 8.71 and 8.60).

Call Center customers in FY 2019 Q3 were significantly more likely than every other quarter in FY 2019 to have **attempted to complete their transaction using the automated attendant before speaking with a representative** (33.0% vs upper 20's%).

Call Center customers in FY 2019 Q2 were significantly more likely than every other quarter in FY 2019 to be satisfied and provided a significantly higher average rating of their **satisfaction with wait-time to speak to a representative** (88.3% vs low 80's% satisfied and 8.58 vs 8.25 or lower average rating).

Significantly more customers in the first and fourth quarters of FY 2019 compared to the second and thirds quarters said **as a result of their contact with PGW someone needed to make a visit to their home/business or property** (14.7% and 13.8% vs about 10%).

Call Center customers were significantly more likely than all other respondent contact types to indicate their **request was completed in 1 contact** (89.4% vs mid 80%'s).

Office Visit

Office Visit customers in FY 2019 Q2 were significantly less likely than all other quarters in FY 2019 to be dissatisfied in terms of **overall satisfaction with their most recent service request** (6.3% vs >10%).

The **nature of the request** for Office Visit customers was significantly more likely to be: Make Payment Arrangements/Inquire about CRP (29.3%), Make a Payment (19.9%), and Universal Services (9.4%) compared to most other respondent contact types.

The **nature of the request** in FY 2019 Q1 was significantly less likely than every other quarter in FY 2019 to be a Billing Question (11.5% vs 15-20%).

The **nature of the request** was significantly less likely than most other respondent contact types to be: Turn On/Off Request (11.3%) and Reliability and Safety (0.4%).

The **nature of the request** for Office Visit customers in FY 2019 Q4 was significantly less likely than FY 2019 Q1 and Q2 to be Turn On/Off Request (9.0% vs 14.1% and 13.2%).

Compared to every other quarter in FY 2019, significantly fewer customers in FY 2019 Q4 visited the Center City Office (5.6% vs about 15%).

Compared to every other quarter in FY 2019, significantly more customers in FY 2019 Q4 **visited a PGW office rather than calling the customer service number** to Apply for Grant/CRP (18.6% vs about 10%). Similarly, August 2019 had a significantly higher proportion of customers that visited the office for this reason compared to every other month in FY 2019 (28.6%).

Top average rating and percent satisfied with the **wait time to speak to representative** is significantly higher than most other respondent contact types (8.96 average rating and 90.4% satisfied).

Office Visit customers were significantly more likely than other contact type customers to say this was **not their first contact with PGW regarding this specific request** (28.6% vs mid-20's%).

The percentage of Office Visit customers indicating the **rates PGW charges for services** are very reasonable is significantly higher than all other contact types (20.8%). However, the same is true for those who believe the rates are **very unreasonable** (15.6%), suggesting that Office Visit customers have strong feelings about rates one way or the other.

Compared to every other quarter in FY 2019, significantly more Office Visit customers in FY 2019 Q3 viewed the **rates PGW charges for services** as very unreasonable (20.4% vs <15%).

Commercial Resource Center (CRC)

The **nature of the request** for CRC customers in FY 2019 Q2 was significantly more likely than every other quarter in FY 2019 to be a Turn On/Off Request (48.2% vs about 30%).

The average rating and percent satisfied with the **wait time to speak to representative** is significantly lower (7.54 average rating and 73.3% satisfied) than most other contact types.

Compared to every other quarter in FY 2019, CRC customers in FY 2019 Q2 were significantly less likely to be dissatisfied with the **concern shown by representative regarding needs** (1.5% vs >5%).

The average rating of the **overall satisfaction with the center representative** is significantly lower (8.89 average rating) than other contact type customers.

The average rating of the **ability of representative to handle request or issue** was significantly lower (8.95 average rating) than other contact type customers.

CRC customers were significantly more likely than most other respondent contact types to indicate **as a result of their contact someone from PGW needed to make a visit to their home/business/property** (19.1% vs 8-12%).

CRC customers were significantly less likely than most other respondent contact types to indicate they were **present for the field service call** (54.4% vs mid-70's%).

CRC customers were significantly more likely than most other respondent contact types to feel neutral about the **rates PGW charges for services** (43.8%).

Field Services

The ***nature of the request*** for Field Service customers in FY 2019 Q1 was significantly less likely than all other quarters in FY 2019 to be a Billing Question (4.9% vs about 10%).

The ***nature of the request*** for Field Service customers in FY 2019 Q3 and Q4 was significantly more likely than Q1 and Q2 to be a Collection Question (13.3% and 11.8% vs <5%).

The ***nature of the request*** for Field Service customers was significantly more likely to be: Turn On/Off Request (45.4%), Reliability and Safety (13.9%), Collection Question (8.3%) and Parts and Labor Plan Inquiry (5.7%) compared to most other respondent contact types.

The ***nature of the request*** was significantly less likely than most other respondent contact types to be: Billing Question (9.3%) and Make a Payment (3.2%).

Compared to every other quarter in FY 2019, significantly fewer Field Service customers in FY 2019 Q2 ***attempted to complete their transaction using the automated attendant before speaking with a representative*** (17.2% vs about 30%).

Visits to the ***Germantown Office*** increased in the second half of FY 2019. Compared to the second quarter of FY 2019, Field Service customers in FY 2019 Q3 and Q4 visited the Germantown office significantly more often (14.8% Q1, 3.3% Q2, 30.8% Q3, 26.8% Q4).

Significantly more Field Service customers in FY 2019 Q4 compared to every other quarter in FY 2019 ***visited the PGW office rather than calling the customer service number*** to Apply for Grant/CRP (30.0% vs <10%).

Field Service customers in FY 2019 Q1 provided a significantly lower average rating of the ***appointment date and time provided*** compared to every other quarter in FY 2019 (8.42 vs high 8's).

Web/Internet

The sample sizes per month for web customers are usually not large enough to identify statistically significant differences over time. However, each quarter usually has ample respondents to find differences.

In FY 2019, Web customers provided a significantly higher average rating and a significantly higher percentage of Web customers were **satisfied overall** compared to all other respondent contact types (8.82 average rating and 90.6% satisfied).

Web customers in FY 2019 Q4 were significantly more likely than every other quarter in FY 2019 to have ***visited the PGW website*** to submit a Turn On/Off Request (59.8% vs about 30%).

Additionally, the percentage of Web customers in August 2019 who **visited the PGW website** to submit a Turn On/Off Request is significantly higher than nearly every other month in FY 2019 (75.9%).

Web customers in FY 2019 Q4 were significantly less likely than every other quarter in FY 2019 to have **visited the PGW website** to Make a Payment (21.3% vs 35-50%).

Web customers were significantly more likely than most other respondent contact types to feel neutral about the **rates PGW charges for services** (39.6%).

2. Implementation Notes

The following are the results of a customer feedback program designed to measure customer satisfaction among Philadelphia Gas Works customers who had a recent contact with the company.

This is the summary of 700 telephone interviews with Philadelphia Gas Works customers for the month of August 2019.

The maximum margin of error for the *monthly* percentages provided in this report, at a 95% confidence level, are as follows:

Segment	Sample	Margin of Error
One month's transactions	~ 700/month	± 2.3 %

This report includes:

Executive Summary

Implementation Notes

Detailed results in survey question order with yearly, quarterly, and monthly fiscal year comparisons. Open-ended responses are also included for the most recent month.

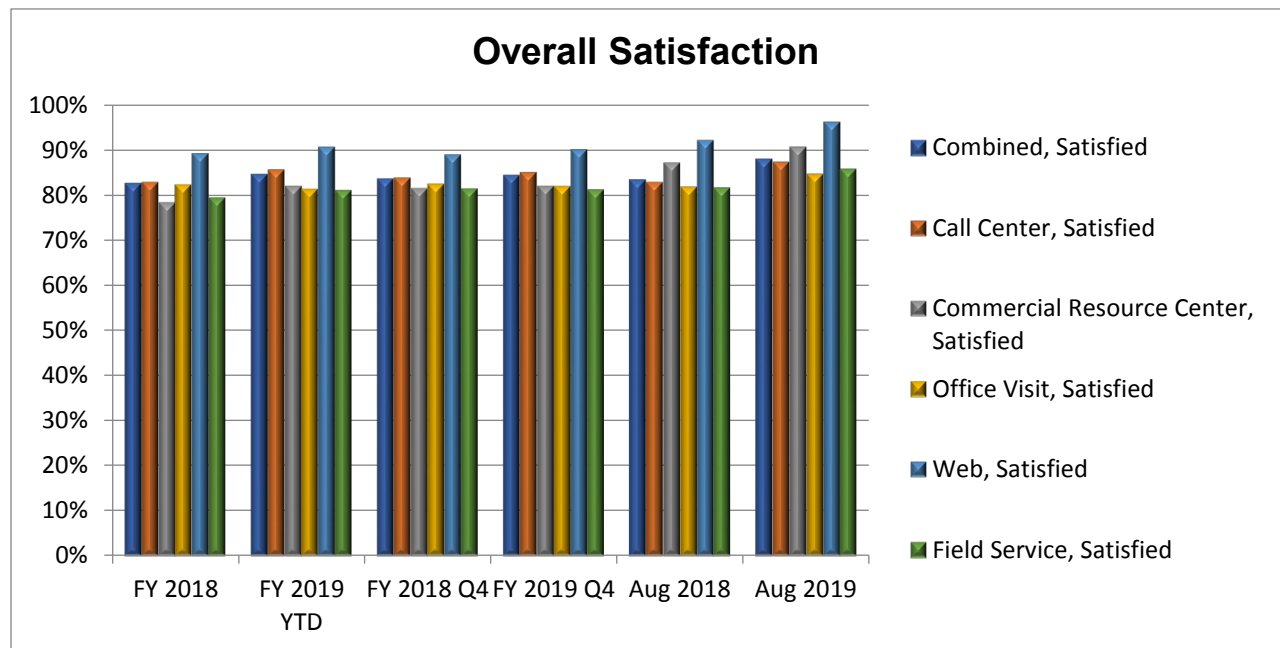
The survey script

3. Detailed Survey Results

Overall Satisfaction

On a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied how would you rate: Your overall satisfaction with this most recent service request?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	7832	8115	1941	2059	658	663
		Satisfied	82.6%	84.6%	83.6%	84.4%	83.4%	87.9%
		Mean	8.36	8.48	8.41	8.50	8.38	8.75
	Call Center	Base	4976	5108	1208	1332	413	458
		Satisfied	82.8%	85.6%	83.8%	85.0%	82.8%	87.3%
		Mean	8.40	8.57	8.48	8.54	8.31	8.76
	Commercial Resource Center	Base	597	824	130	228	47	54
		Satisfied	78.4%	82.0%	81.5%	82.0%	87.2%	90.7%
		Mean	7.89	8.20	7.98	8.27	8.55	8.65
	Office Visit	Base	1990	1738	504	378	160	98
		Satisfied	82.4%	81.4%	82.5%	82.0%	81.9%	84.7%
		Mean	8.33	8.26	8.32	8.35	8.35	8.52
	Web	Base	269	445	99	121	38	53
		Satisfied	89.2%	90.6%	88.9%	90.1%	92.1%	96.2%
		Mean	8.82	8.82	8.73	8.93	9.05	9.23
	Field Service	Base	1094	1056	210	298	76	105
		Satisfied	79.4%	81.0%	81.4%	81.2%	81.6%	85.7%
		Mean	8.16	8.19	8.28	8.28	8.37	8.47



What would you say is your primary reason for that score?**August 2019 Only**

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
1	Call Center		10	A service technician came out to check a gas smell I reported and determined there was a minor leak in my stove. However the technician could not fix the stove because PGW doesn't provide appliance repair although it does say that they provide appliance repair in their literature.
2	Call Center		10	Because I had a billing issue and they have been very patient with me.
3	Call Center		10	Because I never had problems with P.G.W.
4	Call Center		10	Because I was helped with everything I needed.
5	Call Center		10	Because of their efforts to solve my problem.
6	Call Center		10	Because PGW will work with me on my bill.
7	Call Center		10	Because she took her time and was very pleasant. She didn't have any animosity. Sometimes when you call a utility company and they act like they don't want to be bothered. You have to be a certain kind of person to interact with the public. You should use her for training your staff.
8	Call Center		10	Because the person was courteous and told me what I needed to know.
9	Call Center		10	Because they answered my question. Oh yeah, to get my billing date delayed.
10	Call Center		10	Customer service representative on the phone helped me out with information about the CRP program.
11	Call Center		10	Customer service was fast and friendly.
12	Call Center		10	Customer service was impeccable. Thumbs up.
13	Call Center	Yes	10	Customer service was really good.
14	Call Center		10	Every time I call, they do the best they can and I don't have to wait long.
15	Call Center		10	Every time I have an issue and call, they always fix it. I never have a problem that they can't take care of. They always work with me if I run into a problem.
16	Call Center		10	Everybody was pretty accurate and helpful.
17	Call Center		10	Everyone was very helpful.
18	Call Center		10	Everyone was very understanding and answered all of my questions.
19	Call Center		10	Everything got cleared up very quickly.
20	Call Center		10	Everything got done in a timely manner.
21	Call Center		10	Everything seemed to work out fine when I was setting up my account and when I was moving.
22	Call Center		10	Everything was completed to my satisfaction.
23	Call Center		10	Everything was easy and no hassles.
24	Call Center		10	Everything was handled efficiently and they were very adamant about when I had to call them back.
25	Call Center		10	Everything went along well. Thank you for listening to my story.
26	Call Center		10	Everything went as I needed it to go.
27	Call Center		10	Everything went very well.
28	Call Center		10	Everything went well and it was a seamless call with the representative being very knowledgeable.
29	Call Center		10	Everything went well.
30	Call Center	Yes	10	Everything went well.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
31	Call Center		10	Getting on a program was easy and the representative was polite and knowledgeable.
32	Call Center		10	Great customer service, they answered all of my questions without any problems.
33	Call Center		10	He did try to find out a lot of stuff for me.
34	Call Center		10	He was courteous and got to my problem.
35	Call Center	Yes	10	He was quick with his service.
36	Call Center		10	He was very kind and professional.
37	Call Center	Yes	10	He was very professional and very friendly.
38	Call Center		10	Honest and helpful.
39	Call Center		10	I appreciate the patience of the customer service professional.
40	Call Center		10	I appreciated the patient service and kindness.
41	Call Center		10	I called and it was good.
42	Call Center	Don't Know	10	I called and whoever helped me was helpful, it didn't take long, and no hitches.
43	Call Center		10	I called because I had questions about my bill and I needed to make a payment.
44	Call Center		10	I didn't find it too difficult.
45	Call Center		10	I didn't have to wait long and the customer service was great.
46	Call Center		10	I don't know.
47	Call Center		10	I felt very supported. The staff was helpful and accommodating.
48	Call Center		10	I got the help that I needed, hassle free.
49	Call Center		10	I got the information in the system that I needed without a problem.
50	Call Center	Yes	10	I got what I wanted.
51	Call Center		10	I had a situation, I asked my questions and they were very helpful.
52	Call Center		10	I had all my questions answered.
53	Call Center		10	I had no issues.
54	Call Center	Yes	10	I had no problems and it was simple.
55	Call Center		10	I had no problems and my transaction went smoothly.
56	Call Center		10	I had the gas put in my name.
57	Call Center		10	I had to check on my bill. I knew a cut off was coming. They let me know the deadline date and what to do.
58	Call Center		10	I had to wait on hold. I also want you to know that the website is difficult to use.
59	Call Center		10	I have not had any issues with you guys.
60	Call Center		10	I have some issues with another company that my husband accidentally switched us to.
61	Call Center		10	I haven't had no issues.
62	Call Center		10	I just needed information on paying my bill.
63	Call Center		10	I liked how I was taken care of.
64	Call Center	Yes	10	I needed my gas turned on, they came out promptly.
65	Call Center		10	I needed to recertify.
66	Call Center	Yes	10	I never had an issue before. P.G.W. came out and gave me good service.
67	Call Center		10	I placed two calls into PGW. She provided me with all of the information that I needed to know, including things I didn't think to ask.
68	Call Center		10	I received excellent customer service.
69	Call Center		10	I received the information that I needed.
70	Call Center		10	I talked with someone very helpful.
71	Call Center	Yes	10	I think everything was fast.
72	Call Center		10	I think their service is very good service, in general.
73	Call Center		10	I was able to receive help in a timely manner.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
74	Call Center		10	I was calling about why I didn't receive my bill, and they handled the situation.
75	Call Center		10	I was calling to pay an overdue bill and they worked with me.
76	Call Center		10	I was given the right information quickly.
77	Call Center		10	I was glad to continue my agreement.
78	Call Center		10	I was having an issue and she found out what would work.
79	Call Center		10	I was helped and I appreciate it.
80	Call Center		10	I was in need to get into a program or payment plan. It worked out.
81	Call Center		10	I was satisfied.
82	Call Center		10	I was satisfied.
83	Call Center		10	I was satisfied.
84	Call Center		10	I was talking to someone very knowledgeable about the information that I needed.
85	Call Center		10	I'm happy. The customer service representative was helpful and answered my questions.
86	Call Center		10	I'm overall satisfied with everything.
87	Call Center		10	I'm satisfied. The customer service representative was very knowledgeable.
88	Call Center	Yes	10	It seems like whenever I have any issues, they always resolve it with one call. I didn't have to call back, and they are very prompt.
89	Call Center	Yes	10	It was a problem that wasn't even a problem for PGW. They helped me fix a problem that wasn't PGW's.
90	Call Center		10	It was a quick call.
91	Call Center		10	It was an easy set up. It didn't require much time to questions.
92	Call Center		10	It was easy to get the information I needed.
93	Call Center		10	It was easy to set up my account.
94	Call Center		10	It was easy, the request was done with no issues.
95	Call Center		10	It was easy. The customer service representative was helpful.
96	Call Center		10	It was exactly what I needed.
97	Call Center		10	It was good customer service and they helped me out very well.
98	Call Center		10	It was great service.
99	Call Center		10	It was handled just fine. No issues.
100	Call Center		10	It was problem free.
101	Call Center		10	It was quick and easy.
102	Call Center	Yes	10	It was quick.
103	Call Center	Yes	10	It was simple to do.
104	Call Center		10	It was super easy to get my service started.
105	Call Center		10	It was very professional and answered all of my questions.
106	Call Center	Yes	10	It wasn't really a bother to me.
107	Call Center		10	It went great.
108	Call Center		10	It went very well and smoothly.
109	Call Center		10	It's because, when I called, they did what I asked them to do.
110	Call Center		10	It's for the good service.
111	Call Center	Yes	10	It's only been one day since my service was started and nothing bad has happened at all.
112	Call Center		10	I've always had good service with PGW.
113	Call Center		10	Mainly because I needed something clarified with my service and I received that clarification.
114	Call Center		10	Mostly because we just turned on the gas and they answered all my questions.
115	Call Center		10	My agent helped me with my gas issues.
116	Call Center		10	My gas was ready to get shut off, but I called in at the last minute and she worked with me. I paid about half. I appreciated her help.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
117	Call Center	Yes	10	My gas was shut off by accident.
118	Call Center		10	My issue was resolved promptly.
119	Call Center		10	My issue was resolved quickly and efficiently.
120	Call Center		10	My issue was resolved quickly.
121	Call Center		10	My issue was resolved.
122	Call Center		10	My questions were answered and my time was respected.
123	Call Center		10	My questions were answered.
124	Call Center		10	My questions were answered.
125	Call Center		10	My service is still on.
126	Call Center	Yes	10	No complaints the tech was on time, answered all of our questions, he was outstanding.
127	Call Center		10	No problems. The call center representative was helpful.
128	Call Center		10	Nothing went wrong, it was just an overall good visit.
129	Call Center		10	Overall, good customer service. The employee made me feel good and seemed personable.
130	Call Center		10	Person was very friendly.
131	Call Center		10	Questions about the bill were answered politely.
132	Call Center		10	She answered all my questions and she was patient when I did not understand fully.
133	Call Center		10	She answered my question about applications for CRP.
134	Call Center		10	She answered my question.
135	Call Center		10	She completed what I had requested.
136	Call Center		10	She gave me lot of information on how to get back on the program. She was very helpful. She explained the billing process to me.
137	Call Center		10	She gave me some resources to reach out on.
138	Call Center		10	She helped me out a lot. I got my questions answered.
139	Call Center	Yes	10	She was just efficient and got the job done.
140	Call Center		10	She was polite, courteous, and very knowledgeable.
141	Call Center		10	She was really good. She had patience and explained what I didn't understand.
142	Call Center		10	She was really polite.
143	Call Center		10	She was very courteous. They were patient with me.
144	Call Center		10	She was very helpful, thorough, and kind.
145	Call Center		10	She was very helpful.
146	Call Center		10	She was very nice and helpful.
147	Call Center	Don't Know	10	She was very nice and I was in kind of a mood and she handled me very well.
148	Call Center		10	The agent was very nice. She was friendly and took the time to understand the problem I was having. She actually helped me to get through the anxiety I was having about the problem. She was very attentive.
149	Call Center	Yes	10	The call center and field service representatives were very helpful.
150	Call Center	Yes	10	The call center representative and the field service representatives were very helpful.
151	Call Center		10	The call center representative was excellent, better than a ten.
152	Call Center	Yes	10	The company calling sucked. The guy that came out was great.
153	Call Center		10	The conversation went well and she helped work out my issues.
154	Call Center		10	The customer service center representative was very helpful and quickly addressed my request.
155	Call Center		10	The customer service representative I spoke to on the phone was good.
156	Call Center		10	The customer service representative was awesome.
157	Call Center		10	The customer service representative was extremely helpful in solving my issue.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
158	Call Center		10	The customer service representative was extremely helpful. They answered all my questions.
159	Call Center		10	The customer service representative was helpful.
160	Call Center		10	The customer service representative was very detailed in answering my questions and he gave me different options.
161	Call Center		10	The customer service representative was very nice and answered my questions.
162	Call Center		10	The customer service representative was very personable, professional, knowledgeable and helpful.
163	Call Center		10	The customer service representative who helped me was great.
164	Call Center		10	The customer service was able to help me with what I needed.
165	Call Center		10	The customer service was helpful.
166	Call Center		10	The gas is working just fine. The person responded to my questions.
167	Call Center	Yes	10	The gas was turned off and the guys came back to turn it back on.
168	Call Center	Yes	10	The gentleman was very nice.
169	Call Center		10	The good conversation.
170	Call Center		10	The guy was polite.
171	Call Center		10	The lady was nice and helpful. It went fast.
172	Call Center		10	The lady was very helpful and took care of me.
173	Call Center		10	The lady was very patient and let me know things I did not know.
174	Call Center		10	The lady was very professional and polite.
175	Call Center	Yes	10	The man who came did a really good job finding the leak.
176	Call Center		10	The patience of the very complicated tenant and landlord situation. The PGW representative was extremely patient.
177	Call Center	Don't Know	10	The people were very nice.
178	Call Center	Yes	10	The person came out quickly. He was nice and helped with my issue.
179	Call Center		10	The person I spoke to was particularly effective.
180	Call Center		10	The person I spoke with was able to answer all of the questions.
181	Call Center		10	The person I spoke with was very professional and cordial.
182	Call Center		10	The person I was on the phone with was very helpful for taking care of my payment request.
183	Call Center		10	The person solved the problem quickly and accurately.
184	Call Center		10	The person that I talked to was very helpful.
185	Call Center		10	The person understood all of my issues.
186	Call Center		10	The person was 100% on task and met everything that I asked for.
187	Call Center		10	The person was courteous.
188	Call Center		10	The person was very helpful.
189	Call Center		10	The person was very helpful.
190	Call Center		10	The person was very nice and helpful.
191	Call Center		10	The rep I spoke to was really kind on the phone. He answered all my questions and helped me set up a new account. He was very professional.
192	Call Center		10	The rep took the time to help me and they were very patient and kind.
193	Call Center		10	The rep was helpful and kind.
194	Call Center		10	The rep was very accommodating and answered all of my questions.
195	Call Center		10	The rep was very helpful. She was very informative. She answered my questions.
196	Call Center		10	The representative answered all my questions.
197	Call Center		10	The representative couldn't find the payment that I was inquiring about, but he did what he could to help me and explain what I need to do. He was good.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
198	Call Center		10	The representative did what I expected them to do by looking around.
199	Call Center		10	The representative that assisted me, educated me with different options to pay my bill.
200	Call Center		10	The representative was helpful.
201	Call Center	Yes	10	The representative was professional and prompt.
202	Call Center		10	The representative was very helpful.
203	Call Center		10	The representative was very pleasant.
204	Call Center		10	The representative was very professional.
205	Call Center		10	The representative was very, very helpful, professional, courteous, and sympathetic.
206	Call Center	Yes	10	The representative who come out was very professional.
207	Call Center		10	The representatives are always nice.
208	Call Center	Yes	10	The representatives were very efficient.
209	Call Center		10	The reps were very polite and knowledgeable and professional.
210	Call Center	Yes	10	The second person I talked to was nice. The first, not so much.
211	Call Center		10	The service is alright. I have no problem with them. They are always prompt and on time.
212	Call Center		10	The service representative understood my situation and took care of it quickly.
213	Call Center		10	The service representative was polite and helpful.
214	Call Center	Yes	10	The service was excellent.
215	Call Center		10	The service was good all around.
216	Call Center		10	The service was good.
217	Call Center		10	The service was great.
218	Call Center		10	The supervisor returned my call regarding a rude customer service representative.
219	Call Center	Yes	10	The way they reassured my wife and how comfortable they made her feel, and they were quick.
220	Call Center		10	The woman was very nice.
221	Call Center		10	The young lady who helped me on the phone was very knowledgeable.
222	Call Center		10	There were no problems.
223	Call Center		10	There were no problems.
224	Call Center	Yes	10	They always called back and answered all my questions and concerns. PGW seems always willing to help.
225	Call Center		10	They answered all my questions.
226	Call Center		10	They answered all of my questions and told me the next step I needed to take.
227	Call Center		10	They answered me to the best of their ability and were nice to me.
228	Call Center		10	They answered my questions.
229	Call Center		10	They are very nice and polite.
230	Call Center	Yes	10	They called me back and made sure everything was good to go for turning on my service.
231	Call Center	Yes	10	They came in and took care of the problem for me.
232	Call Center		10	They explained all the steps I needed to take.
233	Call Center		10	They explained why there had been changes to my bill.
234	Call Center		10	They gave good customer service. They were very understanding.
235	Call Center		10	They gave me everything I asked for and they were knowledgeable.
236	Call Center		10	They gave me the answer I needed.
237	Call Center		10	They handled it.
238	Call Center	Yes	10	They handled things within five minutes.
239	Call Center		10	They helped me apply for my program.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
240	Call Center		10	They helped me out.
241	Call Center		10	They helped me solve the reason I needed to be helped for.
242	Call Center		10	They helped me with my electric bill by paying it.
243	Call Center		10	They helped me with my issue.
244	Call Center		10	They helped me.
245	Call Center		10	They listened to what I had to say and they helped me.
246	Call Center		10	They made it affordable for me to pay by getting on a program.
247	Call Center		10	They really helped me out.
248	Call Center	Yes	10	They responded right away.
249	Call Center		10	They sent me a copy of a bill.
250	Call Center		10	They showed up on time and they were quick.
251	Call Center		10	They told me that I can go in and apply for CRP.
252	Call Center		10	They took care of everything. There were no problems, and everything was handled quickly.
253	Call Center		10	They treated me very well.
254	Call Center		10	They went above and beyond.
255	Call Center		10	They were able to help with me without giving me an issue.
256	Call Center		10	They were easily able to answer my questions and let me know what was going on.
257	Call Center		10	They were good. I didn't have any problems.
258	Call Center		10	They were helpful with dealing with something I was unhappy about. I had a tenant who left me having to pay their bill.
259	Call Center		10	They were helpful.
260	Call Center	Yes	10	They were helpful. There was no problem.
261	Call Center	Yes	10	They were nice.
262	Call Center		10	They were polite and pleasant.
263	Call Center		10	They were polite and they explained everything.
264	Call Center		10	They were polite. They answered right away.
265	Call Center		10	They were prompt about it.
266	Call Center	Yes	10	They were prompt and they corrected the problem.
267	Call Center		10	They were quick and provided great service.
268	Call Center		10	They were very efficient and things were fairly easy to set up my new account.
269	Call Center		10	They were very helpful and answered my questions.
270	Call Center		10	They were very helpful with me.
271	Call Center		10	They were very helpful.
272	Call Center		10	They were very helpful. I got done what I needed.
273	Call Center		10	They were very nice, patient, kind, and professional.
274	Call Center		10	They were very nice, polite and professional.
275	Call Center		10	They were very professional.
276	Call Center		10	They were very professional. They answered my questions. They were polite.
277	Call Center		10	They're a good company.
278	Call Center		10	Things went along as expected.
279	Call Center		10	Things went well when I called.
280	Call Center	Yes	10	Very fast and very nice.
281	Call Center		10	Very quick response.
282	Call Center		10	We were getting on a program and things worked out.
283	Call Center		10	What I needed, got done.
284	Call Center		10	When I call the gas company, there are programs they have where you can get enrolled into with no problems.
285	Call Center	Yes	9	Because there was a medical emergency in which restoration was needed and I had to wait.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
286	Call Center		9	Customer service could be a little bit better. For example, the way reps interact with the customers, they could do a better job of answering customer's questions and not be in such a rush.
287	Call Center		9	Customer service explained everything to me.
288	Call Center		9	Guys did a good job.
289	Call Center		9	He was very nice and friendly.
290	Call Center		9	I don't any issues and nothing gets a ten.
291	Call Center		9	I got the results I was hoping for.
292	Call Center		9	I had medical issues and I contacted customer service and the representative helped me with payment arrangements that I needed.
293	Call Center		9	I had no issues.
294	Call Center		9	I rated them for their customer service.
295	Call Center		9	I received the cooperation and assistance I required.
296	Call Center		9	I was able to get my problem resolved.
297	Call Center		9	I would like my rate from PGW to be lower.
298	Call Center		9	It was good but it was a long wait.
299	Call Center		9	It was good customer service.
300	Call Center	Yes	9	It worked out.
301	Call Center		9	My questions were eventually answered.
302	Call Center		9	Set up a new account with no problems.
303	Call Center		9	She helped me the best that she could.
304	Call Center		9	She helped me with what I needed.
305	Call Center		9	The billing is consistent and on time.
306	Call Center		9	The customer service representative was helpful.
307	Call Center		9	The customer service representative was very helpful and prompt.
308	Call Center	Yes	9	The customer service representative was very helpful.
309	Call Center		9	The customer service representative was very polite and professional. They answered my questions.
310	Call Center		9	The girl I spoke with was very helpful.
311	Call Center		9	The information I have in front of me.
312	Call Center	Yes	9	The person who responded took care of everything and was very nice and courteous.
313	Call Center		9	The quality of the customer service I received was good.
314	Call Center		9	The rep explained why I had such a high bill.
315	Call Center		9	The representative was very helpful.
316	Call Center		9	The representative was very helpful. She helped me with different options to get a payment arrangement set up.
317	Call Center	Yes	9	The young man that came to change my meter was very pleasant.
318	Call Center	Yes	9	There weren't any problems.
319	Call Center		9	They came within the stated time frame.
320	Call Center		9	They did everything to help me.
321	Call Center		9	They handled my issue.
322	Call Center		9	They handled the call well and did what they needed to do.
323	Call Center		9	They helped me and explained everything to me.
324	Call Center		9	They were helpful.
325	Call Center	Yes	9	They were very professional and did the job promptly.
326	Call Center		9	Two of the workers were nice.
327	Call Center		8	Because it was not a negative experience.
328	Call Center		8	Because the rep was very helpful.
329	Call Center		8	Everything was good besides them coming out and turning my services back on.
330	Call Center	Yes	8	Everything worked out and he was beyond helpful.
331	Call Center		8	I called and they were able to deal with what I had to do.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
332	Call Center		8	I didn't get the right person right away. It took three tries.
333	Call Center	Have not visited yet	8	I didn't have any issues.
334	Call Center		8	I didn't like the attitude shown by the representative.
335	Call Center		8	I had a hard time getting a call into them.
336	Call Center		8	I had to give her quite a bit of information. I don't like to give out so much information about me.
337	Call Center		8	I had to make 4-5 calls to talk with someone. The speaker option on my phone didn't work well with P.G.W's. system. I was transferred too many times.
338	Call Center		8	I just called them.
339	Call Center		8	I needed help with an overdue bill issue.
340	Call Center		8	I never have a problem.
341	Call Center		8	I only had one service. I had a shutoff notice for my apartment from the last tenant.
342	Call Center		8	I wanted to see if they received my payment.
343	Call Center		8	I was able to get much of the information that I needed.
344	Call Center		8	I was told I had a shut-off notice and an agency call to pay the bill for me was told there was no shut-off notice.
345	Call Center		8	I was treated nicely.
346	Call Center		8	It was better than expected.
347	Call Center		8	It was fine, but a long wait time. Maybe about 8 minutes.
348	Call Center		8	It was fine, no issues.
349	Call Center	Yes	8	It was good.
350	Call Center		8	It was handled nicely, the problem was solved and she gave me some good advice.
351	Call Center	Have not visited yet	8	It's all good. They handled it well.
352	Call Center		8	Not really sure if it had to do with the person who was helping. However, it will take a while to process my order.
353	Call Center		8	Ongoing things were happening and I still had to pay the regular amount I was paying for.
354	Call Center	Yes	8	She helped me get it done.
355	Call Center		8	Sometimes the hot water didn't work.
356	Call Center		8	The first rep didn't seem very knowledgeable.
357	Call Center	Yes	8	The only thing was that I'm trying to get service turned on for a property. There were some violations that concerns the heater. If I had known before I called back on whether the service was on, I wouldn't have been confused. It would be nice if you could send an email to explain things when this happens.
358	Call Center		8	The people were helpful.
359	Call Center		8	The people were sweet but I received a shut off notice that I should not have.
360	Call Center		8	The person I was speaking to didn't understand what I was explaining about my disability and that I can't come in to the office to give the CRP paper work.
361	Call Center	Yes	8	The person on the phone was really helpful.
362	Call Center		8	The representative was very mannerly.
363	Call Center	Yes	8	The request went well. There was some poor communication between the company and my landlord.
364	Call Center	Yes	8	There was no issue, the guys were friendly and on time, but the company must have gotten my address confused so there was a slight inconvenience as I didn't need a representative to come out.
365	Call Center		8	There was some misunderstanding. It could have been from the phone. I can't always hear well on it.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
366	Call Center		8	They attempted to help me even though my request did not work out.
367	Call Center		8	They explained about my bill.
368	Call Center		8	They gave me the information that I needed.
369	Call Center	Yes	8	They got confused and turned off the gas to my house, when it was someone else's house they were supposed to turn it off at.
370	Call Center		8	They had to transfer my balance to another account.
371	Call Center	Don't Know	8	They helped me out really well and gave me a few options to choose from.
372	Call Center		8	They helped me.
373	Call Center		8	They were helpful and efficient.
374	Call Center		8	They were helpful with my problem.
375	Call Center		8	They were helpful.
376	Call Center		8	They were helpful.
377	Call Center		8	They were pretty good so far.
378	Call Center		8	Things are working properly now.
379	Call Center		8	Things were convenient.
380	Call Center		8	Things were pretty straightforward.
381	Call Center		8	Whenever I have called them they were always able to answer my questions and were very knowledgeable.
382	Call Center		8	Whenever I talk to them, they take care of me in a polite and timely fashion.
383	Call Center	Yes	7	Always some nonsense and a run-around.
384	Call Center	Yes	7	Because I called them and they said they were going to turn on from the office, but the next day I didn't have gas and I had to call again and explain everything. After the third call it was fixed.
385	Call Center		7	I asked for an address change, but I don't think the address got changed.
386	Call Center		7	I called before I went on vacation to get the services turned off. I'm not satisfied that I have to pay the bill when I requested services to be shut off.
387	Call Center		7	I feel like I was given misinformation or false information.
388	Call Center		7	I got what I need, but it could have been handled differently.
389	Call Center		7	I had applied for a program that didn't give me a greater discount.
390	Call Center	Yes	7	I had to call several times to get information on how to start service and have questions answered.
391	Call Center		7	I needed more financial leeway.
392	Call Center		7	I still had some questions at the end of my phone conversation.
393	Call Center		7	It was good and sweet. No problems.
394	Call Center		7	It wasn't really a solution. I had to call a commissioner to resolve it.
395	Call Center		7	My bill was too high.
396	Call Center		7	She was okay, she just wasn't going the extra mile.
397	Call Center		7	Sometimes, I receive two different letters and when I call, it's a whole different thing.
398	Call Center		7	The customer service was good.
399	Call Center		7	The receipt I got by email had the wrong address to begin service, which stressed me out and I made an additional contact. It turned out you did have the right address from my internet request.
400	Call Center		7	When I called to schedule the gas shut off, the field service rep arrived without giving me a phone call.
401	Call Center		6	Because it's been a whole a year that they put me on a budget. My gas bill is \$40 to \$60, but my budget is too far ahead of that. I'm paying way more than I am using.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
402	Call Center		6	I called to get some assistance because I fell behind on my payments.
403	Call Center		6	I called to inquire regarding the CRP and have not received the application form.
404	Call Center		6	I don't think they wanted to give me the time. One person I spoke with was not friendly.
405	Call Center		6	I fell on hard times, and I tried to get help from PGW and PGW wouldn't assist me. So I have no gas right now.
406	Call Center		6	I haven't heard back on my application for the CRP.
407	Call Center	Yes	6	I tried to transfer my service and one day I woke up and my gas was off with no explanation.
408	Call Center		6	It took three attempts before I got them to fax the medical certification to my doctor.
409	Call Center		6	It was ok. I had high bill.
410	Call Center		6	The person was great, but it was an all-around negative experience.
411	Call Center		6	When I called they didn't make sense. Shut off notice didn't make sense.
412	Call Center		5	Because she couldn't help me.
413	Call Center		5	Because they didn't give me a reason why they shut me off.
414	Call Center		5	I am not sure I got the right information right away.
415	Call Center	Don't Know	5	I asked the guy who came out to relight my furnace. He told me that it would cost me money to do that. I know how it works. He never re-lit it for me.
416	Call Center		5	I called about a high bill.
417	Call Center		5	I called on the phone and waited too long.
418	Call Center		5	I could not get the rate I wanted or help that I needed.
419	Call Center		5	I couldn't pay my bill, I had with them a \$1,000.00 balance, and so they gave me a set amount and it's just not going down.
420	Call Center		5	I didn't get the answers I was looking for. I don't understand the C.R.P. program. It wasn't explained clearly enough for me to understand.
421	Call Center		5	I didn't have any issues. They were patient.
422	Call Center		5	I had difficulty getting in contact with anyone that works for PGW. I needed to get more information on my account.
423	Call Center	Yes	5	I had to just jump through hoops to get my service back on. They were not cooperative.
424	Call Center		5	I just paid them money I owed. The man who helped me with PECO put money into my PGW account by mistake. They said that I paid double for the PGW bill. While I was waiting, PECO turned me off because I didn't have the money for them that I had paid out to PGW.
425	Call Center		5	I received a shutoff notice. I tried to make a partial payment, but they would not let me.
426	Call Center		5	I was calling about my payment plan. The person was nice I thought I had to recertify every year but was told I had to do it every 2 years. I still had time to come in and bring in income information for recertification. I was also concerned that my payment would increase.
427	Call Center	Yes	5	I'm a landlord and I call PGW a lot, and there is always a lot of issues. It always feels like I call and they make it sound like something is going to blow up the building. You're not doing a bad job, I just can't explain it.
428	Call Center		5	I'm disabled and on a fixed income and had to make an additional unexpected payment.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
429	Call Center		5	Representative had a bit of an attitude at the beginning of the conversation.
430	Call Center		5	The customer service woman was very rude.
431	Call Center	Have not visited yet	5	They never called me back. The line was busy and I left my number after the initial call in which I was placed on hold.
432	Call Center		4	I just feel like every time I call there is a little attitude.
433	Call Center		4	I'm on budget billing and received a high bill.
434	Call Center		4	The customer service representative "rushed me" and was not very helpful.
435	Call Center	Yes	4	Trying to get in contact with someone was very difficult. Automated system kept hanging up on me. It happened three separate times.
436	Call Center		3	Because they don't have any type of program I can fit into my budget.
437	Call Center	Don't Know	3	I feel like I am in limbo.
438	Call Center		3	Not very flexible with payment arrangements.
439	Call Center	Yes	3	The time frame of the visit was way too long.
440	Call Center		3	They put me through a lot of changes. They threatened to shut off my service and I talked to too many customer service people trying to get it straightened out.
441	Call Center		2	I am having payment issues.
442	Call Center		2	I called to get information before having my service turned on. The agent was very disrespectful.
443	Call Center		2	I didn't get the answers that I wanted and they really didn't seem like they understood my situation. I was having trouble paying my bill.
444	Call Center		2	I have an overwhelming bill of \$2,000. The company dropped the ball on this yet I am responsible for the bill.
445	Call Center		2	The fact that they keep adding things on my bill. I'm on my own in a small home, I don't cook all week, I take two showers a week, and have an \$800.00 dollar gas bill. I don't turn my heat on until December the first.
446	Call Center	Have not visited yet	1	A shut off was not done although I waited on site.
447	Call Center	Yes	1	I couldn't get anybody on the phone. It was horrible. It took forever to finally get someone to help.
448	Call Center	Yes	1	I didn't receive a letter stating that I was going to be shut off.
449	Call Center		1	I had an extremely high weatherization bill for one month. I'm not happy with how it was resolved and would like to speak to someone.
450	Call Center		1	I have had bill pay for years and the automated system automatically changed my address without even giving any warning to me.
451	Call Center		1	I was calling about a bill before a move in date that was being charged to us.
452	Call Center		1	I was told one thing and then when I paid the bill and then I called again, and they told me something different. I was told by a third party the last time they said "It was because I called at a certain time." I had to pay for something I don't think I should have to pay. My bill wasn't even that high.
453	Call Center	Yes	1	Identity theft situation. Someone stole my identity to turn on their gas. I got charged for it to the tune of a \$1000.00. I lived at the address but was not responsible for the bill so it's difficult to explain my situation. I will have to visit the office to resolve this matter.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
454	Call Center	Yes	1	It takes like an hour to get through to someone on the phone. It shouldn't take that long.
455	Call Center		1	It's their fault that they sent me a shutoff notice and higher bill than I should have. The bill did not reflect the real bill. When UCEF called them they changed the bill to a higher number and now I might lose my grant with UCEF. The first bill PGW sent me was incorrect. PGW should not do this.
456	Call Center	Yes	1	My gas was turned off.
457	Call Center		1	No one has done anything to fix the problem. I feel like I am talking to the wall.
458	Call Center		1	The rates are too high. I pay too much for gas.
459	Call Center		Don't Know	Everything went okay.
460	Call Center		Refused	He was informative. He gave me education.
461	CRC	Yes	10	Because they cut off the service when I moved and they did it when I needed them to.
462	CRC		10	Every time we have a problem they respond quickly and they provide good service.
463	CRC	Yes	10	Everything was done very efficiently.
464	CRC		10	I always consider on how the rep is professional and courteous on the phone.
465	CRC		10	I called because they hadn't set up my account. I didn't get bills.
466	CRC		10	I haven't had any problems with PGW, and every time I call they answer all my questions.
467	CRC		10	It was an easy transaction. All of my needs were met.
468	CRC		10	It was very easy to call and switch services.
469	CRC		10	It's because he sounded like he had a bad day but he helped me out and got everything done in a timely manner.
470	CRC		10	It's because of the great customer service.
471	CRC		10	It's because of the knowledge.
472	CRC		10	It's because she was very knowledgeable and solved my problem right away.
473	CRC		10	It's because they gave me information on how to conserve my energy.
474	CRC		10	It's because they were efficient.
475	CRC		10	No reason.
476	CRC		10	PGW, they work with me with my payments. I'm on a fixed income and retired.
477	CRC	Yes	10	The customer service representative I spoke to on the phone was very nice and extremely helpful.
478	CRC		10	The issue was easy to clear up, the rep was clear and helpful.
479	CRC		10	The person I spoke to was helpful.
480	CRC		10	The rep answered my questions.
481	CRC		10	The rep helped me with my balance issue.
482	CRC		10	The rep was helpful and they were able to answer my questions, so I could understand my bill.
483	CRC		10	The rep was nice and informative.
484	CRC	Yes	10	The rep was really nice when I called to reschedule.
485	CRC		10	They gave me whatever I asked for.
486	CRC	Yes	10	They were prompt and efficient.
487	CRC		10	They were very helpful.
488	CRC	Yes	10	When the guys came out in a speedy time.
489	CRC		9	I never had a complaint.
490	CRC		9	I was mostly satisfied with the service, I had to wait a little long.
491	CRC		9	It's because of the great customer service. Everyone knew what they were doing.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
492	CRC		9	Pretty good.
493	CRC		9	Sometimes I couldn't get the information I wanted from the representative.
494	CRC		9	The rep did try and help me out with my problem.
495	CRC	Don't Know	9	They did what they were supposed to do.
496	CRC		9	They were not bad.
497	CRC		8	Customer service was fine.
498	CRC		8	I could pay my bill on the phone. It doesn't take long and they keep my calling record.
499	CRC		8	I got what I wanted but maybe the customer service agent could have sounded a little bit more customer service agent-like.
500	CRC		8	I had charges on my bill I had no knowledge of.
501	CRC		8	It was difficult to get over to a representative and to hear back from them. It wasn't user-friendly to get a hold of someone.
502	CRC		8	It's because when they came out the first person found one gas leak and the second person who came out found two.
503	CRC		8	Landlord Protections program.
504	CRC	Yes	8	They did not actually fix the problem, but the gentleman were nice and they did what they needed to do.
505	CRC		8	They took care of what they needed to take care of.
506	CRC	Yes	8	They were very friendly, but they kept transferring me to residential, but the prompt kept putting me to the beginning of the phone call.
507	CRC		8	When I did call back they didn't ask for my password on the account.
508	CRC		7	I was calling about a delinquent bill. I requested to see if there was any adjustment that could be made. It was for over \$2000 and was a result of a previous tenant issue. I wanted to pay the whole thing, but was looking for a little flexibility. The person didn't seem to care about me one way or the other. They were not helpful.
509	CRC		7	I was unable to talk to anyone.
510	CRC	Yes	5	I was selling my home and requested for a final meter reading. I was told by a customer service rep that I needed a tech to come and read my meter, but was told later that PGW automatically sent final reading to the title company.
511	CRC		5	Their payment system was down to make a payment over the phone.
512	CRC		1	I ask for an agreement so my business can stay open and they don't do agreements with commercial business.
513	CRC		1	The rep gave me no options to get on a payment plan and she said I had to pay my whole bill. The reps act too personal, like this was her company and she have shares in the company.
514	CRC		1	We have multiple accounts and they gave me a hard time to transfer services to the landlord's name. The rep wasn't courteous and she was being direct and to the point.
515	Office Visit		10	Because I like the PGW people.
516	Office Visit		10	Because the representative was really helpful.
517	Office Visit		10	Everything was fine.
518	Office Visit		10	Good customer service, I was in and I was out. She got me what I needed to have completed when I re-applied for the budget program.
519	Office Visit	Yes	10	I believe the guy was very professional and helped me in the best way that he could.
520	Office Visit		10	I felt very well cared for and informed.
521	Office Visit	Yes	10	I got my gas turned on.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
522	Office Visit		10	I had all of my questions answered nicely.
523	Office Visit		10	I had applied for LIHEAP, they took all of my information, they were nice, considerate, and told me what to do.
524	Office Visit		10	I had no problem.
525	Office Visit		10	I had no problems with the company.
526	Office Visit		10	I have no problem at all whenever I go to PGW at Broad and Erie.
527	Office Visit		10	I moved recently and I had to change the billing to my name. PGW didn't give me any problems, it was smooth, quick and we reached no problems.
528	Office Visit		10	I received the help that I needed.
529	Office Visit	Yes	10	I was out of the country and when I came back the gas was off. I do not have a social security number I had to go to the office and they were able to help me quickly.
530	Office Visit		10	I was treated very well.
531	Office Visit		10	I was trying to get on a payment plan. She explained everything I needed to know.
532	Office Visit		10	I was very pleased.
533	Office Visit		10	I went in to pay my bill. They were very polite, helpful, and respectful.
534	Office Visit		10	I'm trying to get on a program and they helped me.
535	Office Visit		10	It was a fairly easy to do what I needed to do.
536	Office Visit		10	It was fast and professional.
537	Office Visit		10	It was just very easy. She was helpful.
538	Office Visit		10	It was OK.
539	Office Visit		10	It was quick.
540	Office Visit		10	It's alright for me.
541	Office Visit		10	It's because I did not have a problem.
542	Office Visit		10	PGW has always cooperated with me.
543	Office Visit		10	She was very respectful and courteous.
544	Office Visit		10	She was working with me for my CRP application.
545	Office Visit		10	The company has been very good to me.
546	Office Visit		10	The customer service representative was helpful.
547	Office Visit		10	The customer service was done well.
548	Office Visit		10	The customer service was good.
549	Office Visit		10	The customer service was very detailed and gave me feedback on how to lower my gas bill.
550	Office Visit		10	The lady I spoke with was very helpful.
551	Office Visit		10	The lady was very pleasant and nice. She took care of what I needed.
552	Office Visit		10	The people were real helpful.
553	Office Visit		10	The people worked with me to help me.
554	Office Visit		10	The rep was finally able to correct everything that I needed.
555	Office Visit		10	The representative was patient and I was very satisfied.
556	Office Visit		10	The representative was very efficient and helpful. I was out of the office very quickly.
557	Office Visit		10	The service was good. It only took 5 minutes, and the man who helped did a really good job.
558	Office Visit		10	The whole time I was there I wasn't feeling well. The person got me some water and sent me home. She worked on my problem and called me when finished.
559	Office Visit		10	The woman who helped me was very polite, informative and helped me with my issue.
560	Office Visit		10	Their service was great.
561	Office Visit		10	They actually worked with me financially.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
562	Office Visit	Yes	10	They came back out and turned my gas back on because of my mom's medical problems. They got on it right away.
563	Office Visit	Yes	10	They came in and did what they had to do, and made sure I was alright.
564	Office Visit	Yes	10	They came out early.
565	Office Visit		10	They have good service.
566	Office Visit		10	They helped me out with my CRP and they are very convenient.
567	Office Visit		10	They never gave me a problem.
568	Office Visit	Yes	10	They were on time for one and they told me the problem they had for not being able to light the water heater pilot.
569	Office Visit		10	They were quick.
570	Office Visit		10	They were very helpful in solving my situation.
571	Office Visit		10	They were very proficient and helpful in getting me set up for a payment plan.
572	Office Visit		10	Very prompt customer service.
573	Office Visit		9	Because they saw me when I went to the office and were polite.
574	Office Visit		9	Good, I went in to the PGW office to pay my bill.
575	Office Visit		9	It was good.
576	Office Visit		9	Nine is a very good score.
577	Office Visit		9	She was nice.
578	Office Visit		9	The girl who was on break made me wait. The girl who was there did her best. She was polite.
579	Office Visit		9	They gave me the information I needed.
580	Office Visit	Yes	9	They turned it on so we can get some warm water.
581	Office Visit		9	They were very nice.
582	Office Visit		8	Everything went okay.
583	Office Visit		8	I don't have any problems.
584	Office Visit		8	It was a long wait.
585	Office Visit	Yes	8	It wasn't that much of a problem for me.
586	Office Visit		8	The experience was good. The lines were long, but the rep was nice once it was my turn.
587	Office Visit		8	The rep wasn't friendly.
588	Office Visit		8	The service was quick, and the agent was very nice. He answered every question I asked.
589	Office Visit		8	There was a bit of a wait for service.
590	Office Visit		8	They were helpful and informative.
591	Office Visit	Yes	7	Everything went fine.
592	Office Visit		7	I had to go back three times.
593	Office Visit		7	I had to go down to the office instead of just signing papers through the mail. I don't like to go outside much.
594	Office Visit		7	I have an appointment for tomorrow.
595	Office Visit		7	It felt mediocre.
596	Office Visit		7	Only because I didn't initially get what I wanted.
597	Office Visit	Yes	7	The guy that came out had did his job and informed me about the boiler needing to be worked on before I can get gas turned on.
598	Office Visit		6	She couldn't help me but she tried.
599	Office Visit	Have not visited yet	5	I am disappointed to be falling through the cracks as a senior citizen.
600	Office Visit		5	I had a problem getting what I needed.
601	Office Visit		5	It's for issues related to communication. They were putting me through too much back and forth.
602	Office Visit		5	The options that were given to me were not enough. Need more program options and I had to come back with information on my kids.

