

2002 Customer Service Performance Report



Pennsylvania Electric & Natural Gas Distribution Companies

Pennsylvania Public Utility Commission
Bureau of Consumer Services

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Introduction

This is the first comprehensive report of the Public Utility Commission (Commission) that presents quality of service data for both the Electric Distribution Companies (EDCs) and the major National Gas Distribution Companies (NGDCs). Last year, the Commission produced two separate reports. This is the fourth year EDC customer-service performance statistics are available and the second year NGDC data is provided. This report fulfills the requirements of 52 Pa. Code § 54.156 of the EDC reporting requirements and 52 Pa. Code § 62.37 of the NGDC reporting requirements. Both provide for the Commission to annually produce a summary report on the customer-service performance of the EDCs and NGDCs using the statistics collected as a result of the reporting requirements.

The Electricity Generation Customer Choice and Competition Act and *The Natural Gas Choice and Competition Act* require the EDCs and NGDCs to maintain, at a minimum, the levels of customer-service that were in existence prior to the effective dates of the acts. In response, the Commission took steps to ensure the continued provision of high-quality customer service through the implementation of regulations that require the EDCs and the NGDCs to report statistics on important components of customer service, including: telephone access to the company; billing frequency; meter reading; timely response to customer disputes; the proper response to customer disputes and payment arrangement requests; compliance with customer service rules and regulations; and interaction with customers in a prompt, courteous and satisfactory manner (§§ 54.151-54.156 for EDCs and §§ 62.31-62.37 for NGDCs).

The Commission adopted the final rulemaking establishing *Reporting Requirements for Quality of Service Benchmarks and Standards* for the EDCs on April 23, 1998. The EDCs began reporting the required data to the Commission in August 1999 for the first six months of the year and followed up with a report on annual activity in February 2000. Beginning in February 2001, the EDCs began submitting annual data on telephone access, billing, meter reading and response to customer disputes. The companies began surveying customers who had initiated an interaction with their EDC in January 2000 and have continued the survey each year since then.

The Commission adopted the final rulemaking establishing *Reporting Requirements for Quality of Service Benchmarks and Standards* for the NGDCs on January 12, 2000. As per the regulations, NGDCs that serve more than 100,000 residential customers began reporting the required data to the Commission in August 2001 for the first six months of that year and followed up with a report on annual activity in February 2002. Beginning in February 2003, the NGDCs filed their first annual reports on telephone access, billing, meter reading and response to customer disputes. The companies began their surveys of customers who had initiated an interaction with the companies in January 2002. This report contains the first compilation of NGDC survey data. NGDCs that serve fewer than 100,000 residential accounts are not required to report statistics on the various measures required of the larger companies. The smaller NGDCs must conduct mail surveys of customers who contact them and report the survey results to the Commission. The smaller NGDCs surveyed their customers in 2002 and sent the results to the Commission in 2003.

The Bureau of Consumer Services (BCS) has summarized the information supplied by the EDCs and NGDCs, including survey data, into the charts and tables that appear on the following pages. The data for PECO Energy (PECO) appears with that of the EDCs. The company is unable to report information separately for its electric and natural gas accounts; as a result, PECO combines statistics for both in its annual report to the Commission. The BCS has reported PECO consumer complaint and payment arrangement request data with that of the electric industry for many years. Likewise, the BCS reports PECO's quality of service data with that of the other EDCs. The report does not include statistics from Philadelphia Gas Works (PGW). PGW data will not be included in the annual customer service performance report until 2005.¹

The reporting requirements of § 54.155 and § 62.36 include a provision whereby BCS is to report to the Commission various statistics associated with informal consumer complaints and payment arrangement requests that consumers file with the Commission. The BCS is to report a "justified consumer complaint rate," a "justified payment arrangement request rate," "the number of informally verified infractions of applicable statutes and regulations," and an "infraction rate" for the EDCs and NGDCs. These statistics are also important indicators of service quality. The BCS has calculated and reported these rates for a number of years in the annual report, *Utility Consumer Activities Report and Evaluation: Electric, Gas, Water and Telephone Utilities (UCARE)*. The BCS will report the 2002 data in the 2002 report that the Commission will release later this year. The report offers detailed descriptions of each of these measures as well as a comparison with performance statistics from the previous year. Access to the 2002 *Utility Consumer Activities Report and Evaluation* and the 2002 *Report on Pennsylvania's Electric and Natural Gas Distribution Companies Customer Service Performance* will be available on the Commission's Web site:

<http://puc.paonline.com>.

¹ The Commission assumed regulatory responsibility over PGW on July 1, 2000, and did not require PGW to file a restructuring plan until July 1, 2002. Further, PGW is not required to comply with Chapter 56 regulations until September 2003. The company will begin reporting quality of service statistics for 2004.

I. Company-Reported Performance

In accordance with *Reporting Requirements for Quality of Service Benchmarks and Standards* (quality of service reporting requirements), the EDCs and the NGDCs reported statistics for 2002 regarding telephone access, billing, meter reading and disputes not responded to within 30 days. For each of the required measures, the companies report data by month and include a 12-month average. This report presents PECO Energy (PECO) statistics with the EDCs although PECO's statistics include data for both the company's electric and natural gas accounts. With the exception of the telephone access statistics and the small business bill information, the required statistics directly relate to the regulations in 52 Pa. Code § 56 *Standards and Billing Practices for Residential Utility Service*.

A. Telephone Access

The quality of service reporting requirements for both the EDCs and the NGDCs include telephone access to a company because customers must be able to easily contact their EDC or NGDC with questions, complaints and requests for service, and to report service outages and other problems.

In order to produce an accurate picture of telephone access, the companies must report three separate measures of telephone access. The three separate measures avert the possibility of masking telephone access problems by presenting only one or two parts of the total access picture: 1) percent of calls answered within 30 seconds, 2) average busy-out rate; and 3) call abandonment rate. For example, a company may report that it answers every call in 30 seconds or less. If only this statistic is available, one might conclude that the access to the company is very good. However, if this company has only a few trunk lines into the company's call distribution system, once these trunks are at capacity, other callers receive a busy signal when they attempt to contact the company. Thus, a large percentage of customers cannot get through to the company and telephone access is not very good at all. Therefore, it is important to look at both percent of calls answered within 30 seconds and busy-out rates, to get a clearer picture of the telephone access to the EDC or NGDC.

Further, the call abandonment rate indicates how many customers drop out of the queue of customers waiting to talk to a company representative. A high call abandonment rate is most likely an indication that the length of the wait to speak to a company representative is too long. Statistics on call abandonment are often inversely related to statistics measuring calls answered within 30 seconds. The 2000-2002 EDC figures presented later in this report conform to the inverse relationship. In addition, the 2001-2002 data reported by the NGDCs also conform to this relationship. For the most part, the companies answering a high percent of calls within 30 seconds had low call abandonment rates and those answering a lower percent of calls within 30 seconds had higher call abandonment rates.



Attempted contacts to a call center initially have one of two results: They are either “received” by the company or they receive a busy signal and thus are not “received” by the company. Calls in the “busy-out rate” represent those attempted calls that received a busy signal or message; they were not “received” by the company because the company lines or trunks were at capacity.

For the calls that are “received” by the company, the caller has several options. One option is to choose to speak to a company representative. When a caller chooses this option, the caller enters a queue to begin a waiting period until a company representative is available to take the call. Once a call enters the queue, it can take one of three routes: it will either be abandoned (the caller chooses not to wait and disconnects the call); it will be answered within 30 seconds; or it will be answered in a time period that is greater than 30 seconds. The percent of those calls answered within 30 seconds is reported to the Commission. The percent that are answered in more than 30 seconds is the inverse of this percent. Thus, if 80 percent are answered within 30 seconds, 20 percent are answered in more than 30 seconds.

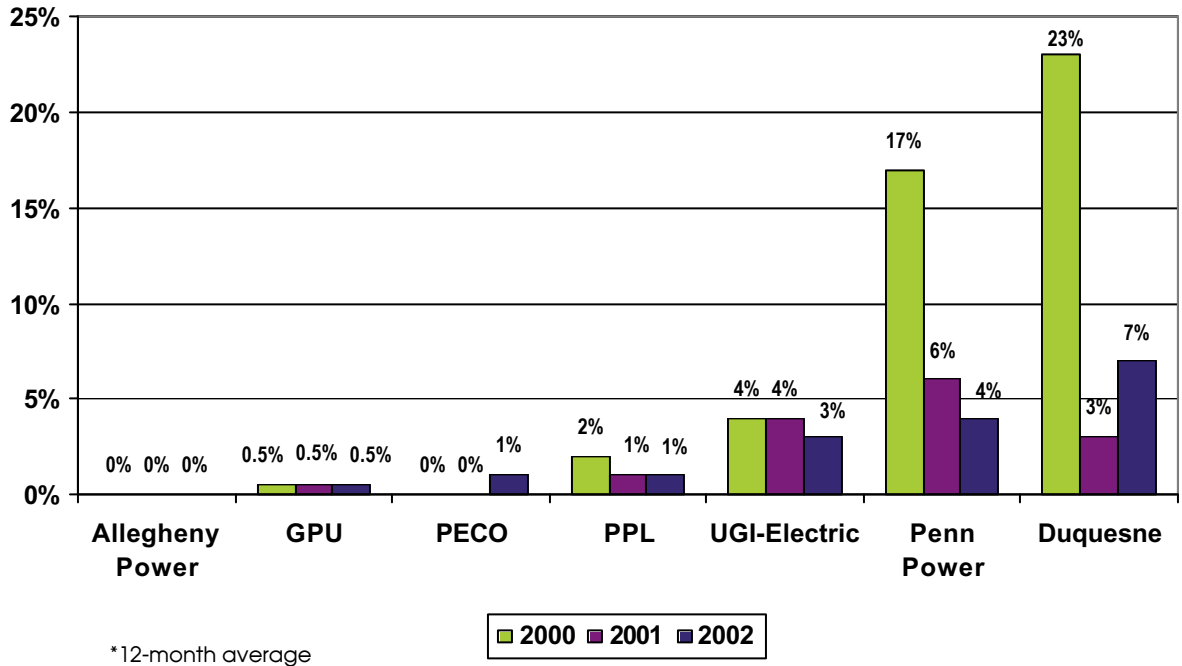
This report presents the EDC and NGDC statistics on telephone access in the following three charts:

- Busy-out rate
- Call abandonment rate
- Percent of calls answered within 30 seconds

1. Busy-Out Rate

The Commission’s Regulations at § 54.153(b)(1)(ii) require that the EDCs are to report to the Commission the average busy-out rate for each call center or business office, as well as a 12-month cumulative average for the company. Similarly, § 62.33(b)(ii) requires the NGDCs to report the average busy-out rate. Each regulation defines busy-out rate as the number of calls to a call center that receive a busy signal divided by the total number of calls received at a call center. For example, a company with a 10-percent average busy-out rate means that 10 percent of the customers who attempted to call the company received a busy signal (and thus did not gain access) while 90 percent of the customer calls were received by the company. If the company has more than one call center, it is to supply the busy-out rates for each center as well as a combined statistic for the company as a whole. The chart below presents the combined busy-out rate for each major EDC during 2000, 2001 and 2002. The second chart presents the combined busy-out rate for each major NGDC during 2001 and 2002.

Electric Distribution Companies Busy-Out Rate* 2000 – 2002



The 2002 results show that the average busy-out rate for five of the EDCs was either lower or the same as in 2001. Duquesne's busy-out rate increased in 2002. Duquesne attributes the increase to a brief period when a major storm struck the company's service territory and caused extensive damage and outages.

