

## Utility Customer Arrearage and Disconnect Survey

Fall 2011

Based on a survey of AGA members, more customers have been unable to stay current on their bills but fewer customers had to be disconnected from utility service compared to the fall of 2010. Nationally, the sample shows that:

- the number of customers in arrears increased 4.5 percent
- the total dollar amount of customer arrearages increased more than six percent
- the number of customers disconnected fell almost nine percent
- the total dollar amount of past due bills of disconnected customers fell more than seven percent

Despite improvement in the disconnect data, many customers are still having trouble paying their utility bills. More than 20 percent of utility customers of surveyed utilities are at least 30 days late in paying their bills and more than three percent are disconnected from utility service due to the inability to pay these bills. Regional and national survey results are presented in the table below. Numbers represent survey responses only.

### Results of Fall 2011 AGA Survey on Arrearages and Disconnects

#### Arrearages

Change in Dollar Amount Outstanding Since Last Year	Change in Number of Customers Since Last Year	Percent of Customers Currently in Arrears
6.4%	4.5%	20.4%

#### Disconnects

Change in Amount Owed by Disconnected Customers Since Last Year	Change in Number of Customers Disconnected Since Last Year	Percent of Customers Currently Disconnected
-7.4%	-8.9%	3.0%

**Total US**

6.4% 4.5% 20.4% -7.4% -8.9% 3.0%

Notes: Based on utility responses to AGA survey. Survey sample represents 43 million utility customers, 19 million of which are natural gas customers (the others are electric and or gas customers from combination gas and electric utilities). "Arrears" is defined as 30 or more days late.

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AGA Contact: Bruce McDowell 202-824-7131 [bmcdowell@aga.org](mailto:bmcdowell@aga.org)