



**Department  
of Public Service**

**September 2016**

**Office of Consumer Services**  
**Monthly Report on Consumer Complaint Activity**

**Audrey Zibelman**  
**Chief Executive Officer**

**LuAnn Scherer**  
**Acting Director, Office of Consumer Services**

Published October 28, 2016



# Monthly Report on Consumer Complaint Activity

## September 2016

### Table of Contents

Director's Message.....	3
If You Have a Complaint About Your Utility Service.....	4
How Utility Complaints are Measured .....	5
Complaint Activity of New York's Major Utilities .....	7
Customer Service Response Index.....	8
Credits Obtained for Consumers.....	13
Number of Initial Complaints Received Against ESCO's.....	14
Number of Escalated Complaints Received Against ESCO's .....	17
Number of Marketing Complaints Received Against ESCO's .....	19



October 28, 2016

Dear Readers:

The Office of Consumer Services closely monitors the number and types of complaints received against all utilities operating in New York State. We strive to ensure that utilities fulfill their obligation to provide effective customer service in compliance with the laws, rules, regulations and policies we enforce.

Each month, this report provides an overview of complaint activity and utility responsiveness during the preceding month which is informative to both consumers and utility companies. Specific details regarding the way we measure the companies' activities are described in the section How Utility Complaint Data Is Reported.

The table titled Complaint Activity of New York's Major Utilities reports on the volume of complaints received against the largest utilities in each industry while the table titled Customer Service Response Index reports on the level of customer service and responsiveness delivered by each service provider.

The chart, Credit Adjustments Received for Consumers, reflects the amount of refunds or credits customers received as a result of our investigations. The Office of Consumer Services also monitors complaints against the competitive energy service companies (ESCO's) operating in New York. These complaints are reported in two tables; Number of Initial Complaints Received Against ESCO's and Number of Escalated Complaints Received Against ESCO's.

I hope this report is helpful in providing you with a summary of utility complaint activity. If you have any questions, please e-mail [John.Auricchio@dps.ny.gov](mailto:John.Auricchio@dps.ny.gov)

Sincerely,

LuAnn Scherer

A handwritten signature in black ink that reads "LuAnn Scherer". The signature is written in a cursive style with a loop at the end of the last name.

Acting Director  
Office of Consumer Services



## If You Have a Complaint About Your Utility Service

*If you're having difficulty resolving a dispute with your regulated energy, telephone, cable television or water company, Department of Public Service staff is available to assist you.*

The Office of Consumer Services takes all utility consumer complaints seriously. You can contact us toll-free by telephone, in writing or via the Internet. When you contact our office with a complaint about a utility or other service provider, we take immediate steps to address your concerns.

After we complete entering the details of your complaint we send your complaint to the utility by e-mail or fax. In an effort to ensure that utilities fulfill their obligation to provide effective customer service, we will first ask your utility to contact you and resolve your concern. If your complaint is related to the provision of service, your utility should contact you within two business hours. If your complaint is related to billing or another matter, the utility should contact you by the close of the following business day.

If the utility does not contact you with its initial acknowledgement, does not provide its response to you within two weeks or the matter remains unresolved after you have received a response, you can contact us. We will then further investigate the matter and notify you in writing or by telephone of the decision and the reasons for the decision.

If you believe the initial decision is wrong, you can request an informal hearing. This request may be in writing and made within 15 days of the initial decision. You may be asked to submit certain documents to support your position. If you and the utility are unable to settle the complaint, the hearing officer will make a decision on your complaint and notify you in writing of the decision.

If you believe that the informal hearing officer's decision was wrong, you can appeal it within 15 days of the decision. Your written appeal must contend that there was an error by the hearing officer or reviewer that affected the decision or that evidence not previously available would affect the decision. All appeals, except those involving PSEG-LI, will be decided by the Public Service Commission. PSEG-LI appeals will be decided by Long Island Power Authority (LIPA).

If you have a complaint about your utility service you may contact us thru one of the following avenues:

<b>By Telephone</b>	Monday thru Friday 8:30am – 4:00pm	800-342-3377
<b>Via the Internet</b>	24 hours a day	<a href="http://www.dps.ny.gov">www.dps.ny.gov</a>
<b>In Writing</b>	Please be sure to include as much detail as possible, including your account number, service address, telephone number and the specifics of your complaint.	NYS Dept. of Public Service Office of Consumer Services Three Empire State Plaza Albany, NY 12223-1350



## How Utility Complaints Are Measured

*The Office of Consumer Services reports complaint data by volume and by responsiveness. A complaint rate is used to compare small utilities to large utilities. A response index is used to measure how well utilities address consumer complaints we forwarded to them.*

The Office of Consumer Services closely monitors the number and types of complaints received against all utilities operating in New York State. We expect utility companies to be highly responsive to their customers' needs, especially when the customer feels that it is necessary to seek the assistance of the Department of Public Service staff. Each month, this report provides an overview of complaint activity and utility responsiveness which we believe is informative to both consumers and utility companies.