**Natural Gas Distribution Companies
Busy-Out Rate*
2001 - 2002**

Company	2001	2002
Columbia	1%**	0%
Dominion Peoples*	Statistic Not Available#	0%
NFG	9%	1%
Equitable	18%***	3%
PG Energy	17%****	5%
UGI-Gas#	Statistic Not Available#	Statistic Not Available#

* 12-month average

** Columbia's actual overall 2001 statistics are not available. BCS calculated this statistic based on data from Columbia's individual call centers.

*** Equitable's 2001 data is for the second six months of 2001 only. Neither the 2001 nor 2002 data include calls to the company's emergency call number.

**** PG Energy's 2001 data is for July through December only.

The Commission granted these companies a temporary waiver of the section that requires reporting this statistic.

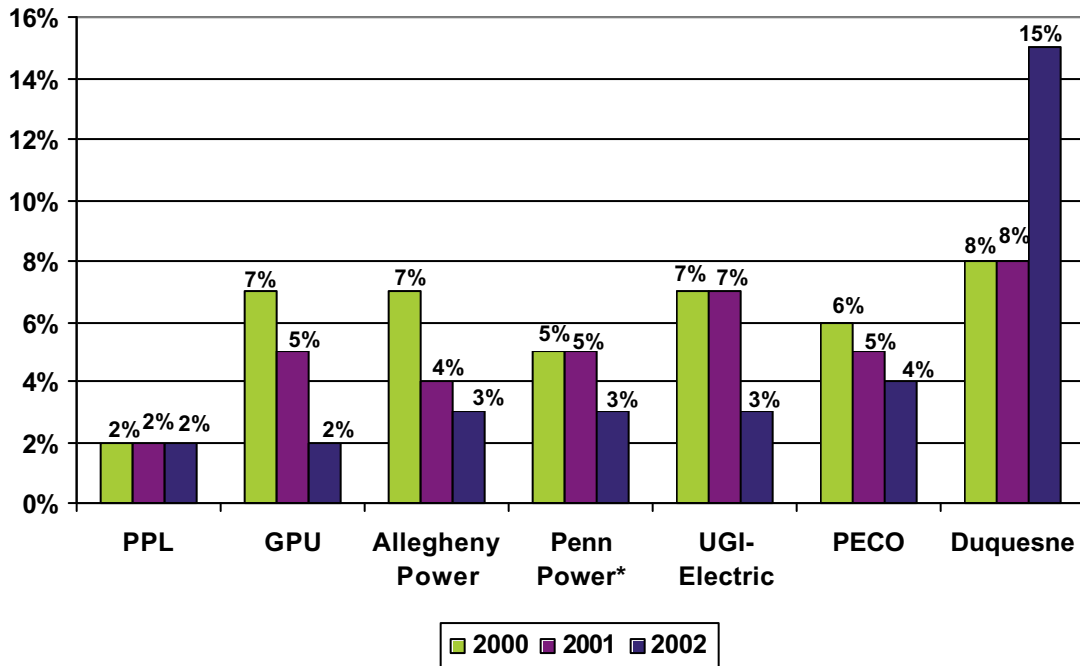
UGI-Gas was still not able to capture the busy-out rate for its call centers in 2002. UGI-Gas requested a waiver of § 62.33(1)(ii) until it is able to supply this data. The company reports that it expects to be able to report this information in the near future. All the other NGDCs were able to report this statistic for 2002. Data is not available for calls to Equitable's emergency number.

2. Call Abandonment Rate

Consistent with the regulations, the EDCs and NGDCs are to report to the Commission the average call abandonment rate for each call center, business office, or both. The call abandonment rate is the number of calls to a company's call center that were abandoned divided by the total number of calls the company received at its call center or business office (§ 54.152 and § 62.32). For example, an EDC with a 10 percent call abandonment rate means that 10 percent of the calls received were terminated by the customer prior to speaking to an EDC representative. As the time that customers spend "on hold" increases, they have a greater tendency to hang up, raising the call abandonment rates. If the EDC or NGDC has more than one call center, it is to supply the call abandonment rates for each center as well as a combined statistic for the company as a whole. The chart below presents the combined call abandonment rate for each major EDC during 2000, 2001 and 2002.



Electric Distribution Companies Call Abandonment Rate* 2000-2002

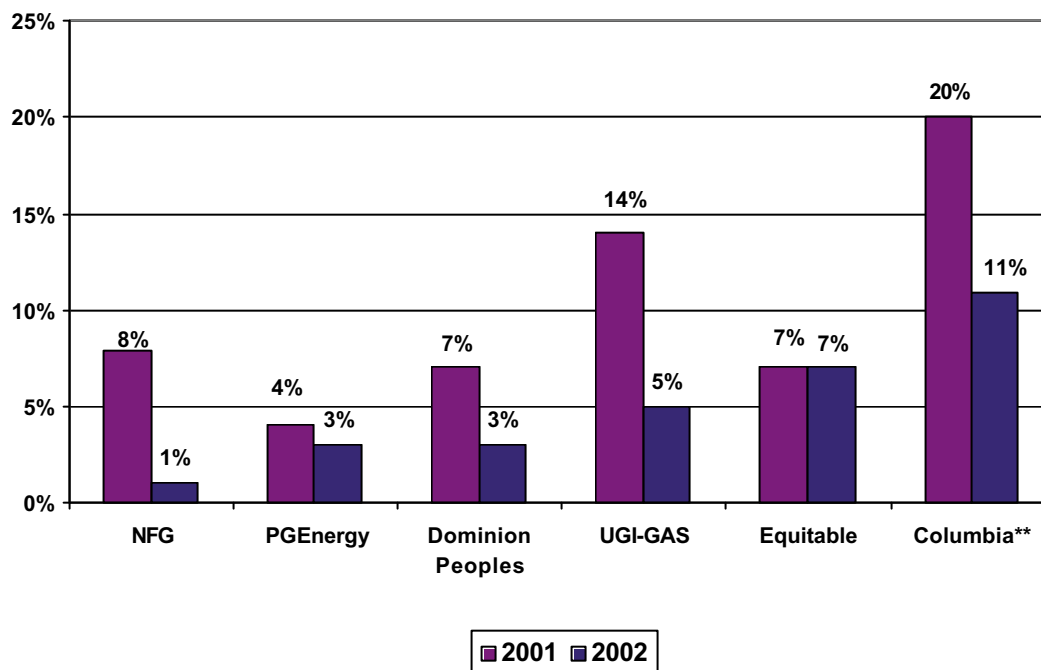


* Penn Power's telecommunications package is not able to count calls as "abandoned" until after the call has been "received" (in a queue waiting to speak to a representative) for more than 30 seconds. Thus, calls abandoned before 30 seconds have elapsed are not included in this figure. Statistics for the other EDCs include all abandoned calls.

The above statistics illustrate that all but one of the EDCs either reduced their call abandonment rates from 2001 to 2002 or maintained their 2001 rates. Only one company's rate was higher in 2002 than in 2001. Allegheny Power attributes its reduction in call abandonment rate to the use and increased understanding of improved technology. Duquesne attributes the increase it experienced in average call abandonment rate to technology failures in its telephone equipment. The company resolved the problem in October and as a result, the company's call abandonment rate improved considerably during the last two months of 2002.

The chart on the following page presents the 2002 call abandonment rates for the major NGDCs.

Natural Gas Distribution Companies Call Abandonment Rate* 2001-2002



* 12-month average

** Columbia's actual overall 2001 statistics are not available. The BCS calculated this statistic based on information from Columbia's individual call centers.

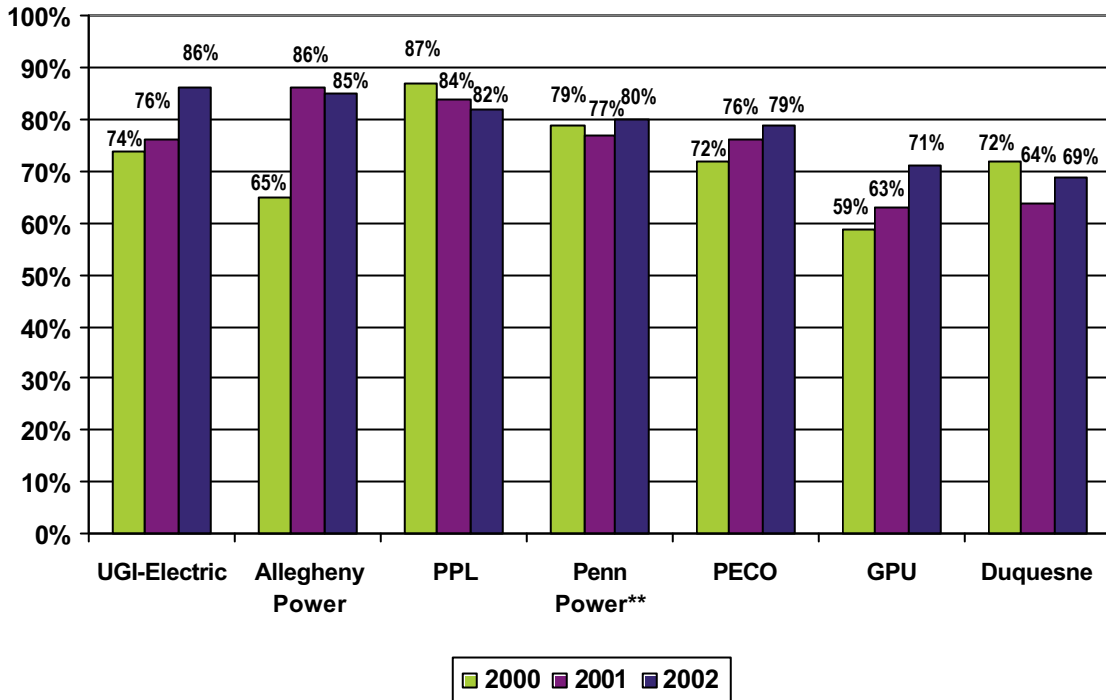
Five of the NGDCs reduced their call abandonment rates in 2002 while one maintained its 2001 rate. NFG credits its improvement in this and the other telephone access measures to a decline in call volume in 2002 and to steps the company took to improve resources in the company's call center.

3. Percent of Calls Answered Within 30 Seconds

Pursuant to the quality of service reporting requirements at § 54.153(b) and § 62.33(b), each EDC and major NGDC is to "take measures necessary and keep sufficient records" to report the percent of calls answered within 30 seconds or less at the company's call center. The section specifies that "answered" means a company representative is ready to render assistance to the caller. An acknowledgement that the consumer is on the line does not constitute an answer. If a company operates more than one call center (a center for handling billing disputes and a separate one for making payment arrangements, for example), the company is to provide separate statistics for each call center and a statistic that combines performance for all call centers. The chart on the following page presents the combined percent of calls answered within 30 seconds for each of the major EDCs in Pennsylvania during 2000, 2001 and 2002.