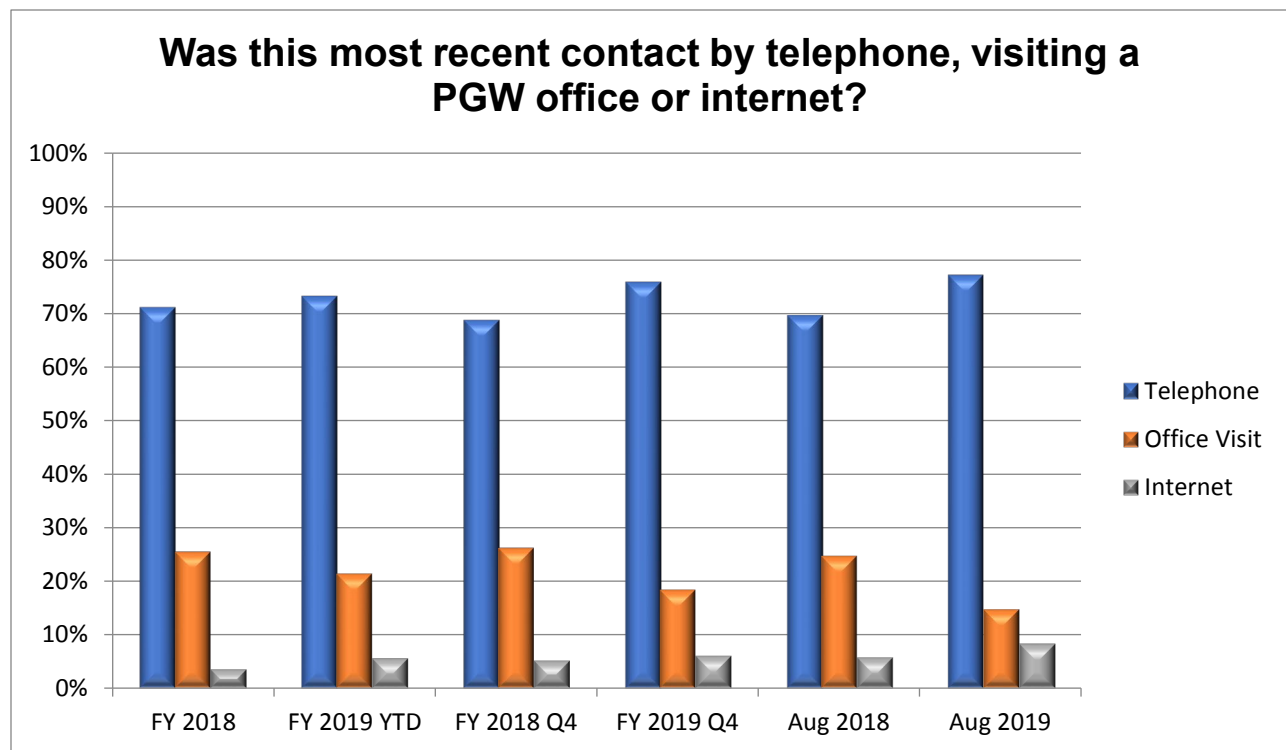
	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
603	Office Visit		5	The rep was very helpful by giving me information that I didn't know.
604	Office Visit		5	They couldn't help me with my issue.
605	Office Visit		4	Everybody had attitudes when I got to the office.
606	Office Visit		4	I can't get recertified on the program I was using.
607	Office Visit	Don't Know	3	They overcharged me at the apartment where I lived. Charged me \$300 a month for past 3 or 4 months, I went down and they gave me a number to call. I called the number and they didn't do anything. The grocery store was supposed to pay, not me.
608	Office Visit		2	The customer service representative who was helping with my CRP application was rude.
609	Office Visit		1	I am partially dissatisfied. I am a cancer patient and cannot work. I was on a payment program with PGW I was paying less than \$100 a month. Last week I had to pay \$309. They said I was kicked out of the program.
610	Office Visit		1	I had to borrow money to keep my gas on. I missed the deadline to pay by today. I have to make a \$386.00 a month payment, but now I was told I had to pay \$520.00 to get my service back on. I didn't think that was fair and did not get much help.
611	Office Visit		1	My bill was \$600.00 and it was way too high.
612	Office Visit	Yes	1	Very bad customer service. I sent money for the meter reader, and they never came out. I sent three money orders of \$10.00 which PGW has no record of. Now I'm stuck with a \$1400.00 gas bill that needs to be paid in thirty days or it will be shut off.
613	Web		10	Because although I had not yet moved in to my new residence, my roommates did. So having the gas turned on before I was there was a big plus for the roommates.
614	Web		10	Everything was easy and went smoothly.
615	Web		10	Everything was pretty easy.
616	Web	Yes	10	He showed up maybe 5 minutes early and fixed the problem really fast.
617	Web		10	I called because I hadn't gotten my bill and she helped me and I was able to pay online.
618	Web		10	I got the results I needed and wanted.
619	Web		10	I guess I'm satisfied. They switched the billing from the builders name into my name.
620	Web		10	I had no issues.
621	Web		10	I had no issues.
622	Web		10	I never had a problem. I was just closing my account.
623	Web	Yes	10	I never had any issues. It all went well.
624	Web		10	I used the website. It was easy to use and efficient.
625	Web		10	I was able to submit my application for CRP online.
626	Web		10	I was able to transfer service online It was easy and to the point.
627	Web		10	I'm ahead of myself and try to do everything at one time to be safe.
628	Web	Yes	10	I'm very satisfied with the service I received to turn on my gas.
629	Web		10	It all went well.
630	Web		10	It was convenient online.
631	Web		10	It was easy to set up service.
632	Web	Yes	10	It was quick and painless.
633	Web	Have not visited yet	10	I've never had a problem.
634	Web		10	My problem was solved.
635	Web		10	My service request was made online and it was easy, and quick.
636	Web		10	Quick customer service.

	Contact Type	Field Service Visit?	Overall Satisfaction	Primary Reason for Overall Satisfaction Score
637	Web	Yes	10	Seems pretty easy.
638	Web	Have not visited yet	10	The online portal was really easy.
639	Web		10	The process was straightforward.
640	Web		10	The task was easy to complete on the website.
641	Web		10	The website was straight forward & easy to use.
642	Web		10	There were no issues.
643	Web		10	There were no problems for me.
644	Web		10	They are very helpful.
645	Web		10	Things went well.
646	Web		10	Things were easy to do.
647	Web		10	We had the gas turned on. We recently moved.
648	Web	Don't Know	9	Everything went smoothly, but it would have been nice to get a follow up on whether it was started or shut off.
649	Web		9	Everything went well.
650	Web		9	I don't know.
651	Web		9	My problem was resolved.
652	Web	Yes	9	Nice. Got the job done.
653	Web		9	The ease of use of the online portal.
654	Web	Yes	8	I didn't have any issues. The window for someone coming out was kind of long.
655	Web	Yes	8	I do not remember the exact reason.
656	Web		8	I think eight is good because ten is perfection, which is hard to get.
657	Web		8	It was easy, but the website is slow.
658	Web		8	It was good.
659	Web	Yes	8	It was pretty seamless doing this online.
660	Web		8	The bills come out on time, but the rates are a little too high.
661	Web		8	Things were as expected.
662	Web		8	To sign up was very easy and overall the services is great. I thought someone would come out and no one communicated.
663	Web		7	Calling at the wrong time.
664	Web		5	It was easy enough that I didn't really have to think about it at all. I was pleased with the outcome.
665	Web		1	I just purchased a new home and when I tried to have it transferred into my name I got an email saying there was an outstanding balance. The balance is from 2015. I didn't pay it because it seemed really high. It was a small one and one. The bill was around \$1200 which seemed excessive for the size of the unit. However I was never able to get anyone from PGW to actually read the meter.
666	Web		Don't Know	I did everything online so I guess it went well.
667	Web	Have not visited yet	Don't Know	I don't know if the August 28th shutoff will happen.

Contact Method

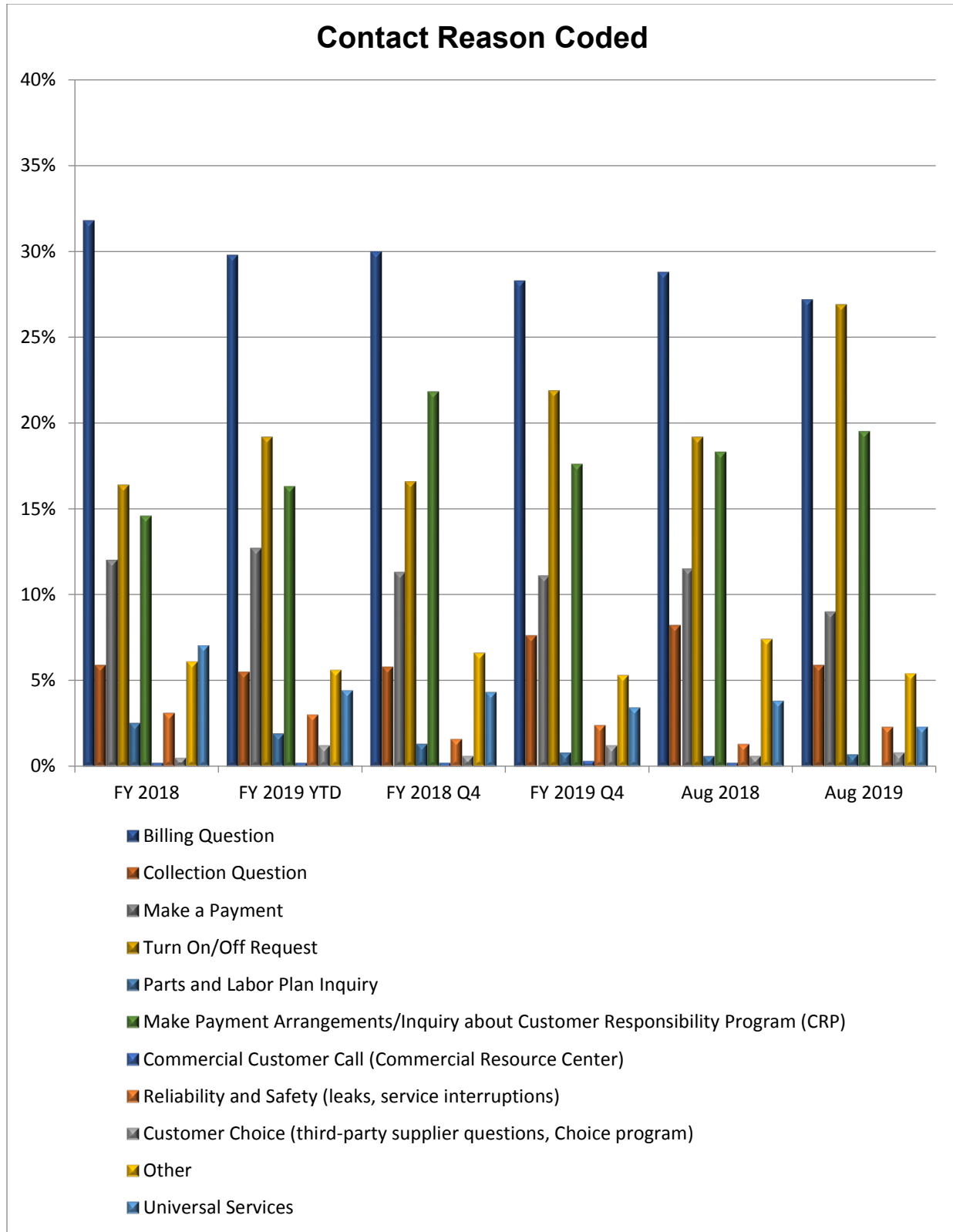
Contact Channel for Most Recent Contact

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Was this most recent contact by telephone, visiting a PGW office or internet?	Base	7899 100.0%	8164 100.0%	1963 100.0%	2067 100.0%	662 100.0%	667 100.0%
	Telephone	5615 71.1%	5972 73.2%	1349 68.7%	1566 75.8%	461 69.6%	514 77.1%
	Office Visit	2007 25.4%	1743 21.3%	513 26.1%	378 18.3%	163 24.6%	98 14.7%
	Internet	277 3.5%	449 5.5%	101 5.1%	123 6.0%	38 5.7%	55 8.2%
	Don't Know	-	-	-	-	-	-
	Refused	-	-	-	-	-	-



Contact Reason Coded

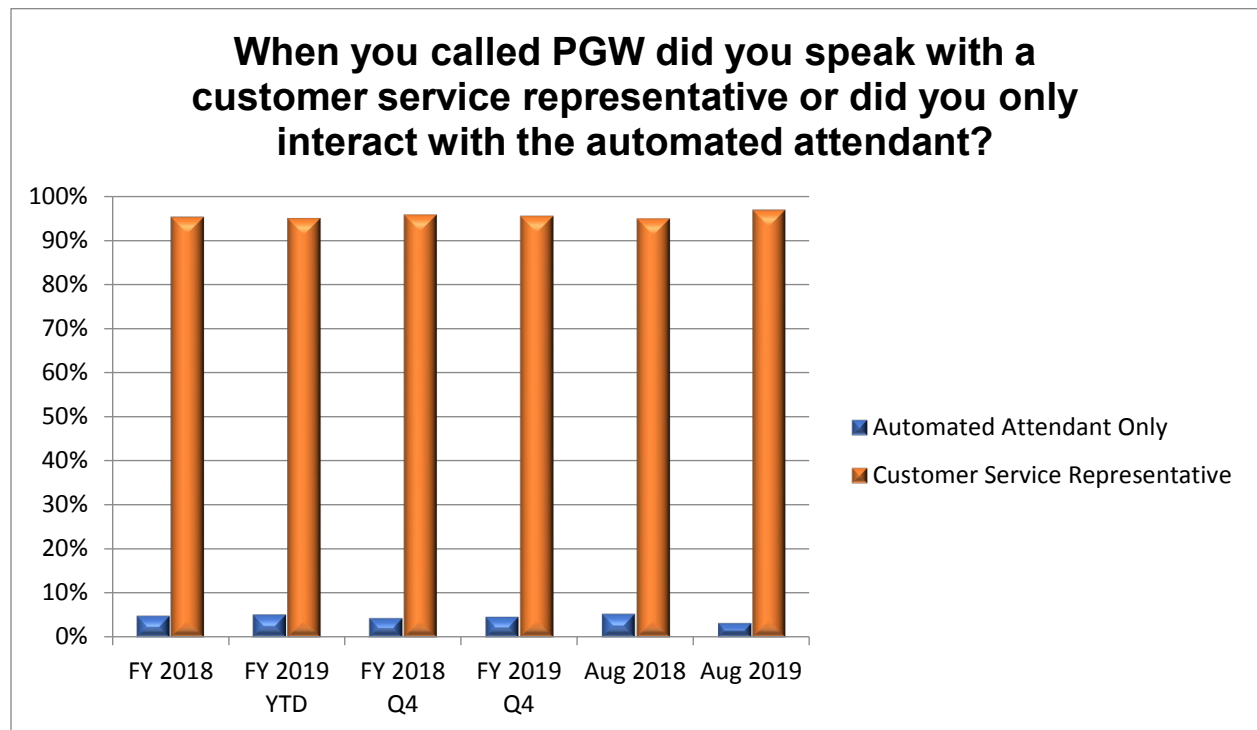
		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Reason Coded	Base	7595 100.0%	7664 100.0%	1856 100.0%	1938 100.0%	624 100.0%	610 100.0%
	Billing Question	2413 31.8%	2284 29.8%	556 30.0%	549 28.3%	180 28.8%	166 27.2%
	Collection Question	445 5.9%	425 5.5%	107 5.8%	147 7.6%	51 8.2%	36 5.9%
	Make a Payment	912 12.0%	975 12.7%	209 11.3%	216 11.1%	72 11.5%	55 9.0%
	Turn On/Off Request	1244 16.4%	1472 19.2%	309 16.6%	425 21.9%	120 19.2%	164 26.9%
	Parts and Labor Plan Inquiry	192 2.5%	146 1.9%	24 1.3%	16 0.8%	4 0.6%	4 0.7%
	Make Payment Arrangements/Inquiry about Customer Responsibility Program (CRP)	1112 14.6%	1252 16.3%	404 21.8%	342 17.6%	114 18.3%	119 19.5%
	Commercial Customer Call (Commercial Resource Center)	14 0.2%	19 0.2%	4 0.2%	5 0.3%	1 0.2%	- -
	Reliability and Safety (leaks, service interruptions)	233 3.1%	231 3.0%	30 1.6%	46 2.4%	8 1.3%	14 2.3%
	Customer Choice (third-party supplier questions, Choice program)	35 0.5%	92 1.2%	12 0.6%	23 1.2%	4 0.6%	5 0.8%
	Other	466 6.1%	432 5.6%	122 6.6%	103 5.3%	46 7.4%	33 5.4%
	Universal Services	529 7.0%	336 4.4%	79 4.3%	66 3.4%	24 3.8%	14 2.3%
	Don't Know	28	61	7	7	-	3
	Refused	5	3	1	1	-	-



IVR

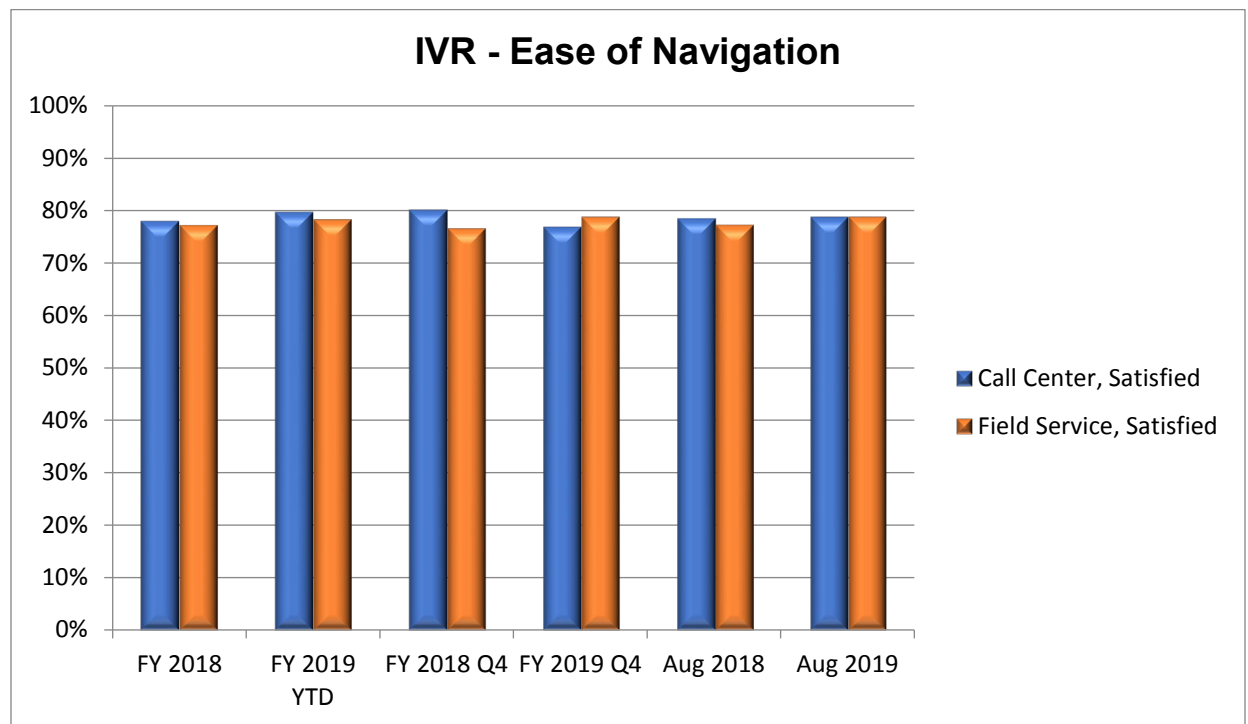
When you called PGW did you speak with a customer service representative or did you only interact with the automated attendant?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
When you called PGW did you speak with a customer service representative or did you only interact with the automated attendant?	Base	4973 100.0%	5059 100.0%	1206 100.0%	1324 100.0%	408 100.0%	457 100.0%
	Automated Attendant Only	232 4.7%	255 5.0%	51 4.2%	60 4.5%	21 5.1%	14 3.1%
	Customer Service Representative	4741 95.3%	4804 95.0%	1155 95.8%	1264 95.5%	387 94.9%	443 96.9%
	Don't Know	57	100	21	12	9	4
	Refused	2	6	-	2	-	-