The table titled **Complaint Activity of New York's Major Utilities** reports on the volume of complaints received against the largest utilities in each industry. These utility companies vary in size from just over 10,000 customers to several million customers. Therefore, in order to compare complaint volumes among companies, a complaint rate per 100,000 customers is displayed. This allows the reader to compare the complaints of a large company to that of a small company.

There are two measures of complaints which are reported each month. At first all complaints are recorded and forwarded to the utility for resolution directly with the customer. These are noted as initial complaints (QRS) in the table titled **Complaint Activity of New York's Major Utilities**. If the customer informs us that the utility failed to satisfy their complaint the matter is escalated for further handling and investigation by staff and is noted as escalated complaints (SRS). Both numbers are converted into a complaint rate which allows the reader to compare performance regardless of the size of a company's customer base. The escalation rate is a measure of how successful a utility is in satisfying their customer upon receipt of an initial complaint made through the Office of Consumer Services. The 12 month complaint rate is often used as one of several customer service measures that may be taken into consideration when staff monitors the quality of customer service delivered by an individual utility. This rate represents the average number of escalated complaints received per month per 100,000 customer accounts.

The table titled **Customer Service Response Index (CSRI)** reports on the level of customer service and responsiveness delivered by each service provider. The Customer Service Response Index is determined by measuring four metrics. Complete CSRI data is posted on the first page of the report for those service providers that average ten or more initial complaints per month. For all other service providers, the performance in each area is reported on subsequent pages of the table, less the actual index measures because the index measures for companies with fewer than ten initial complaints have been found to show significant fluctuations on a month to month basis. These fluctuations may result in the reader reaching an inaccurate conclusion as to a service provider's performance. If a company is not listed in a particular monthly report it is because there was no activity for the company in the reporting month.

The **Index** is determined by measuring four metrics:

The Consumer Satisfaction Metric (CSM) is a ratio of the number of initial complaints to the number of escalated complaints in the reporting month. A score of 5 points is awarded when a service provider receives no escalated complaints during the reporting month. There is no score awarded if a service provider satisfies less than 50% of the customers that the Department refers to them.

The Complaint Response Time Metric (CRM) is the average number of days it took the service provider to respond to initial complaints closed in the reporting month. A score of 2 points is awarded when a provider's average response time for initial complaints is 14 days or less. No points are earned if the average response time for initial complaints is more than 28 days (twice the acceptable reply standard).

The Escalated Complaint Response Time Metric (ERM) is the average number of days it took the service provider to respond to escalated complaints closed in the reporting month. A score of 2 points is awarded when a service provider's average response time for escalated complaints is 10 days or less. No points are earned if the average response time for escalated complaints is more than 25 days (two weeks past due).

The Pending Case Metric (PCM) is the average age of all cases awaiting response, determined on the last day of the reporting month. A score of 1 point is awarded when a service providers' average age of all cases is 14 days or less. No points are earned if the average age of all cases exceeds 70 days (two months delinquent). A negative score is applied if the average age of all cases is over 70 days.

# Complaint Activity of New York's Major Utilities

## September 2016

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.			
Central Hudson Gas & Electric Corp.	52	16.9	0	0.0	0%	0.3
Con Edison of New York	446	12.5	51	1.4	11%	1.4
PSEG Long Island	61	5.4	0	0.0	0%	0.3
National Grid - L I	44	7.5	4	0.7	9%	0.7
New York State Electric & Gas Corp.	71	7.5	1	0.1	1%	0.5
National Grid-Upstate	311	18.2	11	0.6	4%	0.7
Orange & Rockland	31	13.4	0	0.0	0%	0.1
Rochester Gas & Electric Corp.	75	18.2	4	1.0	5%	0.6
National Grid-Metro NY	117	9.4	6	0.5	5%	0.4
National Fuel Gas Distribution	26	5.0	1	0.2	4%	0.1
Citizens Communications	22	16.5	3	2.2	14%	0.7
Frontier Communications of NY	4	12.9	0	0.0	0%	1.1
Frontier Telephone of Rochester, Inc.	18	11.6	3	1.9	17%	0.9
Windstream Communications, Inc.	5	13.5	3	8.1	60%	2.3
Verizon Communications	211	7.7	37	1.3	18%	1.5
AT&T	8		3		38%	
Optimum Voice	2		1		50%	
Time Warner Cable Information Services	5		2		40%	
Verizon Digital Voice	14		6		43%	
Cablevision Systems	19		2		11%	
Time-Warner Cable	106		11		10%	
Verizon New York, Inc. (CATV)	23		3		13%	
Long Island Water Corp.	8	6.5	0	0.0	0%	1.3
United Water - New York	13	17.5	2	2.7	15%	3.1
United Water - Westchester	4	9.2	0	0.0	0%	1.5