Electric Distribution Companies Percent of Calls Answered Within 30 Seconds* 2000-2002



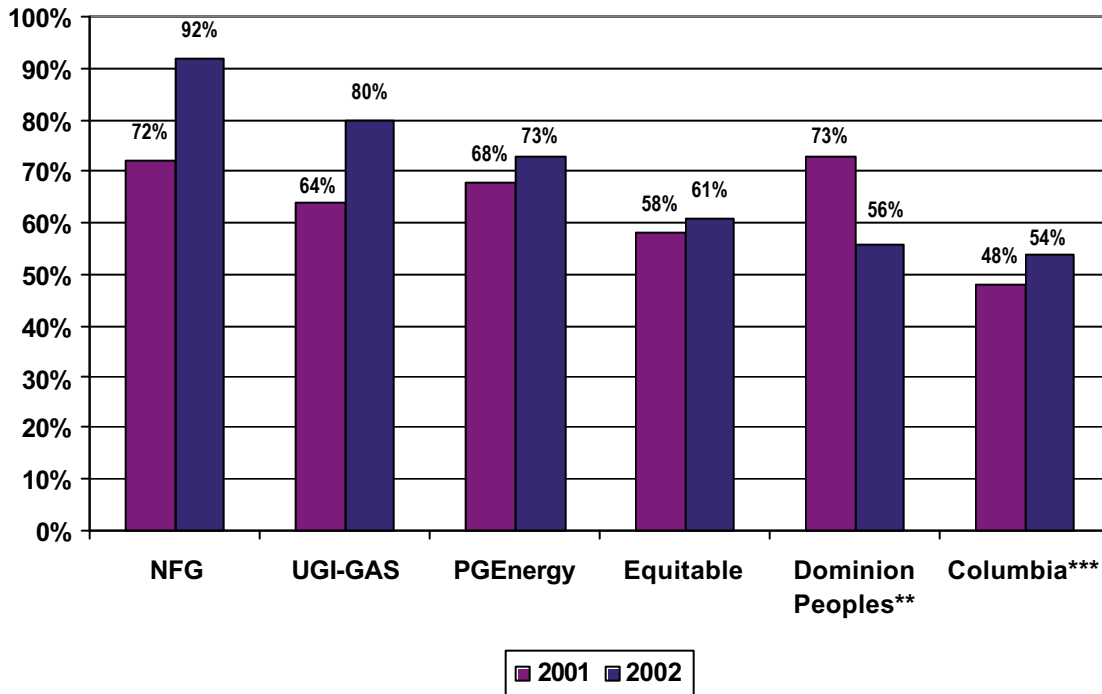
* 12-month average

** Penn Power's telecommunications package is not able to distinguish the difference between an answered call and an abandoned call until the call has been "received" (in queue waiting to speak to a representative) for more than 30 seconds. As a result, this statistic represents calls that were answered and/or abandoned within 30 seconds. Statistics for the other EDCs represent answered calls only.

The 2002 results give evidence of improved access for Duquesne, GPU, PECO, Penn Power and UGI-Electric. Allegheny Power attributes its slight decrease to the fact that some fully trained and experienced telephone representatives moved to other positions within the company. Duquesne expects continued improvement in telephone access. Its performance improved from 2001 to 2002 in spite of some technological failures in September that impacted callers' ability to contact Duquesne. The company worked out the problems and predicts its ability to accurately forecast call volume to schedule staff and continued training will result in further improvement in 2003.

Although GPU's average annual telephone access to its call center improved in 2002, access to the company decreased considerably in August as compared to March through July statistics. The company said losing summer temporary help, combined with employee training and the transition to a new computer system that took place from August through the end of the year, adversely affected overall center performance. According to the company, a learning curve for the representatives and the new computer environment decreased performance and thus affected the percentage of calls answered within 30 seconds.

Natural Gas Distribution Companies Percent of Calls Answered Within 30 Seconds* 2001-2002



* 12-month average

** Dominion Peoples' January-June data for its contracted call center is reported as percent answered within 20 seconds in 2001.

*** Columbia's actual overall 2001 statistics are not available. The BCS calculated this statistic base on data from Columbia's individual call centers.

As with call abandonment rates, the percent of calls answered within 30 seconds varies depending on call volume and the number of employees available to take calls. For example, Equitable reports that enhanced collection efforts throughout 2002 resulted in a call volume increase. However, the company stated it focused on improving representative handling time so its telephone access rates did not deteriorate. Columbia has been working to improve telephone access to its company by implementing various new technologies and initiatives within its call center.

Dominion Peoples' service level slid from 73 percent in 2001 to 56 percent in 2002. Dominion made a management decision to reduce its service level and established a goal of answering 50 percent of calls within 30 seconds. The company claims that customer satisfaction did not decrease as a result and the company saved money by reducing positions in its call center.

B. Billing

Pursuant to 66 Pa.C.S. §1509 and *Standards and Billing Practices for Residential Utility Service* (§ 56. 11), a utility is to render a bill once every billing period to all customers. The customer bill is often the only communication between the company and a customer, thus underscoring the need to produce and send this very fundamental statement to customers at regular intervals. The failure of a customer to receive a bill each month frequently generates consumer complaints to the company and sometimes to the Commission. It also adversely affects collections performance.

1. Number and Percent of Residential Bills Not Rendered Once Every Billing Period

Pursuant to § 54.153(b)(2)(i) and § 62.33(b)(2)(i), the EDCs and major NGDCs shall report the number and percent of residential bills that the company failed to render pursuant to § 56.11. The table below presents the average monthly percent of residential bills that each major EDC failed to render once every billing period during 2000, 2001 and 2002.

Electric Distribution Companies Number and Percent* of Residential Bills Not Rendered Once Every Billing Period

Company	2000		2001		2002	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Penn Power	3	.00%	3	.00%	1	.00%
UGI-Electric	4	.01%	8	.01%	4	.01%
GPU	1,631	.18%	1,046	.11%	141	.01%
Allegheny Power	55	.01%	88	.01%	102	.02%
PPL	907	.08%	499	.04%	470	.04%
PECO	8,056**	.47%**	9,120**	.53%**	1,125	.07%

* 12-month average

** Reported numbers are higher than actual numbers due to computer errors caused by rebilling previously billed accounts.

PECO attributes the significant decrease in the number of bills it did not render to the installation of automated meter reading devices at residential properties, as well as to revisions to the computer program that analyzes the meter readings. GPU also significantly reduced the number of unbilled accounts. The company explains that the reduction is a direct result of system enhancements and the completion of the merger reorganization.

**Natural Gas Distribution Companies
Number and Percent* of Residential Bills
Not Rendered Once Every Billing Period**

Company	2001		2002	
	Number	Percent	Number	Percent
PG Energy	0	0%	0	0%
Equitable	6	.00%	7	.00%
Columbia	52	.00%	9	.00%
NFG	28	.02%	21	.00%
UGI-Gas	14	.01%	16	.01%
Dominion Peoples	938	.30%	352	.11%

* 12-month average

Residential billing performance was stable for many of the NGDCs. Dominion Peoples improved its performance from 2001 to 2002. The company attributes the improvement to the implementation of several management reporting tools that focus on improving its ability to bill all accounts each month.

2. Number and Percent of Bills to Small Business Customers Not Rendered Once Every Billing Period

Both the EDC and the NGDC quality of service reporting requirements require the companies report the number and percent of small business bills the companies failed to render in accordance with 66 Pa.C.S. §1509. The reporting requirements at § 54.152 define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business that receives electric service under a small commercial, industrial or business rate classification. In addition, the maximum registered peak load for the small business customer must be less than 25 kilowatt hours within the last 12 months. Meanwhile, the NGDC reporting requirements at § 62.32 define a small business customer as a person, sole proprietorship, partnership, corporation, association or other business whose annual gas consumption does not exceed 300 thousand cubic feet (mcf). The tables on the following page show the average number and percent of small business customers the major EDCs and NGDCs did not bill according to statute.

**Electric Distribution Companies
Number and Percent* of Bills to Small Business
Customers Not Rendered Once Every Billing Period**

Company	2000		2001		2002	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
Penn Power	0	0%	3	.00%	1	.00%
UGI-Electric	1	.01%	0	.01%	1	.02%
GPU	560	.50%	300	.27%	94	.08%
PPL	784	.47%	316	.19%	231	.12%
Allegheny Power	92	.12%	110	.14%	137	.17%
PECO	3,009**	1.66%**	3,840**	2.12%**	880	.49%

* 12-month average

** Reported numbers are higher than actual numbers due to computer errors caused by rebilling previously billed accounts.

As with residential bills, PECO attributes the significant decrease in the number of bills not rendered to its installation of automated meter reading devices and to revisions to the computer program that analyzes the meter readings. Similarly, GPU reports that system enhancements and the completion of the merger reorganization were responsible for the reduction in unbilled small business accounts. PPL reports that it closely monitored small business accounts in 2002 to decrease the number of bills not rendered once every billing period.

**Natural Gas Distribution Companies
Number and Percent* of Bills to Small Business
Customers Not Rendered Once/Billing Period**

Company	2001		2002	
	Number	Percent	Number	Percent
PG Energy	0	0%	0	0%
Equitable	2	.00%	2	.00%
Columbia	40	.08%	10	0%
UGI-Gas	3	.01%	4	.02%
NFG	5	.06%	3	.03%
Dominion Peoples	131	.69%	44	.16%

* 12-month average

The above table presents the average monthly number and percent of bills to small business customers that each major NGDC failed to render once every billing period during 2002. As with residential bills, Dominion Peoples explains that it made enhancements to management reporting tools to bill all accounts each month.

C. Meter Reading

Regular meter reading is important to produce accurate bills for customers who expect to receive bills based on the amount of service they have used. The Commission's experience is that the lack of actual meter readings generates complaints to companies, as well as to the Commission. In both of the Final Rulemaking Orders establishing *Reporting Requirements for Quality of Service Benchmarks and Standards* (L-00000147 and L-970131), the Commission stated its concern that regular meter reading may be one of the customer service areas where EDCs and NGDCs might reduce service under competition. The quality of service reporting requirements include three measures of meter reading performance that correspond with the meter-reading requirements of the Chapter 56 regulations at § 56.12(4)(ii), § 56.12(4)(iii) and § 56.12(5)(i).



1. Number and Percent of Residential Meters Not Read By Company or Customer in Six Months

Pursuant to § 56.12(4)(ii), a utility may estimate the bill of a residential ratepayer if utility personnel are unable to gain access to obtain an actual meter reading. However, at least every six months, the utility must obtain an actual meter reading or ratepayer supplied reading to verify the accuracy of prior estimated bills. The quality of service reporting requirements at § 54.153(b)(3)(i) require EDCs to report the number and percent of residential meters for which they have failed to comply with § 56.12(4)(ii). The results are compiled in the next table.

Electric Distribution Companies Number and Percent* of Residential Meters Not Read By Company or Customer in 6 Months

Company	2000		2001		2002	
	Number	Percent	Number	Percent	Number	Percent
UGI-Electric	3	.005%	1	.000%	0	0%
Allegheny Power	52	.001%	76	.010%	83	.010%
PPL	46	.004%	270	.021%	270	.021%
Duquesne	146	.028%	442	.083%	146	.028%
Penn Power	1	.001%	14	.009%	8	.062%
GPU	1,322	.139%	875	.097%	729	.083%
PECO	15,000	.806%	13,956	.722%	8,841	.440%

* 12-month average

PPL began a major project in 2002 to replace all of its meters with Automatic Meter-Reading (AMR) equipment. By the end of December 2002, the company had installed over 400,000 new meters. As a result of this initiative, PPL expects the number of meters not read will decrease in 2003.

GPU reports the data it submitted for this measure is overstated due to a programming error. GPU contends the actual results would be a smaller percentage than reported and anticipates the problem should be corrected next year.

PECO is undergoing a mass installation of AMR meters in two counties, which historically have had hard to access meters. As a result, PECO has significantly improved its meter-reading performance. In addition, PECO reports its field representatives are installing AMR meters when they gain access to no-read customer properties.

Duquesne was successful in rectifying the failure in its telephonic communications system that it experienced in 2001. Duquesne's meter-reading performance returned to its prior level as reported in 2000.