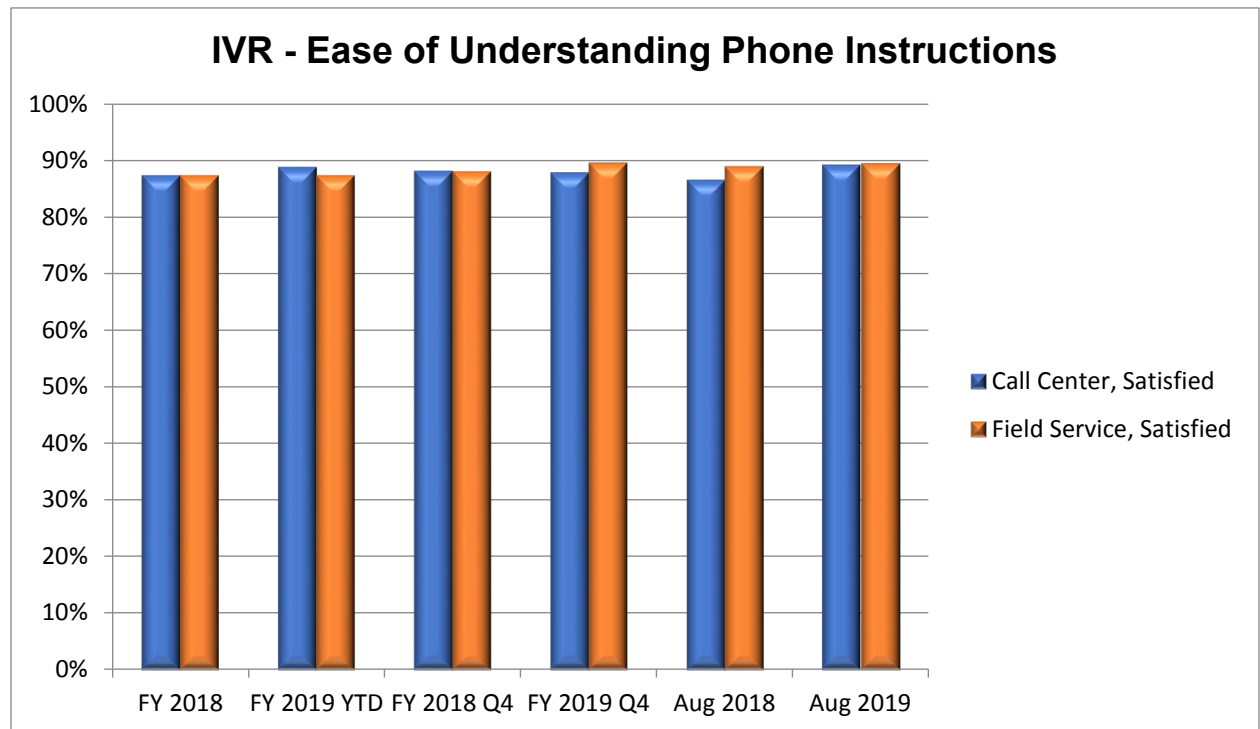
Using a 1 to 10 scale where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with PGW's automated attendant regarding: The ease of navigation

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Call Center	Base	4463	4533	1040	1140	371	380
		Satisfied	77.9%	79.6%	80.0%	76.8%	78.4%	78.7%
		Mean	8.04	8.11	8.20	7.88	8.14	7.99
	Field Service	Base	631	585	124	165	44	66
		Satisfied	77.2%	78.3%	76.6%	78.8%	77.3%	78.8%
		Mean	7.92	8.03	7.98	7.89	7.95	8.06



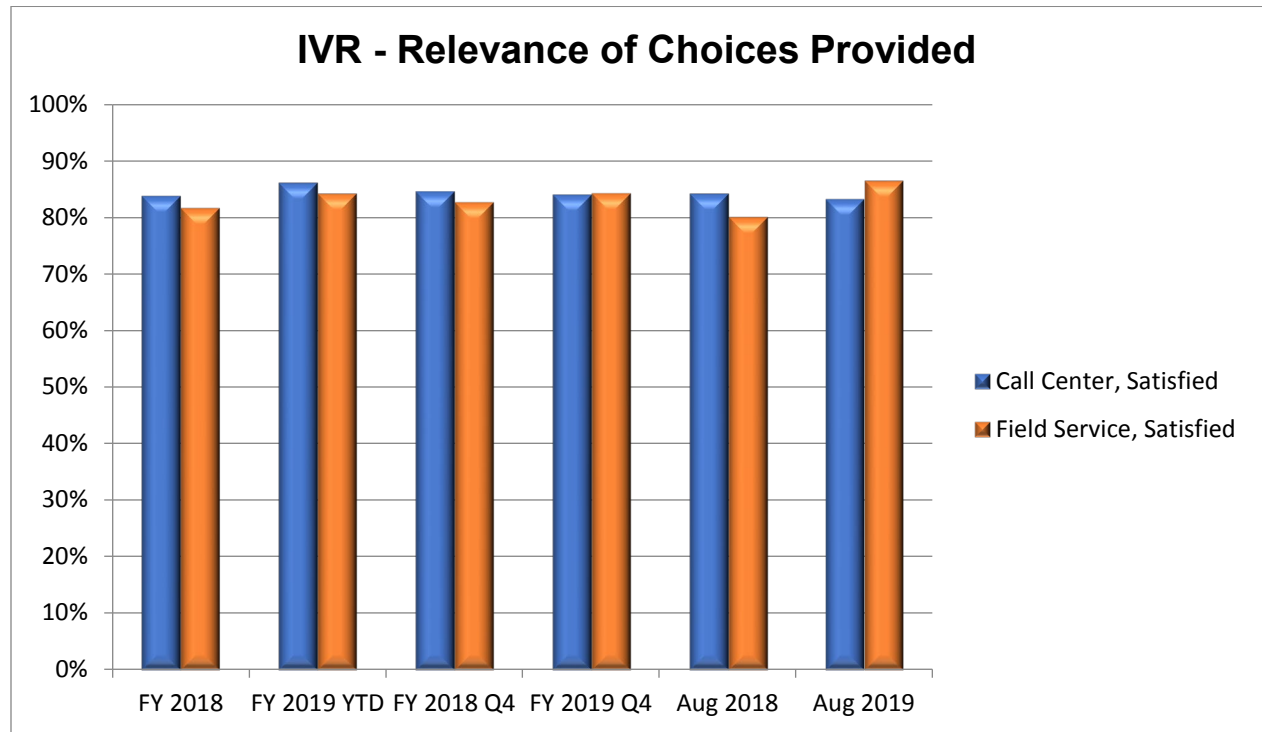
Ease of Understanding Phone Instructions

		Date						
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019	
Contact Type	Call Center	Base	4520	4613	1051	1159	371	380
		Satisfied	87.3%	88.8%	88.1%	87.8%	86.5%	89.2%
		Mean	8.69	8.79	8.78	8.72	8.71	8.82
	Field Service	Base	639	592	125	171	45	66
		Satisfied	87.3%	87.3%	88.0%	89.5%	88.9%	89.4%
		Mean	8.63	8.69	8.66	8.75	8.76	8.82



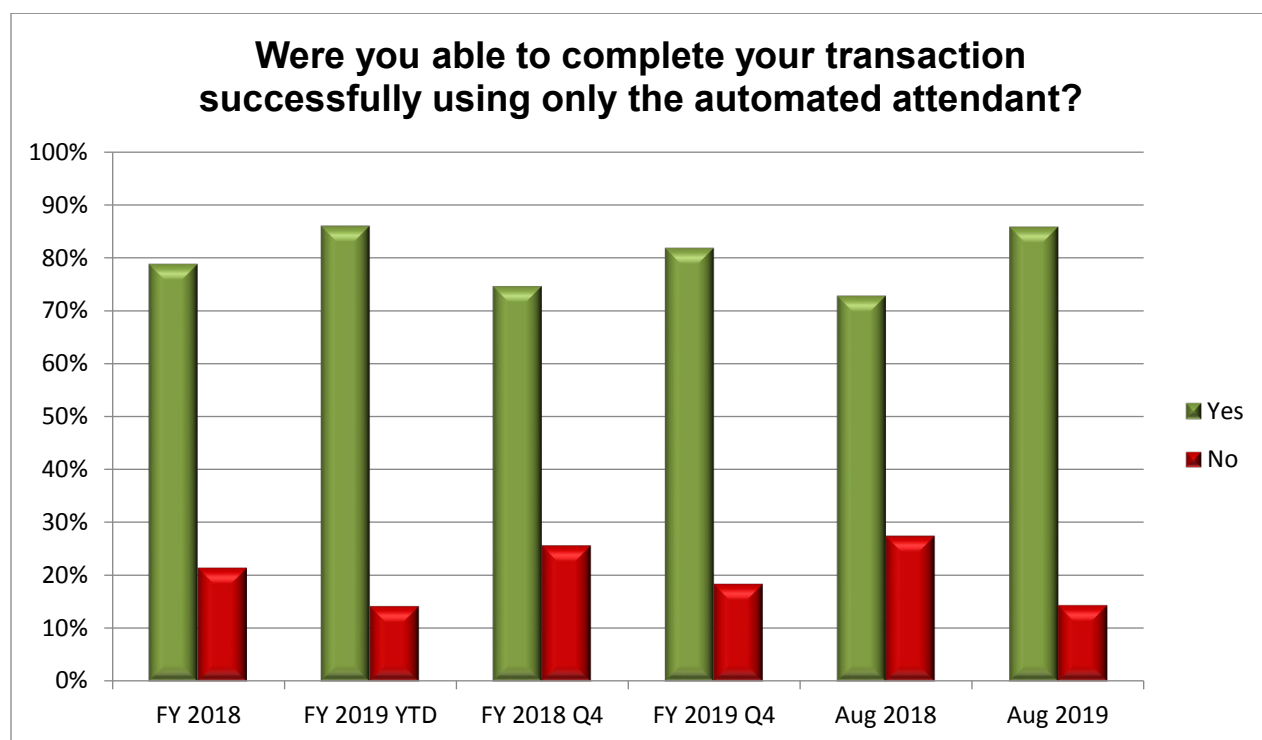
The Relevance of Choices Provided by the IVR

		Date						
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019	
Contact Type	Call Center	Base	4351	4476	1002	1122	354	363
		Satisfied	83.8%	86.1%	84.6%	84.0%	84.2%	83.2%
		Mean	8.43	8.56	8.55	8.40	8.48	8.39
	Field Service	Base	610	573	121	171	45	66
		Satisfied	81.6%	84.1%	82.6%	84.2%	80.0%	86.4%
		Mean	8.28	8.39	8.38	8.31	8.24	8.41



Were you able to complete your transaction successfully using only the automated attendant?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Were you able to complete your transaction successfully using only the automated attendant?	Base	230 100.0%	256 100.0%	51 100.0%	60 100.0%	22 100.0%	14 100.0%
	Yes	181 78.7%	220 85.9%	38 74.5%	49 81.7%	16 72.7%	12 85.7%
	No	49 21.3%	36 14.1%	13 25.5%	11 18.3%	6 27.3%	2 14.3%
	Don't Know	4	1	1	-	-	-
	Refused	-	-	-	-	-	-



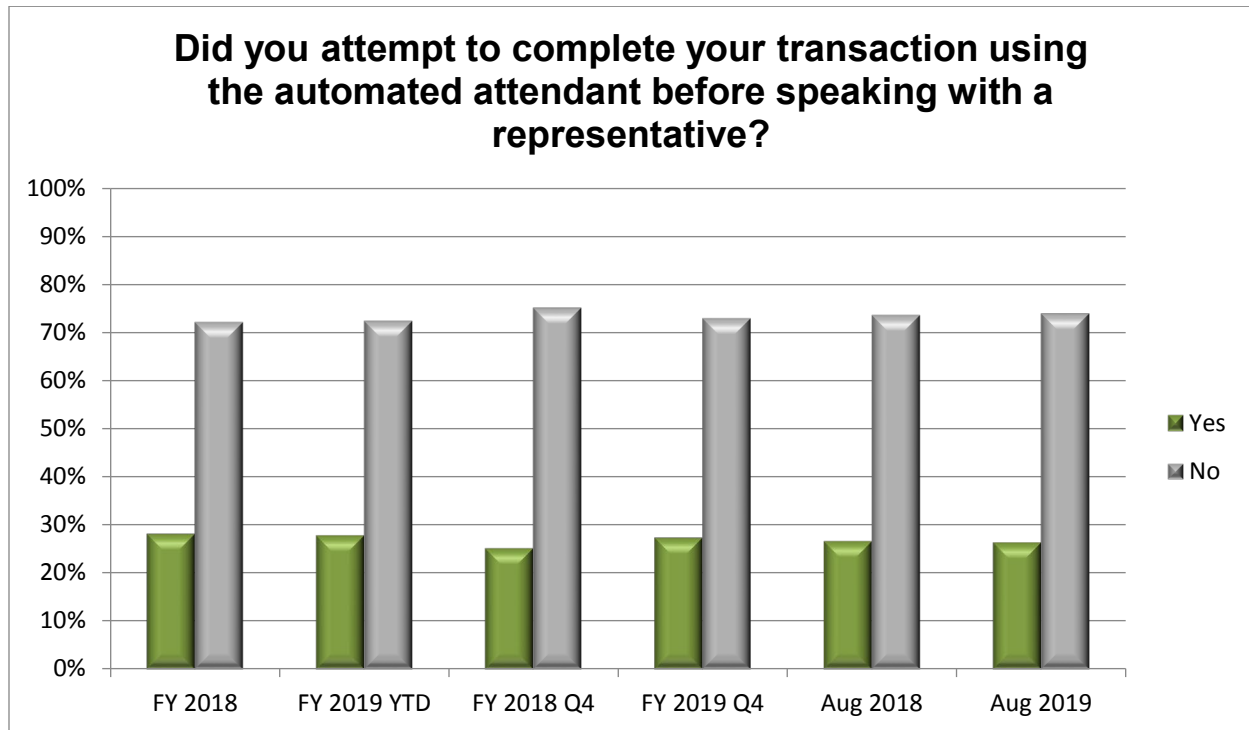
What task were you trying to perform?

August 2019 Only

What task were you trying to perform?	
1	Having PGW come out and install the new meters.
2	I was trying to change my address.

Did you attempt to complete your transaction using the automated attendant before speaking with a representative?

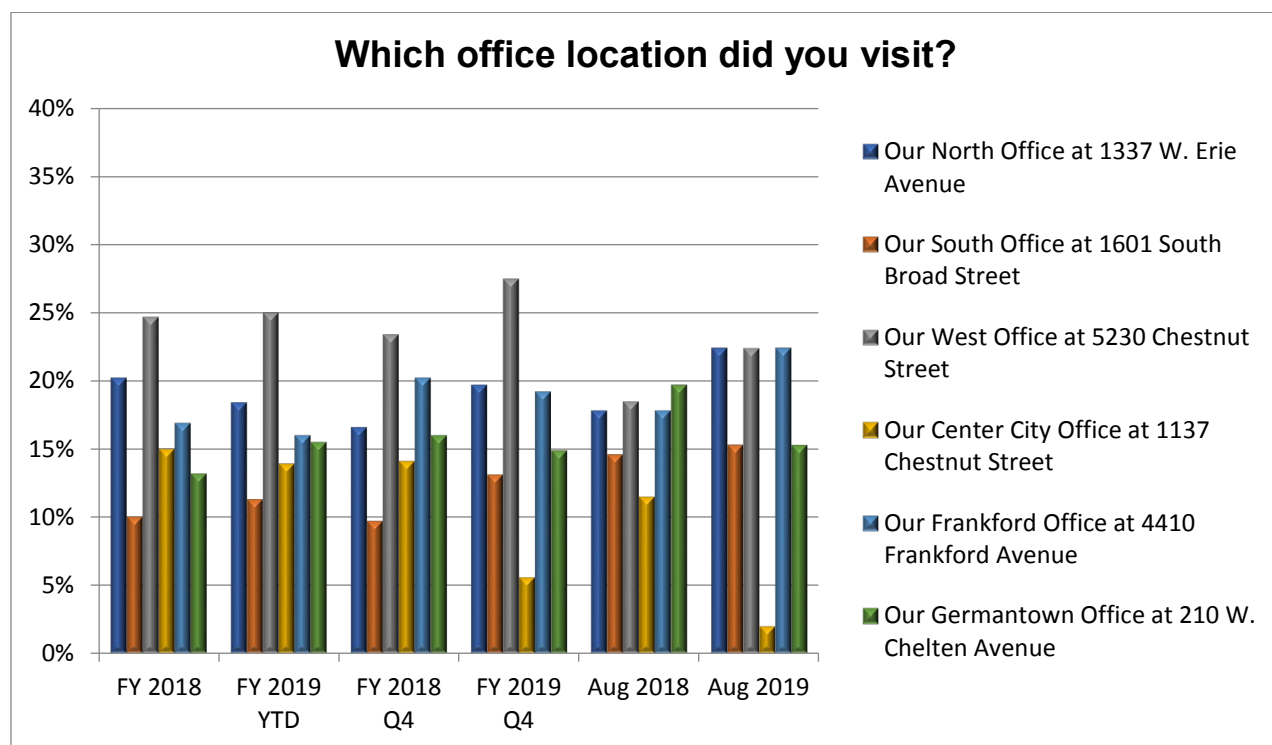
		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Did you attempt to complete your transaction using the automated attendant before speaking with a representative?	Base	4625 100.0%	4628 100.0%	1119 100.0%	1224 100.0%	379 100.0%	433 100.0%
	Yes	1292 27.9%	1279 27.6%	279 24.9%	332 27.1%	100 26.4%	113 26.1%
	No	3333 72.1%	3349 72.4%	840 75.1%	892 72.9%	279 73.6%	320 73.9%
	Don't Know	96	142	26	37	6	9
	Refused	13	23	5	4	2	1



District Offices

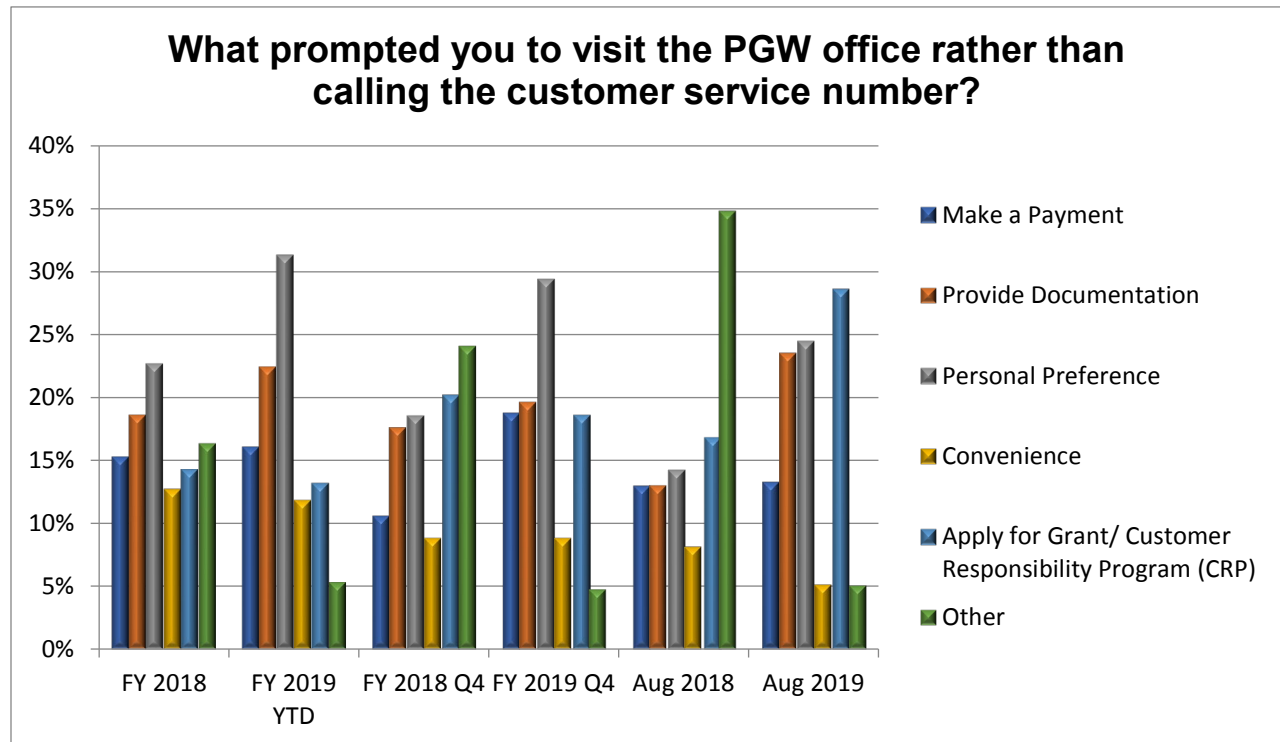
Which office location did you visit?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Which office location did you visit?	Base	1974 100.0%	1711 100.0%	495 100.0%	375 100.0%	157 100.0%	98 100.0%
	Our North Office at 1337 W. Erie Avenue	399 20.2%	314 18.4%	82 16.6%	74 19.7%	28 17.8%	22 22.4%
	Our South Office at 1601 South Broad Street	197 10.0%	194 11.3%	48 9.7%	49 13.1%	23 14.6%	15 15.3%
	Our West Office at 5230 Chestnut Street	487 24.7%	427 25.0%	116 23.4%	103 27.5%	29 18.5%	22 22.4%
	Our Center City Office at 1137 Chestnut Street	296 15.0%	238 13.9%	70 14.1%	21 5.6%	18 11.5%	2 2.0%
	Our Frankford Office at 4410 Frankford Avenue	334 16.9%	273 16.0%	100 20.2%	72 19.2%	28 17.8%	22 22.4%
	Our Germantown Office at 210 W. Cheltenham Avenue	261 13.2%	265 15.5%	79 16.0%	56 14.9%	31 19.7%	15 15.3%
	Don't Know	41	43	15	6	5	1
	Refused	3	1	3	-	1	-



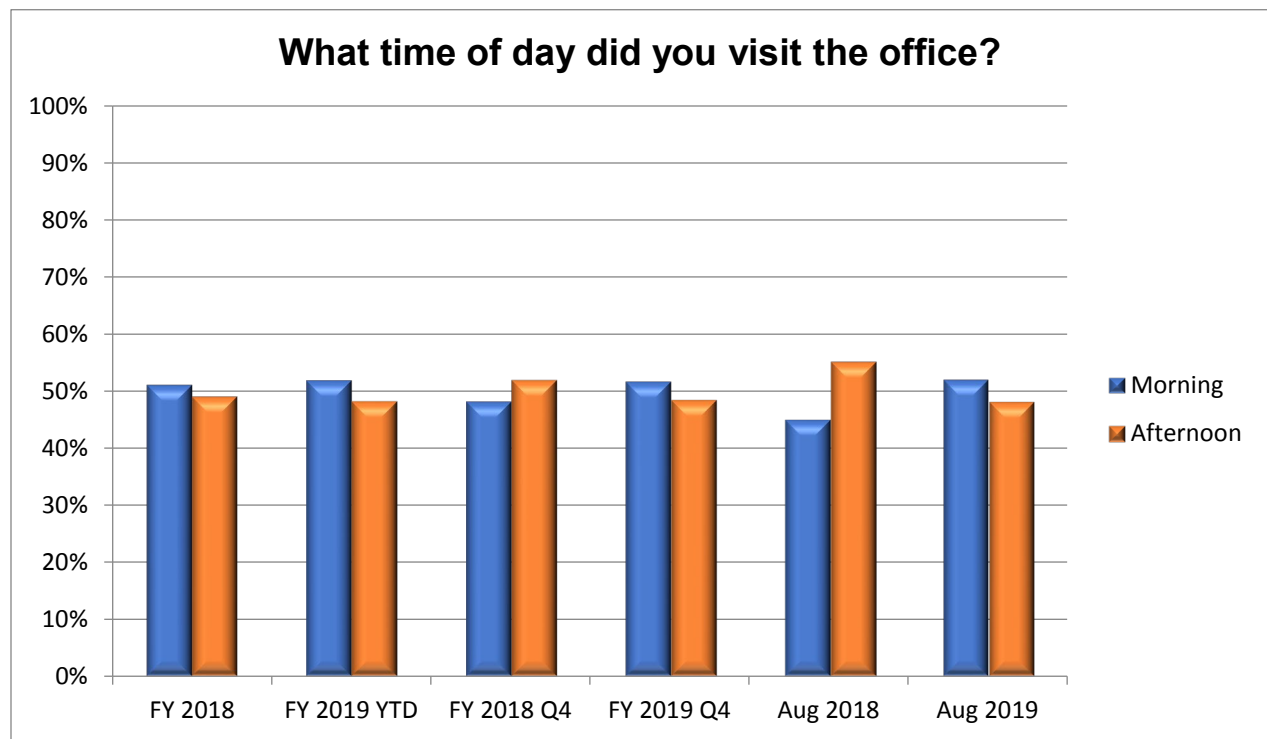
What prompted you to visit the PGW office rather than calling the customer service number?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
What prompted you to visit the PGW office rather than calling the customer service number?	Base	1988 100.0%	1736 100.0%	510 100.0%	377 100.0%	161 100.0%	98 100.0%
	Make a Payment	304 15.3%	279 16.1%	54 10.6%	71 18.8%	21 13.0%	13 13.3%
	Provide Documentation	370 18.6%	388 22.4%	90 17.6%	74 19.6%	21 13.0%	23 23.5%
	Personal Preference	451 22.7%	543 31.3%	95 18.6%	111 29.4%	23 14.3%	24 24.5%
	Convenience	252 12.7%	204 11.8%	45 8.8%	33 8.8%	13 8.1%	5 5.1%
	Apply for Grant/ Customer Responsibility Program (CRP)	284 14.3%	229 13.2%	103 20.2%	70 18.6%	27 16.8%	28 28.6%
	Other	327 16.4%	93 5.4%	123 24.1%	18 4.8%	56 34.8%	5 5.1%
	Don't Know	24	8	3	1	2	-
	Refused	-	4	-	-	-	-



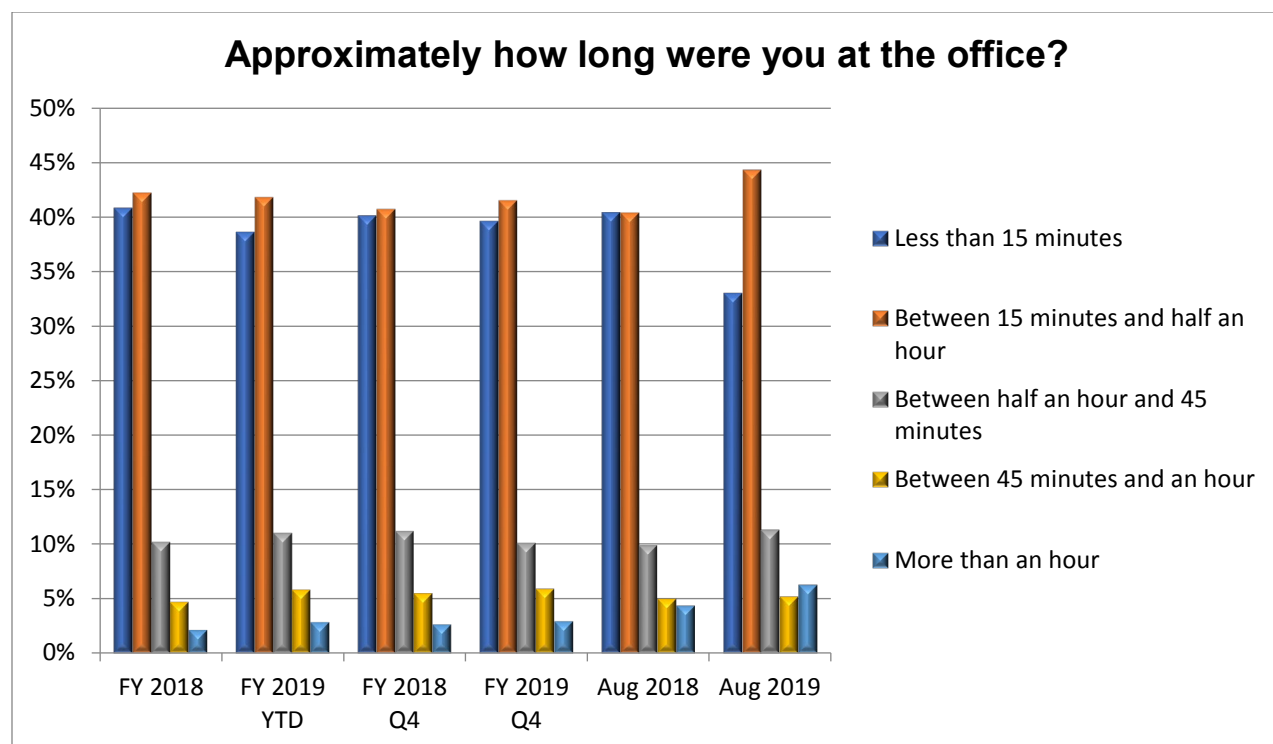
What time of day did you visit the office? Was it in the morning or afternoon?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
What time of day did you visit the office? Was it in the morning or afternoon?	Base	1964 100.0%	1711 100.0%	500 100.0%	373 100.0%	160 100.0%	98 100.0%
	Morning	1004 51.1%	888 51.9%	241 48.2%	193 51.7%	72 45.0%	51 52.0%
	Afternoon	960 48.9%	823 48.1%	259 51.8%	180 48.3%	88 55.0%	47 48.0%
	Don't Know	44	35	13	5	3	-
	Refused	3	-	-	-	-	-



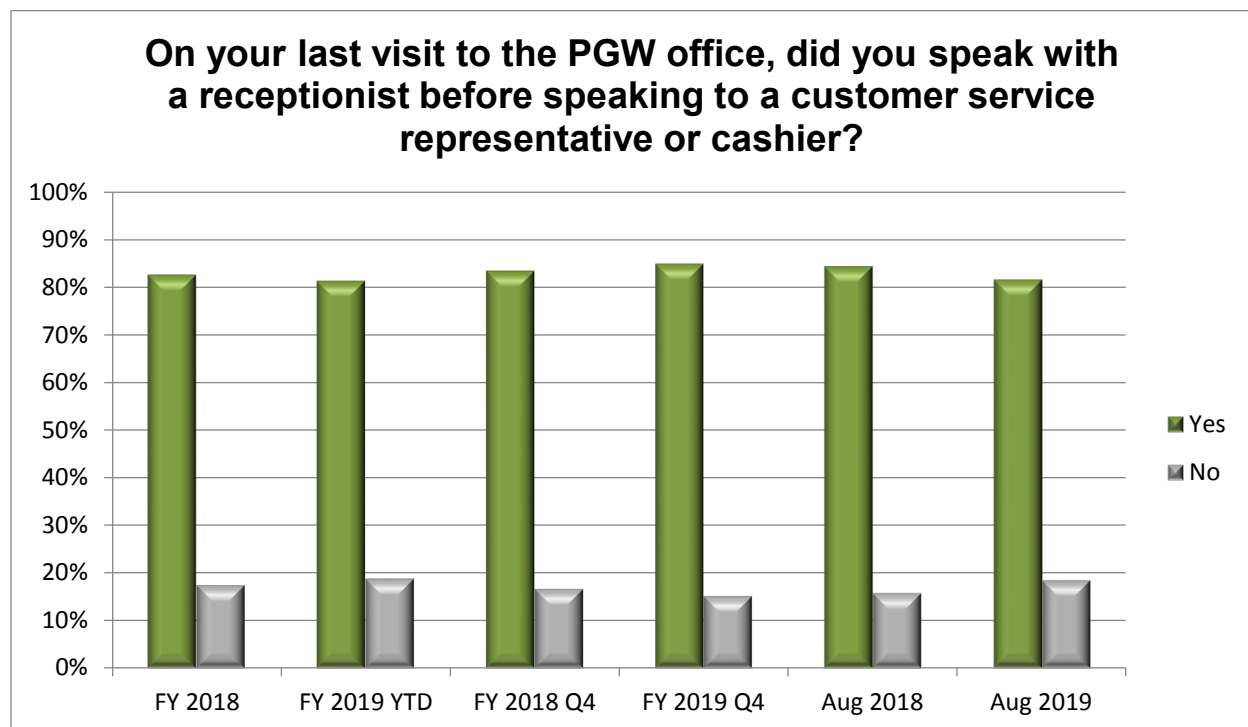
Approximately how long were you at the office? Would you say it was:

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Approximately how long were you at the office? Would you say it was:	Base	1987 100.0%	1733 100.0%	509 100.0%	376 100.0%	161 100.0%	97 100.0%
	Less than 15 minutes	811 40.8%	669 38.6%	204 40.1%	149 39.6%	65 40.4%	32 33.0%
	Between 15 minutes and half an hour	839 42.2%	724 41.8%	207 40.7%	156 41.5%	65 40.4%	43 44.3%
	Between half an hour and 45 minutes	202 10.2%	190 11.0%	57 11.2%	38 10.1%	16 9.9%	11 11.3%
	Between 45 minutes and an hour	93 4.7%	101 5.8%	28 5.5%	22 5.9%	8 5.0%	5 5.2%
	More than an hour	42 2.1%	49 2.8%	13 2.6%	11 2.9%	7 4.3%	6 6.2%
	Don't Know	19	12	2	2	1	1
	Refused	5	1	2	-	1	-



On your last visit to the PGW office, did you speak with a receptionist before speaking to a customer service representative or cashier?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
On your last visit to the PGW office, did you speak with a receptionist before speaking to a customer service representative or cashier?	Base	1975 100.0%	1713 100.0%	500 100.0%	377 100.0%	159 100.0%	98 100.0%
	Yes	1632 82.6%	1393 81.3%	417 83.4%	320 84.9%	134 84.3%	80 81.6%
	No	343 17.4%	320 18.7%	83 16.6%	57 15.1%	25 15.7%	18 18.4%
	Don't Know	33	30	11	1	3	-
	Refused	3	2	2	-	1	-



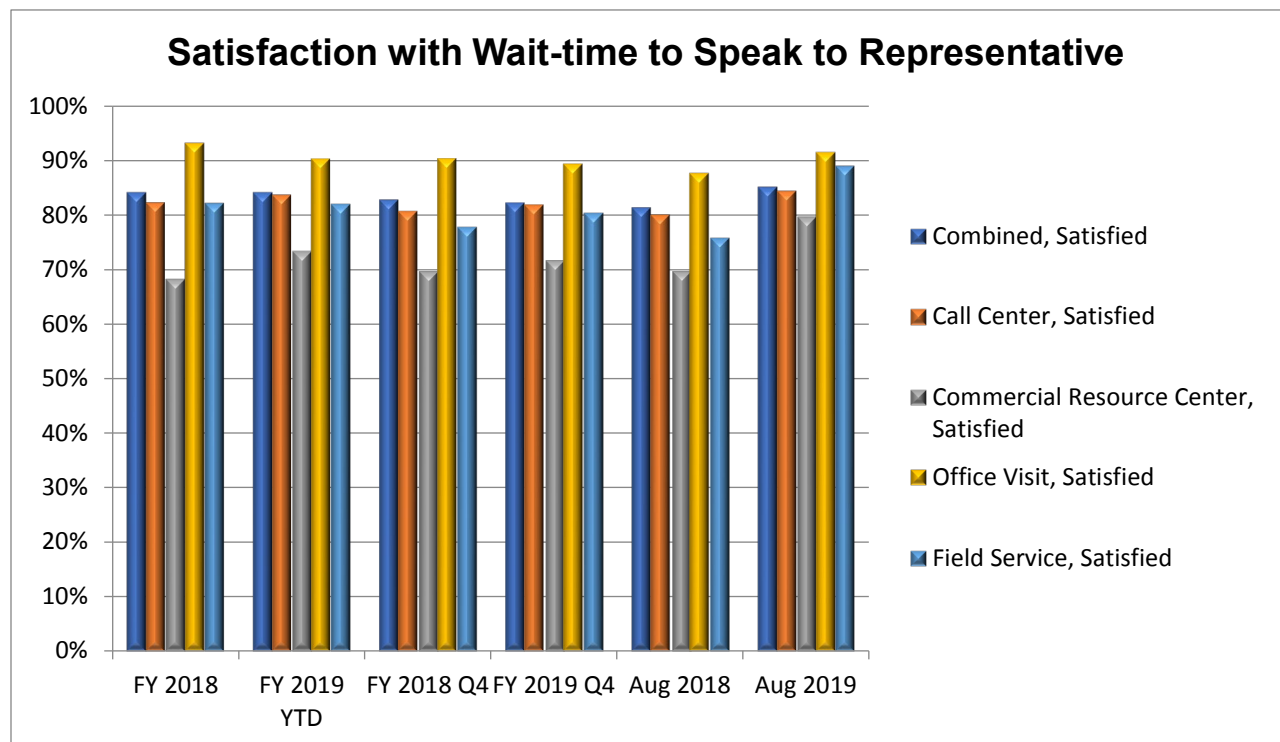
Are there any other services you would like to see offered to customers at the PGW offices?**August 2019 Only**

Are there any other services you would like to see offered to customers at the PGW offices?	
1	As long as they get the job done, I have nothing more to add.
2	Audit services customized for individual customers.
3	Everything is fine, the only problem is that there was only one receptionist at a busy time of the day. It would be better to add another guy.
4	I think you should get more than one chance if you miss a payment.
5	I want to try to get on the CRP Program.
6	I would like them to be open more than three days a week.
7	I would like them to explain the "crisis department" better.
8	More senior programs.
9	Need more personnel to handle increase of customers trying to handle problems.
10	Probably a kiosk or some sort, but everything was quick and was handled.
11	Should have a program to deal with a person's illness so you don't have to reapply during their illness.
12	To have someone who speaks Spanish.
13	Yes I do. I shouldn't have to pay \$1,900 for my gas. There should be more programs for me that I don't have to wait so long for or pay \$1,900 to get into.
14	Yes, take in to consideration my expenses are not just with PGW.