All complaint rates are based on December 2015 customer populations.

\* - Complaints per 100,000 customer accounts where populations are reported by the utility

This table reports on the volume of complaints received against the largest utilities in each industry.

**Initial Complaints (QRS)** - This is the number (No.) of complaints we receive and forward to the utility company for resolution directly with the customer and the corresponding complaint rate (Rate) per 100,000 customer accounts.

**Escalated Complaints (SRS)** - This is the number (No.) of complaints that we escalated for further handling and investigation because the customer informed us that the utility failed to satisfy their initial complaint after we forwarded the initial complaint to the utility. The corresponding escalated complaint rate (Rate) per 100,000 customer accounts allows the reader to compare one utility to another regardless of the number of customer accounts.

**Escalation Rate** - This is a measure of how successful a utility is in satisfying their customer upon receipt of an initial complaint made through the Office of Consumer Services. The lower the rate the more successful the utility was in resolving initial complaints directly with the customer.

**12 Month Escalated Complaint Rate** - This rate represents the average number of escalated complaints received per month per 100,000 customer accounts. This is often used as one of several customer service measures that may be taken into consideration when staff monitors the quality of customer service delivered by an individual utility.

# Customer Service Response Index

## September 2016

<b>Service Provider</b>	<b>Initial Complaints</b>	<b>Escalated Complaints</b>	<b>CSM Index</b>	<b>Complaint Response Time</b>	<b>CRM Index</b>	<b>E. Complaint Response Time</b>	<b>ERM Index</b>	<b>Avg. Age of Cases Pending</b>	<b>PCM Index</b>	<b>CSRI</b>
PSEG Long Island	61	0	5.0	7.7	2.0	2.4	2.0	3.5	1.0	10.0
Central Hudson Gas & Electric Corp.	52	0	5.0	5.4	2.0	8.9	2.0	6.2	1.0	10.0
Orange & Rockland	31	0	5.0	4.2	2.0	2.5	2.0	10.0	1.0	10.0
Idt Energy, Inc.	10	0	5.0	9.2	2.0	0.0	2.0	5.7	1.0	10.0
Time Warner - Rochester	10	0	5.0	8.1	2.0	0.0	2.0	11.8	1.0	10.0
Family Energy, Inc.	12	0	5.0	13.7	2.0	0.0	2.0	18.7	0.9	9.9
National Grid - Upstate	311	11	4.6	4.6	2.0	8.6	2.0	7.6	1.0	9.6
New York State Electric & Gas Corp.	71	1	4.9	3.9	2.0	10.2	1.9	23.2	0.8	9.6
National Fuel Gas Distribution	26	1	4.6	8.3	2.0	1.0	2.0	3.5	1.0	9.6
Rochester Gas & Electric Corp.	75	4	4.5	3.8	2.0	3.8	2.0	6.9	1.0	9.5
Major Energy Services LLC	16	1	4.4	7.3	2.0	0.1	2.0	4.0	1.0	9.4
Mpower Energy LLC	14	1	4.3	14.6	1.9	4.8	2.0	5.3	1.0	9.2
Direct Energy Services LLC	12	1	4.2	8.6	2.0	4.8	2.0	6.6	1.0	9.2
Josco Energy Corp	11	1	4.1	12.6	2.0	3.8	2.0	3.5	1.0	9.1
Con Edison Of New York	446	51	3.9	8.3	2.0	8.8	2.0	6.1	1.0	8.9
Cablevision of New York City	11	1	4.1	8.7	2.0	10.6	1.9	15.2	0.9	8.9
Verizon New York Inc.	23	3	3.7	8.1	2.0	9.9	2.0	19.0	0.9	8.6
Time Warner - Syracuse Division	26	1	4.6	12.8	2.0	0.0	2.0	64.6	0.0	8.6
Citizens Communications	22	3	3.6	9.9	2.0	10.9	1.9	8.5	1.0	8.5
Frontier Telephone of Rochester, Inc.	18	3	3.3	13.8	2.0	0.0	2.0	5.4	1.0	8.3
Time Warner - Buffalo	16	3	3.1	14.6	1.9	1.0	2.0	15.5	0.9	7.9
Time Warner - Albany	22	5	2.7	13.0	2.0	0.0	2.0	7.4	1.0	7.7
Verizon Communications	211	37	3.2	12.3	2.0	17.8	1.3	12.4	1.0	7.5
National Grid - Metro Ny	117	6	4.5	11.8	2.0	35.3	0.0	13.2	1.0	7.5
National Grid - L I	44	4	4.1	15.9	1.8	24.2	0.2	17.1	0.9	7.0
Verizon Digital Voice	14	6	0.7	6.8	2.0	6.9	2.0	16.0	0.9	5.6
XChange Telecom	11	5	0.5	4.8	2.0	9.9	2.0	12.5	1.0	5.5
Ambit Energy	11	5	0.5	9.7	2.0	6.6	2.0	7.0	1.0	5.5
Suez Water New York Inc.	13	2	3.5	93.8	0.0	1.0	2.0	77.0	-3.0	2.5
Time Warner - New York City	32	2	4.4	31.8	0.0	19.1	1.1	84.1	-5.0	0.5