**Natural Gas Distribution Companies
Number and Percent* of Residential Meters Not Read
By Company or Customer In 6 Months**

Company	2001		2002	
	Number	Percent	Number	Percent
PG Energy	30	.00%	7	.00%
Equitable	436	.18%	380	.16%
Dominion Peoples	2,901**	.90%	1,025	.32%
Columbia	1,721	.48%	1,084	.32%
NFG	432	.26%	626	.35%
UGI-Gas	1,705	.58%	2,288	.76%

* 12-month average

** Averages based on the 6-month averages (January-June and July-December)

The *Reporting Requirements for Quality of Service Benchmarks and Standards* at § 62.33(b)(3)(i) require the major NGDCs to report the number and percent of residential meters for which the company has failed to obtain an actual or ratepayer supplied meter reading within the past six months as required under § 56.12(4)(ii). The table above presents the data that the companies reported for 2001 and 2002. Four of the six gas companies improved performance from 2001 to 2002. The other two reported higher numbers for 2002 than they did for 2001. Dominion Peoples attributes its improvement to the development of reports in the company's new customer accounting management system, reinstatement of "no access" letters and increased emphasis by management on performance. As the footnote to the table indicates, Dominion was able to supply only a six-month average of meter reading data for the first half of 2001, but was able to report monthly data for the latter half of the year. As a result, the 2001 statistics for Dominion were calculated based on this limited information.

In the second quarter of 2002, Equitable added independent meter-reading contractors to the meter-reading department to improve performance. In addition, Equitable reports it regularly offers scheduled appointments and provides self-meter-reading cards to customers where access is a problem.

PG Energy notes in the second half of 2002, customers refused meter-reader access for its automated meter reading device installation program for hard to read meters. As a result, the number of meters not read as required increased slightly during the last six months of the year. UGI-Gas reports approximately 65 percent of its meters are located inside their customer's home. The company is hoping its recently developed plan to deal with non-access to meters will improve the company's ability to obtain timely meter readings in the future. UGI is using a three-pronged approach to access "hard-to-access" meters: 1) target these meters for remote meter reading devices; 2) notify customers with hard-to-access meters by mail a week ahead of their scheduled meter reading dates, requesting either access or a customer reading; and 3) obtain actual meter readings through the use of additional employees at times other than regularly scheduled reading times.

2. Number and Percent of Residential Meters Not Read In 12 Months

Pursuant to § 56.12 (4)(iii), a company may estimate the bill of a residential ratepayer if company personnel are unable to gain access to obtain an actual meter reading. However, at least once every 12 months, the company must obtain an actual meter reading to verify the accuracy of either the estimated or ratepayer supplied readings. The *Reporting Requirements for Quality of Service Benchmarks and Standards* at § 54.153(b)(3)(ii) require the EDCs to report the number and percent of residential meters for which they fail to meet the requirements of this section. The table below presents the statistics the EDCs submitted to the Commission for this measure.

Electric Distribution Companies Number and Percent* of Residential Meters Not Read in 12 Months

Company	2000		2001		2002	
	Number	Percent	Number	Percent	Number	Percent
UGI-Electric	1	.002%	0	0%	0	0%
Penn Power	0	0%	3	.002%	0	0%
PPL	8	.001%	1	.000%	0	0%
Allegheny Power	4	.001%	5	.000%	5	.000%
Duquesne	36	.006%	63	.012%	7	.001%
GPU	456	.048%	317	.035%	627	.070%
PECO	6,521	.350%	12,196	.633%	8,052	.400%

* 12-month average

As with the previous measure, GPU reports the data it submitted for this measure is overstated due to a programming error and contends the actual results would be a smaller percentage than reported. GPU expects to correct the problem next year with changes to the computer system that produces meter reading statistics. Also, in 2002, PECO significantly reduced the 12-month average number of meters not read according to § 56.12(4)(iii) when compared with the 12-month average of 2001. PECO attributes this improvement to its AMR meter installation project.



**Natural Gas Distribution Companies
Number and Percent* of Residential Meters Not Read
in 12 Months**

Company	2001		2002	
	Number	Percent	Number	Percent
PG Energy	0	0%	0	0%
Columbia	1,035	.29%	440	.13%
Dominion Peoples	824**	.26%**	115	.04%
NFG	211	.13%	162	.09%
UGI-Gas	602	.20%	695	.23%
Equitable	672	.29%	698	.30%

* 12-month average

** Averages based on the 6-month averages (January to June and July to December)

For the NGDCs, the quality of service reporting requirements at § 62.33(b)(3)(ii) require the major NGDCs to report the number and percent of residential meters for which the company failed to obtain an actual meter reading within the past 12 months. Equitable reports 26 percent of its residential customers have meters inside their premises. The company explains that meter readers attempt to obtain readings every other month but are often unable to gain access due to no one being home. PG Energy reports it had no meters that went unread for the past two years. As with meters not read in six months, Peoples attributed its improved performance in reading residential customer meters to its new customer accounting management system, reinstatement of “no access” letters and increased emphasis by management on performance.

3. Number and Percent of Residential Remote Meters Not Read in 5 Years

Pursuant to § 56.12(5)(i), a utility may render a bill on the basis of readings from a remote reading device. However, the utility must obtain an actual meter reading at least once every five years to verify the accuracy of the remote reading device. Under the quality of service reporting requirements at § 54.153(3)(iii) and § 62.33(b)(3)(iii), each EDC and major NGDC must report to the Commission the number and percent of residential remote meters for which it failed to obtain an actual meter reading under the timeframe described in Chapter 56. The tables on the following page show the data as reported by the major companies.

**Electric Distribution Companies
Number and Percent* of Residential Remote Meters
Not Read in 5 Years**

Company	2000		2001		2002	
	Number	Percent	Number	Percent	Number	Percent
Duquesne	0	0%	0	0%	0	0%
UGI-Electric	0	0%	0	0%	0	0%
GPU	0	0%	0	0%	9	.17%
PECO	438	19%	295	18%	74	23.44%
Allegheny Power**	N/A	N/A	N/A	N/A	N/A	N/A
Penn Power**	N/A	N/A	N/A	N/A	N/A	N/A
PPL**	N/A	N/A	N/A	N/A	N/A	N/A

* 12-month Average
 ** No remotely read meters

In its 2002 report to the Commission, GPU noted the company had a project to obtain an actual read for each residential remote meter and to verify that the indices are synchronized. GPU is making special efforts to access the remaining unread meters by sending letters to customers, leaving door hangers and attempting to read them during normal cycle reading. PECO reports its goal is to have the number of unread remote meters at zero by the end of 2003. The company's "Hard To Access" team is aggressively pursuing these meters to read them and convert them to AMRs. As part of its mass installation of AMR meter program, PECO has reported that it is steadily replacing the number of remote meters at residential properties with "direct interrogation" devices. As a result, although the company is reducing the number of remote meters not read as required, the statistics show that these numbers represent an increasing percentage of the company's total number of remote meters.

**Natural Gas Distribution Companies
Number and Percent* of Residential Remote Meters Not Read
In Five Years**

Company	2001		2002	
	Number	Percent	Number	Percent
Columbia	0	0%	0	0%
Dominion Peoples	0	0%	0	0%
PG Energy	0	0%	0	0%
Equitable	70	.42%	104	.79%
NFG	67	2.50%	53	2.10%
UGI-Gas	1,739	10.50%**	806	5.04%

* 12-month average
 ** Percent revised from 2001 report based on correction by UGI-Gas. For 2001, the company had incorrectly reported the percent based on its total number of residential meters rather than on the number of the company's remote residential meters.

PG Energy notes, as of 2002, no residential remote meters have been in place for more than five years. Equitable reports it had installed a larger volume of remote devices throughout 1997, that were due for five-year readings in 2002. The company did not read all of them and thus the number and percent of meters not read as required increased from 2001 to 2002.

Last year, UGI-Gas accurately reported the number of residential meters not read in five years. However, the percentage figure that UGI reported was incorrect. UGI had calculated the percentage based on their total number of residential meters rather than on its number of residential remote meters. UGI has since corrected this error, and, as a result, the percentage figure in the above table has been revised from last year's quality of service report to represent the true percentage of remote meters that were not read as required by regulation.

D. Response to Disputes

When a ratepayer registers a dispute with a utility about any matter covered by Chapter 56 regulations, each utility covered by the regulations must issue its report to the complaining party within 30 days of the initiation of the dispute pursuant to § 56.151(5). A complaint or dispute filed with a company is not necessarily a negative indicator of service quality. However, a company's failure to promptly respond to the customer's complaint may be an indication of poor service. Further, to respond beyond the 30-day limit is an infraction of § 56.151(5) and the cause of complaints to the Commission.

1. Number of Residential Disputes that Did Not Receive a Response within 30 Days

The *Reporting Requirements for Quality of Service Benchmarks and Standards* at § 54.153(b)(4) and § 62.33(b)(4) require each EDC and major NGDC to report to the Commission the actual number of disputes for which the company did not provide a response within 30 days as required under the Chapter 56 regulations. The following two tables present this information as reported by the companies.

Electric Distribution Companies Number of Residential Disputes That Did Not Receive a Response within 30 Days

Company	2000	2001	2002
Penn Power	4	3	1
UGI-Electric	8	8	7
PECO	295	156*	55
Duquesne	11	146	164
Allegheny Power	675	205	287
GPU	305	416	686
PPL	2,374	3,209	1,587

* Due to computer problems, PECO was not able to report this information for the first seven months of 2001. This number is from the latter five months of the year.

GPU reports in the beginning of 2002, the number of disputes not handled within 30 days was high due to newer representatives who were not familiar with the company's winter high bill and dispute processes. The company provided extensive training to its representatives in July, and, as a result, GPU reports the number not handled within 30 days was drastically reduced.

Duquesne reports a marked increase in the number of complaints not issued within 30 days due to an increase in the volume of customer inquiries and complaints. Estimated bills and subsequent make-up bills were responsible for the increase. Duquesne further reports this problem ceased in the latter quarter of the year and the number of disputes not handled within the required number of days significantly decreased.

PPL made notable progress in reducing the number of disputes open over 30 days. PPL attributes the progress to process improvements, more training and increased communications.

PECO reports it continued to monitor disputes not closed timely in 2002. The company said it identified opportunities for improvement in cases involving the recent addition of e-bill options and the need to issue a company report when field visits are required at a customer's property to resolve a high bill dispute.

**Natural Gas Distribution Companies
Number of Residential Disputes That Did Not Receive
A Response Within 30 Days**

Company	2001	2002
PG Energy	0	0
NFG	22	5
Equitable	18	26
Columbia	220	96
UGI-Gas	301	160
Dominion Peoples	133	1,806

PG Energy reports it maintains a daily log of open disputes to ensure that all customers receive an initial response within 30 days. As a result, PG Energy reports it had no disputes opened greater than 30 days for the past two years.

In January 2002, Dominion Peoples reports it implemented a new online method for placing accounts in dispute status. According to the company, this more accurate means of establishing and tracking accounts initially provided for "somewhat inflated numbers" due to learning curve issues. Management placed considerable emphasis on employee education and process refinements to produce significant improvement during the second half of the year. Thus, for December, Dominion Peoples reports it had no disputes opened more than 30 days without a dispute report as compared to having had 497 such disputes in January.

UGI-Gas reduced customer disputes that went over the 30-day limit during 2002. In January 2002, UGI reported it had 34 disputes not issued a company report within 30 days. By November, the company reported no disputes that had gone beyond the 30-day limit. The company explains that both process and personnel changes took place during the year to yield improvement in handling disputes more promptly.

II. Customer Transaction Survey Results

In conformance with the *Reporting Requirements for Quality of Service Benchmarks and Standards* at § 54.154 for the EDCs and § 62.34 for the major NGDCs, the companies are to report to the Commission the results of telephone transaction surveys of customers who have had interactions with the company.

The purpose of the transaction surveys is to assess the customer's perception regarding this recent interaction. The regulations specify that the survey questions are to measure access to the company, employee courtesy, employee knowledge, promptness of the EDC or NGDC response or visit, timeliness of the company response or visit and satisfaction with the handling of the interaction.