Customer Service Rep

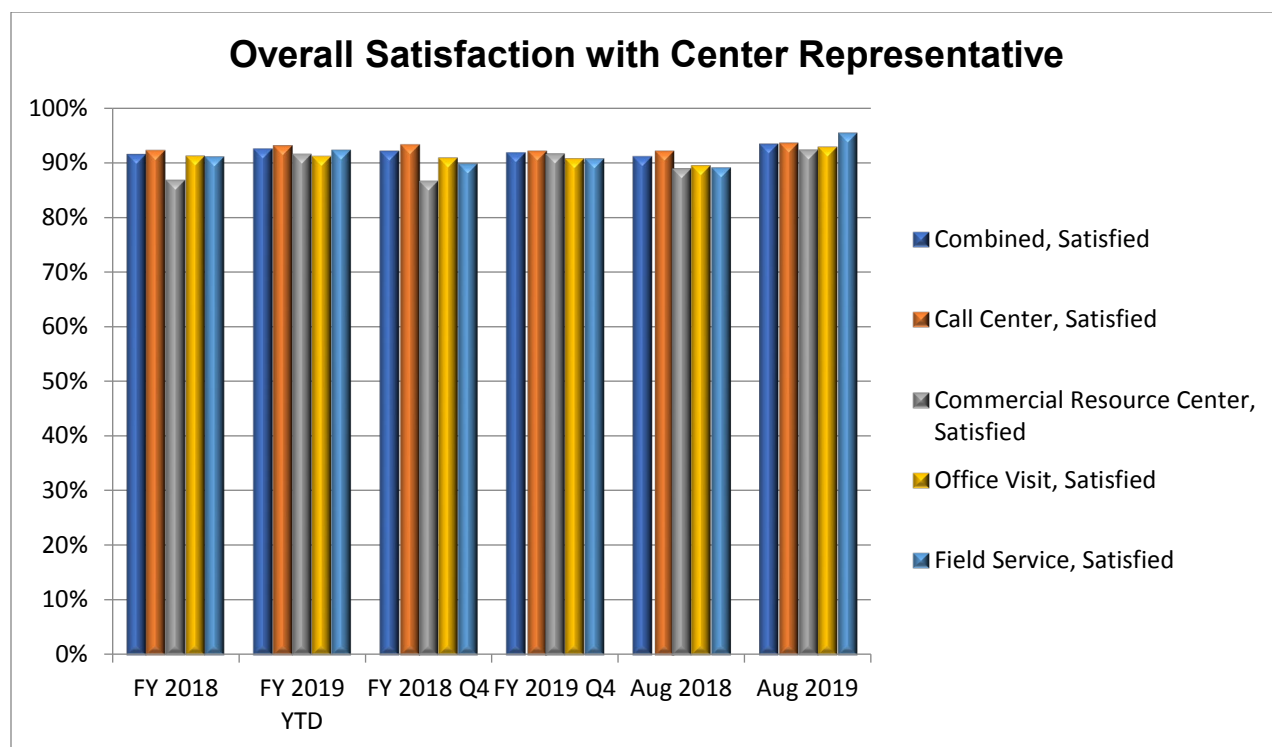
Returning to the 1 to 10 scale where 1 is very dissatisfied and 10 is very satisfied, how would you rate: The wait-time required to speak with a representative?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	7210	7327	1749	1855	584	584
		Satisfied	84.1%	84.1%	82.7%	82.2%	81.3%	85.1%
		Mean	8.39	8.36	8.28	8.21	8.19	8.30
	Call Center	Base	4675	4808	1129	1260	382	435
		Satisfied	82.3%	83.7%	80.7%	81.9%	80.1%	84.4%
		Mean	8.23	8.29	8.11	8.12	8.03	8.20
	Commercial Resource Center	Base	584	804	125	222	46	54
		Satisfied	68.2%	73.3%	69.6%	71.6%	69.6%	79.6%
		Mean	7.05	7.54	7.02	7.55	7.17	7.96
	Office Visit	Base	1951	1715	495	373	156	95
		Satisfied	93.3%	90.4%	90.5%	89.5%	87.8%	91.6%
		Mean	9.18	8.96	8.99	8.91	8.88	8.95
Field Service	Base	1018	967	185	270	62	91	
	Satisfied	82.2%	82.0%	77.8%	80.4%	75.8%	89.0%	
	Mean	8.22	8.23	7.86	8.15	7.68	8.59	



Your overall satisfaction with the center representative who handled your request?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	7327	7423	1789	1879	597	589
		Satisfied	91.5%	92.5%	92.1%	91.8%	91.1%	93.4%
		Mean	9.08	9.14	9.07	9.09	9.00	9.29
	Call Center	Base	4769	4877	1160	1277	392	440
		Satisfied	92.2%	93.1%	93.3%	92.1%	92.1%	93.6%
		Mean	9.13	9.20	9.15	9.14	9.06	9.36
	Commercial Resource Center	Base	589	820	127	227	45	52
		Satisfied	86.8%	91.5%	86.6%	91.6%	88.9%	92.3%
		Mean	8.62	8.89	8.62	8.87	9.00	8.92
	Office Visit	Base	1969	1726	502	375	160	97
		Satisfied	91.2%	91.1%	90.8%	90.7%	89.4%	92.8%
		Mean	9.07	9.08	9.01	9.03	8.85	9.15
	Field Service	Base	1034	980	188	271	65	89
		Satisfied	91.2%	92.4%	89.9%	90.8%	89.2%	95.5%
		Mean	9.00	9.11	8.97	9.05	8.83	9.34



Contact Type, Overall Satisfaction with Center Representative, Primary Reason for Overall Sat with Center Representative

August 2019 Only

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
1	Call Center	10	Again, she was very polite and courteous.
2	Call Center	10	Answered all my questions accurately.
3	Call Center	10	Because he was able to help me.
4	Call Center	10	Because I got to the actual person and they were relatively helpful and whoever I spoke to answered my question with professionalism.
5	Call Center	10	Because it was very easy to do.
6	Call Center	10	Because she talked to me. She didn't yell. She was calm.
7	Call Center	10	Because she was able to verify that I put in the right information and apologized for the receipt being filled out incorrectly.
8	Call Center	10	Because she was ok. Very nice, courteous and understanding.
9	Call Center	10	Because they helped me out and answered all my questions with ease.
10	Call Center	10	Being patient.
11	Call Center	10	Customer service was prompt, clear with their instructions, and was professional.
12	Call Center	10	Everyone was super friendly and they answered our questions right away.
13	Call Center	10	Everything was done in a timely manner.
14	Call Center	10	Everything was helpful.
15	Call Center	10	Everything was simple.
16	Call Center	10	Everything was worked out efficiently.
17	Call Center	10	Everything went smoothly.
18	Call Center	10	General knowledge and patience through my questions.
19	Call Center	10	Getting results was efficient.
20	Call Center	10	Good customer service.
21	Call Center	10	Good service.
22	Call Center	10	Great customer service, thank you.
23	Call Center	10	He answered all my questions right away. He was very nice and professional on the phone.
24	Call Center	10	He broke it down for me. He let me know the billing date.
25	Call Center	10	He called Mrs. Benjamin. He also told me his name. He was very courteous.
26	Call Center	10	He dealt with my bad attitude and I calmed down.
27	Call Center	10	He gave me reasonable times for the appointment. They actually came out sooner than expected.
28	Call Center	10	He had all the answers and was very polite.
29	Call Center	10	He knew what he was doing. He was alive and not a machine.
30	Call Center	10	He represented himself well, he answered my questions and was very professional.
31	Call Center	10	He solved my problem. He was nice.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
32	Call Center	10	He was a good man and he resisted the attempt of being frustrated.
33	Call Center	10	He was a good person.
34	Call Center	10	He was efficient and to the point.
35	Call Center	10	He was good.
36	Call Center	10	He was nice and friendly.
37	Call Center	10	He was nice and polite and very helpful to me.
38	Call Center	10	He was on point, efficient, answered my questions, and it was great customer service.
39	Call Center	10	He was personable and very effective in solving my problem.
40	Call Center	10	He was polite, courteous, and gave me different options on how to resolve my problem.
41	Call Center	10	He was pretty fast and accurate.
42	Call Center	10	He was really wonderful.
43	Call Center	10	He was respectful, helpful and understanding.
44	Call Center	10	He was very attentive.
45	Call Center	10	He was very courteous and gave everything in detail and answered all of my questions to my satisfaction.
46	Call Center	10	He was very helpful.
47	Call Center	10	He was very kind and helpful getting me the medical form I needed. I was very surprised because that's the first time that's happened, you know, where I got what I needed.
48	Call Center	10	He was very polite and professional. Answered all my questions, and even took the time to say congratulations.
49	Call Center	10	He was willing to go everywhere to find what happened. He was even talking to his supervisor.
50	Call Center	10	I appreciated the call back service and getting my issue resolved.
51	Call Center	10	I don't know.
52	Call Center	10	I don't know.
53	Call Center	10	I enjoyed my time interacting with the representative.
54	Call Center	10	I feel more informed now.
55	Call Center	10	I felt very supported. It was quick.
56	Call Center	10	I got all the information I needed quickly.
57	Call Center	10	I got help. They were sincere.
58	Call Center	10	I got the information and help I needed.
59	Call Center	10	I got the information I needed and the representative was very helpful.
60	Call Center	10	I had no problems.
61	Call Center	10	I had no problems. They listened to me and got right to the matter.
62	Call Center	10	I have no problem. They were nice and answered everything for me.
63	Call Center	10	I just never had anybody that wasn't really nice and didn't help me. They always try to figure out any questions I have.
64	Call Center	10	I liked getting the proper information.
65	Call Center	10	I liked her personality.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
66	Call Center	10	I mean she helped me out and seemed to be overall very thorough and overall I was happy with the service for that reason.
67	Call Center	10	I needed someone to come out to help me turn on the water heater. As it turns out, it was electrical not gas.
68	Call Center	10	I needed to get some information on an old bill and she understood that, and was able to get me the information I needed quickly.
69	Call Center	10	I thought it was good service.
70	Call Center	10	I want to say that they went above and beyond. After she was trying to do a doctor's note for me. She put me on hold to cancel the process, as I will have to find another means for assistance.
71	Call Center	10	I was able to call and get everything that I needed taken care of without any issues.
72	Call Center	10	I was given a lot of important information by the customer service representative.
73	Call Center	10	I was given the information and help that I needed.
74	Call Center	10	I was given the information that I needed.
75	Call Center	10	I was happy to get the information I needed.
76	Call Center	10	I was helped very graciously.
77	Call Center	10	I was helped very nicely.
78	Call Center	10	I was very impressed with the assistance I received.
79	Call Center	10	I was very satisfied.
80	Call Center	10	I would like to rate a twenty. She was courteous and helpful.
81	Call Center	10	I'm satisfied to get what I want.
82	Call Center	10	It didn't take long.
83	Call Center	10	It was a very easy and simple interaction.
84	Call Center	10	It was all very simple and easy. Things went smoothly. It's all good.
85	Call Center	10	It was complicated but that was handled well and explained.
86	Call Center	10	It was easy. The representative was able to answer my questions.
87	Call Center	10	It was fast.
88	Call Center	10	It was great service and I was satisfied.
89	Call Center	10	It was just fast. They were quick to answer. Again, they provided good customer service.
90	Call Center	10	It was just very quick and easy and they were able to come the next day and start my service.
91	Call Center	10	It was prompt and efficient.
92	Call Center	10	It was quick and easy.
93	Call Center	10	It was straightforward.
94	Call Center	10	It was very easy and to the point.
95	Call Center	10	It's all good.
96	Call Center	10	It's for how efficient they were.
97	Call Center	10	It's for providing the solution to my question. The person was very nice and kind. They weren't rude.
98	Call Center	10	It's for the same reason as before. She was efficient and got the job done.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
99	Call Center	10	It's for their services. They do get the job done. They're understanding and work with you. They'll ask how your day is going.
100	Call Center	10	It's just that they were courteous. They answered the questions without any attitude. They understood what I was talking about.
101	Call Center	10	My issues were handled.
102	Call Center	10	My questions were answered.
103	Call Center	10	My representative was very helpful and informative.
104	Call Center	10	Once you get a representative, they can help you.
105	Call Center	10	Overall, it was for her kindness. She was very informative and worked with me.
106	Call Center	10	Response was quick.
107	Call Center	10	She actually was nice. I liked her attitude.
108	Call Center	10	She answered all my questions and she was helpful, and kind.
109	Call Center	10	She answered all my questions.
110	Call Center	10	She answered all my questions.
111	Call Center	10	She answered all of my questions and she explained how the weatherization program worked.
112	Call Center	10	She answered my questions and did her job right.
113	Call Center	10	She answered my questions.
114	Call Center	10	She answered my questions.
115	Call Center	10	She answered right away and she handled your request immediately.
116	Call Center	10	She did very well.
117	Call Center	10	She explained everything, answered all my questions and she was pleasant.
118	Call Center	10	She explained to me that I should pay the bill and that it would be adjusted.
119	Call Center	10	She explained what I needed to know. She was very professional.
120	Call Center	10	She gave me all the answers I needed.
121	Call Center	10	She got me in touch with the PUC.
122	Call Center	10	She handled it real good for me.
123	Call Center	10	She helped me all she could.
124	Call Center	10	She helped me figure out some options.
125	Call Center	10	She not only helped me to cover all of my bases with my hot water issue but she pointed me in the direction of where I should look at next.
126	Call Center	10	She quickly answered my call.
127	Call Center	10	She showed concern for my problem.
128	Call Center	10	She took care of all of my issues, helped turn my service off and then on.
129	Call Center	10	She took care of everything I needed.
130	Call Center	10	She took care of me, handled my request.
131	Call Center	10	She understood my request and she asked the right questions.
132	Call Center	10	She understood what I was saying, took her time with me and was knowledgeable.
133	Call Center	10	She was a good help.
134	Call Center	10	She was able to assist me.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
135	Call Center	10	She was able to help me with my issues and got me to where I needed to go.
136	Call Center	10	She was able to help with what I was trying to seek help with.
137	Call Center	10	She was efficient and good.
138	Call Center	10	She was efficient. She put me right through to the person I needed to speak to.
139	Call Center	10	She was excellent and very kind, and professional.
140	Call Center	10	She was excellent.
141	Call Center	10	She was fast and I wasn't on hold a long time.
142	Call Center	10	She was friendly and helpful.
143	Call Center	10	She was good and she answered my questions.
144	Call Center	10	She was good at her job.
145	Call Center	10	She was good.
146	Call Center	10	She was great. It was a very satisfactory experience.
147	Call Center	10	She was helpful and courteous.
148	Call Center	10	She was helpful and she had a pleasant demeanor.
149	Call Center	10	She was helpful.
150	Call Center	10	She was helpful.
151	Call Center	10	She was helpful.
152	Call Center	10	She was helpful.
153	Call Center	10	She was helpful. She did not understand why I got the shut of notice.
154	Call Center	10	She was helpful. She spoke very clearly.
155	Call Center	10	She was just courteous. That goes a long way with me.
156	Call Center	10	She was just very friendly.
157	Call Center	10	She was kind, knew what she was talking about and guided me through the process.
158	Call Center	10	She was nice.
159	Call Center	10	She was on task, she knew exactly what steps to take and everything. I had no complaints with her.
160	Call Center	10	She was pleasant and answered my question.
161	Call Center	10	She was polite and helpful.
162	Call Center	10	She was polite and very helpful.
163	Call Center	10	She was quick, understood what was going on and what I needed to turn on my service.
164	Call Center	10	She was really nice and helpful.
165	Call Center	10	She was really nice. She spoke clearly. She helped me out.
166	Call Center	10	She was really polite and answered the question I asked her. She also suggested a few things.
167	Call Center	10	She was super helpful and speedy. Got it done.
168	Call Center	10	She was the best person I ever had to deal with.
169	Call Center	10	She was very attentive.
170	Call Center	10	She was very clear and concise.
171	Call Center	10	She was very courteous and knowledgeable.
172	Call Center	10	She was very good and explained to me.
173	Call Center	10	She was very helpful and able to get my service set up.
174	Call Center	10	She was very helpful and nice.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
175	Call Center	10	She was very helpful with her ability to help educate me with all my payment options and bills.
176	Call Center	10	She was very helpful with my payment options and she informed me about a program that I can join to lower my bill.
177	Call Center	10	She was very helpful, polite and nice.
178	Call Center	10	She was very helpful, very patient and understanding.
179	Call Center	10	She was very helpful.
180	Call Center	10	She was very helpful.
181	Call Center	10	She was very helpful.
182	Call Center	10	She was very helpful.
183	Call Center	10	She was very informative and took her time. She broke the bill down for me.
184	Call Center	10	She was very knowledgeable.
185	Call Center	10	She was very nice and answered my questions to the best of her ability.
186	Call Center	10	She was very nice and courteous.
187	Call Center	10	She was very nice and helpful.
188	Call Center	10	She was very nice.
189	Call Center	10	She was very nice.
190	Call Center	10	She was very patient and understanding.
191	Call Center	10	She was very patient in a frustrating conversation.
192	Call Center	10	She was very patient with me.
193	Call Center	10	She was very pleasant, knowledgeable and helpful.
194	Call Center	10	She was very pleasant.
195	Call Center	10	She was very polite and she was able to help me figure out step by step how to make my payment because I couldn't even access my account online.
196	Call Center	10	She was very professional and made sure that all of my issues were taken care of.
197	Call Center	10	She was very professional.
198	Call Center	10	She was very professional.
199	Call Center	10	She was very quick, efficient, and helpful.
200	Call Center	10	She was very understanding. She was quick and knew what she was talking about. It was painless.
201	Call Center	10	She was wonderful. I really liked that women. She should be used for training representatives.
202	Call Center	10	The attendant was on point. They researched my information in a timely fashion.
203	Call Center	10	The billing representative I spoke with went over all billing and payment options with me and she was very thorough.
204	Call Center	10	The call center representative was very polite, knowledgeable and was able to get me get the billing information, and due date that I needed.
205	Call Center	10	The call center representative was very professional and knowledgeable. She was able to help me better understand my situation.
206	Call Center	10	The customer service representative handled the call well and she made sure that I was satisfied.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
207	Call Center	10	The customer service representative was great.
208	Call Center	10	The customer service representative was helpful.
209	Call Center	10	The customer service representative was nice and attentive and handled my final bill request because I am in the process of moving.
210	Call Center	10	The customer service representative was prompt and answered all my questions regarding my payment options.
211	Call Center	10	The customer service representative was very helpful.
212	Call Center	10	The customer service representative was very helpful.
213	Call Center	10	The customer service representative was very helpful.
214	Call Center	10	The customer service representative was very kind and helpful.
215	Call Center	10	The customer service representative was very knowledgeable, he listened to me and answered all my questions. I didn't have to repeat anything to him where other representatives I've had to repeat issues.
216	Call Center	10	The customer service was great.
217	Call Center	10	The ease of handling my request and no hassles.
218	Call Center	10	The ease of talking with that person.
219	Call Center	10	The information I needed was provided.
220	Call Center	10	The lady we dealt with helped us.
221	Call Center	10	The overall experience was outstanding.
222	Call Center	10	The person told me what I needed to know and told me my payment was probably still in the mail, which it was. They received it the next day.
223	Call Center	10	The rep answered my questions and helped me.
224	Call Center	10	The rep was nice and helpful.
225	Call Center	10	The rep was nice and took care of my questions.
226	Call Center	10	The rep was pleasant and helpful.
227	Call Center	10	The representative did what he could. He takes the time to look and try to help me.
228	Call Center	10	The representative I spoke with was very knowledgeable and helpful.
229	Call Center	10	The representative was able to complete everything that I needed done.
230	Call Center	10	The representative was courteous and informative.
231	Call Center	10	The representative was excellent. Everything was a ten.
232	Call Center	10	The representative was helpful.
233	Call Center	10	The representative was outstanding. She must have been a mother. She understood me and helped me get everything taken care of. When I hung up, I was at ease that I was going to have service.
234	Call Center	10	The representative was professional, helpful and was able to set up an appointment very promptly.
235	Call Center	10	The representative was very helpful. Answered all my questions and told me what I had to do to disconnect my service.
236	Call Center	10	The representative, she was helpful and gave me options to help me.
237	Call Center	10	The second person helped me a lot.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
238	Call Center	10	The service representative was polite and easy to understand.
239	Call Center	10	The way they handled the issue was very good.
240	Call Center	10	Their knowledge and purpose was helpful.
241	Call Center	10	Their professionalism.
242	Call Center	10	Their service representative was very helpful.
243	Call Center	10	There is room for improvement.
244	Call Center	10	There wasn't much that it seemed that she could do about the situation. She clarified things and gave me some options.
245	Call Center	10	They answered all of my questions and were polite.
246	Call Center	10	They answered all of my questions.
247	Call Center	10	They answered my questions and helped me.
248	Call Center	10	They asked questions. They were thorough.
249	Call Center	10	They assisted me very well and didn't give me the run around.
250	Call Center	10	They called me back.
251	Call Center	10	They did a good job and helped me out.
252	Call Center	10	They did everything they could to satisfy my needs. They fixed everything.
253	Call Center	10	They did what they could.
254	Call Center	10	They explained everything clearly and they were able to help with what I called for.
255	Call Center	10	They explained everything to me and was very professional.
256	Call Center	10	They finally helped me and were very efficient.
257	Call Center	10	They fixed the problem.
258	Call Center	10	They gave me options and information.
259	Call Center	10	They gave me options. They were patient.
260	Call Center	10	They gave me the information really quickly. They were clear, and friendly (not aggressive).
261	Call Center	10	They gave me the information that I needed and more.
262	Call Center	10	They go above and beyond to have my needs met.
263	Call Center	10	They got back to me shortly and resolved all my questions and concerns.
264	Call Center	10	They got straight to the point and helped me.
265	Call Center	10	They handled it.
266	Call Center	10	They handled it.
267	Call Center	10	They handled my request well.
268	Call Center	10	They handled this as soon as possible.
269	Call Center	10	They helped calm me down.
270	Call Center	10	They helped me disconnect my service.
271	Call Center	10	They helped me fix the problem very fast.
272	Call Center	10	They helped me out. They told me where I could go to get help paying my bill and that was more than I expected from the gas company.
273	Call Center	10	They helped me.
274	Call Center	10	They knew their stuff.
275	Call Center	10	They let me make a payment to pay off my bill.
276	Call Center	10	They made sure it was fixed for me.
277	Call Center	10	They met my requirements. It's not always me meeting theirs, it was half way.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
278	Call Center	10	They resolved the issue and made arrangements to make the payments.
279	Call Center	10	They sent someone the next morning.
280	Call Center	10	They were able to get my gas turned on within a matter of moments with ease.
281	Call Center	10	They were able to give options other than coming into the office. She was patient and kind.
282	Call Center	10	They were able to help me get to the point I needed and the phone call was good.
283	Call Center	10	They were efficient and got someone over quick.
284	Call Center	10	They were excellent!
285	Call Center	10	They were excellent.
286	Call Center	10	They were good, helpful.
287	Call Center	10	They were helpful and respectful.
288	Call Center	10	They were helpful.
289	Call Center	10	They were helpful.
290	Call Center	10	They were helpful.
291	Call Center	10	They were informative, helped me quickly, and answered my questions.
292	Call Center	10	They were kind, understanding, professional, courteous, and very nice.
293	Call Center	10	They were knowledgeable with what they were doing and they made me happy.
294	Call Center	10	They were patient and very professional.
295	Call Center	10	They were patient, helpful, they wanted to help me, and they answered all of my questions.
296	Call Center	10	They were pleasant. They did not make me feel uncomfortable.
297	Call Center	10	They were polite and helpful.
298	Call Center	10	They were polite and pleasant, they made sure I understood and answered all of my questions.
299	Call Center	10	They were polite. They got someone out quickly.
300	Call Center	10	They were professional.
301	Call Center	10	They were professional.
302	Call Center	10	They were professional. They explained about my account.
303	Call Center	10	They were quick and set up the restoration.
304	Call Center	10	They were respectful, calm, cool and courteous.
305	Call Center	10	They were very clear and helpful.
306	Call Center	10	They were very customer oriented. Happy to help and assist.
307	Call Center	10	They were very good with me.
308	Call Center	10	They were very helpful and answered all my questions.
309	Call Center	10	They were very helpful and courteous, and got me through it quickly.
310	Call Center	10	They were very helpful and very nice.
311	Call Center	10	They were very helpful and very polite.
312	Call Center	10	They were very helpful.
313	Call Center	10	They were very helpful.
314	Call Center	10	They were very helpful.
315	Call Center	10	They were very helpful.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
316	Call Center	10	They were very helpful.
317	Call Center	10	They were very helpful.
318	Call Center	10	They were very helpful. A field rep was out within the hour.
319	Call Center	10	They were very helpful. They made it easy.
320	Call Center	10	They were very kind, polite and gave me good advice. They solved the problem for me.
321	Call Center	10	They were very patient with me.
322	Call Center	10	They were very pleasant, courteous, and it seemed that they cared about the reason why I called, like I wasn't just another customer.
323	Call Center	10	They were very polite and helpful.
324	Call Center	10	They were very professional.
325	Call Center	10	They were very understanding. They let me know about my meter reading.
326	Call Center	10	They're always polite and take their time to understand the problem and get to the solution.
327	Call Center	10	Things went very quickly and I got the information I requested.
328	Call Center	10	Things went very well.
329	Call Center	10	Things went well.
330	Call Center	10	Things went well.
331	Call Center	10	Things were good once I was speaking with someone live on the phone.
332	Call Center	10	Things were handled quickly.
333	Call Center	10	Very clear instructions.
334	Call Center	10	Very good customer service.
335	Call Center	10	Very helpful.
336	Call Center	9	He did what he could and he was pleasant.
337	Call Center	9	He was very understanding, but he couldn't do much for me.
338	Call Center	9	I appreciated her courtesy and answered my questions.
339	Call Center	9	I felt very respected.
340	Call Center	9	My representative was very nice.
341	Call Center	9	She did what I needed.
342	Call Center	9	She explained all of our options without me needing to ask a lot of questions.
343	Call Center	9	She gave me the answers I needed.
344	Call Center	9	She knew how to handle the request.
345	Call Center	9	She listened to me, answered my question, and helped me understand the next steps.
346	Call Center	9	She was able to address my issue, my issue was resolved.
347	Call Center	9	She was competent.
348	Call Center	9	She was fine, she took care of it.
349	Call Center	9	She was fine.
350	Call Center	9	She was good.
351	Call Center	9	She was good.
352	Call Center	9	She was nice and patient.
353	Call Center	9	She was very helpful.
354	Call Center	9	She was very helpful.
355	Call Center	9	She was very polite, fast, and efficient.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
356	Call Center	9	The customer service representative was helpful.
357	Call Center	9	The person was very helpful.
358	Call Center	9	The representative answered my questions and call quickly, it was good.
359	Call Center	9	The representative was very helpful and guided me step by step with my new account set up.
360	Call Center	9	The time it took to call me back.
361	Call Center	9	They did all they can do.
362	Call Center	9	They explained clearly and had no issues.
363	Call Center	9	They explained things to me.
364	Call Center	9	They got it done in a timely fashion.
365	Call Center	9	They took care of what I called for in a polite and timely fashion.
366	Call Center	9	They wanted to help.
367	Call Center	9	They were friendly and answered my questions.
368	Call Center	9	They were helpful.
369	Call Center	9	They were patient.
370	Call Center	9	They were quick.
371	Call Center	9	They were very helpful.
372	Call Center	9	They were very helpful.
373	Call Center	9	They were very informative.
374	Call Center	9	They were very polite, concerned, and helpful.
375	Call Center	9	They were very professional.
376	Call Center	9	Whatever I asked, they had the answer for me.
377	Call Center	8	Everything was adequate.
378	Call Center	8	I am stingy and precise.
379	Call Center	8	I like talking to a live person he was pleasant.
380	Call Center	8	I was finally able to get the information and services that I needed.
381	Call Center	8	I was told different answers from each of the representatives that I spoke with, until I was finally transferred to someone that could answer my questions, and help me.
382	Call Center	8	It was satisfactory. I'm new to PGW.
383	Call Center	8	She answered all my questions.
384	Call Center	8	She did what was required. She was nice and professional.
385	Call Center	8	She provided great service.
386	Call Center	8	She was kind of curt.
387	Call Center	8	She was trying to convince me that they put the letter under my door.
388	Call Center	8	She was very accommodating and informative.
389	Call Center	8	Some of my problems weren't solved.
390	Call Center	8	The rep knew how to handle my situation.
391	Call Center	8	The representative was pretty good.
392	Call Center	8	They didn't take advantage of me and that they were giving me options on what I could do to rectify my tardiness.
393	Call Center	8	They were a little reluctant. They tried to rush me off the phone.
394	Call Center	8	They were courteous.
395	Call Center	8	They were good, helpful.
396	Call Center	8	They were great to me.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
397	Call Center	8	They were helpful.
398	Call Center	8	They were helpful.
399	Call Center	8	They were helpful.
400	Call Center	8	They were ok, no issues.
401	Call Center	7	Because he didn't know that he couldn't turn it on from the office.
402	Call Center	7	Because I wish they would do something about the balance. I would rather have had cash and not credit on my account because I still had the other bill to pay.
403	Call Center	7	Everything was all figured out.
404	Call Center	7	He was pleasant. He didn't give me more than I needed. Instead of saying "I can take your payment now," he said "yes" when I asked if I would have to wait for the bill.
405	Call Center	7	If you call early in the morning there's a wait time. The late afternoon is the peak time where I'm on hold for long a time.
406	Call Center	7	It was quick and I was able to do what I needed to do.
407	Call Center	7	She listened to me, but I didn't get what I wanted. I felt like I should have been able to speak to a supervisor right then and there.
408	Call Center	7	She was OK.
409	Call Center	7	She was very short and dry. I felt like she didn't care to hear it, she just wanted to get the call over with.
410	Call Center	7	They never gave me a good explanation of why the gas was shut off.
411	Call Center	7	They were not understanding. They were just following the rules.
412	Call Center	7	They were ok.
413	Call Center	6	Because I got what I needed but I felt it should have been handled differently.
414	Call Center	6	He couldn't really resolve my issue if I didn't have the balance that was given to me.
415	Call Center	6	I had to wait.
416	Call Center	6	I think they did what they could.
417	Call Center	6	It didn't make sense.
418	Call Center	6	She cut me off when I was trying to tell her the right address. I ended up having to call back.
419	Call Center	6	The way I was spoken to was a bit terse.
420	Call Center	5	I didn't understand the program. It wasn't explained clearly enough.
421	Call Center	5	I don't believe he told me the truth regarding payment arrangements.
422	Call Center	5	I felt she was not interested helping me find a better solution to my problem. It seemed like she was saying this is just the way it works, this is just what the system says to do.
423	Call Center	5	I have not received the CRP application.
424	Call Center	5	She couldn't help me. It says on the paperwork to call if you have any questions.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
425	Call Center	5	She didn't really know and had to put me on hold to talk to someone before she could give me the answer. The call took me 15-20 minutes when it should have been much shorter.
426	Call Center	5	She was not able to resolve the issue.
427	Call Center	5	The representative listened, but not sure she did anything about it.
428	Call Center	5	They were not very helpful.
429	Call Center	4	Because, first of all, I don't think that people are leaving information in the notes like the first guy said he was. Either they didn't read the notes or the guy didn't leave the note. It's like people need more training there. I should not have had to go through that. It was kind of crazy and a stressful month for me.
430	Call Center	4	It took too long and was not a straightforward process as if there was incompetence.
431	Call Center	4	The call rep had an attitude when I was explaining the situation and seemed to not care.
432	Call Center	4	The person was not very nice to me.
433	Call Center	4	They said I had to wait another week to enroll in a program.
434	Call Center	3	Like I said, she was very rude and seemed annoyed if I didn't understand her or wanted her to explain more. I work in customer service and so I know what good customer service is.
435	Call Center	3	The representative didn't offer many options. Not sure it was his fault. Basically told me this is what you need to pay and didn't try to work with me.
436	Call Center	3	There was too many people that I had to go through.
437	Call Center	2	Because they should have known better than to give me a bill that did not reflect my real bill.
438	Call Center	2	There weren't enough options to get my gas back on after \$1,500 of gas usage.
439	Call Center	1	The agent was very disrespectful and did not answer many of my questions.
440	Call Center	1	The representative was sarcastic, mean, and nasty. Her overall disposition was a turn off. She told me that she was only giving back what I was giving her.
441	Call Center	Don't Know	I did not speak with a live person.
442	Call Center	Don't Know	I didn't speak to a representative.
443	Call Center	Don't Know	I don't know. I can't remember.
444	Call Center	Don't Know	I don't remember.
445	Call Center	Don't Know	I have no way of knowing if a person is trying to work me, or if the system is just telling them what to say.
446	Call Center	Don't Know	I wasn't the person who called.
447	Call Center	Don't Know	She said what she had to say and did what she had to do. I wasn't happy one way or another. I don't know how to rate her.
448	Call Center	Don't Know	Unable to speak with a representative yet.
449	CRC	10	Call center representatives give incorrect information.
450	CRC	10	Everything went smoothly and didn't take too long.
451	CRC	10	He got everything done very quickly. He was not rude or anything like that.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
452	CRC	10	He was great.
453	CRC	10	I am happy with the service.
454	CRC	10	I wouldn't know.
455	CRC	10	It was easy.
456	CRC	10	It's because she knew exactly how to fix the problem.
457	CRC	10	She did her job.
458	CRC	10	She was good and efficient, and pleasant. Very professional.
459	CRC	10	She was very courteous, helpful and pleasant.
460	CRC	10	She was very friendly and helpful.
461	CRC	10	The billing representative gave me accurate information for the billing issue concerning the CRP program.
462	CRC	10	The customer service representative was extremely courteous and polite.
463	CRC	10	The rep answered my questions in a timely manner.
464	CRC	10	The rep listened to me, she was very nice and understanding.
465	CRC	10	The rep was helpful.
466	CRC	10	The rep was nice and professional.
467	CRC	10	The rep was very nice and pleasant.
468	CRC	10	They answered my questions when I called.
469	CRC	10	They catered to my needs. They did what they could over the phone and then sent someone out.
470	CRC	10	They gave me all the information I needed to know on how to conserve energy.
471	CRC	10	They had all the information I was asking for.
472	CRC	10	They knew what they were doing very clearly. They were very helpful.
473	CRC	10	They made it very easy.
474	CRC	10	They told me the right information.
475	CRC	10	They were able to answer all of my questions in a clear and concise manner. The representative was polite and professional.
476	CRC	10	They were helpful.
477	CRC	10	They were very friendly and apologetic for the wait time of the call.
478	CRC	10	They were very polite and informative.
479	CRC	10	Very pleasant, confident and quick.
480	CRC	9	I was going through a situation and they were able to help me to the best of her knowledge.
481	CRC	9	It's because she did what she can do.
482	CRC	9	Once I do get through to a representative, I have no issues or complaints. They are always helpful and courteous.
483	CRC	9	The rep was helpful and answered my questions.
484	CRC	9	They didn't ask for the password.
485	CRC	9	They took care of what I asked for.
486	CRC	9	They were pretty good, they were courteous.
487	CRC	9	They were very patient. Once I got to speak with them, they were informative and didn't rush me.
488	CRC	8	He couldn't solve my whole problem, he had to send me to someone else.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
489	CRC	8	He just sounded like he rolled out of bed. Maybe he could be a little more motivated sounding on the job. He got me what I wanted.
490	CRC	8	I love PGW.
491	CRC	8	I spoke with multiple representatives to reschedule the time to turn on my service.
492	CRC	8	I was good with my request.
493	CRC	8	It's because when I called and my English speaking is not as good they kept communicating to me and putting me back in queue. I had to talk to someone in Spanish and was unable too.
494	CRC	8	The rep was interested in handling my call.
495	CRC	8	Transferring me to residential wasn't working.
496	CRC	7	They could have been a little better.
497	CRC	6	The person was not very helpful and seemed kind of harsh. There was not much empathy for me, even when I wanted to pay the whole bill.
498	CRC	3	There was no professionalism.
499	CRC	1	The rep was willing to help me so much and short with me.
500	CRC	1	They don't take time to find out what's going on.
501	CRC	Don't Know	I was unable to talk to someone.
502	CRC	Refused	Automated system.
503	Office Visit	10	All three of the people I talked to in the office, were very nice.
504	Office Visit	10	Because they don't explain things in their entirety. The first representative was more like a three. The second one let me use the public computer to print out the documents.
505	Office Visit	10	Everyone was very nice to me.
506	Office Visit	10	Everything was fast. I got everything I needed immediately.
507	Office Visit	10	Everything was quick and there was no line when I got there which was nice because I had just got off of work, and it was hot out.
508	Office Visit	10	Everything went well.
509	Office Visit	10	He helped me and it was beautiful. I feel special.
510	Office Visit	10	He was polite and made sure I got everything I needed.
511	Office Visit	10	He was very helpful and knowledgeable, he made it easy for me to do what I needed to.
512	Office Visit	10	He was very pleasant and a gentleman. The ladies are very sweet.
513	Office Visit	10	Her customer service skills were excellent and communication, and she told me about other programs.
514	Office Visit	10	Her personality. She listened. She helped a lot.
515	Office Visit	10	I don't know they were just good that's all.
516	Office Visit	10	I felt very supported.
517	Office Visit	10	I got served very quickly.
518	Office Visit	10	I needed one more piece of paper and they told me how to get it done, and they were very nice about it.
519	Office Visit	10	I was informed and listened to.
520	Office Visit	10	I was very satisfied and the rep apologized for the wait.