*This table reports on the current level of customer service and responsiveness delivered by each service provider under the Department's jurisdiction. The Customer Service Response Index is determined by measuring four metrics. Complete CSRI data is posted on the first page of the report for those service providers that average ten or more initial complaints per month. For all other service providers, the performance in each area is reported on subsequent pages of the table, less the actual index measures because the index measures for companies with fewer than ten initial complaints have been found to show significant fluctuations on a month to month basis. These fluctuations may result in the reader reaching an inaccurate conclusion as to a service provider's performance. If a company is not listed on this report it is because there was no activity for the company in the reporting month. Below is an explanation of the data in each column.*



**Initial Complaints** - This is the number of initial complaints we receive and forward to the utility company for resolution directly with the customer.

**Escalated Complaints** - This is the number of complaints that we escalated for further handling and investigation because the customer informed us that the utility failed to satisfy their initial complaint after we forwarded the initial complaint to the utility.

**CSM Index** - The Consumer Satisfaction Index scores the ratio of the number of initial complaints to the number of escalated complaints in the reporting month. A score of 5 points are awarded when a service provider receives no escalated complaints during the reporting month. There is no score awarded if a service provider satisfies less than 50% of the customers that the Department refers to them.

**Complaint Response Time** - This is the average number of days it took for a utility to respond to initial complaints in the reporting month.

**CRM Index** - The Complaint Response Time Index scores the service provider's responsiveness to initial complaints closed in the reporting month. A score of 2 points is awarded when a provider's average response time for initial complaints is 14 days or less. No points are earned if the average response time for initial complaints is more than 28 days (twice the acceptable reply standard).

**E. Complaint Response Time** - This is the average number of days it took for a utility to respond to escalated complaints in the reporting month.

**ERM Index** - The Escalated Complaint Response Time Index scores the service providers responsiveness to escalated complaints closed in the reporting month. A score of 2 points is awarded when a provider's average response time for escalated complaints is 10 days or less. No points are earned if the average response time for escalated complaints is more than 25 days (two weeks past due).

**Avg. Age of Cases Pending** - This is the average age of all the cases awaiting a response from the service provider.

**PCM Index** - The Pending Case Index scores the average age of all cases awaiting response by the service provider. A score of 1 point is awarded when a service providers' average age of all cases is 14 days or less. No points are earned if the average age of all cases exceeds 70 days (two months delinquent). A negative score is applied if the average age of all cases is over 70 days.

**CSRI** - The Customer Service Response Index is the overall score received by the service provider. It is the sum of the four indices.