The EDCs and NGDCs must carry out the transaction survey process using survey questionnaires and procedures that provide the Commission with uniform data to directly compare customer service performance among EDCs and NGDCs in Pennsylvania. A survey working group composed of EDC representatives and Commission staff designed the EDC survey questionnaire and survey procedures in 1999. The first surveys of EDC customers were conducted in 2000. In 2001, the NGDCs formed a survey working group to design the survey questionnaire and survey procedures. The NGDCs agreed to use the same basic survey as the EDCs with similar procedures. The survey of NGDC customers was conducted for the first time in 2002.

Both working groups decided that the focus of the surveys should be on residential and small business customers who have recently contacted their company. The working groups agreed that industrial customers and large commercial customers should not be included in the survey since these large customers have specific representatives within their respective companies with whom they discuss any problems, concerns and issues, and thus should be excluded from the survey. For both the EDCs and the NGDCs, the survey sample also excludes all transactions that result from company outbound calling programs or other correspondence. However, transactions with consumers who use a company's automated telephone system exclusively, as well as those who contact their company by personal visit are eligible to be surveyed.

In the three years of the EDC survey, six of the major EDCs used a common survey company. Technical limitations precluded the seventh company from using this survey company to conduct the survey of its customers. This EDC used a different independent research firm to conduct the survey and compile the results. However, the EDC used the same sampling and other survey procedures, as well as the same questionnaire. The EDCs agree the Commission and others can use the survey results to directly compare EDC customer service performance. All of the major NGDCs agreed to use one survey company to conduct the survey and compile survey results.

Each month, the EDCs and NGDCs randomly select a sample of transaction records for consumers who have contacted them within the past 30 days. The companies transmit the sample lists to the research firms. The research firms randomly select individual consumers from the sample lists. The survey firms contact individual consumers in the samples until they meet a monthly quota of completed surveys for each company.

Each year, the survey firms complete approximately 700 surveys for each EDC or NGDC. With a sample of this size, there is a 95 percent probability the results have a statistical precision of plus or minus five percentage points of what the results would be if all customers who had contacted their EDC or NGDC had been surveyed. Thus, the sampling plan meets the requirements of § 54.154(5) and § 62.34(5) that specify that the survey results must be statistically valid within plus or minus 5 percent.

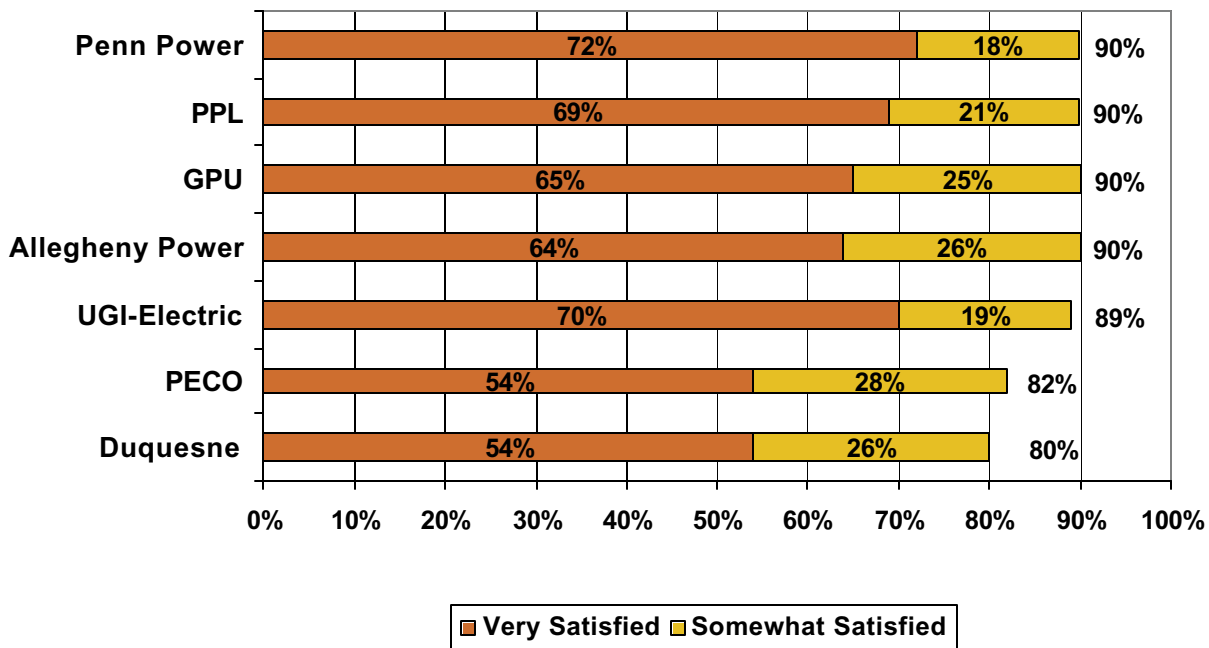
Survey working group members from both industries agreed the 700 completed surveys should include 200 contacts about credit and collection issues and 500 contacts about all other types of issues. Under this plan, the credit and collection contacts do not dominate survey results. Credit and collection contacts are from customers who need to make payment arrangements, customers who received termination notices or had service terminated, those who are requested to pay security deposits and others with bill payment problems. Consumer contacts about other issues include calls about billing questions and disputes, installation of service requests, metering problems, outage reporting, questions about choosing an alternative supplier and a variety of other reasons.

This report summarizes the 2000-2002 EDC survey data and the 2002 NGDC survey data into the charts and tables that appear later in this chapter and in the appendices. For the EDCs, the chapter presents the results from the 2002 surveys while Appendix A presents a comparison of results from the past three years. Appendix A also includes additional details of the EDC survey results. Last year was the first year that the NGDCs conducted a survey; as a result there are no tables offering comparison data from prior years for the gas companies. However, Appendix B presents detailed results from the 2002 survey. Both Appendix A and B provide information about the number and type of consumers who participated in the 2002 surveys as well as the average number of residential customer each EDC and NGDC serves. In all charts and tables related to the surveys, "don't know" and "refused" responses to survey questions were removed from the analysis.

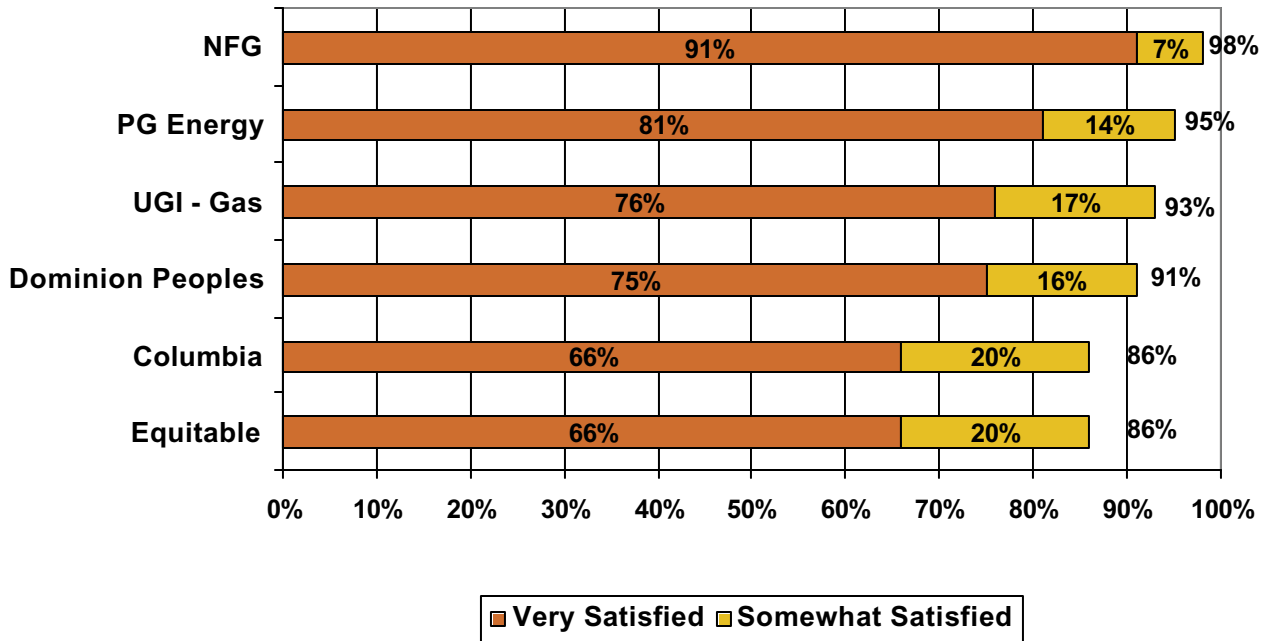
A. Reaching the Company

One of the first survey questions each of the surveys asks the consumer, "How satisfied were you with the ease of reaching the EDC or the NGDC?" The bar charts that follow present the percent of consumers who indicated satisfaction with the initial stage of their contact with the company. The Commission believes a company should offer reasonable telephone access to its customers. Customers must be able to readily contact their company with questions, complaints, requests for service and to report service outages and other service problems. For 2002, the average of the percents of EDC customers who responded that they were either "satisfied" or "somewhat satisfied" with the ease of reaching the company is 87 percent. Survey results from the 2001 and 2000 surveys are available in Appendix A, Table 1. For NGDCs, the average of the percents of NGDC consumers who responded that they were either "satisfied" or "somewhat satisfied" with the ease of reaching the company is 92 percent.

**Satisfaction With the Ease of Reaching
the Electric Distribution Company
2002**



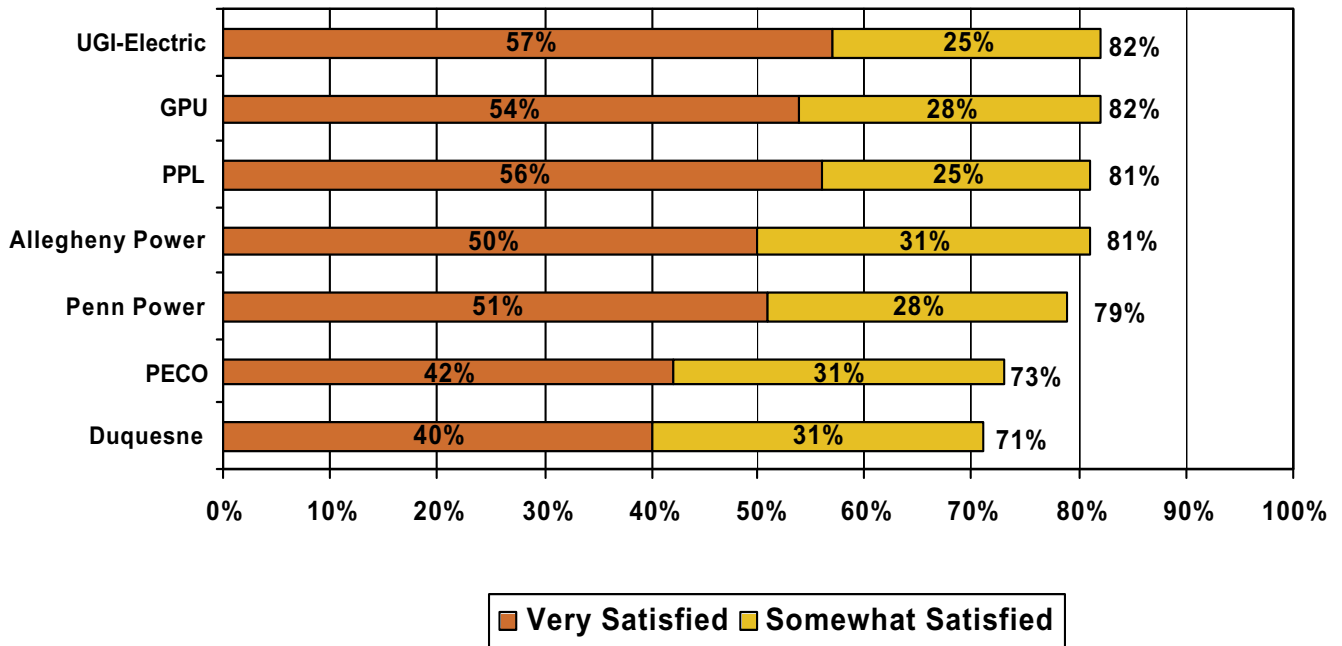
Satisfaction with the Ease of Reaching the Natural Gas Distribution Company 2002



B. Automated Phone Systems

Survey interviewers ask consumers other questions about the preliminary stages of their contact with the EDC or NGDC. All EDCs and all but one of the NGDCs use an automated telephone system to filter calls to save time and money when dealing with consumer calls. (NFG does not use an automated telephone system at its call center.) The surveys ask consumers several questions about their experience with using the automated systems. The charts that follow present the level of satisfaction consumers expressed about using the EDCs' or NGDCs' automated telephone systems.