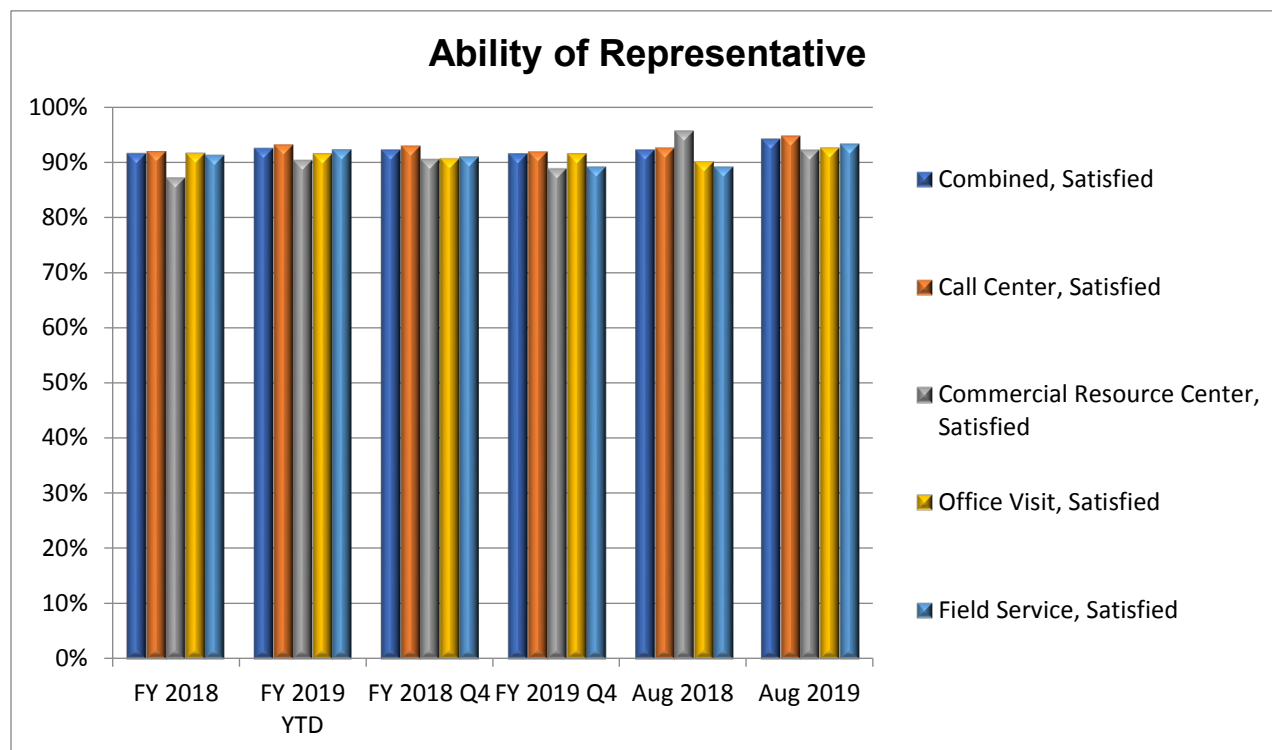
	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
521	Office Visit	10	I went down there with my paper work and they were very nice to me, and the time I thought I was going to spend was shorter than I expected. They handled everything the way it was supposed to be handled.
522	Office Visit	10	I would say because I was able to get in and out of there and didn't have to wait long. Also, I was given assistance and the help to access the CRP program even though I was still waiting on my pay stubs and had not received them yet they didn't turn me away.
523	Office Visit	10	It was good.
524	Office Visit	10	It's for the same reasons that I already indicated as to the helpfulness of the representative.
525	Office Visit	10	Same reason. She was polite and helpful.
526	Office Visit	10	She actually knew what she was doing. There was no run-around.
527	Office Visit	10	She did exactly what I needed.
528	Office Visit	10	She gave me the information I needed.
529	Office Visit	10	She helped me out. I didn't know what I was doing online and she came and showed me what to do.
530	Office Visit	10	She waived the fee.
531	Office Visit	10	She was able to resolve my issues pretty quickly.
532	Office Visit	10	She was concerned about helping me figure out my problem, and saw I was ill. She went and got me water. She continued to work on my problem even though she sent me home. She called with the answer later.
533	Office Visit	10	She was helpful and there was no wait time.
534	Office Visit	10	She was knowledgeable.
535	Office Visit	10	She was real professional.
536	Office Visit	10	She was really nice and explained why I didn't qualify.
537	Office Visit	10	She was really nice, fast, and thorough.
538	Office Visit	10	She was very helpful and patient.
539	Office Visit	10	She was very helpful and she was multitasking.
540	Office Visit	10	She was very helpful. They let me know what I needed to do.
541	Office Visit	10	She was very nice and pleasant.
542	Office Visit	10	She was very quick. Resolved my problem in less than half an hour.
543	Office Visit	10	The call center representative was helpful.
544	Office Visit	10	The customer service representative was very helpful.
545	Office Visit	10	The customer service was very detailed and they gave me good pointers on how I could lower my gas bill and they also let me know when the next bill would be here, as well as, suggested a lower payment plan I could try for.
546	Office Visit	10	The gentleman was very nice. He pointed out that the paperwork was the wrong paperwork and so I returned with the correct paperwork.
547	Office Visit	10	The rep provided some answers for questions I didn't have which was good.
548	Office Visit	10	The representative was overall very professional.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
549	Office Visit	10	The representative was very helpful, professional and friendly.
550	Office Visit	10	The representative was very helpful.
551	Office Visit	10	The respect and courtesy that was shown was what I was looking for. I am very pleased with the service I received.
552	Office Visit	10	The way the bill was set up, it was in my name and the people who had the bill weren't paying it, so there is an outstanding bill of \$3000.00. I had no money to put down or even try to lower it and she explained to me of ways that I can get on the program. She was very helpful.
553	Office Visit	10	There were no problems.
554	Office Visit	10	They handled my issue.
555	Office Visit	10	They handled the situation good.
556	Office Visit	10	They produced my bill for me.
557	Office Visit	10	They told me what I had to do right.
558	Office Visit	10	They were good, helpful.
559	Office Visit	10	They were helpful and I was very satisfied.
560	Office Visit	10	They were helpful and resolved my situation.
561	Office Visit	10	They were nice.
562	Office Visit	10	They were quick.
563	Office Visit	10	They were very good.
564	Office Visit	10	They were very helpful and respectful.
565	Office Visit	10	They were very informative.
566	Office Visit	10	They were very kind and quick.
567	Office Visit	10	They were very professional.
568	Office Visit	10	Very efficient, and very good. They answered my questions.
569	Office Visit	10	Very professional. It was a great experience.
570	Office Visit	10	Well I think because he is really helpful and he handled my issue quick. He knew his job.
571	Office Visit	10	When I have a problem they take care of it.
572	Office Visit	9	I don't have no problems with the gas company.
573	Office Visit	9	She was asking too many questions.
574	Office Visit	9	She was nice and helpful.
575	Office Visit	9	She was polite. I liked how she talked.
576	Office Visit	9	The person was helpful.
577	Office Visit	9	The representative was very specific, professional, and to the point.
578	Office Visit	9	The way she handled her job was efficient.
579	Office Visit	9	They are very informed and I am satisfied.
580	Office Visit	9	They explained everything in an easy to understand way.
581	Office Visit	9	They handled my request.
582	Office Visit	9	They're all good people. There was one who almost cried when she had to give me the news.
583	Office Visit	8	It went OK.
584	Office Visit	8	She did her job but she wasn't very pleasant. Just dry.
585	Office Visit	8	She was helping me out, but I could barely hear her because she was talking so low.
586	Office Visit	8	She was nice.

	Contact Type	Overall Satisfaction with Center Representative	Primary Reason for Overall Sat with Center Representative
587	Office Visit	8	The last person she seemed a little more pleasant than the person I spoke to before who seemed like she didn't give a care.
588	Office Visit	7	I got the information and help that I needed.
589	Office Visit	7	It is not like she did something to help me. She gave me the number as the next step.
590	Office Visit	7	Our conversation wasn't that long.
591	Office Visit	7	She did her job, it's just that I had to come back with more information concerning my children to properly enroll in the program.
592	Office Visit	7	The representative did what she could to help me.
593	Office Visit	6	She wasn't really saying anything. The front desk lady was the one who was disrespectful.
594	Office Visit	6	The second visit at the second location was very lackluster. The person I was dealing with wasn't as peppy.
595	Office Visit	5	The service representative wasn't pleasant.
596	Office Visit	2	The information provided was bothersome or confusing.
597	Office Visit	2	The receptionist was not very helpful.
598	Office Visit	2	They were very rude.
599	Office Visit	1	The customer service rep was not helpful or pleasant.
600	Office Visit	Don't Know	This is an ongoing process.

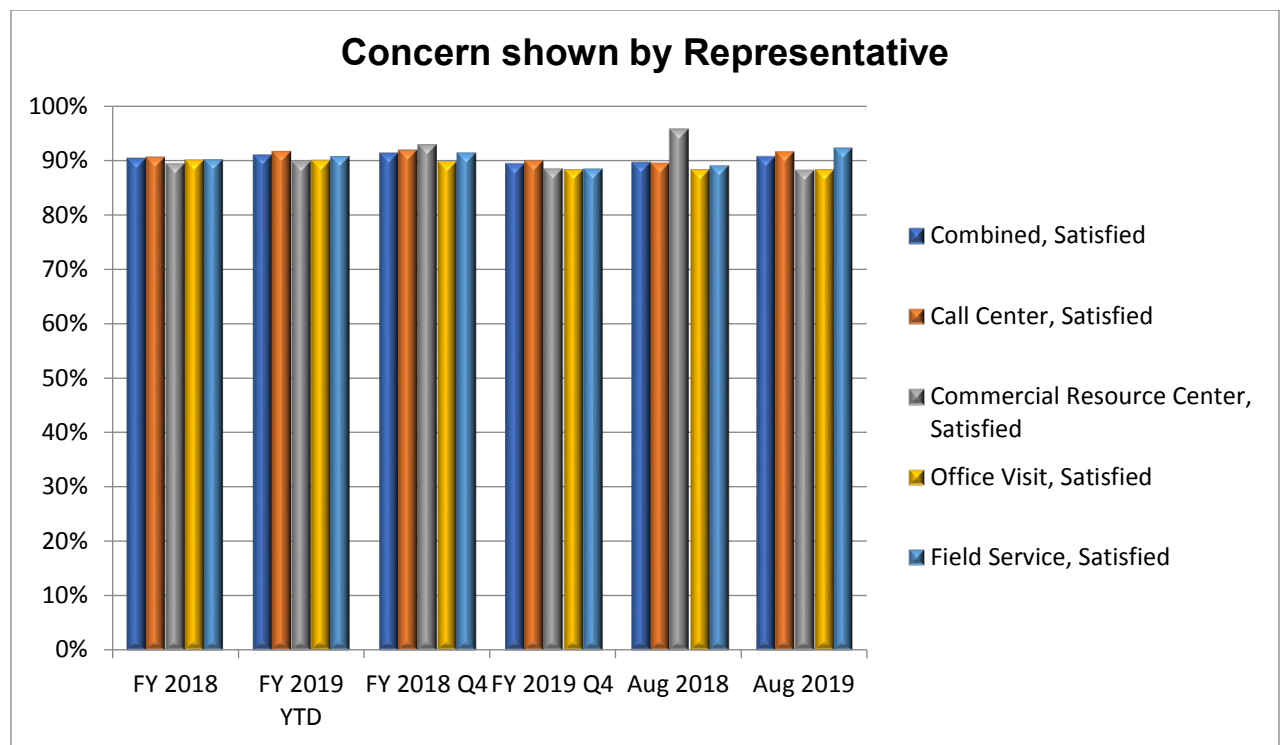
Returning to a scale of 1 to 10, how would you rate: The ability of the representative to handle your request or issue?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	7319	7382	1793	1872	601	588
		Satisfied	91.6%	92.5%	92.2%	91.5%	92.2%	94.2%
		Mean	9.11	9.18	9.11	9.12	9.07	9.37
	Call Center	Base	4763	4856	1161	1275	394	441
		Satisfied	92.0%	93.2%	93.0%	91.9%	92.6%	94.8%
		Mean	9.14	9.23	9.18	9.18	9.14	9.43
	Commercial Resource Center	Base	586	813	127	226	46	52
		Satisfied	87.2%	90.4%	90.6%	88.9%	95.7%	92.3%
		Mean	8.69	8.95	8.81	8.77	9.20	9.08
	Office Visit	Base	1970	1713	505	371	161	95
		Satisfied	91.7%	91.6%	90.7%	91.6%	90.1%	92.6%
		Mean	9.15	9.13	9.01	9.13	8.88	9.28
	Field Service	Base	1033	972	189	269	65	90
		Satisfied	91.3%	92.3%	91.0%	89.2%	89.2%	93.3%
		Mean	9.07	9.18	9.08	9.02	9.05	9.23



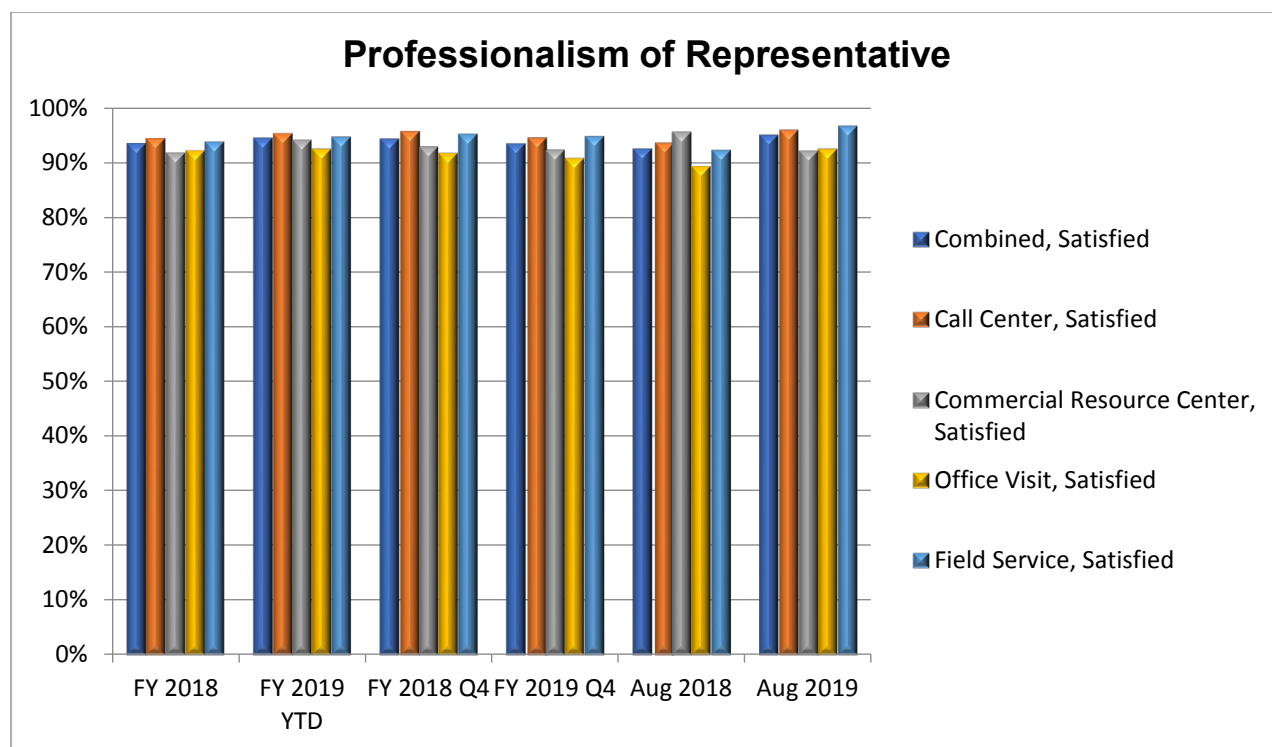
The concern shown by the representative regarding your needs?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	7222	7303	1775	1854	593	579
		Satisfied	90.5%	91.1%	91.4%	89.5%	89.7%	90.8%
		Mean	9.00	9.08	9.02	8.99	8.93	9.13
	Call Center	Base	4712	4813	1156	1261	393	434
		Satisfied	90.7%	91.8%	92.0%	90.1%	89.6%	91.7%
		Mean	9.03	9.13	9.11	9.04	8.99	9.20
	Commercial Resource Center	Base	575	807	127	227	46	51
		Satisfied	89.4%	89.8%	92.9%	88.5%	95.7%	88.2%
		Mean	8.77	8.95	8.80	8.81	9.15	8.94
	Office Visit	Base	1935	1683	492	366	154	94
		Satisfied	90.1%	90.0%	89.8%	88.3%	88.3%	88.3%
		Mean	9.01	8.99	8.87	8.92	8.69	8.93
	Field Service	Base	1017	961	186	269	64	91
		Satisfied	90.2%	90.8%	91.4%	88.5%	89.1%	92.3%
		Mean	8.98	9.08	9.03	8.96	8.94	9.14



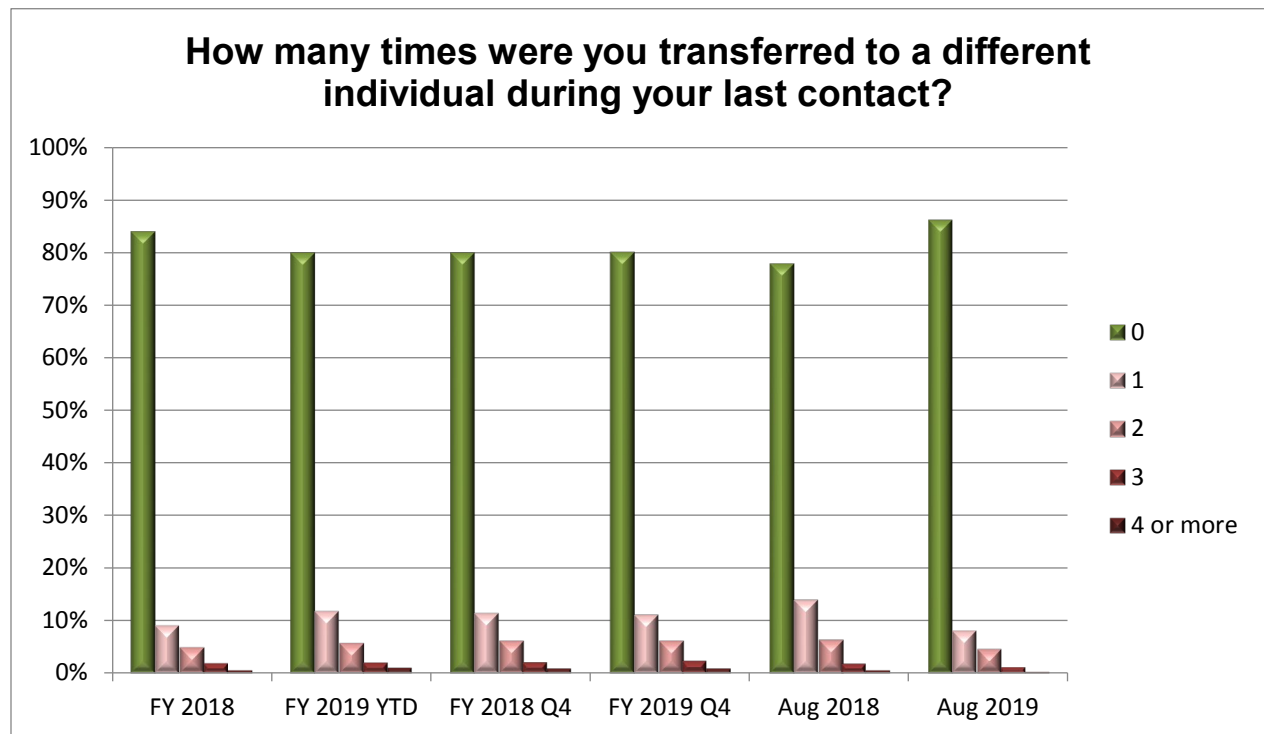
The professionalism of the representative you spoke with?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	7312	7412	1788	1871	597	587
		Satisfied	93.6%	94.6%	94.4%	93.5%	92.6%	95.1%
		Mean	9.29	9.37	9.31	9.30	9.21	9.47
	Call Center	Base	4759	4876	1159	1274	391	441
		Satisfied	94.4%	95.3%	95.7%	94.5%	93.6%	95.9%
		Mean	9.36	9.42	9.43	9.38	9.30	9.54
	Commercial Resource Center	Base	589	816	128	224	46	51
		Satisfied	91.9%	94.2%	93.0%	92.4%	95.7%	92.2%
		Mean	9.08	9.28	9.08	9.08	9.46	9.18
	Office Visit	Base	1964	1720	501	373	160	95
		Satisfied	92.3%	92.6%	91.8%	90.9%	89.4%	92.6%
		Mean	9.20	9.26	9.09	9.15	8.91	9.29
	Field Service	Base	1040	977	189	271	65	91
		Satisfied	93.8%	94.7%	95.2%	94.8%	92.3%	96.7%
		Mean	9.30	9.37	9.29	9.31	9.05	9.52



How many times were you transferred to a different individual during your last contact?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
How many times were you transferred to a different individual during your last contact?	Base	5218 100.0%	5529 100.0%	1249 100.0%	1456 100.0%	434 100.0%	486 100.0%
	0	4382 84.0%	4421 80.0%	999 80.0%	1166 80.1%	338 77.9%	419 86.2%
	1	472 9.0%	646 11.7%	141 11.3%	160 11.0%	60 13.8%	39 8.0%
	2	248 4.8%	311 5.6%	75 6.0%	88 6.0%	27 6.2%	22 4.5%
	3	90 1.7%	100 1.8%	24 1.9%	30 2.1%	7 1.6%	5 1.0%
	4 or more	26 0.5%	51 0.9%	10 0.8%	12 0.8%	2 0.5%	1 0.2%
	Don't Know	216	220	62	60	12	16
	Refused	5	9	2	2	-	-



Can you tell me why you were transferred?**August 2019 Only**

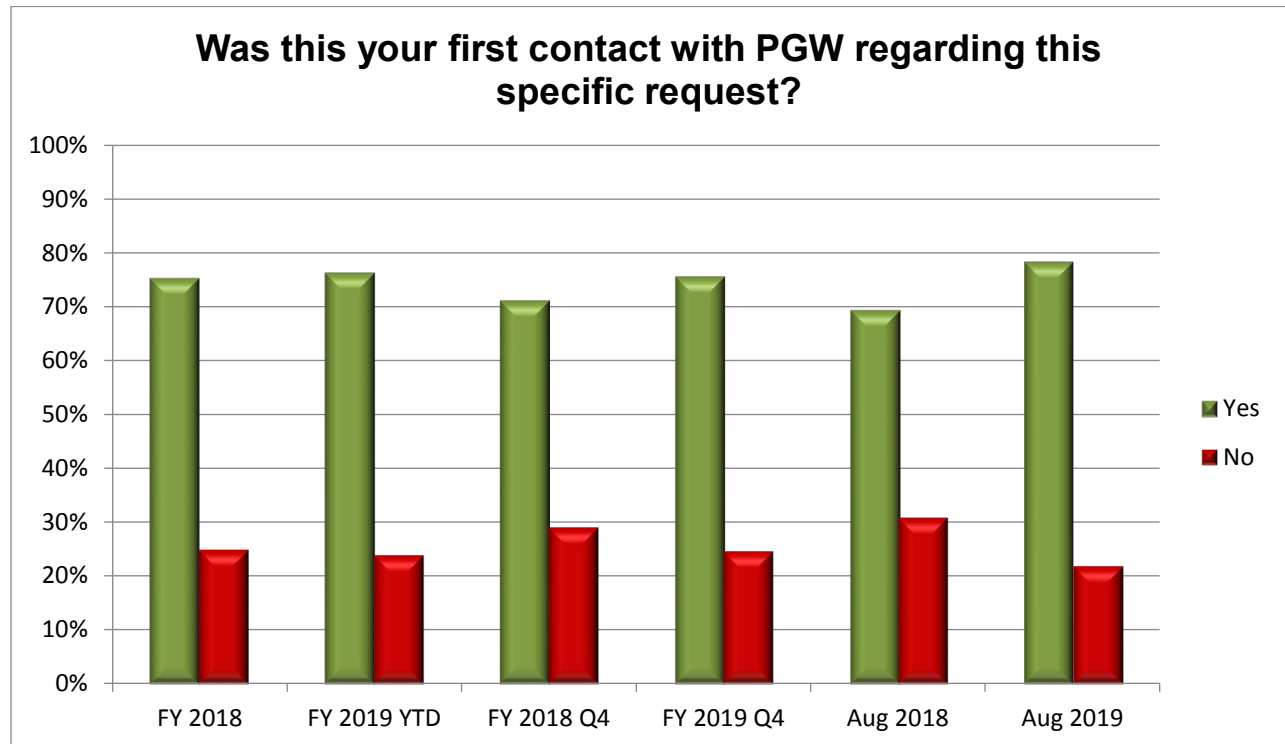
	How many times were you transferred to a different individual during your last contact?	Reason for transfer
1	4 or more	I calling about a residential house.
2	3	I think because the second person I talked to was a young lady who didn't read anything in the notes and she was trying to find out what was going on with my account. She seemed to not know what she was doing. I had to ask to speak with a supervisor.
3	3	I wanted to talk to a Spanish rep.
4	3	I'm not sure.
5	3	Last week there was a glitch in system and all residential calls were re-routed to the commercial side.
6	3	None of them were the people that I needed to speak to.
7	2	I accidently pushed the wrong number.
8	2	I am not sure, I went back and forth.
9	2	I do not know.
10	2	I don't know. They were trying to get me to right the person who could deal with it.
11	2	I don't recall.
12	2	I had a question that needed the attention of another employee.
13	2	I had to make an arrangement to pay on my bill.
14	2	I needed to speak to different departments.
15	2	I needed to speak to someone in a different department.
16	2	I needed to speak with a supervisor regarding the CRP program.
17	2	I needed to speak with customer service.
18	2	I opted in to the wrong things and had to get to the right person.
19	2	I pressed emergency by mistake so they transferred me to the right department.
20	2	I think the person that had answered the first time was from a different department than I needed to speak to, but I can't remember for sure.
21	2	I was in the wrong department.
22	2	I was trying to get more information or assistance.
23	2	Incorrect transfers and disconnects.
24	2	It's because they were not able to solve the disputed charge on my bill.
25	2	No.
26	2	The representative struggled answering questions, so I would be transferred.
27	2	We were trying to locate the right information from the right sources.
28	2	When I first called, the person I spoke with didn't have all the information that was necessary to resolve my call. With another person I spoke with, I was told that I would be put in touch with someone who was more knowledgeable.
29	1	After my giving my ID number and asking to speak to an agent, I was transferred to a live representative.

	How many times were you transferred to a different individual during your last contact?	Reason for transfer
30	1	Because I didn't need bill services. I was inquiring about converting heat from oil to gas.
31	1	First to pay bill, then I was transferred to a different department regarding auto-pay.
32	1	From automated to live.
33	1	From the automated program to the live person.
34	1	I am not sure.
35	1	I asked to be transferred.
36	1	I called the main number for the CRP and was sent to the correct department.
37	1	I can't remember.
38	1	I can't remember.
39	1	I didn't want to speak to an automated attendant.
40	1	I do not know.
41	1	I don't know.
42	1	I guess that person just couldn't do what he needed to do. I don't know.
43	1	I had to be transferred over to commercial.
44	1	I needed to speak to a supervisor.
45	1	I pressed the wrong number on the prompt. My mistake.
46	1	I was connected to the wrong department and then transferred to the billing group and the issue was then resolved.
47	1	I was not transferred.
48	1	I went from the automated system to a live person.
49	1	I'm not sure why.
50	1	I'm not sure.
51	1	It was because they had it down that someone had come out already, but they didn't.
52	1	It was just from the automated system to the live person.
53	1	No, I can't.
54	1	No, I don't remember.
55	1	No.
56	1	She couldn't help me anymore but she did her job.
57	1	The automated attendant couldn't do it.
58	1	The first person couldn't help me so I was transferred to billing.
59	1	The rep had to transfer me because the tenant was in the apartment for twenty years so it was hard for the rep to find a record.
60	1	The representative couldn't answer my questions.
61	1	The representative needed additional help.
62	1	There was a different department handling this situation.
63	1	There was an issue with the previous account.
64	1	To get on the program.
65	1	To get someone on the phone who could find out how this would be handled.
66	1	To get to the correct department.
67	1	When I called, I asked to speak with billing.

First Contact Resolution

Was this your first contact with PGW regarding this specific request?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Was this your first contact with PGW regarding this specific request?	Base	7544 100.0%	7623 100.0%	1838 100.0%	1931 100.0%	616 100.0%	610 100.0%
	Yes	5674 75.2%	5812 76.2%	1307 71.1%	1458 75.5%	427 69.3%	477 78.2%
	No	1870 24.8%	1811 23.8%	531 28.9%	473 24.5%	189 30.7%	133 21.8%
	Don't Know	72	82	21	13	6	2
	Refused	6	10	3	-	2	-



What prompted an additional contact regarding this request?**August 2019 Only**

What prompted an additional contact regarding this request?	
1	Again, I just like to check my account frequently.
2	At first I didn't have enough money. When I called I was told I had to pay an activation fee so I had to wait until I paid that off as well.
3	CRP paperwork drop off.
4	Follow up.
5	I always call about my bill.
6	I called a few months ago for my balance.
7	I called a week earlier and they told me to go into the office.
8	I called again to see if someone else could help me.
9	I called before and the system was down.
10	I called before because my bill was high.
11	I called first but, I prefer to deal with a person.
12	I called in previously and needed to call back.
13	I called PGW and they sent a residential technician to service me, but it was a commercial technician that I needed service from.
14	I couldn't get through to talk to someone.
15	I did it online, but needed clarification.
16	I did not get my final bill.
17	I didn't have enough time to finish my own issues.
18	I don't think the address got changed.
19	I felt animosity from the first person I spoke with. It was like I was a dead beat, or I was a slacker. Things happen and sometimes you can't pay a bill.
20	I got a thirty day notice and wanted to make sure I wasn't going to get shut off.
21	I got an email saying that I was getting an additional charge after I stopped service. The agent did clarify the situation.
22	I had contacted the office and it was closed, so I called back.
23	I had just made a payment and wanted to make sure it was posted by the deadline date.
24	I had more questions.
25	I had the same problem twice.
26	I had this request on many occasions. Every year I get a shut off.
27	I had to call on a different month about the same thing.
28	I had to contact my doctor so that a form could be filled out.
29	I had to fill out an application for CRP.
30	I had to go in to the office.
31	I had to go to the office.
32	I had to recertify for CRP.
33	I had to reschedule my turn on service appointment.
34	I had to return to pay my bill.
35	I had various questions over time.
36	I have been trying to get bill reductions.
37	I have not gotten the information or service I need.
38	I hung up and got disgusted.
39	I just was getting nervous. I originally thought that I could come up with the money in a certain time period.
40	I like coming in to talk to someone about my high bills.
41	I missed my service appointment.

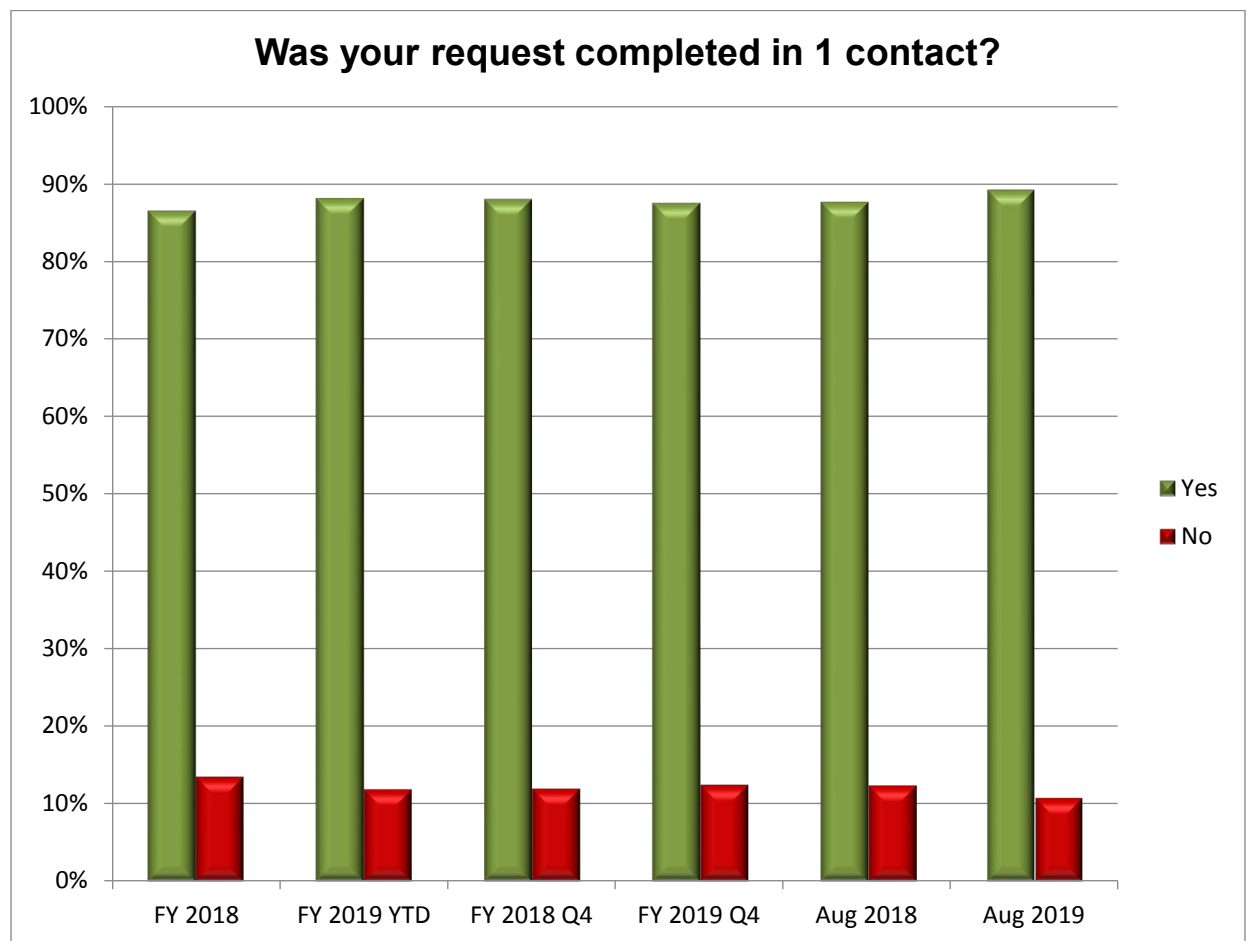
What prompted an additional contact regarding this request?	
42	I need assistance paying my bill.
43	I needed additional documentation.
44	I needed more information.
45	I needed more information.
46	I needed to find a different kind of program to get my bill lowered.
47	I needed to get more information.
48	I needed to get the money.
49	I needed to provide additional information.
50	I needed to provide documentation and inquire about my circumstances.
51	I needed to supply additional information.
52	I needed to take care of my paperwork.
53	I pay my bill online and called when I had questions regarding budget billing.
54	I phoned PGW before I came in to pay my bill.
55	I talked to them last month about the same issue.
56	I tried the internet first. Called again because I was still trying to find information about recertification which I thought was supposed to happen this month.
57	I visited the day before but needed to return to submit paperwork.
58	I wanted to confirm that I would be OK until Friday.
59	I was checking to see if anything had gotten done and nothing was done.
60	I was disconnected on my first phone call.
61	I was following up on my application for CRP.
62	I was following up to an unresolved high bill inquiry.
63	I was going through a process to enable a program.
64	I was having difficulty. My bill was very, very high. I didn't understand why.
65	I was having problems getting my mail so this has been ongoing.
66	I was making a payment for tomorrow.
67	I was not sure who I needed to contact at first.
68	I was returning proof of income paperwork.
69	I was struggling to get information.
70	I was trying to figure out how to pay my high bill.
71	I was trying to get termination services.
72	I was turning on new service.
73	I was waiting for the issue of payment and then didn't receive so I called to see what else I could do to get the program and was then directed to go into the office.
74	I was waiting to see if they'd received my payment. I was very satisfied.
75	I wasn't ready to commit.
76	I'd rather speak with someone face to face.
77	Identity theft follow up.
78	I'm disabled and I couldn't hang on that long so I requested a call back.
79	I'm going to a court case with my previous landlord. Her collection agent works for PGW. She answered the first call. I could not have the conversation with her.
80	Initially, it was to just turn on the gas. I was told to call back to a time closer to my move in date. I also had to go in because of my credit score.
81	It had to be transferred into my name on the phone except the gas so I had to go in with two forms of ID to transfer service.
82	It has been an ongoing issue.
83	It has been ongoing.
84	It was always on the phone.
85	It was in reference to a payment plan.
86	It was just a follow up call.

