



BCS Reporting Reminders

56.231 Data vs. Universal Service Data (Annual, Monthly)

When correct, the following data points should always match between the two reports:

- **Annual Revenues/Billings** (Annual Dollar Amount)
- **Gross Write-Offs** (Annual Dollar Amount)
- **Net Write-Offs** (Annual Dollar Amount)
- **Operating Expenses** (Annual Dollar Amount)
- **Number of Residential Customers** (Monthly & Annual Totals)
- **Terminations** (Note: Match Terminations for Non-Payment Only) (Monthly & Annual)
- **Reconnections** (Note: Match All Categories of Reconnections) (Monthly & Annual)

Cold Weather Survey (CWS) Follow Up Survey, Initial Survey, December Survey, Final Survey

- Report only **Heat-Related** accounts and all **Terminations**.
- The Follow-Up Survey for the current year of reporting should begin with the results left over from the previous year's Final Survey and reflect any changes to those accounts since last year's reporting.
- The Initial Survey covers Terminations January 1 - November 30th of the current year.
- The December Survey covers Terminations December 1 - December 31st of the current year.
- Heat-related accounts Reconnected during or after December:
 - If Terminated in December, include them in the December Survey column.
 - If Terminated January 1 - November 30th, and reconnected in December, include them in the Update to the Initial Survey column.
 - If Terminated in December but reconnected after December 31st, include in December column.

Accounts with Arrearages Over \$10,000

- Account Established Date – We are adding a new column to capture the date an account was REESTABLISHED – #3(b). This will allow us to track the “origin” of the arrearage more accurately in our analysis. (If there is more than one reestablished date, report the most recent date.)

Data in #5-8 should be from #3(a) Original Date Account Established (Column D)

1. Unique Acct ID	2. Account Balance as of December 31st	3(a). Original Date Account Established	3(b). Date Account Reestablished (if applicable)	4. Avg Monthly Bill (prev 12 months)	5(a). # of PUC Informal Complaints	5(b). # of PUC Formal Complaints	6. # of Company PARs	7. # of Times Terminated for Non-Payment	8. # of 10-Day Termination Notices Issued	9. Account is Confirmed Low-Income (YES or NO)
1 111111111	\$10,979.25	6/17/2019		\$292.39	0	0	1	0	2	YES
2 222222222	\$10,988.60	11/30/2020		\$259.60	0	0	1	0	3	YES
3 333333333	\$10,999.34	10/2/2016		\$1,178.73	0	0	3	0	4	NO

- #4 Average Bill for Previous 12 Months – Provide Average Bill even if less than 12 months.
- Data in Columns currently #5 - #8 should be cumulative totals based off #3(a) Original Account Established Date.
- #8 is Number of 10-Day Notices (aligns with regulations); #9 is Confirmed Low-Income.

Form A
2022 Cold Weather Survey
Pennsylvania Public Utility Commission
Bureau of Consumer Services

	Initial Survey (1/1 - 11/30)	Update to Initial Survey (1/1 - 11/30)	December Survey (12/1 - 12/31)	Final Survey Results (As of 2/1/22)
1 Number of heat-related residential properties terminated.				
2 Number of heat-related residential properties to be surveyed. (Those that your records show as not reconnected).				
<i>Total of A through E below: #2 above must match this total</i>				

Results

Place each of the properties from Item #2 above into one of the following categories:

A Number of vacant premises (reasonably sure).				
B Number of accounts where contact was made and service was reconnected with a payment arrangement/settlement agreement, or where service was connected in a new name, or where service was reconnected for other reasons.				
C Number of accounts where unauthorized use was discovered. No payment arrangement established, service will remain on (with or without contact).				
D Number of accounts where no contact was made and premises appear to be occupied:				
(i.) Number of these accounts identified as non-low-income customers or income is unknown.				
(ii.) Number of these accounts identified as low-income customers (Do not include CAP customers, report CAP customers in (iii) below).				
(iii.) Number of these accounts identified as CAP customers who have defaulted on their agreement				
<i>Total of D(i) through D(iii) above: D must match this total</i>				
E Number of heat-related premises that are occupied and the regulated utility service has not been reconnected:				
(i.) Number of these accounts identified as non low income customers or income is unknown.				
(ii.) Number of these accounts identified as low income customers (Do not include CAP customers, report CAP customers in (iii) below).				
(iii.) Number of these accounts identified as CAP customers who have defaulted on their agreement				
<i>Total of E(i) through E(iii) above: E must match this total</i>				
(iv.) Number of these accounts who are using an alternative heating source. Identify the heating source below:				
Heating With:				
1. Kerosene Heater				
2. Electric Space Heater				
3. Wood/Coal Stove or Furnace				
4. Fireplace				
5. Kitchen Stove/Oven				
6. Oil-Filled Space Heater				
7. Other (Specify):				
<i>Total of 1 through 7 (heat source) above: E(iv) must match this total</i>				

Links:

- Quinquennial Reports and Residential Collections Data: <https://www.puc.pa.gov/filing-resources/reports/quinquennial-report-pursuant-to-section-1415/>
- Universal Service Reports: <https://www.puc.pa.gov/filing-resources/reports/universal-service-reports/>
- Cold Weather Survey Results: <https://www.puc.pa.gov/filing-resources/reports/electric-gas-water-cold-weather-survey-results/>