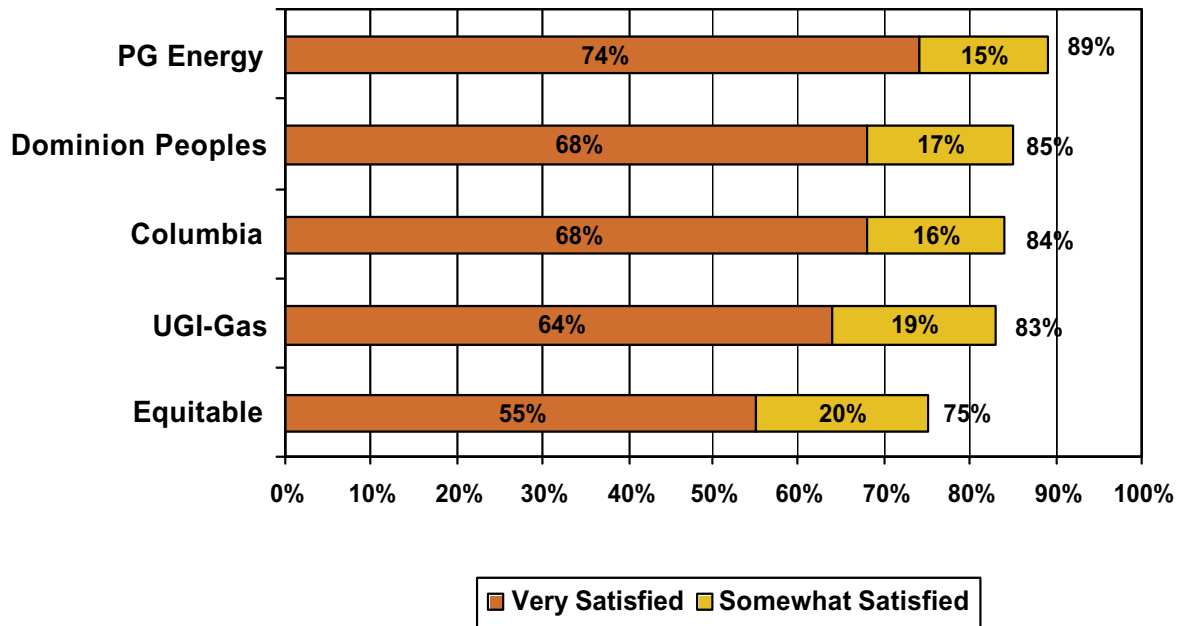
Satisfaction With Using an Electric Distribution Company's Automated Phone System 2002



On average, 78 percent of EDC consumers reported being either satisfied or somewhat satisfied with the EDCs' automated phone system. Appendix A, Table 3 presents other details of consumers' perceptions of using their EDCs' automated phone systems.

The chart on the following page presents the survey findings regarding the perceptions of NGDC consumers regarding the NGDC telephone systems. It shows, for the major NGDCs, 83 percent of NGDC consumers reported satisfaction with using the automated systems. NFG does not use an automated phone system to route consumer calls so NFG is not included in the chart. Appendix B, Table 2 presents other details of customers' perception of using the NGDCs' automated systems.

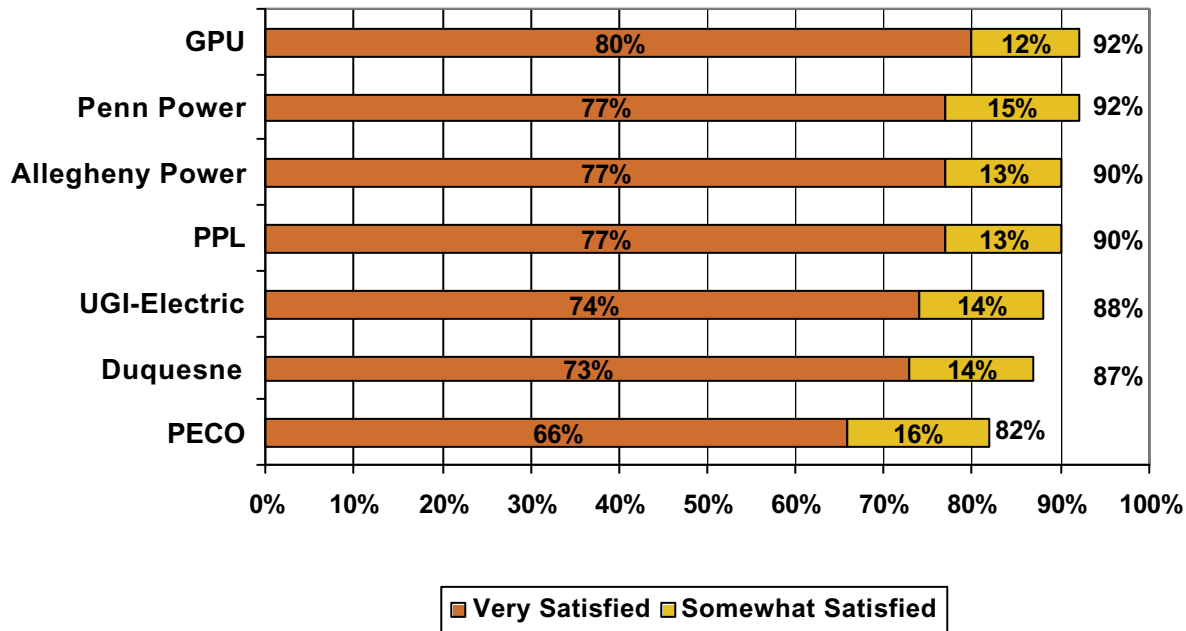
Satisfaction With Using a Natural Gas Distribution Company's Automated Phone System 2002



C. Company Representatives

As indicated in Appendix A, Table 6, an average of 89 percent of surveyed EDC customers indicated they had spoken with a company representative during their most recent interaction with the company. Appendix B, Table 4 shows, on average, 97 percent of NGDC consumers indicated they spoke with an NGDC representative during the most recent interaction they had with the company. Each consumer who indicated that they had spoken with a company representative was asked the following question: "Thinking about your conversation, how satisfied were you with the way in which the company representative handled your contact?" The following tables show the consumers' level of satisfaction with this interaction.

Satisfaction with the Electric Distribution Company Representative's Handling of the Contact 2002

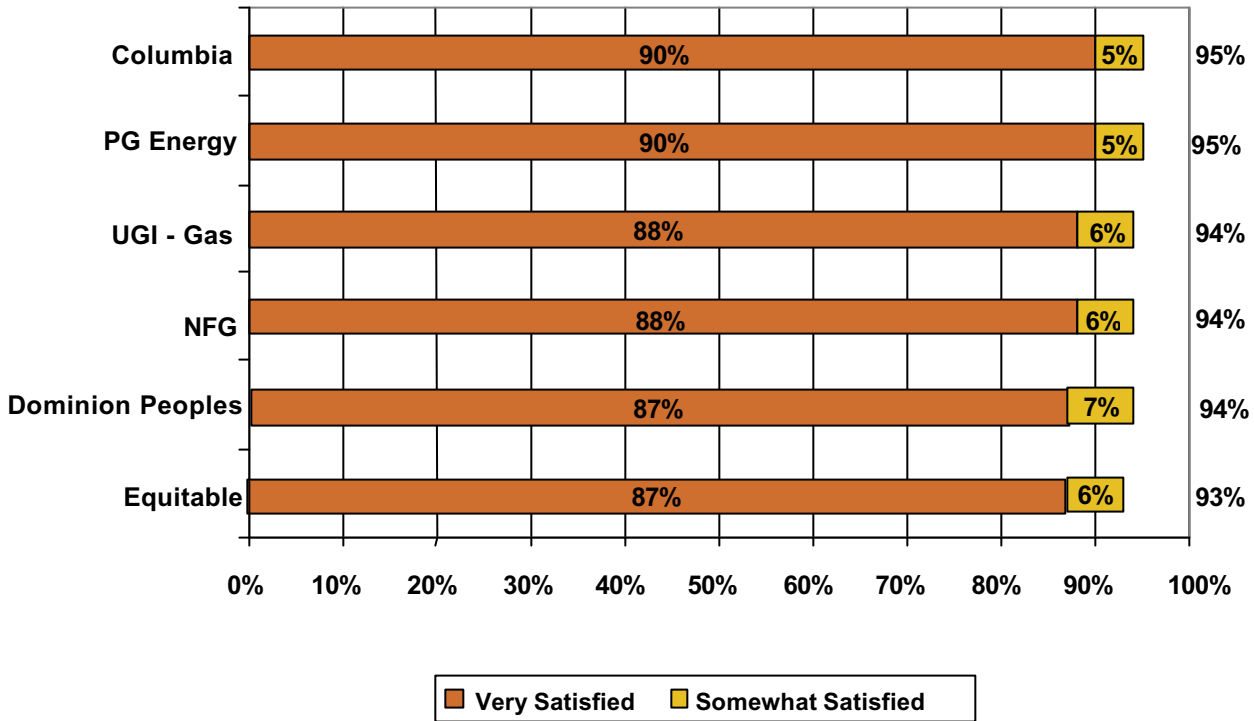


On average in 2002, 89 percent of EDC consumers indicated being either “somewhat satisfied” or “very satisfied” with the way the company representative handled the consumer contact. Appendix A, Table 1B provides results from 2000 through 2002 regarding consumer satisfaction with how EDC representatives handled the contact to the EDC.

The following chart shows that in 2002, on average, 94 percent of NGDC consumers indicated they were either “somewhat satisfied” or “very satisfied” with the way the company representative handled the interaction.



Satisfaction with the Natural Gas Distribution Company
Representative's Handling of the Contact
2002



A consumer's overall rating of satisfaction with the company representative's handling of the contact may be influenced by several factors, including the courtesy and knowledge of the representatives. The reporting requirements specify the transaction survey questionnaire must measure consumers' perceptions of employee courtesy and knowledge. The following tables show the EDC and NGDC consumers' 2002 ratings of these attributes of the company representatives with whom they interacted. Appendix A, Tables 4A and 4B provide a comparison of 2000, 2001 and 2002 ratings of the EDC representatives.



Consumer Ratings of Electric Distribution Company Representatives 2002

Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
GPU	8%	87%	15%	79%
Penn Power	9%	88%	15%	78%
Allegheny Power	9%	86%	18%	73%
PPL	8%	85%	18%	76%
UGI-Electric	11%	78%	19%	73%
Duquesne	12%	81%	23%	67%
PECO	13%	76%	21%	65%
Average	10%	83%	18%	73%

On average, 93 percent of consumers indicated the company person they spoke with was either "very courteous" or "somewhat courteous" with the vast majority indicating the representative was "very courteous." An average of 91 percent rated the company representative as "very knowledgeable" or "somewhat knowledgeable"; the vast majority gave a "very knowledgeable" rating.