<b>Service Provider</b>	<b>Initial Complaints</b>	<b>Escalated Complaints</b>	<b>CSM Index</b>	<b>Complaint Response Time</b>	<b>CRM Index</b>	<b>E. Complaint Response Time</b>	<b>ERM Index</b>	<b>Avg. Age of Cases Pending</b>	<b>PCM Index</b>	<b>CSRI</b>
125 Court Street, LLC	0	0		0.0		0.0		642.0		
327 Central Park West Condominium ,	0	1		0.0		0.0		19.0		
3462 Third Avenue Realty Llc	0	0		0.0		0.0		59.0		
ABN Energy, LLC DBA GreatEnergy	1	0		8.0		0.0		0.0		
Affordable Power, L.P.	0	0		0.0		0.0		43.0		
Agway Energy Services, LLC.	4	0		2.2		2.8		0.0		
Akam Associates	0	0		0.0		0.0		347.0		
Alpha Gas And Electric, Llc	2	2		7.7		1.9		0.0		
American Communications Network, Ir	0	0		0.0		0.0		137.0		
American Power & Gas, LLC	6	0		8.3		0.0		2.5		
American Telephone Company LLC	1	0		0.0		0.0		24.0		
Ap Gas & Electric (ny), Llc	1	1		18.0		8.9		0.0		
Astral Energy LLC	4	0		6.0		0.0		85.2		
AT&T	8	3		15.5		0.0		3.4		
Atlantic Energy, LLC	4	1		2.0		1.3		1.0		
Atlantic Power & Gas LLC	0	0		0.0		0.1		36.0		
Augustus & James Corp.	0	0		0.0		0.0		358.0		
BCN Telecom, Inc.	0	0		42.0		0.0		0.0		
Be@Schermerhorn	0	0		0.0		0.0		219.0		
Birch Communications, Inc.	2	0		6.0		0.9		0.0		
BlueRock Energy, Inc.	0	0		0.0		0.0		0.0		
Broadview Networks	5	0		14.8		0.0		1.0		
Brown's Fuel	2	0		5.0		0.0		0.0		
BTI Communications, Inc. d/b/a TELZE	5	2		9.2		0.0		125.1		
Cablevision - MediaOne - US Cablevisi	2	1		11.0		0.2		0.0		
Cablevision of Brookhaven	0	0		0.0		0.0		0.0		
Cablevision of Dutchess County	1	0		13.0		0.0		0.0		
Cablevision of Long Island	6	0		9.0		0.0		2.0		
Cablevision of Riverhead	0	0		18.0		0.0		0.0		
Cablevision of Rockland	0	0		0.0		7.1		0.0		
Cablevision of Westchester	1	1		8.5		0.0		0.0		
CenStar Operating Company, LLC	1	0		6.0		0.0		0.0		
CenturyLink Communications, LLC	0	0		0.0		0.0		46.0		
Charter Communications	1	0		0.0		0.0		1.0		
Chatham Green Inc.	0	0		0.0		0.0		120.0		
Chief Energy Gas, Llc.	0	0		2.0		0.0		0.0		
Citizens Choice Energy, LLC	2	0		7.0		0.0		11.0		
Citizens Telecommunications Co. of N	1	0		6.3		0.0		0.0		
City of Jamestown Board of Public Utili	0	0		32.0		0.0		16.0		
City Power & Gas, LLC	3	0		3.0		0.0		22.0		
Columbia Utilities Power, Llc (electric)	2	0		2.0		0.0		0.0		
Comcast Cable of New York - CATV	0	0		0.0		0.0		0.0		
Con Edison Solutions	2	0		7.5		0.0		15.5		
Constellation Energy Gas Choice Inc.	3	0		10.0		0.0		1.0		
Constellation NewEnergy	2	1		14.3		1.0		0.0		
CornerStone Telephone Company, LLC	1	0		0.0		0.0		3.0		
CTC Communications Corp.	1	0		7.0		0.0		2.0		
Deposit Telephone	1	0		8.0		0.0		10.0		
Direct Energy Business Marketing, LLC	1	0		6.0		0.0		1.0		
Dsf IV New Rochelle Owner Llc D/b/a I	0	0		0.0		0.0		347.0		
Dutchess Estates Water	0	0		0.0		0.0		143.0		
Dynalink Communications, Inc.	0	0		30.0		0.0		0.0		