What prompted an additional contact regarding this request?	
87	It was ongoing since July because after the termination notice I got another term notice too.
88	It wasn't resolved.
89	I've tried reaching them since January for someone to come out to read my gas meter. I sent three money orders and they can't find them.
90	My gas had been shut off and I want to get it turned back on, but I don't have enough money right now.
91	My landlord wanted the service transferred to his name and not a turn off request.
92	My last contact was a year ago. It was to turn on. This was to turn off then turn on somewhere else.
93	My printer was broken, so I had to get more information later.
94	My resources.
95	My service was disconnected.
96	Never mind it was only once.
97	Overall, I have always had these issues with attitudes from the representatives.
98	PGW turned off my gas and I had to keep calling to see what I can do to have the gas turned back on.
99	So, I set up the service for the first request and forgot to get my account number so I had to call back to get the account number.
100	The automated system was glitching and I couldn't get a live person.
101	The automated system. I couldn't get through.
102	The bill was incorrect. PGW billed me incorrectly the first time or PGW changed the bill amount when UCEF contacted them. Either way, This is unacceptable.
103	The day before I went to Germantown and they were rude so I went to the South Broad office and was pleased with my contact with PGW.
104	The first call I was just asking general questions about how to cancel service.
105	The first person didn't take care of my needs.
106	The first time I called I was just looking to see what the amount was going to be. This time I called to actually pay the whole bill.
107	The first time, whoever I was talking to couldn't tell me anything. I waited a few days and called back.
108	The gas was not turned on as promised.
109	The issue was ongoing.
110	The issue was removing my name from the account. No one could give me a definitive answer. My landlord had to get in touch with PGW.
111	The lady I talked to prior was not helpful.
112	The previous person didn't care about my situation. That is why I came back. I got the paper about the medical issues. I have asthma and I am a disabled veteran. I didn't serve this country to be treated like that.
113	The same reason.
114	The second contact was a follow up.
115	There was additional paperwork that I needed.
116	There were additional gas leaks.
117	They called me to tell me my gas would be cut off in three days.
118	They came out the first time and the meter had water in it. The gas in the house wasn't hooked up to the street and the gas knob was broke.
119	They gave me a different number to call.
120	They had to resend the fax because the doctor didn't get it.
121	They said they didn't receive the medical form.
122	They told me to go into the office.
123	They took two payments out of my pay check.
124	Things were not working properly.
125	This is the second time I went out. First I was overcharged for an apartment and they just gave me a number call.
126	This issue was ongoing.

What prompted an additional contact regarding this request?	
127	This was an ongoing issue.
128	This was an ongoing issue.
129	To supply paperwork (documentation).
130	We needed documentation.
131	When I called previously to have the billing address changed, it was never done. I kept getting shut off notices, but no regular bills. I have more than one account.
132	When I got the balance there was an increase so I called to find out and they informed me as to why.
133	When I originally called the person that was handling installing my new meters was on vacation, and so I left a message because they were on vacation according to the voicemail. I was to press one to continue holding or go to the voicemail and it was directly sent to the voicemail.
134	When they send the paperwork over to the doctor's office, they said that the doctor wasn't comfortable signing it for some reason.

Was your request completed in 1 contact?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Was your request completed in 1 contact?	Base	7551 100.0%	7618 100.0%	1839 100.0%	1921 100.0%	616 100.0%	609 100.0%
	Yes	6537 86.6%	6716 88.2%	1621 88.1%	1682 87.6%	540 87.7%	544 89.3%
	No	1014 13.4%	902 11.8%	218 11.9%	239 12.4%	76 12.3%	65 10.7%
	Don't Know	66	86	20	21	6	3
	Refused	5	11	3	2	2	-



What remains unresolved?**August 2019 Only**

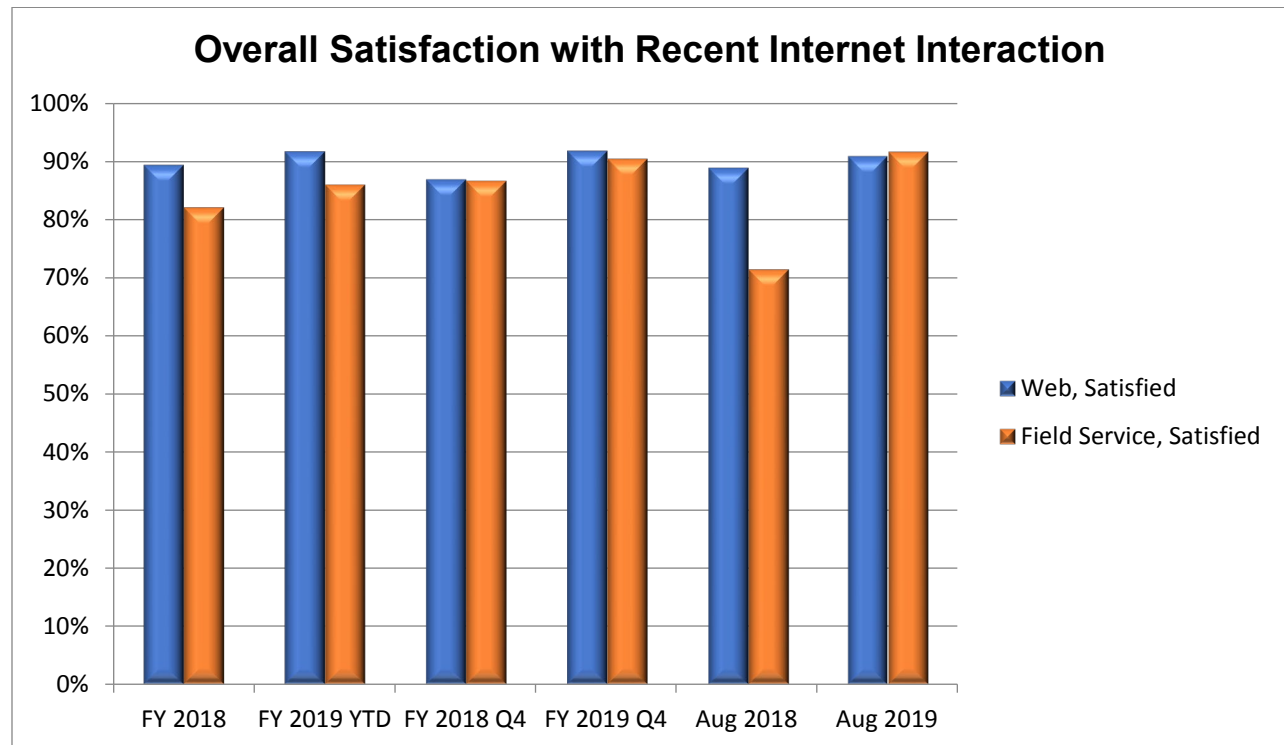
What remains unresolved?	
1	Billing questions concerning landlord.
2	Currently nothing.
3	Currently the new meters have not been installed and I am still waiting for a call about this.
4	Everything is now resolved. I spoke to someone at the PUC, who contacted PGW and resolved the issue.
5	Everything is resolved now.
6	I am in the process of evicting a tenant.
7	I am not sure if my address update is in place.
8	I am trying to get service turned on as a landlord.
9	I am under threat of having my services turned off.
10	I can stay on the autopay or not. I will have to follow up to see if I get charged or not. I don't know when the request for my service to stop will get processed.
11	I cannot recertify for the CRP program because my income has declined but I have social services and a credit. It is frustrating.
12	I could not pay.
13	I couldn't find my credit card, so I had to call back.
14	I currently have a balance due but cannot pay it because I'm not in the CRP.
15	I didn't get anything done.
16	I got a shut off and I am unable to get into a payment arrangement because they said I called too late and their systems were down.
17	I had to apply for the CRP program online.
18	I had to call back to see if it was resolved.
19	I had to check if my gas was turned back on, then I had to call them back to let them know.
20	I had to find out myself. I went online to see what documents were missing.
21	I had to go to the South Broad street office. That's why I had two contacts with PGW.
22	I had to hang up from the initial call because of the reps attitude. When I called back the rep was excellent.
23	I had to have proof of income.
24	I have not received the CRP application.
25	I have to give them the paperwork. They said I can't mail it in.
26	I have to try to finish paying off the \$600 and then go back to PGW to the funding resource center see if they have the funding to pay off the balance.
27	I just need a letter head, about my grandson.
28	I need to contact a representative to figure out how to submit my CRP application online.
29	I need to get the services transferred.
30	I needed to change my email and I can't reset my email.
31	I still have to do a follow up myself. All I received was a term notice but never anything saying that I was back in good standings.
32	I still have to make a payment before the end of this month to cover the last \$590.00.
33	I still haven't called back to complete the switch, I was more on hold the whole time.
34	I still haven't received any information.
35	I think \$386.00 is still too much. Maybe LIHEAP will help.
36	It was turned on after three calls to PGW.
37	It's all resolved now.
38	My application is still pending.
39	My bill didn't come.

What remains unresolved?	
40	My bill.
41	My fault. I gave the wrong number. I called back to reschedule and after I called back everything worked out.
42	My gas is still off and nothing was resolved.
43	My issue was resolved but only after having to call like three times.
44	My services are still not turned off.
45	My situation is still not being taken care of. I have to go to the office to resolve the matter.
46	No one ever came out to read my meter. I sent several money orders to no avail.
47	Nothing has been done.
48	Nothing, everything was resolved.
49	Nothing, I needed to return the next day to submit paperwork.
50	Nothing.
51	Nothing.
52	Nothing.
53	The actual turn on and check that needs to be done.
54	The bill is still unresolved and now because of PGW's mistake I might lose my grant with UCEF.
55	The bill. I was supposed to receive a verification form, but I have not gotten it yet.
56	The charge that I have been trying to dispute.
57	The extra bill is still pending.
58	The problem is resolved.
59	The service hasn't been done yet.
60	The shut-off notice still hasn't been paid. I was told there is a hold on my payment.
61	There is a form that needs to be filled out. My doctor is on vacation so I had to call back.
62	They haven't got back to me and the bill still remains.
63	They still say I owe a balance.
64	Things are resolved finally.
65	Things are resolved.
66	Yes, after three calls.

Internet Interaction

Returning to a scale of 1 to 10, how would you rate your overall satisfaction with your most recent internet interaction with PGW?

		Date						
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019	
Contact Type	Web	Base	273	446	99	122	36	55
		Satisfied	89.4%	91.7%	86.9%	91.8%	88.9%	90.9%
		Mean	8.82	9.01	8.63	9.00	8.72	9.00
	Field Service	Base	39	50	15	21	7	12
		Satisfied	82.1%	86.0%	86.7%	90.5%	71.4%	91.7%
		Mean	7.92	8.84	8.20	9.10	7.57	9.08



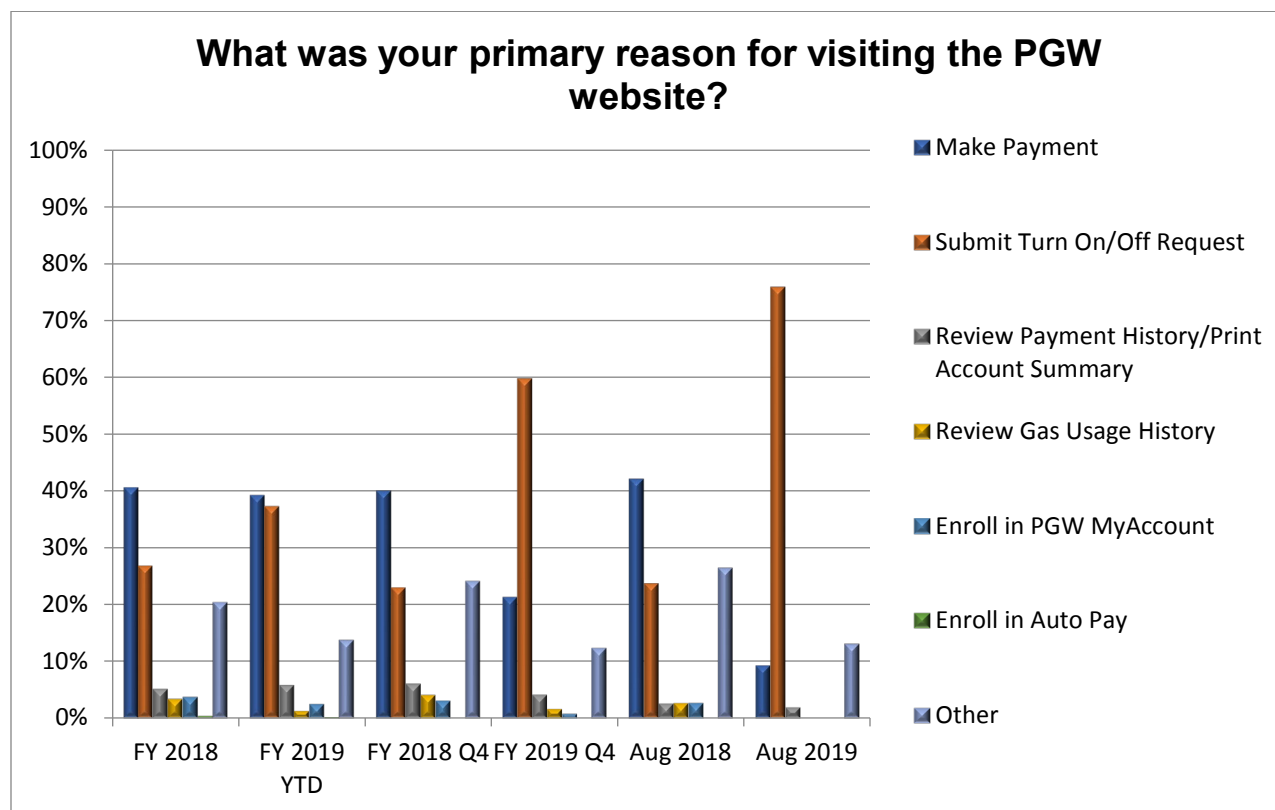
What would you say is your primary reason for that score?**August 2019 Only**

	Overall Satisfaction with Recent Internet Interaction	Primary Reason for Overall Satisfaction Score with Recent Internet Interaction
1	10	Ease of use.
2	10	Easy to close my account.
3	10	Good customer service.
4	10	I didn't have any complications going from site to site.
5	10	I didn't have any issues with the website.
6	10	I don't know.
7	10	I got into the program when I wanted too.
8	10	I got things done and I appreciate the help.
9	10	I had no issues.
10	10	I was able to do what I needed to get the result required.
11	10	I was able to send the information through the website.
12	10	I went to the PGW website to sign up for new service.
13	10	I'm always giving a ten when I use the internet because I can be ahead of everything.
14	10	It was "smooth," easy to use.
15	10	It was an easy layout of the forms I had to fill out.
16	10	It was easy and efficient to do on the internet.
17	10	It was easy and quick.
18	10	It was easy to get the service started.
19	10	It was easy to navigate.
20	10	It was easy to use and very efficient.
21	10	It was easy.
22	10	It was simple and easy.
23	10	It was simple and fast.
24	10	It was the convenience.
25	10	It was very easy.
26	10	It was very straightforward and easy to navigate.
27	10	It's very easy to use. I had no problems.
28	10	Navigation was smooth.
29	10	Pretty easy to do what I needed to do.
30	10	The overall experience went well.
31	10	The problem was resolved.
32	10	The website was clear and easy for me to get done what I needed to do.
33	10	The website was easy to use.
34	10	The whole process is very easy.
35	10	This is because there weren't any problems.
36	10	Very easy to navigate.
37	9	I feel like the website is user friendly and easy to follow.
38	9	Navigation went smoothly.
39	9	Nice and easy. Very smooth.
40	9	Same reason as before.
41	9	The ease of the online portal.
42	8	As I said before, ten is perfection so I gave you an eight, which is very good.
43	8	It was fine. Everything worked smoothly.

	Overall Satisfaction with Recent Internet Interaction	Primary Reason for Overall Satisfaction Score with Recent Internet Interaction
44	8	It was simple but the website is slow.
45	8	It was sort of easy.
46	8	On the website I couldn't find how to request service so I think it could be more simplified to sign up for services.
47	8	The website was a tiny bit clunky.
48	7	It was OK.
49	7	It's easier to pay online.
50	7	The user experience wasn't the greatest but it wasn't that bad either.
51	6	I accomplished it all, it was just kind of unclear as far as the follow-up to have gas turned on.
52	6	My bill is still high.
53	4	I think it is pretty hard to disconnect service. It is not user friendly. I couldn't find the button to disconnect service. I had to Google it.
54	4	I wouldn't say it was PGW's fault. I was doing it from my workplace's computer and had trouble with the computer.
55	1	No one has reached out to me to resolve the issue. I'd like to get it resolved sooner rather than later. It's still in the name of the previous owners.

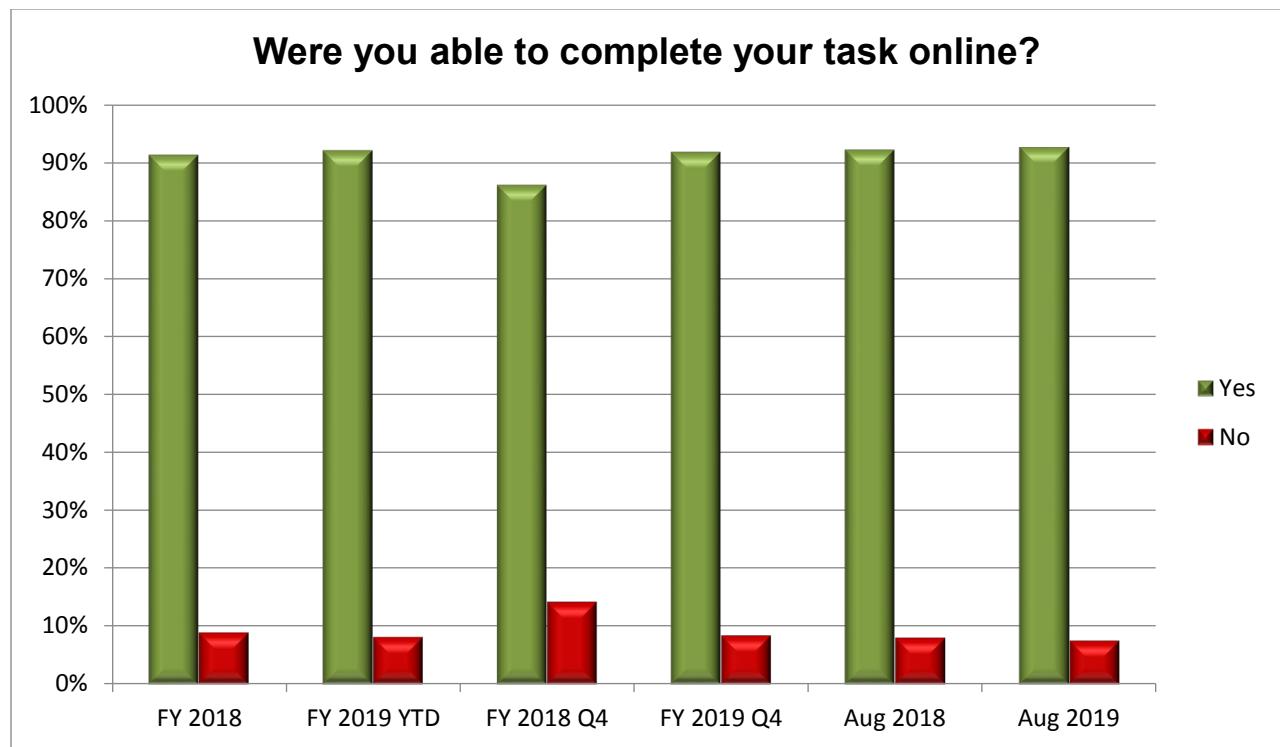
What was your primary reason for visiting the PGW website?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
What was your primary reason for visiting the PGW website?	Base	276 100.0%	451 100.0%	100 100.0%	122 100.0%	38 100.0%	54 100.0%
	Make Payment	112 40.6%	177 39.2%	40 40.0%	26 21.3%	16 42.1%	5 9.3%
	Submit Turn On/Off Request	74 26.8%	168 37.3%	23 23.0%	73 59.8%	9 23.7%	41 75.9%
	Review Payment History/Print Account Summary	14 5.1%	26 5.8%	6 6.0%	5 4.1%	1 2.6%	1 1.9%
	Review Gas Usage History	9 3.3%	6 1.3%	4 4.0%	2 1.6%	1 2.6%	- -
	Enroll in PGW MyAccount	10 3.6%	11 2.4%	3 3.0%	1 0.8%	1 2.6%	- -
	Enroll in Auto Pay	1 0.4%	1 0.2%	- -	- -	- -	- -
	Other	56 20.3%	62 13.7%	24 24.0%	15 12.3%	10 26.3%	7 13.0%
	Don't Know	2	4	1	1	-	1
	Refused	-	-	-	-	-	-



Were you able to complete your task online?

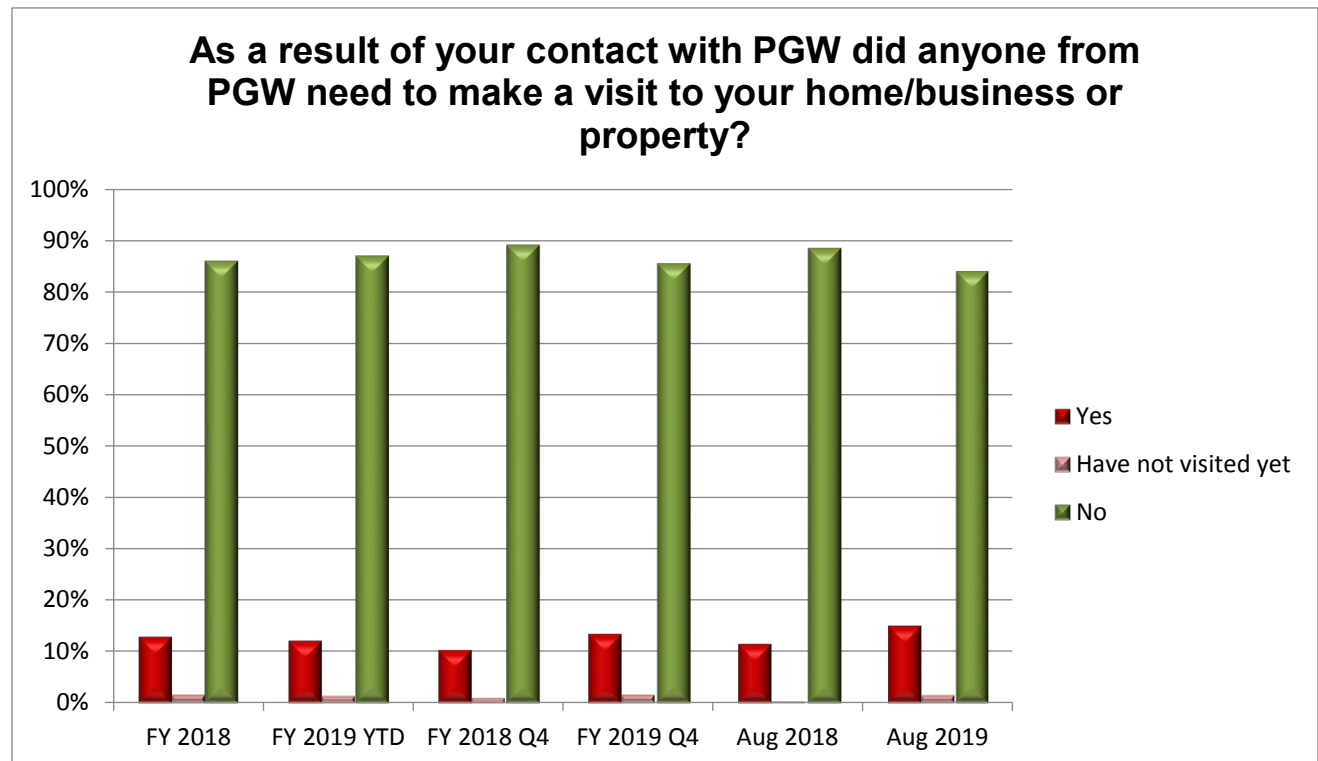
		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Were you able to complete your task online?	Base	274 100.0%	449 100.0%	100 100.0%	121 100.0%	38 100.0%	54 100.0%
	Yes	250 91.2%	413 92.0%	86 86.0%	111 91.7%	35 92.1%	50 92.6%
	No	24 8.8%	36 8.0%	14 14.0%	10 8.3%	3 7.9%	4 7.4%
	Don't Know	4	5	1	2	-	1
	Refused	-	-	-	-	-	-



Field Services

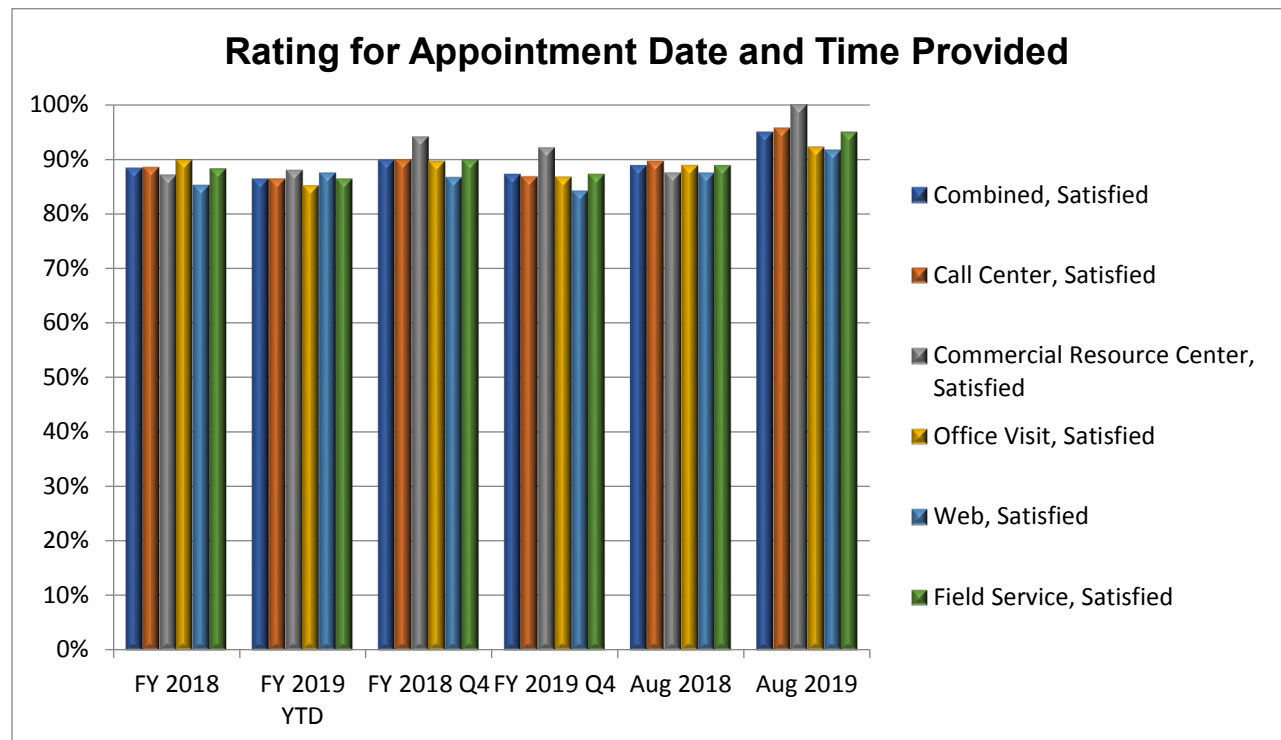
As a result of your contact with PGW did anyone from PGW need to make a visit to your home/business or property?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
As a result of your contact with PGW did anyone from PGW need to make a visit to your home/business or property?	Base	7826 100.0%	8087 100.0%	1936 100.0%	2045 100.0%	656 100.0%	658 100.0%
	Yes	1004 12.8%	967 12.0%	198 10.2%	273 13.3%	75 11.4%	98 14.9%
	No	6722 85.9%	7027 86.9%	1723 89.0%	1746 85.4%	580 88.4%	552 83.9%
	Have not visited yet	100 1.3%	93 1.1%	15 0.8%	26 1.3%	1 0.2%	8 1.2%
	Don't Know	65	63	23	20	5	9
	Refused	8	14	4	2	1	-



Once again, using the same scale, how would you rate: The appointment data and time that was provided to you?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	1031	1003	190	285	73	103
		Satisfied	88.5%	86.5%	90.0%	87.4%	89.0%	95.1%
		Mean	8.85	8.74	8.99	8.85	8.90	9.39
	Call Center	Base	672	642	129	190	48	70
		Satisfied	88.5%	86.4%	89.9%	86.8%	89.6%	95.7%
		Mean	8.92	8.79	9.00	8.84	8.85	9.41
	Commercial Resource Center	Base	147	158	17	38	8	8
		Satisfied	87.1%	88.0%	94.1%	92.1%	87.5%	100.0%
		Mean	8.52	8.75	9.18	8.92	9.00	9.62
	Office Visit	Base	178	155	29	38	9	13
		Satisfied	89.9%	85.2%	89.7%	86.8%	88.9%	92.3%
		Mean	8.90	8.50	8.90	8.79	9.00	9.23
	Web	Base	34	48	15	19	8	12
		Satisfied	85.3%	87.5%	86.7%	84.2%	87.5%	91.7%
		Mean	8.62	8.94	8.87	8.89	9.00	9.25
	Field Service	Base	1027	1001	190	285	73	103
		Satisfied	88.4%	86.5%	90.0%	87.4%	89.0%	95.1%
		Mean	8.85	8.74	8.99	8.85	8.90	9.39

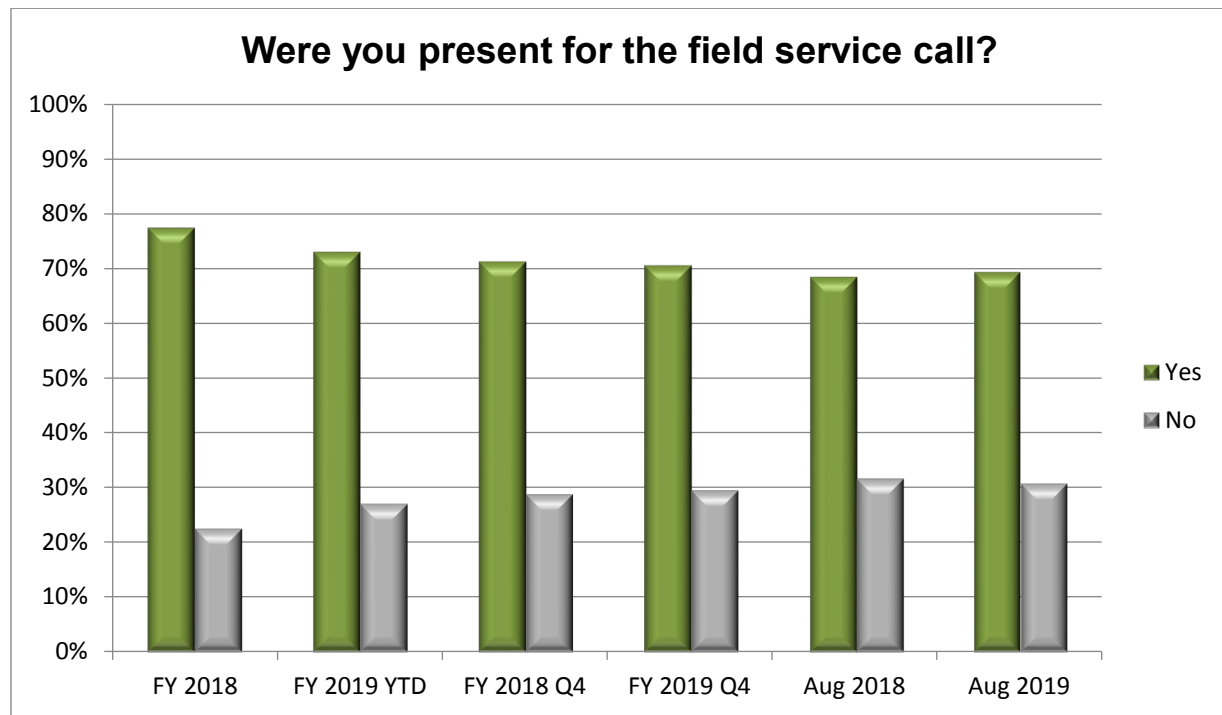


What would you say is your primary reason for that score?***August 2019 Only***

	CUSTOMER TYPE	Rating for Appointment Date and Time Provided	Primary Reason for Appointment Date and Time Score
1	Home	5	I don't really feel one way or the other.
2	Home	1	I think after coming up with the money for reactivating my account I shouldn't have had to wait until the next day.
3	Home	1	The system said someone came by, but I was on site and the truck drove by my house, but no one stopped.
4	Home	1	To read the meter. They never came out. My meter is not working.