Consumer Ratings of Natural Gas Distribution Company Representatives 2002

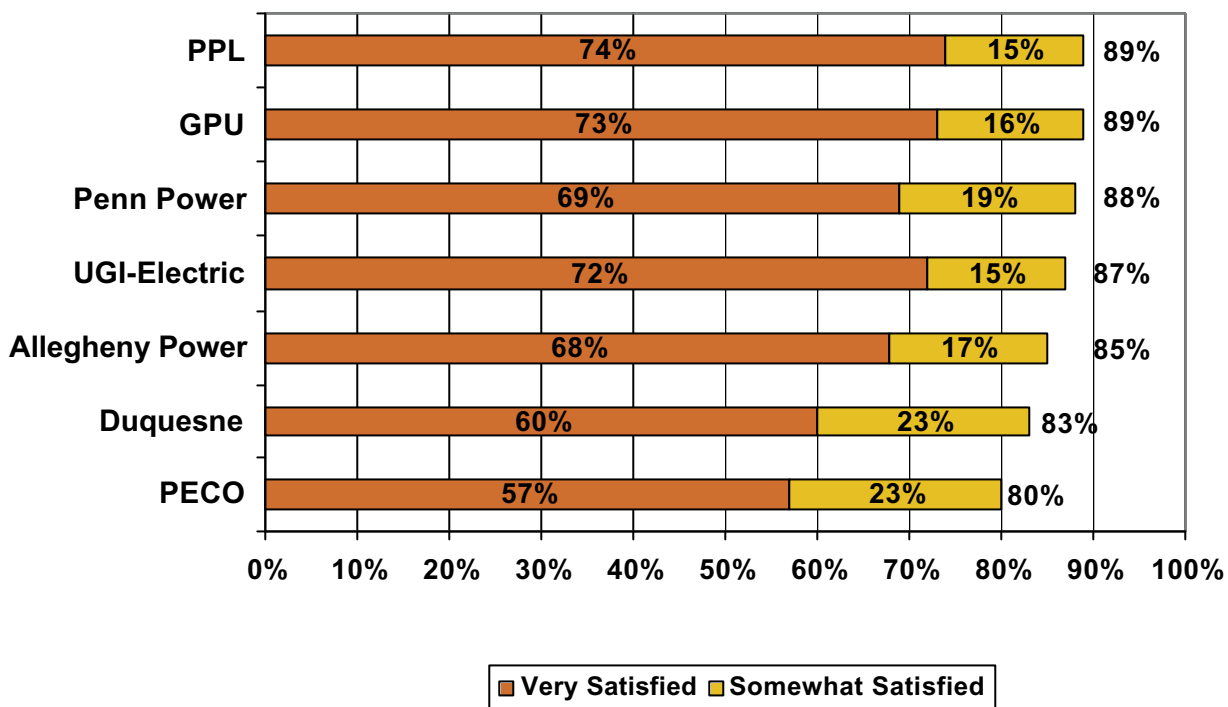
Company	Call Center Representative's Courtesy		Call Center Representative's Knowledge	
	Somewhat Courteous	Very Courteous	Somewhat Knowledgeable	Very Knowledgeable
Columbia	4%	92%	8%	88%
Equitable	4%	93%	9%	86%
UGI-Gas	5%	91%	8%	87%
PG Energy	5%	91%	10%	85%
Dominion Peoples	6%	91%	12%	82%
NFG	5%	89%	9%	85%
Average	5%	91%	9%	86%

In the first year of the survey, on average, 96 percent of consumers rated NGDC representatives as either "very courteous" or "somewhat courteous." In addition, 95 percent of NGDC consumers rated company representatives as either "very knowledgeable" or "somewhat knowledgeable."

D. Overall Satisfaction

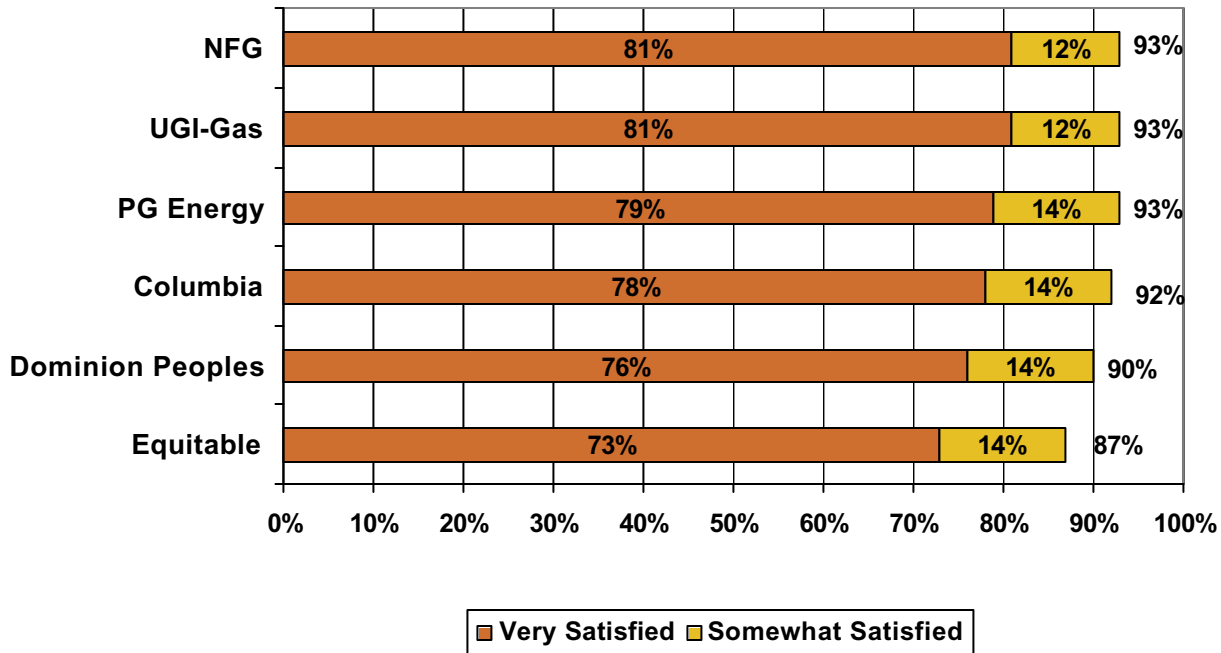
Consumers use a variety of factors to determine their overall level of satisfaction with a utility company. The ease of reaching the company may be the beginning factor. Other factors include the use of the company's automated telephone system, the wait to speak to a company representative and the courtesy and knowledge of that representative. If a field visit is part of the interaction, this, too, would affect the consumer's overall assessment. The tables that follow present the 2002 survey findings regarding overall satisfaction with EDC and NGDC quality of service.

**Overall Satisfaction With
Electric Distribution Company's
Quality of Service During Recent Contact
2002**



The chart above presents the results of the responses to the question, "Considering all aspects of recent contact with the company, how satisfied were you with the quality of service provided by the company?" In 2002, the EDC industry average showed that 86 percent of consumers were satisfied (68 percent very satisfied) with the overall quality of service they received from their EDCs. Appendix A, Table 1B provides 2000, 2001 and 2002 results regarding EDC overall customer satisfaction.

Overall Satisfaction with
Natural Gas Distribution Company's
Quality of Service During Recent Contact
2002



In 2002, the first year of the NGDC survey, the industry average for overall satisfaction with NGDC service is 91 percent (78 percent were very satisfied). The above chart shows the percent of consumers who indicated satisfaction in response to the question: "Considering all aspects of recent contact with the NGDC, how satisfied were you with the quality of the service provided by the NGDC?"

As indicated in the introduction to the section on customer surveys, the companies and survey firms divided consumer contacts into credit and collection contacts and contacts about other matters. Members of both working groups had expressed concern that the satisfaction level of consumers who had contacted the companies about credit and collection issues would negatively influence the overall satisfaction ratings. However, for the EDCs, the opposite proved to be true in all three years that the survey has been conducted. For all EDCs in 2002, a greater percentage of customers who contacted the EDC about credit and collection issues responded that they were either “very satisfied” or “somewhat satisfied” than the consumers who contacted the EDC about other issues. Appendix A, Table 2 presents the level of satisfaction by these two categories of contacts as well as the overall satisfaction level for each of the EDCs.

Although the NGDC survey results show there was a two percentage point difference between consumers who contacted the NGDCs about credit and collection issues as compared with those who contacted the companies about other matters, this difference is not statistically significant. The results are similar for the individual NGDCs. For four of the six NGDCs, a slightly lower percentage of consumers who contacted the company about credit and collection issues reported being “very or somewhat satisfied” than consumers who contacted these companies about billing or service problems, connect/disconnect requests, choice questions or miscellaneous issues. For one company, the credit and collection group gave the company a higher rating than the others. The sixth company’s overall satisfaction ratings were the same in both categories. However, given the 95 percent confidence level of the survey results, only differences of more than five percentage points are significant. Thus, there is no difference in satisfaction levels between consumers who contacted a NGDC about collection issue and those who contacted the companies about other matters. Appendix B, Table 1 presents the 2002 overall satisfaction levels of NGDC consumers who contacted the NGDCs about credit and collection and non-credit and collection issues.

III. Conclusion

This report fulfills the Commission's responsibility to summarize the quality of service statistics that the EDCs and NGDCs reported to the Commission. The companies will continue to report data annually to the Commission. The telephone access, billing, meter-reading and dispute data is due to the Commission on February 1 of each year. On April 1 of each year, the Commission is to receive the results of the customer surveys conducted during the previous year. The BCS report, *Utility Consumer Activities Report and Evaluation*, will again provide statistics associated with 2002 consumer complaints and payment arrangement requests filed with the Commission by the customers of the major EDCs and NGDCs.

The Commission uses three sources of data to obtain as complete a picture as possible of the quality of customer service experienced by customers of the major electric and gas companies. The first source is the company itself that reports telephone access statistics, number of bills not rendered monthly to residential and commercial customers, meters not read according to Chapter 56 regulations, and disputes not handled within 30 days. The Commission uses consumer complaints and payment arrangement requests filed with the Commission by the customers of the EDCs and NGDCs as a second source of data. As noted in the introduction, 2002 data on informal complaint and payment arrangement requests filed with the Commission will be reported in the Commission's annual *UCARE* report in October 2003. Finally, the Commission uses the results of the surveys of the companies' customers who have had customer-initiated contacts with the companies. This latter source of information tells the Commission about the ease of contacting the companies, the consumers' view of the knowledge and courtesy of the companies' customer service representatives, as well as the consumers' overall satisfaction with the way the company handled the contacts.

All of this information allows the Commission to monitor the quality of the EDCs' and NGDCs' customer service performance. As the Commission fulfills its responsibility to ensure that the level of service quality provided to customers does not deteriorate under competition, in the near future it will move toward the establishment of benchmarks and standards regarding the various measures presented in this report. The establishment of benchmarks and standards for performance will be the subject of a separate proceeding. In the meantime, the Commission will keep close watch on the data drawn from its various sources of information regarding this important aspect of company performance.