<b>Service Provider</b>	<b>Initial Complaints</b>	<b>Escalated Complaints</b>	<b>CSM Index</b>	<b>Complaint Response Time</b>	<b>CRM Index</b>	<b>E. Complaint Response Time</b>	<b>ERM Index</b>	<b>Avg. Age of Cases Pending</b>	<b>PCM Index</b>	<b>CSRI</b>
Eligo Energy Ny, Llc	7	4		33.8		6.0		21.6		
Elmwood Square Preservation, L.P.	0	1		28.0		0.0		3.0		
Emerald Green-Lake Louise Marie Wat	0	0		0.0		0.0		81.0		
Empire One Telecommunications, Inc.	0	0		0.0		0.0		46.0		
Empire Telephone Corp.	1	0		1.0		0.0		0.0		
Energy Plus Holdings LLC	2	0		13.5		9.0		8.0		
Energy Plus Natural Gas LP	0	0		13.0		0.0		0.0		
Ethical Electric, Inc..	1	0		9.0		0.0		4.0		
Friedlander Water Supply	0	0		0.0		0.0		65.0		
Frontier Communications of AuSable V	1	0		0.2		0.0		0.0		
Frontier Communications of NY/aka Hi	4	0		8.8		0.0		0.0		
Frontier Communications of Rocheste	6	0		4.5		69.0		0.0		
Galaxy Energy Llc	1	0		0.0		15.8		8.0		
Great Eastern Energy	2	0		1.0		0.0		0.0		
Green Mountain Energy	2	0		12.5		0.0		5.0		
Greenlight Energy Inc.	2	1		20.0		0.0		17.5		
Grenadier Realty Corp	0	0		0.0		0.0		540.0		
H & S Property Management	0	0		0.0		0.0		348.0		
Hamilton County/Gore Mt. Cable TV Inc	0	0		0.0		0.0		242.0		
Herkimer Street Residence, L.P.	0	0		0.0		0.0		36.0		
Hiko Energy, LLC	1	0		0.0		0.0		0.0		
Hudson Energy Services, Llc	3	0		7.0		0.0		12.8		
Hudson Park Investors, Llc	0	1		0.0		0.0		5.0		
IDT America Corp.	0	1		13.0		0.0		24.0		
Infinite Energy, Inc.	1	0		0.0		0.0		9.0		
Interstate Gas Supply of New York	1	0		2.0		0.0		0.0		
J.D. Water Co. Inc.	1	0		3.0		0.0		0.0		
Jdm Washington Llc	0	1		0.0		11.0		0.0		
Just Energy New York Corp	4	0		11.8		0.2		0.0		
Kiamesha Artesian Spring Water Co.,	0	0		0.0		0.0		173.0		
King Tract Utilities c/o Melohn Propertie	1	0		0.0		0.0		230.5		
Kiwi Energy Inc.	1	0		16.0		0.0		0.0		
Knolls Water Co.	0	0		0.0		0.0		75.0		
Liberty Power Corp.	4	0		14.0		5.0		2.0		
Lindenwood Village Sec. B Co-op Corp	0	1		0.0		0.0		30.0		
Maiden Lane Properties, LLC	0	0		0.0		0.0		498.0		
Marathon Energy Corporation	2	1		9.8		28.0		13.0		
Master Call Communications, Inc.	1	1		0.0		34.2		0.0		
MCI	1	0		13.8		0.0		1.0		
Mid Hudson Cablevision, Inc.	1	0		9.0		0.0		0.0		
Mountain Lodge Park Water Corp.	0	0		0.0		0.0		33.0		
New Wave Energy Corp.	1	0		0.0		0.0		4.0		
New York American Water	8	0		5.6		10.9		53.5		
Noco Natural Gas, Llc	0	0		0.0		0.0		0.0		
North American Power & Gas LLC	3	1		19.5		24.4		5.0		
NorthEastern Energy Corporation	0	0		0.0		0.0		180.0		
Nysandy7 Story Llc	0	0		0.0		0.0		358.0		
Oasis Power LLC, d/b/a Oasis Energy	1	0		0.0		0.0		8.0		
Optimum Voice	2	1		17.3		21.9		0.0		
Pacific Telemanagement Services Db	0	0		14.0		0.0		0.0		
Penelec (A First Energy Company)	2	0		1.5		0.0		0.0		
Pheasant Hill Developers.	0	1		40.0		0.0		10.0		