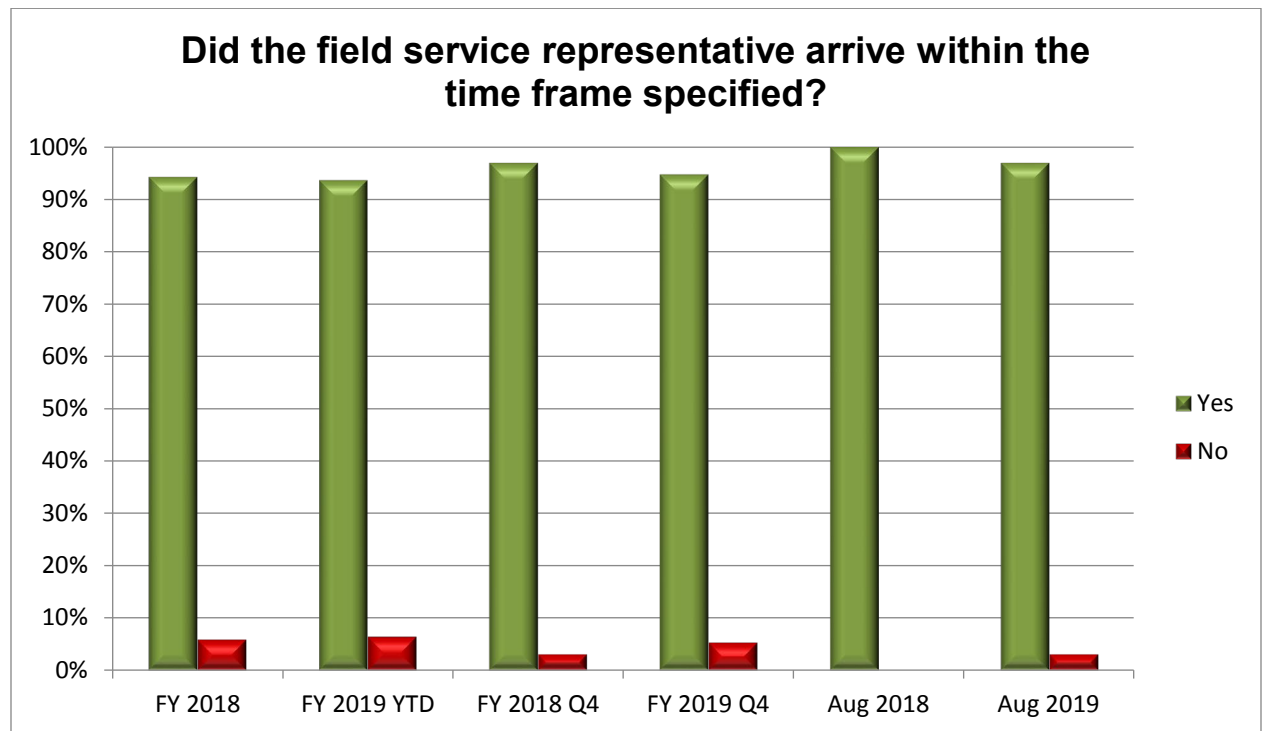
Were you present for the field service call?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Were you present for the field service call?	Base	1004 100.0%	968 100.0%	195 100.0%	272 100.0%	73 100.0%	98 100.0%
	Yes	778 77.5%	708 73.1%	139 71.3%	192 70.6%	50 68.5%	68 69.4%
	No	226 22.5%	260 26.9%	56 28.7%	80 29.4%	23 31.5%	30 30.6%
	Don't Know	12	6	5	1	2	-
	Refused	-	2	-	1	-	-



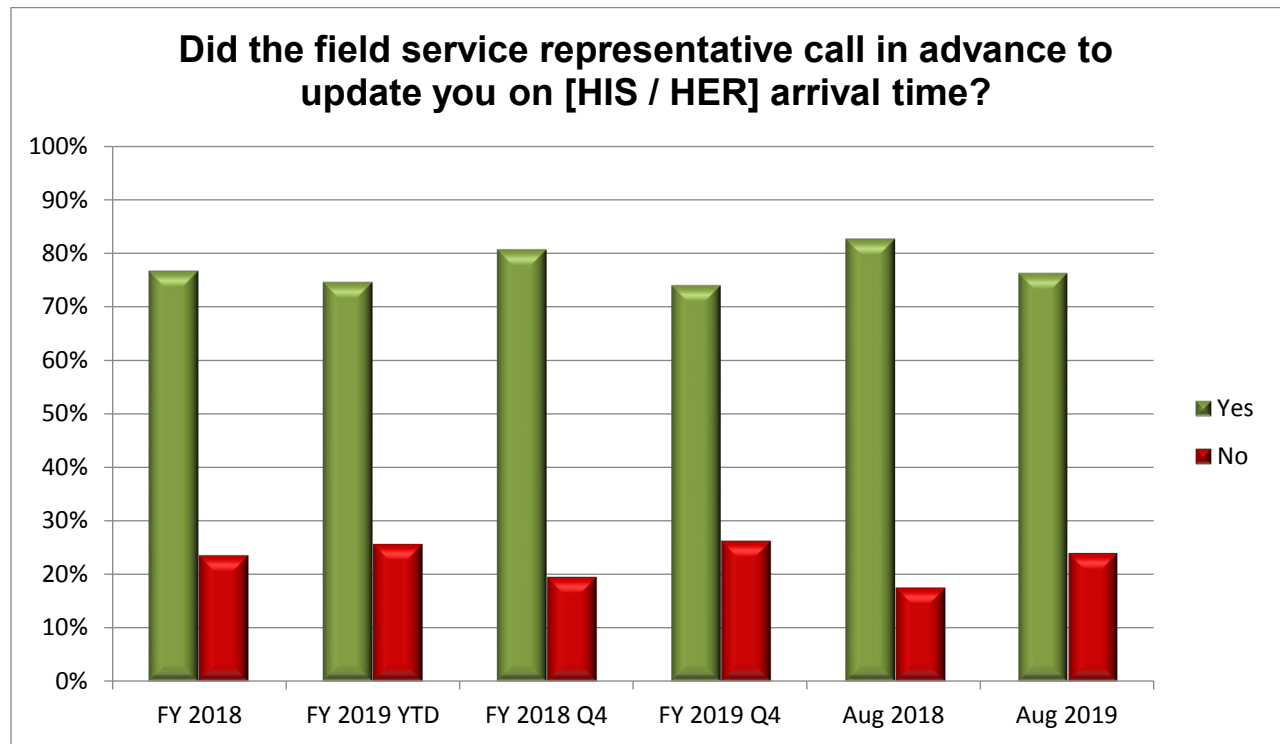
Did the field service representative arrive within the time frame specified?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Did the field service representative arrive within the time frame specified?	Base	758 100.0%	695 100.0%	134 100.0%	191 100.0%	49 100.0%	67 100.0%
	Yes	715 94.3%	651 93.7%	130 97.0%	181 94.8%	49 100.0%	65 97.0%
	No	43 5.7%	44 6.3%	4 3.0%	10 5.2%	-	2 3.0%
	Don't Know	17	11	5	1	-	1
	Refused	2	-	1	-	1	-



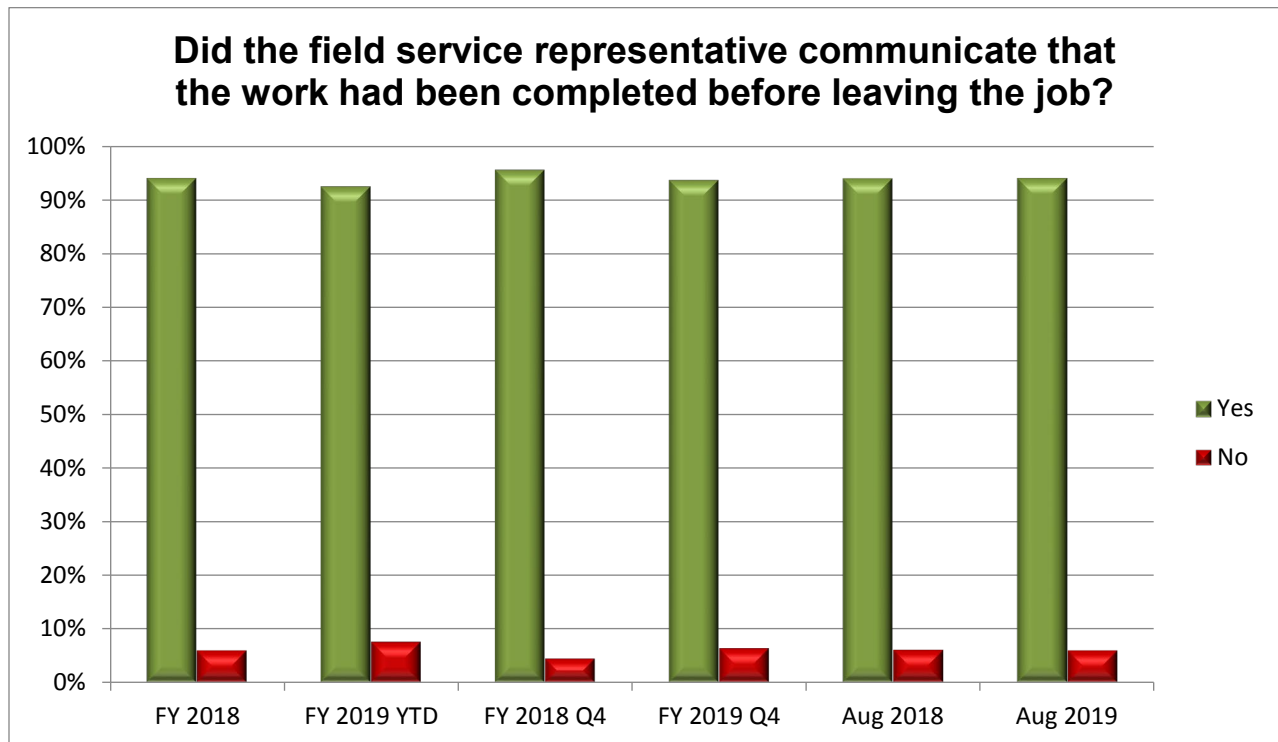
Did the field service representative call in advance to update you on [HIS / HER] arrival time?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Did the field service representative call in advance to update you on [HIS / HER] arrival time?	Base	734 100.0%	667 100.0%	129 100.0%	180 100.0%	46 100.0%	63 100.0%
	Yes	562 76.6%	497 74.5%	104 80.6%	133 73.9%	38 82.6%	48 76.2%
	No	172 23.4%	170 25.5%	25 19.4%	47 26.1%	8 17.4%	15 23.8%
	Don't Know	39	38	10	11	3	5
	Refused	2	1	1	1	1	-



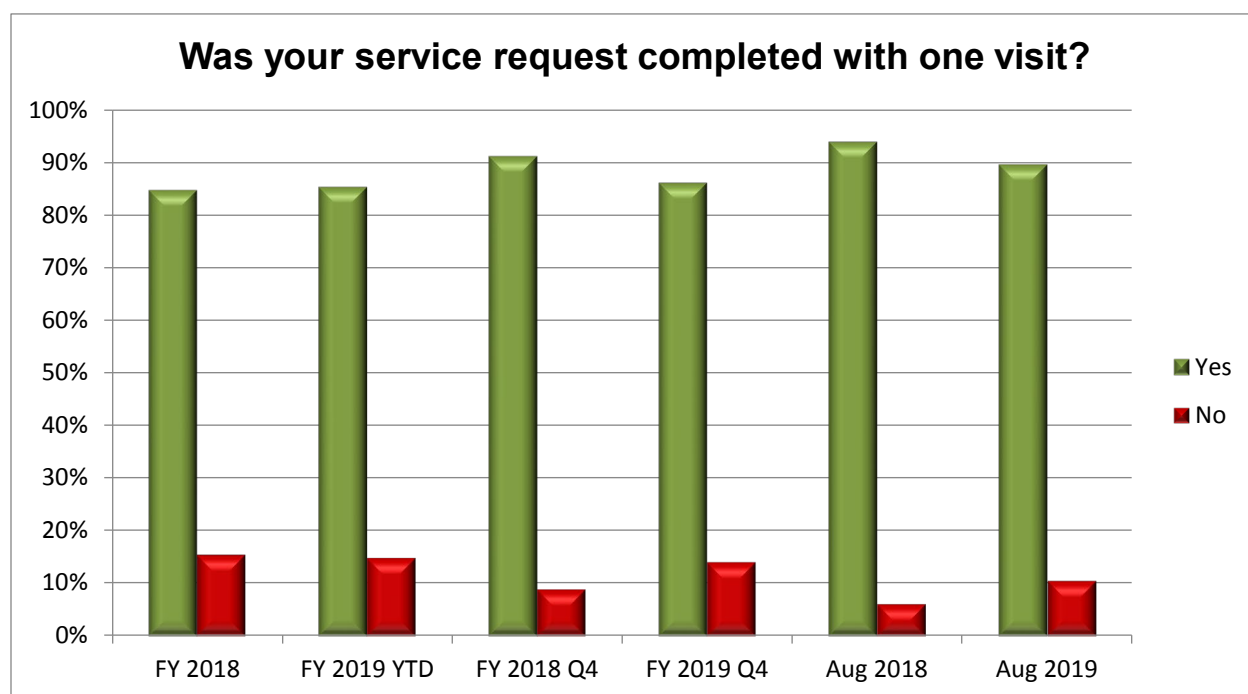
Did the field service representative communicate that the work had been completed before leaving the job?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Did the field service representative communicate that the work had been completed before leaving the job?	Base	758 100.0%	690 100.0%	136 100.0%	189 100.0%	50 100.0%	68 100.0%
	Yes	713 94.1%	638 92.5%	130 95.6%	177 93.7%	47 94.0%	64 94.1%
	No	45 5.9%	52 7.5%	6 4.4%	12 6.3%	3 6.0%	4 5.9%
	Don't Know	16	13	4	3	-	-
	Refused	1	3	-	-	-	-



Was your service request completed with one visit?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Was your service request completed with one visit?	Base	769 100.0%	698 100.0%	138 100.0%	189 100.0%	50 100.0%	68 100.0%
	Yes	652 84.8%	596 85.4%	126 91.3%	163 86.2%	47 94.0%	61 89.7%
	No	117 15.2%	102 14.6%	12 8.7%	26 13.8%	3 6.0%	7 10.3%
	Don't Know	6	6	2	3	-	-
	Refused	-	2	-	-	-	-



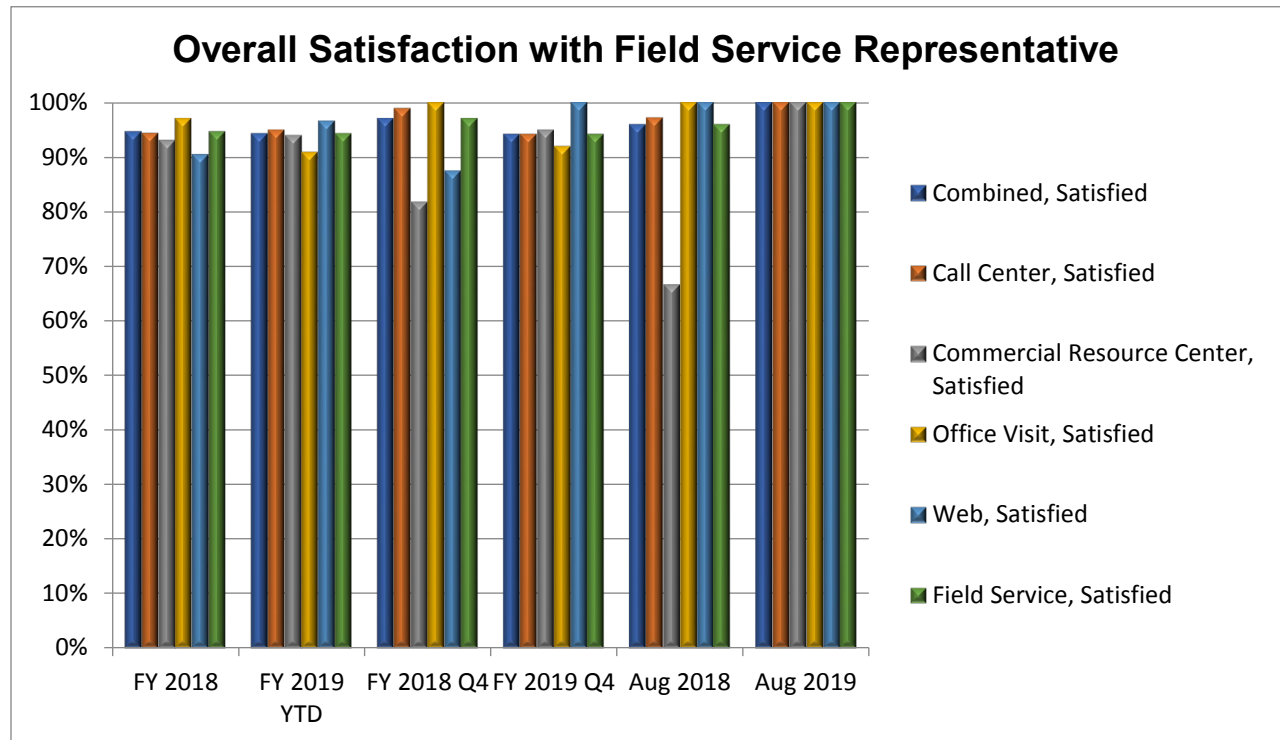
Why wasn't it completed in one visit?

August 2019 Only

Why wasn't it completed in one visit?	
1	It was raining so he came back the next day to check the compressor.
2	No because the guy couldn't finish until the boiler was handled which I am currently handling.
3	No, I have to wait for PGW to finish my request, the service person just came out to do the inspection.
4	The field service rep showed up, but for the second floor of the building, not for me on the first floor. I spoke to him after he finished and he called in to the office, then completed the work in my apartment.
5	The gas meter exchange was complete, but the problem became the gas leak. They sent out the emergency crew.
6	The issue was not with them it has to do with the electrical work in the apartment.
7	The meter was open, but not the hot water heater.
8	They need to check it again.

Returning to the 1 to 10 scale, how would you rate: Your overall satisfaction with field service representative that handled your request?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	770	700	139	191	50	67
		Satisfied	94.7%	94.3%	97.1%	94.2%	96.0%	100.0%
		Mean	9.35	9.36	9.52	9.39	9.54	9.84
	Call Center	Base	522	477	95	137	36	48
		Satisfied	94.4%	95.0%	98.9%	94.2%	97.2%	100.0%
		Mean	9.38	9.42	9.69	9.39	9.61	9.90
	Commercial Resource Center	Base	87	84	11	20	3	5
		Satisfied	93.1%	94.0%	81.8%	95.0%	66.7%	100.0%
		Mean	9.08	9.30	8.09	9.30	7.67	9.60
	Office Visit	Base	140	110	25	25	7	9
		Satisfied	97.1%	90.9%	100.0%	92.0%	100.0%	100.0%
		Mean	9.44	9.05	9.56	9.36	9.71	9.78
	Web	Base	21	29	8	9	4	5
		Satisfied	90.5%	96.6%	87.5%	100.0%	100.0%	100.0%
		Mean	9.24	9.62	9.25	9.78	10.00	9.60
Field Service	Base	769	700	139	191	50	67	
	Satisfied	94.7%	94.3%	97.1%	94.2%	96.0%	100.0%	
	Mean	9.35	9.36	9.52	9.39	9.54	9.84	

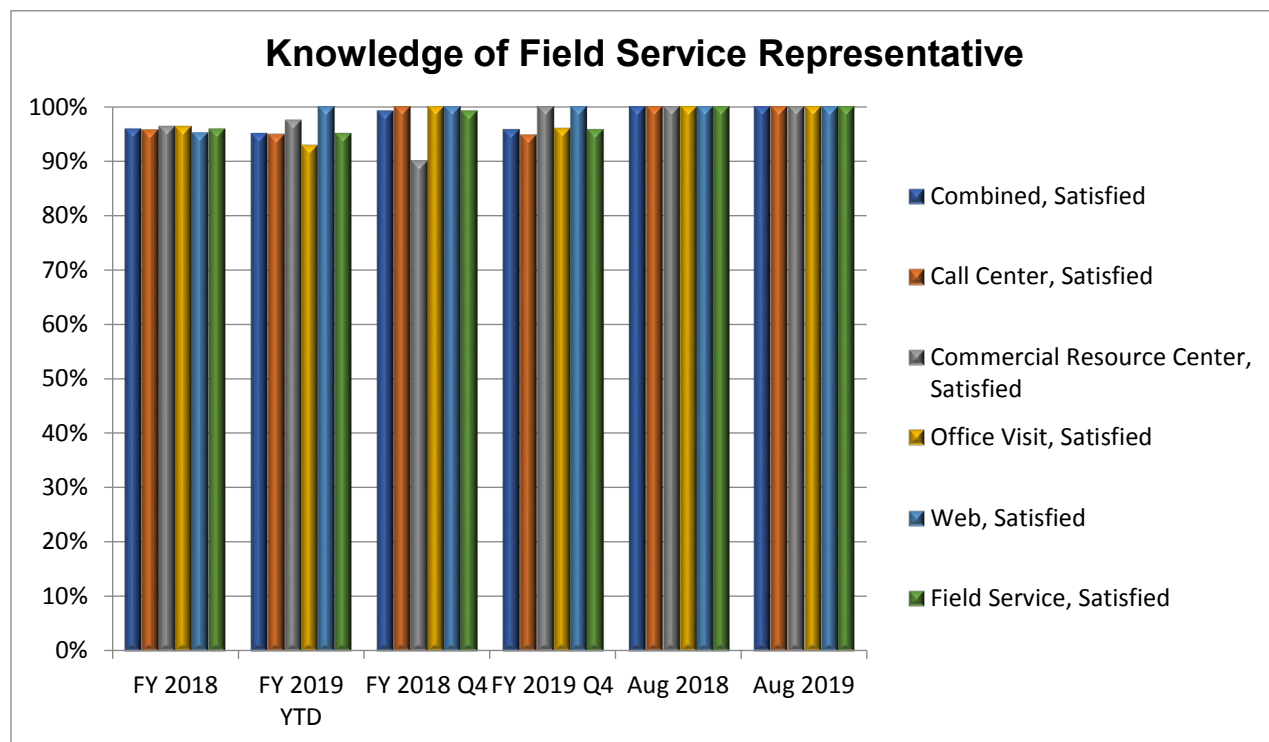


What would you say is your primary reason for that score? [Only asked if respondents gave a score <6]

No comments in August 2019 because 100% were satisfied!

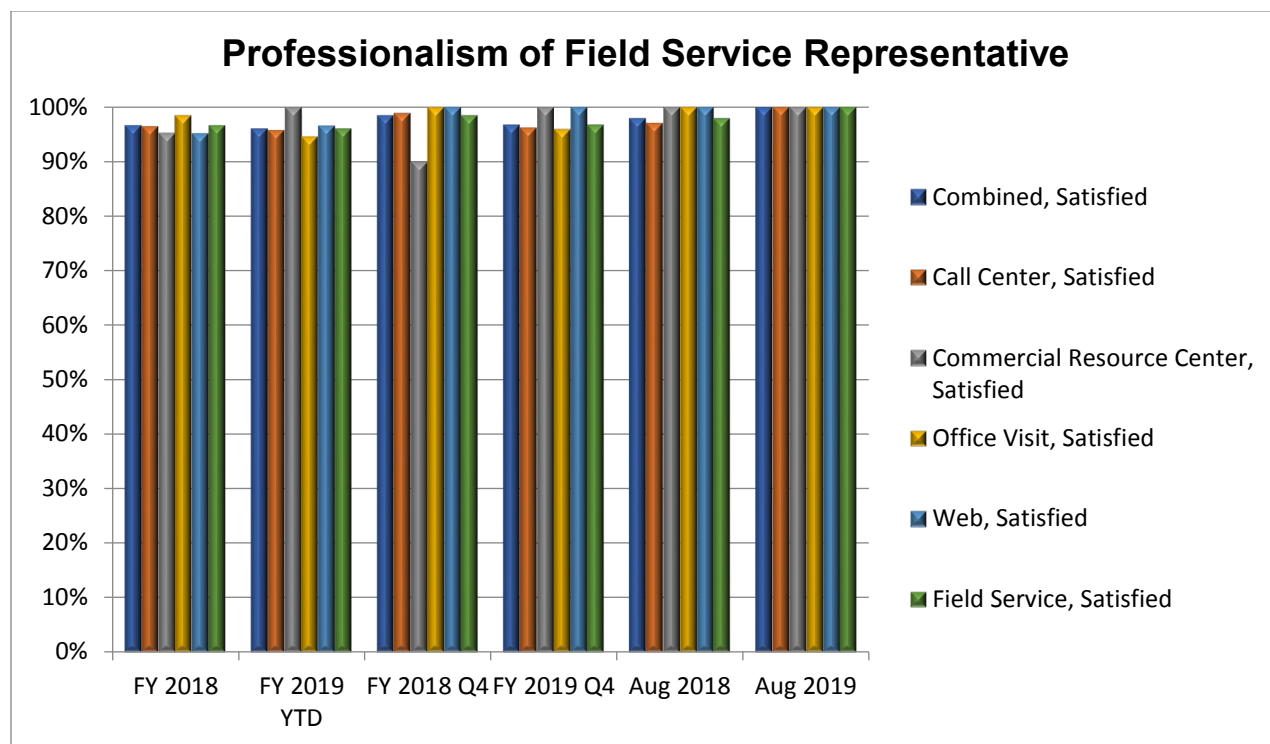
Returning to the 1 to 10 scale, how would you rate: The knowledge of the field service representative you spoke with?

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	755	691	132	189	49	66
		Satisfied	95.9%	95.1%	99.2%	95.8%	100.0%	100.0%
		Mean	9.45	9.43	9.69	9.48	9.80	9.86
	Call Center	Base	514	470	91	135	35	47
		Satisfied	95.7%	94.9%	100.0%	94.8%	100.0%	100.0%
		Mean	9.48	9.46	9.79	9.44	9.83	9.96
	Commercial Resource Center	Base	83	81	10	20	3	5
		Satisfied	96.4%	97.5%	90.0%	100.0%	100.0%	100.0%
		Mean	9.37	9.52	8.80	9.50	9.33	9.20
	Office Visit	Base	137	112	23	25	7	9
		Satisfied	96.4%	92.9%	100.0%	96.0%	100.0%	100.0%
		Mean	9.41	9.16	9.70	9.44	9.71	9.67
	Web	Base	21	28	8	9	4	5
		Satisfied	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%
		Mean	9.33	9.86	9.62	10.00	10.00	10.00
Field Service	Base	754	691	132	189	49	66	
	Satisfied	95.9%	95.1%	99.2%	95.8%	100.0%	100.0%	
	Mean	9.45	9.43	9.69	9.48	9.80	9.86	



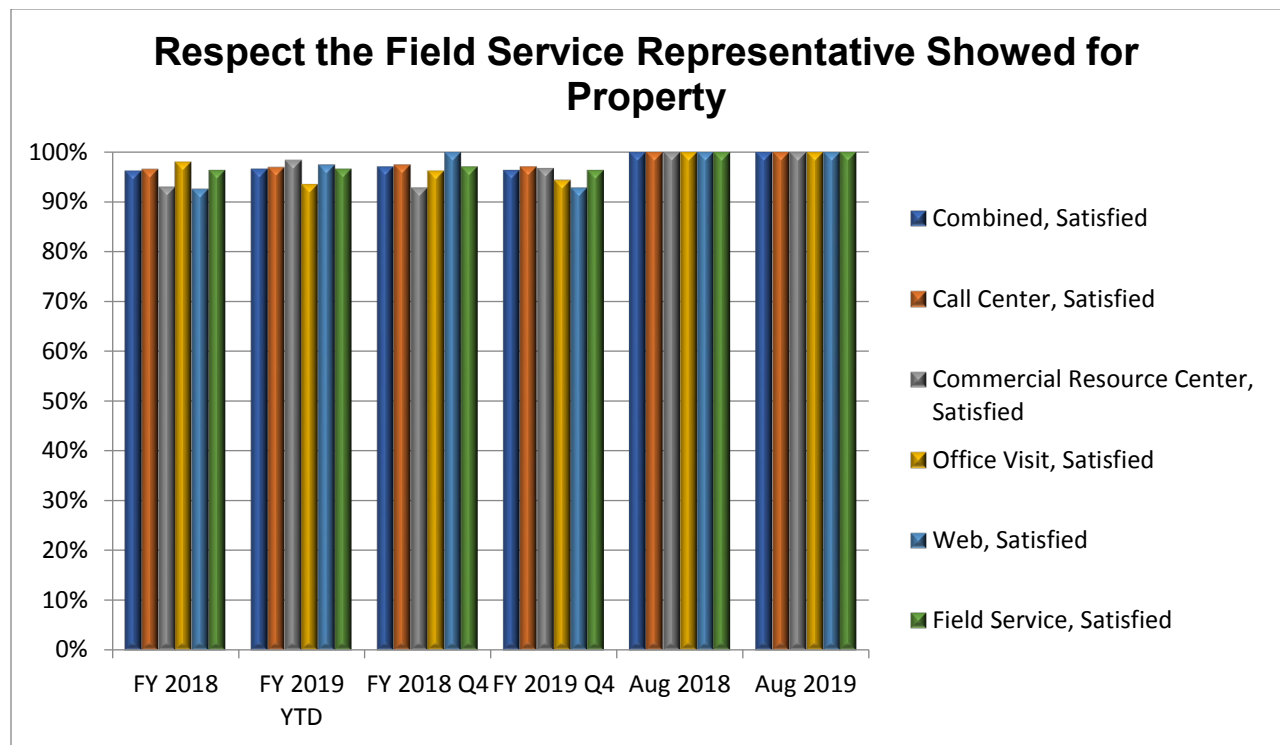
Professionalism of Field Service Representative

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	760	700	133	189	49	67
		Satisfied	96.7%	96.1%	98.5%	96.8%	98.0%	100.0%
		Mean	9.52	9.50	9.62	9.56	9.71	9.81
	Call Center	Base	517	475	92	135	35	48
		Satisfied	96.5%	95.8%	98.9%	96.3%	97.1%	100.0%
		Mean	9.57	9.53	9.75	9.53	9.74	9.88
	Commercial Resource Center	Base	85	84	10	20	3	5
		Satisfied	95.3%	100.0%	90.0%	100.0%	100.0%	100.0%
		Mean	9.15	9.63	8.30	9.60	9.00	9.60
	Office Visit	Base	137	112	23	25	7	9
		Satisfied	98.5%	94.6%	100.0%	96.0%	100.0%	100.0%
		Mean	9.62	9.23	9.70	9.60	9.71	9.67
	Web	Base	21	29	8	9	4	5
		Satisfied	95.2%	96.6%	100.0%	100.0%	100.0%	100.0%
		Mean	9.38	9.72	9.62	9.78	10.00	9.60
Field Service	Base	759	700	133	189	49	67	
	Satisfied	96.7%	96.1%	98.5%	96.8%	98.0%	100.0%	
	Mean	9.52	9.50	9.62	9.56	9.71	9.81	



Respect the Field Service Representative Showed for Property

			Date					
			FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
Contact Type	Combined	Base	911	902	171	252	64	89
		Satisfied	96.3%	96.7%	97.1%	96.4%	100.0%	100.0%
		Mean	9.53	9.54	9.58	9.54	9.75	9.84
	Call Center	Base	611	593	121	171	45	63
		Satisfied	96.6%	97.0%	97.5%	97.1%	100.0%	100.0%
		Mean	9.59	9.57	9.69	9.58	9.80	9.83
	Commercial Resource Center	Base	116	128	14	31	6	7
		Satisfied	93.1%	98.4%	92.9%	96.8%	100.0%	100.0%
		Mean	9.15	9.61	9.00	9.52	9.67	10.00
	Office Visit	Base	157	141	27	36	8	12
		Satisfied	98.1%	93.6%	96.3%	94.4%	100.0%	100.0%
		Mean	9.62	9.31	9.48	9.33	9.75	9.83
	Web	Base	27	40	9	14	5	7
		Satisfied	92.6%	97.5%	100.0%	92.9%	100.0%	100.0%
		Mean	9.30	9.75	9.33	9.57	9.40	9.86
Field Service	Base	908	902	171	252	64	89	
	Satisfied	96.4%	96.7%	97.1%	96.4%	100.0%	100.0%	
	Mean	9.54	9.54	9.58	9.54	9.75	9.84	



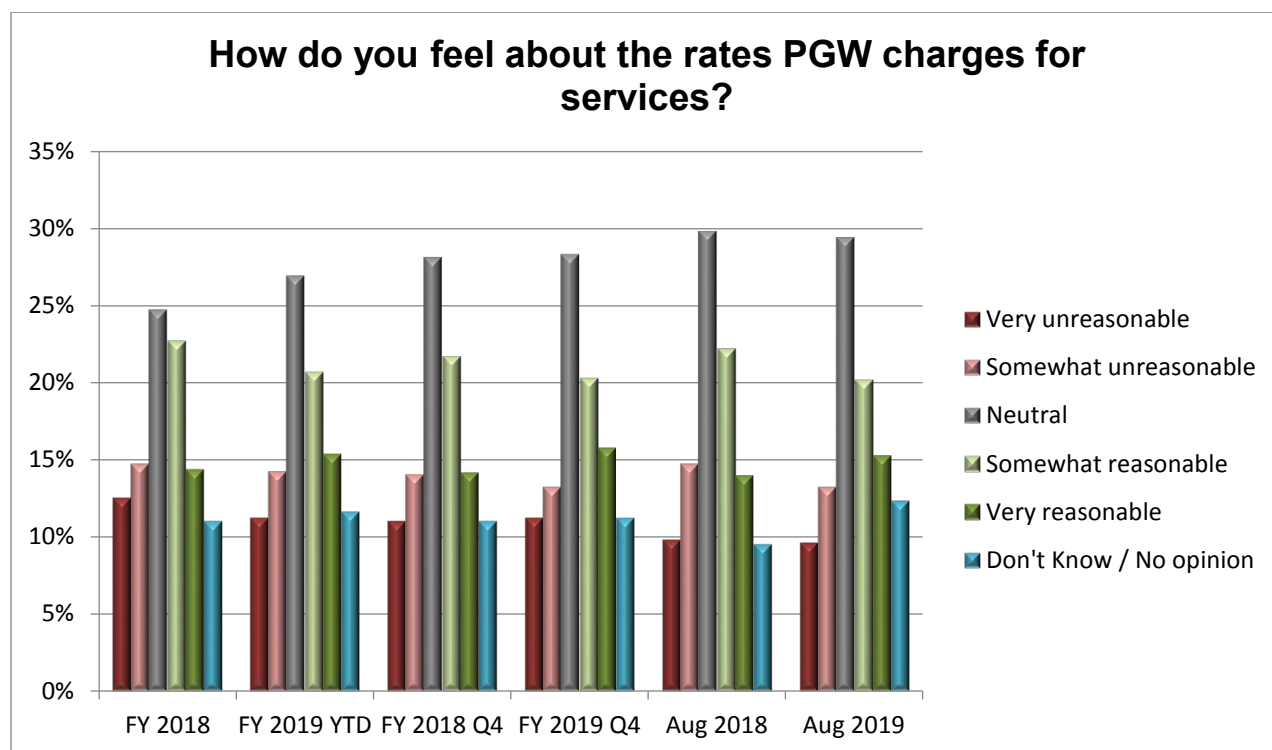
Do you have any additional comments regarding your field service experience?**August 2019 Only**

	Overall Satisfaction with Field Service Representative	Additional comments regarding field service experience
1	10	A text or call from the technician with an update of the (ETA) would be helpful. The only reason that I know he was on his way, was that I called PGW and told them I would have to reschedule and they said he was on his way, but I had not heard anything from the technician.
2	10	He was quite efficient and a gentleman. He kept me informed throughout the process and was helpful.
3	10	He was really cool. He went out of his way showing me that it was an electrical issue and helped me with it anyway. PGW to the rescue.
4	10	He was very, very nice and I wish I could rate him more than ten.
5	10	I'm very satisfied with the field service experience. It went very "smooth."
6	10	It should be a two-hour window, not a four-hour window.
7	10	It was good and quick. No complaints.
8	10	Minimize the medical request to about eight hours and within the same day as the request.
9	10	My score would be twenty instead of ten if it was allowed. I am very pleased with PGW.
10	10	The Field Service Rep showed up, but for the second floor of the building, not for me on the first floor. I spoke to him after he finished and he called in to the office, then completed the work in my apartment.
11	10	The service representative called when they arrived (no advance notice).
12	10	The technician showed up fifteen minutes into the time frame specified. He had to exchange meters and figured out how to make it fit, since it wasn't fitting at first.
13	10	The visit was unnecessary because there was a mix up and the need for a visit was for a property down the street.
14	10	They dug up the sidewalk. I need the crew to come out to fix that.
15	10	They were great.
16	9	He was very nice and professional.

Rates

How do you feel about the rates PGW charges for services?

		Date					
		FY 2018	FY 2019	FY 2018 Q4	FY 2019 Q4	Aug 2018	Aug 2019
How do you feel about the rates PGW charges for services?	Base	7899 100.0%	8164 100.0%	1963 100.0%	2067 100.0%	662 100.0%	667 100.0%
	Very unreasonable	987 12.5%	914 11.2%	216 11.0%	232 11.2%	65 9.8%	64 9.6%
	Somewhat unreasonable	1159 14.7%	1159 14.2%	275 14.0%	273 13.2%	97 14.7%	88 13.2%
	Neutral	1954 24.7%	2194 26.9%	552 28.1%	585 28.3%	197 29.8%	196 29.4%
	Somewhat reasonable	1793 22.7%	1693 20.7%	425 21.7%	419 20.3%	147 22.2%	135 20.2%
	Very reasonable	1139 14.4%	1257 15.4%	279 14.2%	326 15.8%	93 14.0%	102 15.3%
	Don't Know / No opinion	867 11.0%	947 11.6%	216 11.0%	232 11.2%	63 9.5%	82 12.3%



4. Survey Script

Philadelphia Gas Works	
INT1	Hello, my name is [NAME] calling on behalf of PGW as part of a customer service program to obtain your feedback concerning your recent experience with the company.
INT2	Would you have a few minutes to answer a few quick questions?
INT3	Before we begin, I need to make you aware our conversation may be monitored for quality purposes.
Overall Satisfaction	
OSAT	On a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied how would you rate:
OSAT1	Your overall satisfaction with this most recent service request?
OSAT2	What would you say is your primary reason for that score?
Contact Channel	
CC1	Was this most recent contact by telephone, visiting a PGW office or internet? <ol style="list-style-type: none"> 1. Telephone 2. Office Visit 3. Internet 4. Don't Know - THANK AND TERMINATE 5. Refused - THANK AND TERMINATE
Contact Reason	
CR1	What was the nature of your most recent request? [OPEN ENDED]
CR2	[INTERVIEWER SELECT TOPIC] <ol style="list-style-type: none"> 1. Billing Question 2. Collection Question 3. Make a Payment 4. Turn On/Off Request 5. Parts and Labor Plan Inquiry 6. Make Payment Arrangements/Inquiry about Customer Responsibility Program (CRP) 7. Commercial Customer Call (Commercial Resource Center) 8. Other 9. Don't Know 10. Refused
Automated Attendant	
AA1	When you called PGW did you speak with a customer service representative or did you only interact with the automated attendant? <ol style="list-style-type: none"> 1. Automated Attendant Only 2. Customer Service Representative 3. Don't Know 4. Refused
AA	Using a 1 to 10 scale where 1 is very dissatisfied and 10 is very satisfied, how satisfied were you with PGW's automated attendant regarding:
AA2	The ease of navigation
AA3	The ease of understanding phone instructions
AA4	The relevance of choices provided by the IVR
AA5	Were you able to complete your transaction successfully using only the automated attendant? <ol style="list-style-type: none"> 1. Yes 2. No

3. Don't Know
4. Refused
- AA6 What task were you trying to perform?
AA7 Did you attempt to complete your transaction using the automated attendant before speaking with a representative?
1. Yes
2. No
3. Don't Know
4. Refused
- AA8 Do you have any suggestions on how we can improve our automated attendant?
- Office Visit**
- OV1 Which office location did you visit? [CLARIFY IF NECESSARY] Was it...
1. Our North Office at 1337 W. Erie Avenue
2. Our South Office at 1601 South Broad Street
3. Our West Office at 5230 Chestnut Street
4. Our Center City Office at 1137 Chestnut Street
5. Our Frankford Office at 4410 Frankford Avenue
6. Our Germantown Office at 210 W. Cheltenham Avenue
7. Don't Know
8. Refused
- OV2 What prompted you to visit the PGW office rather than calling the customer service number? [ASK OPEN ENDED]
1. Make a Payment
2. Provide Documentation
3. Personal Preference
4. Convenience
5. Apply for Grant/ Customer Responsibility Program (CRP)
6. Other
7. Don't Know
8. Refused
- OV20 [OTHER REASON FOR OFFICE VISIT]
- OV3 What time of day did you visit the office? Was it in the morning or afternoon?
1. Morning
2. Afternoon
3. Don't Know
4. Refused
- OV4 Approximately how long were you at the office? Would you say it was:
1. Less than 15 minutes
2. Between 15 minutes and half an hour
3. Between half an hour and 45 minutes
4. Between 45 minutes and an hour
5. More than an hour
6. Don't Know
7. Refused
- OV5 On your last visit to the PGW office, did you speak with a receptionist before speaking to a customer service representative or cashier?
1. Yes
2. No
3. Don't Know
4. Refused
- OV6 Are there any other services you would like to see offered to customers at the PGW offices?

Customer Service

CS	Returning to the 1 to 10 scale where 1 is very dissatisfied and 10 is very satisfied, how would you rate:
CS1	The wait-time required to speak with a representative?
CS2	Your overall satisfaction with the [CALL / SERVICE] center representative who handled your request?
CS3	What would you say is your primary reason for that score?
CS4	How many times were you transferred to a different individual during your last contact?
CS40	Can you tell me why you were transferred?
CSCS	Returning to the 1 to 10 scale, how would you rate:
CS5	The ability of the representative to handle your request or issue?
CS6	The concern shown by the representative regarding your needs?
CS7	The professionalism of the representative you spoke with?
CS8	Was this your first contact with PGW regarding this specific request? <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't Know 4. Refused
CS9	What prompted an additional contact regarding this request?
CS10	Has your request, concern or question been fully addressed so that no additional contact with PGW is necessary regarding this particular matter? <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't Know 4. Refused
CS11	What remains unresolved?
CS12	Do you have any comments or suggestions you would like to pass on to PGW management regarding your recent [Call / Office Visit]?