The survey results show, for the most part, customers are satisfied with the service they receive from their companies. The comparison of 2000, 2001 and 2002 survey results indicates no apparent deterioration in EDC service to customers during that time period. On the other hand, the company-reported performance data indicates there is room for improvement on the part of Pennsylvania's major electric and gas companies. For example, the number of accounts not billed, meters not read and complaints not responded to within 30 days represent infractions of the Chapter 56 regulations. For some EDCs and NGDCs, performance on these measures has improved, but, for others, performance has either been stable or has deteriorated. In addition, although some companies have improved their telephone access statistics, access remains at a less than desirable level. As a result, customers of these companies contact the Commission to report access problems. The Commission closely monitors the company performance on these measures through their reported statistics and through complaints to the Bureau of Consumer Services.

The analysis provided by both the EDCs and the NGDCs regarding the company-reported statistics show the various measures prescribed by the reporting requirements are inter-related. Often, the level of performance on one of the measures directly affects a company's performance on one or more of the other measures. For example, if a company fails to obtain actual meter readings for long periods of time, it may underestimate the customers' usage. When the company does get actual reads, the make-up bills may cause the customers to call the company generating increased volumes of complaints. This may affect telephone access statistics. Further, as several companies have pointed out, an increased volume of complaints often leads to the companies not being able to handle the disputes in a timely manner and the failure to issue reports to the disputes within the required 30-day timeframe. Later, such behavior may influence customer survey results and generate consumer complaints with the Commission. Finally, Commission review of the complaints may generate high justified consumer complaint rates as well as high infraction rates.

In the near future, the Commission plans to propose quality of service benchmarks and standards for the various measures included in the reporting requirements. Once the Commission sets criteria, the companies and others will be able to judge their customer-service performance by comparing themselves with the benchmarks and standards set in regulation.

Appendix A

EDC Survey Results

2000/2001/2002

Table 1A

Company	Satisfaction with Ease of Reaching the Company*			Satisfaction with Using EDC's Automated Phone System*		
	2000	2001	2002	2000	2001	2002
Allegheny Power	87%	90%	90%	77%	79%	81%
Duquesne	83%	81%	80%	73%	71%	71%
GPU	84%	89%	90%	77%	79%	82%
PECO	86%	80%	82%	77%	73%	73%
Penn Power	92%	90%	90%	80%	81%	79%
PPL	88%	91%	90%	79%	81%	81%
UGI-Electric	90%	90%	89%	83%	79%	82%
Average	87%	87%	87%	78%	78%	78%

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

Appendix A

EDC Survey Results (continued)

2000/2001/2002

Table 1B

Company	Satisfaction with EDC Representative's Handling of Contact*			Overall Satisfaction with EDC Quality of Service*		
	2000	2001	2002	2000	2001	2002
Allegheny Power	89%	93%	90%	89%	87%	85%
Duquesne	85%	87%	87%	82%	80%	83%
GPU	90%	93%	92%	86%	88%	89%
PECO	82%	83%	82%	79%	76%	80%
Penn Power	95%	93%	92%	90%	90%	88%
PPL	86%	90%	90%	85%	90%	89%
UGI-Electric	89%	88%	88%	88%	87%	87%
Average	88%	89%	89%	86%	85%	86%

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

Appendix A

Overall Satisfaction: EDC Credit/Collection Calls vs. Other Calls*

2000/2001/2002

Table 2

Company	Credit/Collection		Other		Overall	
	2000	2001	2000	2001	2000	2001
Allegheny Power	95%	92%	86%	86%	89%	87%
Duquesne	83%	85%	81%	78%	82%	80%
GPU	89%	90%	84%	88%	86%	88%
PECO	81%	76%	78%	76%	79%	76%
Penn Power	95%	95%	88%	88%	90%	90%
PPL	84%	92%	85%	90%	85%	90%
UGI-Electric	91%	89%	87%	85%	88%	87%
Average	88%	88%	84%	84%	86%	85%
						86%

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

Appendix A

Contacting an EDC

2000/2001/2002

Table 3

Company	Ease of Using EDC's Automated Telephone System*		Satisfaction w/Choices offered by Automated Telephone System**		Satisfaction w/Wait to Speak to an EDC Representative**	
	2000	2001	2000	2001	2000	2001
Allegheny Power	87%	87%	84%	85%	84%	89%
Duquesne	83%	79%	78%	75%	81%	76%
GPU	87%	89%	84%	84%	84%	85%
PECO	84%	82%	84%	77%	83%	78%
Penn Power	86%	84%	86%	86%	92%	93%
PPL	86%	89%	84%	86%	84%	88%
UGI-Electric	89%	89%	88%	83%	86%	87%
Average	86%	86%	84%	82%	85%	85%

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

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

Appendix A

Consumer Ratings of EDC Representatives

2000/2001/2002

Table 4A

Company	Call Center Representative's Courtesy					
	Somewhat Courteous		Very Courteous			
	2000	2001	2002	2000	2001	2002
Allegheny Power	8%	6%	9%	88%	89%	86%
Duquesne Light	13%	13%	12%	78%	80%	81%
GPU	10%	9%	8%	85%	89%	87%
PECO	14%	13%	13%	77%	77%	76%
Penn Power	5%	8%	9%	93%	88%	88%
PPL	9%	7%	8%	85%	87%	85%
UGI-Electric	10%	11%	11%	83%	81%	78%
Average	10%	10%	10%	84%	84%	83%

Appendix A

Consumer Ratings of EDC Representatives (continued)

2000/2001/2002

Table 4B

Company	Call Center Representative's Knowledge					
	Somewhat Knowledgeable			Very Knowledgeable		
	2000	2001	2002	2000	2001	2002
Allegheny Power	16%	16%	18%	77%	77%	73%
Duquesne Light	21%	19%	23%	67%	71%	67%
GPU	16%	18%	15%	75%	77%	79%
PECO	21%	25%	21%	66%	62%	65%
Penn Power	13%	14%	15%	82%	79%	78%
PPL	19%	17%	18%	73%	77%	76%
UGI-Electric	18%	18%	19%	76%	74%	73%
Average	18%	18%	18%	74%	74%	73%

Appendix A

Premise Visit from an EDC Field Representative

2000/2001/2002

Table 5A

Company	Overall Satisfaction w/Way Premise Visit Handled*		Satisfaction that Work Completed Promptly*		Field Rep's Courtesy**	
	2000	2001	2000	2001	2000	2001
Allegheny Power	87%	93%	79%	80%	89%	100%
Duquesne Light	85%	93%	80%	85%	93%	95%
GPU	93%	92%	80%	84%	98%	96%
PECO	87%	86%	73%	73%	97%	96%
Penn Power	94%	95%	82%	86%	100%	100%
PPL	88%	91%	82%	86%	96%	100%
UGI-Electric	94%	91%	89%	83%	98%	95%
Average	90%	92%	81%	82%	97%	97%

* Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit.

** Percent of consumers who described the company field representative as "very courteous" or "somewhat courteous" when asked about their perceptions about various aspects of the field representative's visit to the consumer's home or property.

Appendix A

Premise Visit from an EDC Field Representative (continued)

2000/2001/2002

Table 5B

Company	Field Rep's Knowledge**		Field Rep's Respect for Property**		Satisfaction that Work Completed in a Timely Manner*				
	2000	2001	2002	2000	2001	2002			
Allegheny Power	100%	100%	91%	92%	94%	91%	85%	83%	83%
Duquesne Light	96%	96%	97%	93%	93%	87%	80%	89%	87%
GPU	98%	98%	95%	96%	90%	96%	89%	91%	92%
PECO	90%	95%	91%	93%	89%	89%	79%	79%	76%
Penn Power	100%	97%	100%	100%	95%	96%	88%	87%	82%
PPL	100%	94%	96%	95%	96%	94%	85%	91%	74%
UGI-Electric	92%	95%	98%	95%	93%	98%	92%	91%	89%
Average	97%	96%	95%	95%	93%	93%	85%	87%	83%

* Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit.

** Percent of consumers who described the company field representative as "very knowledgeable" or "somewhat knowledgeable" and "very respectful" or "somewhat respectful" when asked about their perceptions about various aspects of the field representative's visit to the consumer's home or property.

Appendix A

Characteristics of 2002 EDC Survey Participants

Table 6

EDC	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used EDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Allegheny Power	703	94%	6%	87%	92%	13%
Duquesne Light	700	98%	2%	84%	78%	19%
GPU	700	97%	3%	81%	93%	13%
PECO	704	93%	7%	74%	93%	23%
Penn Power	708	94%	6%	54%	87%	15%
PPL	710	96%	4%	81%	81%	11%
UGI-Electric	700	94%	6%	74%	97%	19%
Average	703	95%	5%	76%	89%	16%

Appendix A

Average Number of Residential Customers

2002

Table 7

Electric Distribution Company	Average Number of Residential Customers
Duquesne	525,886
GPU	948,479
PECO	1,385,738
Penn Power	134,965
PPL	1,136,612
UGI-Electric	54,142
Allegheny Power	594,576

Appendix B

Overall Satisfaction: NGDC Credit/Collection Calls vs. Other Calls

2002

Table 1

Company	Credit/Collection	Other*	Overall
Columbia	92%	92%	92%
Dominion Peoples	92%	89%	90%
Equitable	83%	89%	87%
NFG	91%	94%	93%
PG Energy	91%	93%	93%
UGI-Gas	90%	94%	93%
Average	90%	92%	91%

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

Appendix B

Contacting an NGDC

2002

Table 2

Company	Ease of Using NGDC's Automated Telephone System*	Satisfaction w/Choices Offered by Automated Telephone System**	Satisfaction w/Wait to Speak to an NGDC Representative**
Columbia	90%	89%	88%
Dominion Peoples	87%	88%	91%
Equitable	82%	81%	88%
NFG	N/A	N/A	99%
PG Energy	93%	93%	94%
UGI-Gas	90%	89%	94%
Average	88%	88%	92%

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

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

Appendix B

Premise Visit from an NGDC Field Representative

2002

Table 3

Company	Overall Satisfaction With Way Premise Visit Handled*	Satisfaction that Work Completed Promptly*	Field Rep's Courtesy**	Field Rep's Knowledge**	Field Rep's Respect for Property**	Satisfaction that Work Completed in a Timely Manner**
Columbia	97%	87%	100%	97%	99%	95%
Dominion Peoples	98%	89%	99%	98%	99%	95%
Equitable	100%	87%	100%	100%	100%	96%
NFG	96%	94%	94%	96%	99%	95%
PG Energy	99%	94%	99%	98%	100%	96%
UGI-Gas	99%	93%	99%	97%	100%	94%
Average	98%	91%	99%	98%	100%	95%

* Percent of consumers who answered either "very satisfied" or "somewhat satisfied" when asked how satisfied they were with this aspect of the field visit.

** Percent of consumers who described the field representative as "very courteous," or "somewhat courteous" "very knowledgeable," or "somewhat knowledgeable" and "very respectful" or "somewhat respectful" when asked about their perceptions about various aspects of the field representative's visit to the consumer's home or property.

Appendix B

Characteristics of 2002 NGDC Survey Participants

Table 4

EDC	Consumers Surveyed	% Residential Consumers	% Commercial Consumers	% Who Used NGDC's Automated Phone System	% Who Spoke with a Company Representative	% Who Needed a Premise Visit
Columbia	700	95%	5%	70%	95%	17%
Dominion Peoples	708	97%	3%	69%	95%	50%
Equitable	710	98%	2%	75%	98%	20%
NFG	732	98%	2%	N/A*	99%	15%
PG Energy	706	96%	4%	56%	97%	58%
UGI-Gas	716	97%	3%	65%	98%	18%
Average	712	97%	3%	67%	97%	30%

* NFG does not use an automated system.

Appendix B

Average Number of Residential Customers

2002

Table 5

Natural Gas Distribution Company	Average Number of Residential Customers
Columbia	348,625
Dominion Peoples	322,041
Equitable	230,348
NFG	195,229
PG Energy	138,836
UGI-Gas	255,731

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