<b>Service Provider</b>	<b>Initial Complaints</b>	<b>Escalated Complaints</b>	<b>CSM Index</b>	<b>Complaint Response Time</b>	<b>CRM Index</b>	<b>E. Complaint Response Time</b>	<b>ERM Index</b>	<b>Avg. Age of Cases Pending</b>	<b>PCM Index</b>	<b>CSRI</b>
Plymouth Rock Energy LLC	0	0		0.0		13.4		0.0		
Premier Empire Energy LLC	0	0		0.0		0.0		33.0		
Public Power Llc	1	0		10.0		6.7		9.0		
Queens Fresh Meadow Electric	0	0		0.0		0.0		211.3		
Reliant Energy Northeast LLC	2	0		9.0		0.0		3.0		
Renaissance Power & Gas, Inc.	1	0		0.0		0.0		0.0		
Resdntl Comms. Netwrk of NY	0	0		0.0		0.0		0.0		
Residents Energy, LLC	2	0		9.5		0.0		1.0		
Riverview II Preservation Lp	0	0		0.0		0.0		465.0		
Roosevelt Island Associates	0	0		0.0		173.9		0.0		
Rural Atlantic Water Company Inc.	1	0		1.0		0.0		0.0		
Saratoga Water Services, Inc.	0	0		0.0		0.0		0.0		
Slic Network Solutions, Inc.	1	0		0.0		0.0		0.0		
Smart One Energy, LLC	1	1		8.5		0.0		1.0		
South Bay Energy Corp.	2	0		9.0		0.0		1.0		
Spark Energy, L.P.	9	1		9.9		0.0		2.0		
Spectrotel, Inc.	1	0		0.0		0.0		2.0		
St. Lawrence Gas	1	0		0.0		0.0		0.0		
Starion Energy NY, Inc.	2	1		19.2		9.2		0.0		
State Telephone Company, Inc.	0	0		0.0		0.0		58.0		
Sterling Homes, LLC	0	1		28.0		0.0		25.0		
Suez Water Westchester Inc.	4	0		1.0		0.0		23.0		
Sylvan Lake Water Corp.	0	0		0.0		0.0		47.0		
Taconic Telephone Corp.	2	1		23.9		0.0		5.5		
TDS Metrocom, Inc.	1	0		0.0		0.0		9.0		
Terrel Hills Water Co.	0	1		84.0		3.2		0.0		
The Chaffee Water Works Company	0	0		0.0		0.0		179.0		
Time Warner Cable Information Servic	5	2		22.2		1.1		52.8		
Titan Gas, LLC	0	0		30.0		0.0		31.0		
Trident Retail Energy, LLC dba Trident	1	0		0.0		0.0		1.0		
Tristate Bell Inc	3	0		6.3		0.0		101.0		
U.S. Gas & Electric, Inc.	2	3		22.2		6.7		9.5		
UDC Gateway LLC	0	0		0.0		0.0		38.0		
United Metro Energy Services Corp	0	0		0.0		0.0		30.0		
Utility Expense Reduction LLC	4	0		2.5		0.0		0.0		
Verde Energy USA New York, LLC	1	0		0.0		0.0		24.0		
Verizon Long Distance Llc (ld)	1	0		0.0		0.0		3.0		
Village of Fairport	1	0		0.0		0.0		0.0		
Village of Freeport Electric	1	0		0.0		0.0		19.0		
Village of Mohawk Municipal Commissi	1	0		0.0		0.0		8.0		
Village of Wellsville	0	0		2.0		0.0		0.0		
Viridian Energy Ny, Llc	3	0		22.3		1.1		8.0		
Wholesale Carrier Services, Inc.	0	0		25.0		0.0		0.0		
Windstream Communications, Inc.	5	3		11.0		3.4		24.4		
XOOM Energy New York, LLC	3	2		17.8		13.8		0.0		

## 2016 Credit Adjustments Received For Consumers

As a result of our investigation into consumers' complaints, when staff determines that a consumer was overbilled, the utility is directed to refund to the consumer, any monies it collected above and beyond what was allowed by tariffs, rules and regulations. The chart below identifies the credits obtained on behalf of consumers.

	<b>Total</b>	<b>Consumers</b>
Jan-16	\$191,889.11	103
Feb-16	\$194,994.20	113
Mar-16	\$710,252.88	123
Apr-16	\$208,820.40	116
May-16	\$320,169.70	92
Jun-16	\$210,276.06	134
Jul-16	\$174,940.80	109
Aug-16	\$794,743.63	85
Sep-16	\$300,124.16	79
Oct-16		
Nov-16		
Dec-16		
<b>2016 Total</b>	<b>\$3,106,210.94</b>	<b>954</b>