Web Services

WEB1	Returning to a scale of 1 to 10, how would you rate your overall satisfaction with your most recent internet interaction with PGW?
WEB2	What would you say is your primary reason for that score?
WEB3	What was your primary reason for visiting the PGW website? <ol style="list-style-type: none"> 1. Make Payment 2. Submit Turn On/Off Request 3. Review Payment History/Print Account Summary 4. Review Gas Usage History 5. Enroll in PGW MyAccount 6. Enroll in Auto Pay 7. Other 8. Don't Know 9. Refused
WEB30	Other reason
WEB4	Were you able to complete your task online? <ol style="list-style-type: none"> 1. Yes 2. No 3. Don't Know 4. Refused
WEB5	Why weren't you able to complete your task online?

Field Service

- FS1 As a result of your contact with PGW did anyone from PGW need to make a visit to your home/business or property?
1. Yes
 2. No
 3. Have not visited yet
 4. Don't Know
 5. Refused
- FS Once again, using the same 1 to 10 scale, how would you rate:
- FS2 The appointment date and time that was provided to you?
- FS3 What would you say is your primary reason for that score?
- FS4 Were you present for the field service call?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FSFS Returning to the 1 to 10 scale, how would you rate:
- FS5 Your overall satisfaction with field service representative that handled your request?
- FS6 What would you say is your primary reason for that score?
- FSFSFS Returning to the 1 to 10 scale, how would you rate:
- FS7 The knowledge of the field service representative you spoke with?
- FS8 The professionalism of the field service representative you spoke with?
- FS9 The respect the field service representative showed for your property?
- FS10 Did the field service representative arrive within the time frame specified?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FS11 Did the field service representative call in advance to update you on [HIS / HER] arrival time?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FS12 Did the field service representative communicate that the work had been completed before leaving the job?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FS13 Was your service request completed with one visit?
1. Yes
 2. No
 3. Don't Know
 4. Refused
- FS14 Why wasn't it completed in one visit.
- FS15 Do you have any additional comments regarding your field service experience?

Rates

- RATE Finally, I would like to wrap up our conversation with an additional question that does not relate specifically to your most recent experience with PGW and is for classification purposes only.
- RATE1 How do you feel about the rates PGW charges for services? Do you consider rates to be:
1. Very unreasonable

2. Somewhat unreasonable
3. Neutral
4. Somewhat reasonable
5. Very reasonable
6. Don't Know / No opinion [DO NOT READ]

THANKYOU I would like to thank you on behalf of PGW for your cooperation. Your opinions are very important to help them serve you even better in the future.

**ECKERT
SEAMANS**
ATTORNEYS AT LAW

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Daniel Clearfield
717.237.7173
dclearfield@eckertseamans.com

September 24, 2019

M-2019-3006857

Via Hand Delivery

Rosemary Chiavetta, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Philadelphia Gas Works Unaccounted for Gas Report for Fiscal Year 2019

Dear Secretary Chiavetta:

On behalf of Philadelphia Gas Works ("PGW"), enclosed for filing is PGW's Unaccounted for Gas ("UFG") Report for the twelve month period ending August 31, 2019 as required by 52 Pa.Code § 59.111(c)(2). The enclosed report is based on preliminary and/or unaudited sales and operational data for the Company's fiscal year which also ends on August 31, 2019 (this report may change). The Lost & Unaccounted for Gas figure for Fiscal Year 2019 is 1.36%.

Sincerely,



Daniel Clearfield

DC/lww
Enclosure

PA PUC
SECRETARY'S BUREAU
FRONT DESK

2019 SEP 24 PM 1:41

RECEIVED

**Philadelphia Gas Works
PUC LAUF Gas Report - Distribution System
Twelve Months Ending August 31,2019**

(MCF)

A. Gas Received	Filing on 9/20/2019
From Interstate Pipelines directly into the Distribution System	78,349,521

B. Gas Delivered	
To Customers	76,420,333

C. Adjustment	
- Company use	261,766
- Maintenance and Construction	630.76
- Gate station bleeds	7,743
- Correction for 6" w.c.	595,764
- Third party damage	0
Total Adjustments	865,904

D. Distribution UFG	
Total	1,063,283

E. Percent UFG	
Percentage	1.36%

**TRANSACTION CONFIRMATION
FOR IMMEDIATE DELIVERY**

Date: December 11, 2019

Transaction Confirmation #: _____

This Transaction Confirmation is subject to the Base Contract between Seller and Buyer dated as of December 1, 2018, as amended. The terms of this Transaction Confirmation are binding upon execution unless otherwise specified in the Base Contract.

SELLER:

**MUNICIPAL GAS AUTHORITY OF GEORGIA
104 TownPark Drive, Kennesaw, GA 30144**

Attn: Tina Smith

Phone: 678-819-0908

Fax: 678-819-0948

Base Contract No.

Transporter:

Transporter Contract Number:

BUYER:

**PHILADELPHIA GAS WORKS by Philadelphia
Facilities Management Corporation, in its capacity
as operator and manager of the municipally owned
Philadelphia Gas Works pursuant to an Agreement
with the City of Philadelphia dated December 29,
1972, as amended**

Attn:

Phone:

Fax:

Base Contract No.

Transporter:

Transporter Contract Number:

Contract Price: Spot Index minus \$0.29/MMBtu Discount plus the Index Premium as defined herein under Section 14G below. The Discount is subject to change as provided in Section 14H(2) below.

Delivery Period: Begin: February 1, 2020 End: January 31, 2050, subject to Section 14A and Section 14H below.

Performance Obligation and Contract Quantity:*

Firm: Contract Quantity in MMBtu per day as set forth in Exhibit A.

Delivery Point(s):

See Exhibit A hereto for volumes and delivery points.*

***Pursuant to a certain Natural Gas Supply Agreement, dated as of December 1, 2019, between Seller and Main Street Natural Gas, Inc. ("Main Street"), the volumes to be delivered to Buyer hereunder, as reflected in Exhibit A attached hereto, shall be sourced from Main Street's hereinafter defined CEI2019C Gas Purchase Agreement. Buyer has executed a Qualifying Use Certificate in accordance with its purchase of the Gas from Seller under this Transaction Confirmation. A copy of such Qualifying Use Certificate is attached to this Transaction Confirmation as Exhibit C and is a part of it and this Contract. In addition to the one time delivery of such Qualifying Use Certificate, Buyer shall periodically deliver a Tax Compliance Certificate to Seller in substantially the form attached hereto as Exhibit D. Such Tax Compliance Certificate shall be delivered on or before the 60th day of each calendar year unless Seller notifies Buyer of the need for more frequent delivery, which shall be no more frequent than monthly.**

Special Conditions:

The following Special Conditions shall apply to the transaction set forth in this Transaction Confirmation:

Definition of "Contract Year":

"Contract Year" shall mean, for purposes of this Transaction Confirmation, any year within the Delivery Period beginning on February 1 and ending on the last day of January of the next year.

Amendment to Section 3.2 of the Base Contract:

- (a) Subsection (ii) of Section 3.2 (Cover Standard) of the Base Contract is hereby amended to provide that, in the case of a breach by Buyer: Seller shall use Commercially Reasonable Efforts to remarket the Gas that Buyer failed to take; and
- (b) Buyer's payment to Seller, if any, shall be the Contract Price less the net remarketing proceeds obtained by Seller, which proceeds shall be the amount received by Seller from the sale of such remarketed Gas less all costs or expenses directly incurred by Seller related to such remarketing plus a remarketing fee of 5 cents per MMBtu.

Amendment to Section 7.1 to the Base Contract:

Section 7.1 is hereby amended by deleting the first sentence and inserting in lieu thereof a new first sentence to read in its entirety as follows:

"Seller shall invoice Buyer for Gas delivered and received in the preceding Month and for any other applicable charges, providing supporting documentation acceptable in industry practice to support the amount charged, on the 15th day of each Month. For the avoidance of doubt, Buyer shall have no duty to pay Seller for Gas not delivered and received, including any Gas not delivered and received due to, force majeure or default by the Supplier under the CEI2019C Gas Purchase Agreement (as hereinafter defined in Section 14A below)."

Amendment to Section 8.3 to the Base Contract:

Section 8.3 is hereby amended by inserting the following language at the beginning of the second sentence thereof:

"To the extent permitted by law,"

Amendment to Section 10.2 to the Base Contract:

Section 10.2 is hereby amended by deleting the period at the end thereof and inserting the following language:

"; provided, however, that with respect to any Event of Default described in clauses (i) through (viii) above where Buyer is the Defaulting Party, Seller shall notify Buyer on the 19th Day of the Month that Seller shall, on the tenth Business Day following such Notice, withhold and/or suspend deliveries or payments and terminate or liquidate the transactions under this Contract in the manner provided in Section 10.3 of this Contract."

Amendment to Section 10.6 of the Base Contract:

Section 10.6 of the Base Contract is deleted in its entirety and replaced with a new Section 10.6 to read in its entirety as follows:

"The Non-Defaulting Party's remedies under this Section 10, those remedies expressly provided for in this Transaction Confirmation and any derivative rights of Buyer under the CEI2019C_ Gas Purchase Agreement (as hereinafter defined) are the sole and exclusive remedies of the Non-Defaulting Party with respect to the occurrence of any Early Termination Date."

Amendment to Section 14.2 to the Base Contract:

Section 14.2 is hereby amended by deleting the period at the end thereof and inserting the following language:

"; provided, however, that if such severability materially changes the economic benefits or risks of this Contract to either Party, the Parties shall negotiate in good faith and attempt to agree to an equitable adjustment to the provisions of this Contract to replicate to the best of their ability the economic benefits and risks of this Contract to both Parties."

A new Section 14A is added to the Base Contract:

"Source of Supply. This Transaction Confirmation is entered into for the sale of gas by Seller to Buyer that Seller has purchased from Main Street, which Main Street has purchased from Citigroup Energy Inc. ("CEI" or "Supplier") under a certain Prepaid Natural Gas Purchase and Sale Agreement, between Main Street and Supplier, dated November 25, 2019 (the "CEI2019C Gas Purchase Agreement"). Main Street has paid the purchase price of the gas under the CEI2019C Gas Purchase Agreement from the proceeds of its Gas Supply Revenue Bonds, Series 2019C (the "Bonds") issued pursuant to a Trust Indenture, dated as of December 1, 2019, between Main Street and U.S. Bank National Association, as trustee (the "Trustee"). The Seller's duty to deliver, and Buyer's duty to purchase, Gas to be delivered by Main Street from the Supplier pursuant to this Contract shall be terminated by Seller or Buyer, in whole or in part, upon the occurrence of an early termination of the CEI2019C Gas Purchase Agreement, in whole or in part, notwithstanding any other provision herein to the contrary, and any such termination by Seller or Buyer shall not constitute a breach of this Contract or a default under this Contract, such that in any such event, no early termination damages shall be owed by either Seller or Buyer under Section 10.3.1. In addition, any invocation of force majeure by the Supplier under the CEI2019C Gas Purchase Agreement shall automatically support an invocation of force majeure by Seller under this Contract and shall constitute an event of Seller force majeure."

A new Section 14B is added to the Base Contract:

"Pricing. The Contract Price under this Transaction Confirmation shall be the Index-based price as stated in this Transaction Confirmation. 'Spot Index' means, for a Delivery Point for any Month, the index price per MMBtu, stated in U.S. dollars, as published in the first issue for the Month (including corrections thereto in later issues) in which the event occurred that required calculation of the index price, of *Inside FERC's Gas Market Report*, a publication of S&P Global Platts, a division of S&P Global, in the section "Monthly Bidweek Spot Gas Prices (\$/MMBtu)", under the heading for such Delivery Point as is specified on Exhibit A hereto. Buyer may lock-in alternate monthly pricing for one or more future months, from time to time, under terms mutually agreeable between the parties for all or a portion of the volumes identified in Exhibit A to this Transaction Confirmation. If *Inside FERC's Gas Market Report* should cease to publish such first-of-the-month index prices or should cease to be published entirely, the Spot Index Price for a Delivery Point shall be the price per MMBtu, stated in U.S. dollars, for Gas to be delivered at such Delivery Point during the applicable Month as set forth in an alternative index as determined by Seller related to the CEI2019C Gas Purchase Agreement."

A new Section 14C is added to the Base Contract:

"Annual Returns. No later than 60 days following the end of each Contract Year, Seller shall pay Buyer an Annual Return in the same amount per MMBtu that Seller receives from Main Street under the CEI2019C Gas Purchase Agreement multiplied by the total quantities of natural gas, measured in MMBtu, purchased by Buyer from Seller under this Transaction Confirmation in such Contract Year."

A new Section 14D is added to the Base Contract:

"Information Provisions:

Buyer shall furnish to the Seller annual audited financial statements within 180 days after the end of the Buyer's fiscal year (together with a certification of Buyer that it is not aware of any default or Event of Default under this Contract)."

A new Section 14E is added to the Base Contract:

"Payments. Payments to Seller pursuant to this Contract shall be made to Seller's Account maintained at Well Fargo Bank, N.A., as follows:

Wire Transfer or ACH Number:

BANK: Wells Fargo Bank, N.A.

ABA: 121000248

ACCT: 2000132133254"

A new Section 14F is added to the Base Contract:

"Sale of Buyer's Natural Gas Distribution System. If the governing body of Buyer sells Buyer's natural gas distribution system to an entity other than a governmental person within the meaning of Section 1.141-1(b) of the Treasury Regulations, as amended, for qualifying tax-exempt uses, Seller's duty to sell and deliver, and Buyer's duty to purchase and receive, Gas to be delivered pursuant to this Contract shall be terminated. Buyer shall notify Seller no later than 60 days prior to the effective date of such sale, or such earlier date as designated by Seller in a written notice to Buyer, and any such termination shall not constitute a breach of this Contract or a default under this Contract."

A new Section 14G is added to the Base Contract:

"Index Premium. The Index Premium for each Delivery Point shall be flowed through from Seller to Buyer and reimbursed by Buyer to Seller in the actual amount incurred from time to time."

A new Section 14H is added to the Base Contract:

"(1) Early Termination Upon Termination of the CEI2019C Gas Purchase Agreement. Notwithstanding the Delivery Period of this Transaction Confirmation, Buyer acknowledges and agrees that, in the event the CEI2019C Gas Purchase Agreement terminates prior to the end of the Delivery Period, (i) this Transaction Confirmation shall terminate on the date of early termination of the CEI2019C Gas Purchase Agreement, and (ii) Seller's obligation to deliver Gas under this Transaction Confirmation shall terminate on the same date on which the Supplier's obligation to deliver Gas to Main Street under the CEI2019C Gas Purchase Agreement terminates; provided, however, that in the event of such early termination, Seller agrees to continue to deliver to Buyer and Buyer agrees to purchase from Seller the Contract Quantity at the applicable Delivery Point for the remainder of the Month during which such early termination has occurred and for the remainder of the Index Premium period currently in effect, at a price equal to the Spot Index Price plus any Index Premium. Seller shall provide notice to Buyer of any early termination of this Transaction Confirmation pursuant to this Section 14H, the date of such termination, and the date on which the obligation to purchase Gas at the Spot Index Price plus any Index Premium shall end.

(2) Early Termination Upon a Remarketing Election at a Reset Period under the CEI2019C Gas Purchase Agreement.

(i) **Reset Protocol.** The Discount provided in the Contract Price together with the Annual Returns is dependent on the pricing achieved under the CEI2019C Gas Purchase Agreement. Such pricing is subject to change at the end of a Reset Period. The Initial Reset Period ends on August 31, 2026. For each Reset Period following the Initial Reset Period under the CEI2019C Gas Purchase Agreement, Seller shall provide to Buyer, at least nine (9) days prior to the applicable deadlines under the CEI2019C Gas Purchase Agreement, written notice setting forth the duration of such Reset Period and the estimated Discount available and Annual Returns, if any, for such Reset Period.

(ii) **Remarketing Event.** In the event the estimated Discount available ("Estimated Available Discount") for a Reset Period is less than 24 cents per MMBtu (a "Remarketing Event"), the notice provided pursuant to Section 14H(2)(i) above shall state (i) that a Remarketing Event has occurred and (ii) that Buyer may (A) continue to purchase and receive its Contract Quantity for each Gas Day of each Delivery Month during such Reset Period at a Contract Price that reflects the Discount available for the Reset Period (as finally determined as hereinafter described in Section 14H(2)(iv)), or (B) elect that such Contract Quantity be remarketed for the remainder of the Delivery Period (a "Remarketing Election") by providing a Remarketing Election Notice (as defined below in Section 14H(2)(iii)) prior to the Remarketing Election Deadline, which shall be set forth in the notice.

(iii) **Remarketing Election; Early Termination.** If Buyer makes a Remarketing Election and thereby elects to have its Contract Quantity remarketed for the remainder of the Delivery Period following the occurrence of a Remarketing Event, Buyer shall provide written notice of such Remarketing Election to Seller (its "Remarketing Election Notice") not later than the applicable Remarketing Election Deadline. In the event Buyer provides a Remarketing Election Notice on or prior to the applicable Remarketing Election Deadline, the Delivery Period shall terminate as of the end of the last Gas Day of the last Delivery Month of the Reset Period then in effect, and this Transaction Confirmation shall terminate as of the last day of such Reset Period.

(iv) **Final Determination of Available Discount.** Buyer acknowledges and agrees that the final Discount available for any Reset Period following the Initial Reset Period shall be determined under the CEI2019C Gas Purchase Agreement, and that such Discount may differ from the estimate or estimates of such Discount provided to Buyer prior to the applicable Remarketing Election Deadline, provided that the final Discount shall not be less than 24 cents per MMBtu unless Buyer affirmatively agrees to such a Discount or fails to provide a Remarketing Election Notice prior to the Remarketing Election Deadline."

A new Section 14I is added to the Base Contract:

"Permanent Load Loss. In the event of permanent load loss on Buyer's system, Buyer may request the permanent reduction of its Contract Quantity for the remaining term of this Transaction Confirmation. If Buyer makes such request, Seller will remarket Contract Quantities associated with its loss of demand to other Municipal Utilities under

the provisions of its agreement with Main Street, and will reduce Buyer's Contract Quantities through the remaining term of this Contract to reflect such loss of demand."

<p>Seller: MUNICIPAL GAS AUTHORITY OF GEORGIA</p> <p>By: _____</p> <p>Title: _____</p> <p>Date: _____</p>	<p>Buyer: PHILADELPHIA GAS WORKS by Philadelphia Facilities Management Corporation, in its capacity as operator and manager of the municipally owned Philadelphia Gas Works pursuant to an Agreement with the City of Philadelphia dated December 29, 1972, as amended</p> <p>By: <u>Jul 31</u></p> <p>Title: <u>Sr VP Gas Management</u></p> <p>Date: <u>12-12-19</u></p>
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Exhibit A

Volumes (MMBtu/day) and Delivery Points

Source: Inside FERC's Gas Market Report, published by S&P Global Platts, a Division of S&P Global, first issue of the month

Heading: Monthly Bidweek Spot Gas Prices – Platts Locations (\$/MMBtu),

Column: "Index"

Winter Season - November 1 – March 31 ("Winter Season")

Volume: 3,500/d

Index Point: Transco - Station 85 – Platts IF FOM Zone 4

Summer Season - April 1 – October 31 ("Summer Season")

Volume: 3,500/d

Index Point: Transco - Station 195 – Platts IF FOM Zone 6 NNY

EXHIBIT B

Reserved

Exhibit C

QUALIFIED USE CERTIFICATE

This Qualified Use Certificate is executed in connection with the NAESB Transaction Confirmation dated December 11, 2019 (the "Supply Agreement"), by and between the Municipal Gas Authority of Georgia (the "Gas Authority") and Philadelphia Gas Works by Philadelphia Facilities Management Corporation ("PFMC"), in its capacity as operator and manager of the municipally owned Philadelphia Gas Works pursuant to an Agreement with the City of Philadelphia dated December 29, 1972, as amended ("Gas Purchaser"). Capitalized terms used and not otherwise defined herein will have the meanings given to them in the Supply Agreement or in the Indenture.

WHEREAS Gas Purchaser acknowledges that Main Street Natural Gas, Inc. has issued the Bonds to fund the prepayment price under the Prepaid Gas Agreement; and

WHEREAS the Bonds are intended to qualify for tax exemption under Section 103 of the Internal Revenue Code of 1986, as amended; and

WHEREAS Gas Purchaser's use of Gas acquired pursuant to the Supply Agreement and certain funds and accounts of Gas Purchaser will affect the Bonds' qualification for such tax exemption.

NOW, THEREFORE, GAS PURCHASER HEREBY CERTIFIES AS FOLLOWS:

Gas Purchaser is a collection of all the real and personal property owned by the City of Philadelphia (the "City") and used for the acquisition, manufacture, storage, processing and distribution of natural gas within the City, and is operated and managed by PFMC pursuant to an Agreement with the City of Philadelphia dated December 29, 1972, as amended.

Gas Purchaser will resell all of the Gas acquired pursuant to the Supply Agreement to its retail gas customers within its natural gas service area pursuant to regularly established and generally applicable tariffs or under authorized requirements contracts. For purposes of the foregoing sentence, the term "service area" means (x) the area throughout which Gas Purchaser provided Gas transmission or distribution service at all times during the 5-year period ending on December 31, 2018, and from then until the date of execution of the Service Agreement (the "Closing Date"), and (y) any area recognized as the service area of Gas Purchaser under state or federal law.

The annual average amount during the most recently completed five-year testing period of Gas purchased by customers of Gas Purchaser who are located within the service area of Gas Purchaser is 45,879,517 MMBtu. The maximum annual amount of Gas in any year being acquired pursuant to the Supply Agreement is 1,277,500 MMBtu. The volumes of Gas being acquired annually pursuant to the Supply Agreement are 1,277,500 (3,500 MMBtu per day). The maximum annual amount of Gas which Gas Purchaser otherwise has a right to acquire, as of the Closing Date, is 7,880,564 MMBtu. The maximum annual amount of Gas which Gas Purchaser holds in storage as of the Closing Date is 16,954,361 MMBtu, and the annual average amount of Gas which Gas Purchaser holds in storage in the past year prior to the Closing Date is 9,288,048 MMBtu. The sum of (a) the maximum amount of Gas in any year being acquired pursuant to the Supply Agreement, (b) the amount of Gas which Gas Purchaser otherwise has a right to acquire, and (c) the annual average

amount of Gas which Gas Purchaser holds in storage in the year described in the foregoing clause (a) is 18,446,112 MMBtu. Accordingly, the amount of Gas to be acquired under the Supply Agreement by Gas Purchaser, supplemented by the amount of Gas otherwise available to Gas Purchaser as of the Closing Date, during any year does not exceed the sum of (i) 40.2% of the annual average amount during the testing period of Gas purchased by Gas Purchaser for sale to customers of Gas Purchaser who are located within the service area of Gas Purchaser, and (ii) the amount of Gas to be used to transport the prepaid Gas to Gas Purchaser during such year. For purposes of this paragraph, the term "testing period" means the 5 calendar years ending December 31, 2018, and the term "service area" means (x) the area throughout which Gas Purchaser provided Gas transmission or distribution service at all times during the testing period, (y) any area within a county contiguous to the area described in (x) in which retail customers of Gas Purchaser are located if such area is not also served by another utility providing Gas services, and (z) any area recognized as the service area of Gas Purchaser under state or federal law.

Gas Purchaser expects to pay for Gas acquired pursuant to the Supply Agreement with funds derived from its Gas distribution operations, as applicable. Gas Purchaser expects to use current Gas revenues to pay for current Gas acquisitions. There are no funds or accounts of Gas Purchaser or any person who is a Related Person to Gas Purchaser in which monies are invested and which are reasonably expected to be used to pay for Gas acquired more than one year after it is acquired..

December 12, 2019

By: _____



[Authorized Representative]

Exhibit D			
Municipal Gas Authority of Georgia Periodic Tax Compliance Certificate Participant Annual Sales or Consumption Qualified Use Report			
Philadelphia Gas			
Participant Name	Works - PGW	Invoice Date	
Report Year	2019	Invoice Number	
Long Term Transaction Sourced By	Contract Volume Received (MMBtu/Year)	Volumes Sold/Consumed as (MMBtu/Year)	Variance *
Totals:			
<p><i>* Note: Any volume in the "Variance" column represents a non-qualified use</i></p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p>INSTRUCTIONS:</p> <p>1) Please input Qualified Use volumes in the</p> <p>2) If QEU is different then the Contract Volume Received, please date, and email to supply@gasauthority.com as soon as possible.</p> </div> <p>Approved by (Signature): _____</p> <p>Name / Title: _____</p> <p>Date: _____</p>			

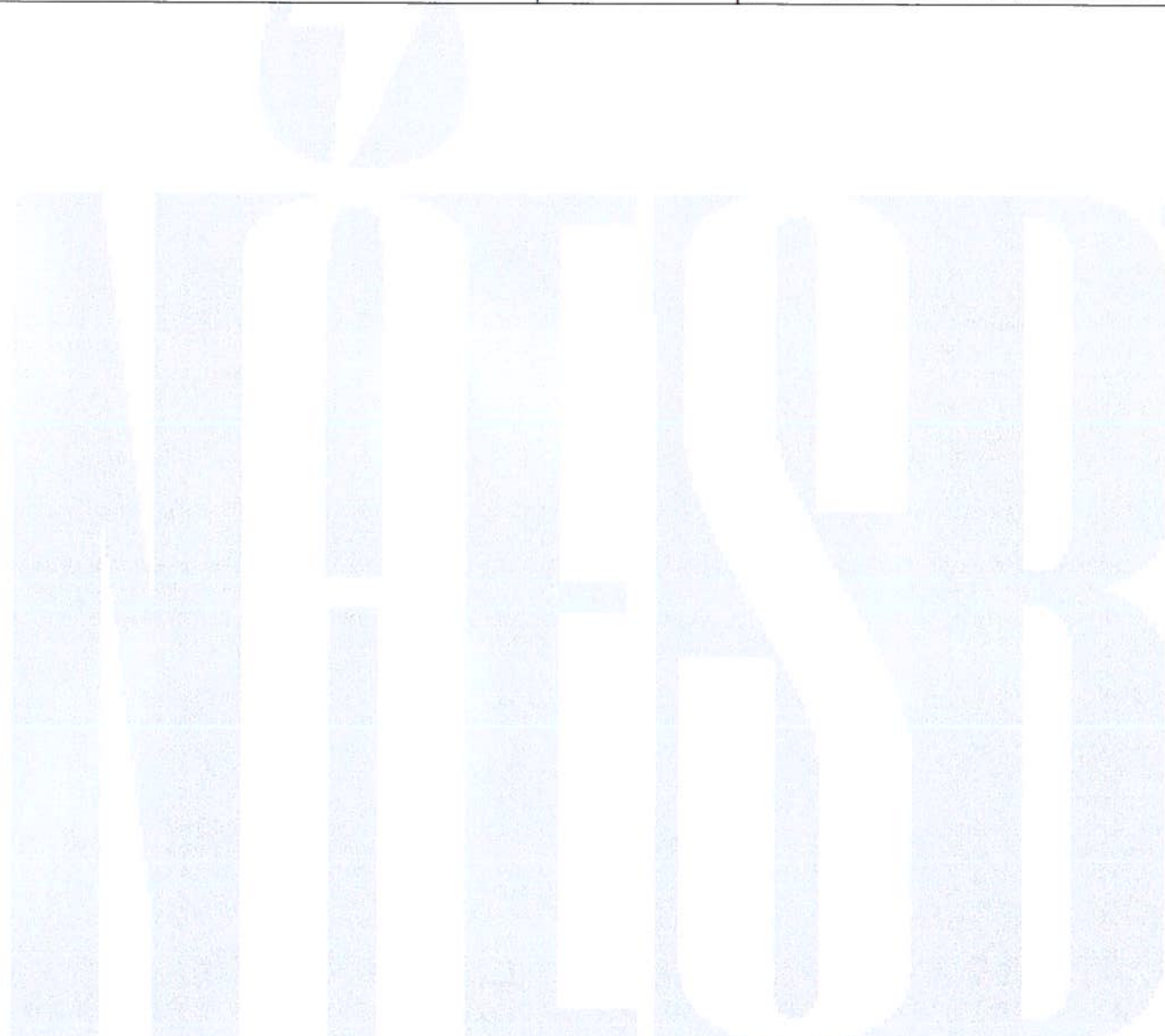
C Base Contract for Sale and Purchase of Natural Gas

This Base Contract is entered into as of the following date: March 4, 2020

The parties to this Base Contract are the following:

PARTY A PUBLIC ENERGY AUTHORITY OF KENTUCKY	PARTY NAME	PARTY B PHILADELPHIA GAS WORKS by Philadelphia Facilities Management Corporation, in its capacity as operator and manager of the municipally owned Philadelphia Gas Works pursuant to an Agreement with the City of Philadelphia dated December 29, 1972, as amended
P.O. Box 299 Carrollton, KY 41008	ADDRESS	800 West Montgomery Avenue Philadelphia, PA 19122
	BUSINESS WEBSITE	www.pgworks.com
	CONTRACT NUMBER	
04-1783-130	D-U-N-S® NUMBER	14-841-5904
<input checked="" type="checkbox"/> US FEDERAL: 20-45544085 <input type="checkbox"/> OTHER:	TAX ID NUMBERS	<input checked="" type="checkbox"/> US FEDERAL: 26-0430539 <input type="checkbox"/> OTHER:
Kentucky	JURISDICTION OF ORGANIZATION	Pennsylvania
<input type="checkbox"/> Corporation <input type="checkbox"/> LLC <input type="checkbox"/> Limited Partnership <input type="checkbox"/> Partnership <input type="checkbox"/> LLP <input checked="" type="checkbox"/> Other: <u>Natural Gas Acquisition Authority</u>	COMPANY TYPE	<input type="checkbox"/> Corporation <input type="checkbox"/> LLC <input type="checkbox"/> Limited Partnership <input type="checkbox"/> Partnership <input type="checkbox"/> LLP <input checked="" type="checkbox"/> Other: <u>Municipality</u>
	GUARANTOR (IF APPLICABLE)	
CONTACT INFORMATION		
P.O. Box 299, Carrollton, KY 41008 ATTN: Contract Administration Telephone: (502) 732-0991 Fax: (502) 662-0173 Email: gballinger@peakgas.net	▪ COMMERCIAL	800 W. Montgomery Ave., Phila., PA 19122 ATTN: Ryan Reeves Telephone: (215) 787-5103 Fax: (215) 684-6602 Email: Ryan.Reeves@pgworks.com
P.O. Box 299, Carrollton, KY 41008 ATTN: Gas Scheduling Telephone: (502) 732-0991 Fax: (502) 662-0173 EMAIL: jlconder@peakgas.net	▪ SCHEDULING	800 W. Montgomery Ave., Phila., PA 19122 ATTN: Ryan Reeves/Akia Ruff Telephone: (215) 787-5103/(215) 684-6330 Fax: (215) 684-6602 Email: Ryan.Reeves@pgworks.com/Akia.Ruff@pgworks
P.O. Box 299, Carrollton, KY 41008 ATTN: Contract Administration Telephone: (502) 732-0991 Fax: (502) 662-0173 Email: gballinger@peakgas.net	▪ CONTRACT AND LEGAL NOTICES	800 W. Montgomery Avenue, Philadelphia, PA 19122 ATTN: Benjamin Graff, Senior Attorney Telephone: (215) 684-6993 Fax: (215) 684-6798 Email: Benjamin.Graff@pgworks.com
P.O. Box 299, Carrollton, KY 41008 ATTN: Contract Administration Telephone: (502) 732-0991 Fax: (502) 662-0173 Email: gballinger@peakgas.net	▪ CREDIT	800 W. Montgomery Avenue, Philadelphia, PA 19122 ATTN: Vanessa Jackson, Treasurer Telephone: (215) 684-6966 Fax: Email: Vanessa.Jackson@pgworks.com
P.O. Box 299, Carrollton, KY 41008 ATTN: Contract Administration Telephone: (502) 732-0991 Fax: (502) 662-0173 Email: abaker@peakgas.net	▪ TRANSACTION CONFIRMATIONS	800 W. Montgomery Avenue, Philadelphia, PA 19122 ATTN: Akia Ruff Telephone: (215) 684-6330 Fax: (215) 684-6602 Email: Akia.Ruff@pgworks.com
ACCOUNTING INFORMATION		

<p>P.O. Box 299, Carrollton, KY 41008 ATTN: Contract Administration Telephone: (502) 732-0991 Fax: (502) 662-0173 Email: abaker@peakgas.net</p>	<ul style="list-style-type: none"> ▪ INVOICES ▪ PAYMENTS ▪ SETTLEMENTS 	<p>800 W. Montgomery Avenue, Philadelphia, PA 19122 ATTN: Samantha Wagner, Senior Natural Gas Accountant Telephone: (215) 684-6242 Fax: (215) 684-6602 Email: Samantha.Wagner@pgworks.com</p>
<p>BANK: The Bank of New York Mellon ABA: 021000018 ACCT: 1153878400 OTHER DETAILS: FBO: PEAK 2020A Rev. Fd. ATTN: Libby Carpenter (205) 214-0223</p>	<p>WIRE TRANSFER NUMBERS (IF APPLICABLE)</p>	<p>BANK: Wells Fargo, Philadelphia, PA ABA: 031100225 ACCT: 2079950033758 OTHER DETAILS:</p>
<p>BANK: _____ ABA: _____ ACCT: _____ OTHER DETAILS: _____</p>	<p>ACH NUMBERS (IF APPLICABLE)</p>	<p>BANK: _____ ABA: _____ ACCT: _____ OTHER DETAILS: _____</p>
<p>ATTN: _____ ADDRESS: _____ _____</p>	<p>CHECKS (IF APPLICABLE)</p>	<p>ATTN: _____ ADDRESS: _____ _____</p>



Base Contract for Sale and Purchase of Natural Gas

(Continued)

This Base Contract incorporates by reference for all purposes the General Terms and Conditions for Sale and Purchase of Natural Gas published by the North American Energy Standards Board. The parties hereby agree to the following provisions offered in said General Terms and Conditions. In the event the parties fail to check a box, the specified default provision shall apply. Select the appropriate box(es) from each section:

Section 1.2 Transaction Procedure <input type="checkbox"/> Oral (default) OR <input checked="" type="checkbox"/> Written	Section 10.2 Additional Events of Default <input checked="" type="checkbox"/> No Additional Events of Default (default) <input type="checkbox"/> Indebtedness Cross Default <input type="checkbox"/> Party A: <input type="checkbox"/> Party B: <input type="checkbox"/> Transactional Cross Default
Section 2.7 Confirm Deadline <input checked="" type="checkbox"/> 2 Business Days after receipt (default) OR <input type="checkbox"/> Business Days after receipt	
Section 2.8 Confirming Party <input checked="" type="checkbox"/> Seller (default) OR <input type="checkbox"/> Buyer <input type="checkbox"/> _____	
Section 3.2 Performance Obligation <input checked="" type="checkbox"/> Cover Standard (default) OR <input type="checkbox"/> Spot Price Standard	Section 10.3.1 Early Termination Damages <input type="checkbox"/> Early Termination Damages Apply (default) OR <input checked="" type="checkbox"/> Early Termination Damages Do Not Apply
Note: The following Spot Price Publication applies to both of the immediately preceding.	
Section 2.31 Spot Price Publication <input checked="" type="checkbox"/> Gas Daily Midpoint (default) OR <input type="checkbox"/>	Section 10.3.2 Other Agreement Setoffs <input type="checkbox"/> Other Agreement Setoffs Apply (default) <input type="checkbox"/> Bilateral (default) <input type="checkbox"/> Triangular OR <input checked="" type="checkbox"/> Other Agreement Setoffs Do Not Apply
Section 6 Taxes <input checked="" type="checkbox"/> Buyer Pays At and After Delivery Point (default) OR <input type="checkbox"/> Seller Pays Before and At Delivery Point	
Section 7.2 Payment Date <input type="checkbox"/> 25 th Day of Month following Month of delivery (default) OR <input checked="" type="checkbox"/> 20th Day of Month following Month of delivery or immediately preceding Business Day if the 20th Day is not a Business Day	Section 15.5 Choice Of Law New York
Section 7.2 Method of Payment <input checked="" type="checkbox"/> Wire transfer (default) <input type="checkbox"/> Automated Clearinghouse Credit (ACH) <input type="checkbox"/> Check	Section 15.10 Confidentiality <input type="checkbox"/> Confidentiality applies (default) OR <input checked="" type="checkbox"/> Confidentiality does not apply
Section 7.7 Netting <input type="checkbox"/> Netting applies (default) OR <input checked="" type="checkbox"/> Netting does not apply	
<input checked="" type="checkbox"/> Special Provisions Number of sheets attached: 14 (including Addendums referenced below)	
<input checked="" type="checkbox"/> Addendum(s): <u>2</u>	