## Number of Initial Complaints Received Against ESCO's

Code	Company Name	2016	2015	Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15
6898AB	ABC Energy LLC	8	3	0	0	1	3	0	2	0	1	1	2	1	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	1	3	1	0	0	0	0	0	0	0	0	0	0	0	1
D128	Accent Energy Midwest, LLC	1	6	0	0	0	0	1	0	0	0	0	0	2	2	1
D249	Affordable Power, L.P.	1	1	0	0	0	1	0	0	0	0	0	0	0	1	0
8281AG	Agera Energy	1	3	0	0	0	0	0	0	1	0	0	0	1	0	0
5020AG	Aggressive Energy, LLC	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	30	64	4	1	4	2	2	3	6	4	4	4	5	2	0
5985AL	Alpha Gas And Electric, Llc	14	59	2	2	0	1	0	3	1	3	2	4	2	2	3
D230	Ambit Energy	566	1346	11	11	5	11	25	19	52	113	319	209	36	45	51
5411AM	American Power & Gas, LLC	77	319	6	9	2	2	8	1	18	18	13	8	14	25	11
D240	Ameristar Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	11	19	1	0	2	0	0	3	0	2	3	1	1	5	1
5465AS	ASC Energy Services, Inc.	6	2	0	0	0	0	0	1	0	5	0	0	1	1	0
6818AS	Astral Energy LLC	58	117	4	4	2	5	1	2	9	9	22	13	23	19	25
6481AT	Atlantic Energy, LLC	33	35	4	6	6	3	5	1	1	1	6	4	8	5	5
7844AT	Atlantic Power & Gas LLC	22	52	0	4	1	6	1	1	5	2	2	1	3	4	1
D222	BluCo Energy, LLC	1	18	0	0	0	0	0	0	0	1	0	1	1	0	3
D217	BlueRock Energy, Inc.	0	11	0	0	0	0	0	0	0	0	0	0	2	0	1
5008BO	Bounce Energy NY, LLC	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	12	19	2	1	1	1	0	2	3	0	2	1	0	4	2
5246BU	BUY ENERGY DIRECT, LLC	2	8	0	0	0	1	0	0	1	0	0	0	0	1	1
9156CE	CenStar Operating Company, LLC	7	4	1	0	0	1	0	2	1	0	2	1	1	0	1
6903CH	Champion Energy Services, LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
D220	Chief Energy Gas, Llc.	3	3	0	1	0	0	0	0	0	2	0	1	0	0	0
5773CH	Chief Energy Power, Llc	6	5	0	0	0	1	0	0	2	2	1	0	0	0	0
5325CI	Citizens Choice Energy, LLC	5	6	2	0	0	0	0	0	0	2	1	0	0	0	1
5592CI	City Power & Gas, LLC	10	29	3	0	1	0	1	0	2	2	1	0	0	0	1
D238	Clearview Energy, Inc.	3	9	0	0	0	1	0	0	1	1	0	0	0	0	1
D231	Columbia Utilities Power, Llc (electric)	22	27	2	5	1	2	1	2	2	4	3	1	4	0	3
D040	Columbia Utilities Power, Llc (gas)	8	31	0	0	0	0	1	1	1	4	1	2	3	2	2
5065CO	Community Energy Services, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	11	11	2	2	1	2	0	2	1	1	0	1	1	0	0
6771CO	Constellation Energy Gas Choice Inc.	14	8	3	1	0	1	2	0	4	1	2	1	0	3	1
D084	Constellation NewEnergy	16	21	2	2	3	3	0	1	1	1	3	0	3	0	0
D221	Constellation NewEnergy - Gas Divisio	0	9	0	0	0	0	0	0	0	0	0	0	2	0	0
8168DI	Direct Energy Business Marketing, LLC	10	6	1	3	1	0	2	0	2	1	0	1	1	4	0
5308DI	Direct Energy Business, LLC	0	35	0	0	0	0	0	0	0	0	0	0	0	1	2
D176	Direct Energy Services LLC	229	206	12	16	12	9	23	21	42	42	52	49	40	32	21
D006	East Coast Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D256	East Coast Power, Llc	3	5	0	1	0	0	0	0	1	1	0	0	1	0	0
6922EL	Eligo Energy NY, Llc	72	46	7	28	5	3	5	5	4	12	3	0	1	2	1
D047	Empire Natural Gas Corporation	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D087	Energetix, Inc.	0	48	0	0	0	0	0	0	0	0	0	0	0	0	5
8202EN	Energy Cooperative of America, Inc.	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D183	Energy Cooperative of New York	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D243	Energy Plus Holdings LLC	16	30	2	2	0	1	0	0	3	6	2	1	0	1	3

## Number of Initial Complaints Received Against ESCO's

Code	Company Name	2016	2015	Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15
5568EN	Energy Plus Natural Gas LP	2	4	0	1	0	0	0	0	0	0	1	1	0	0	1
D137	Energy Service Providers, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
5424EN	Energy Solutions Co. LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0
5182EN	EnergyMark, LLC	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
D201	Entergy Solutions Ltd.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8938EN	Entrust Energy East, Inc.	5	37	0	1	1	0	0	0	0	3	0	1	2	3	0
7005ET	Ethical Electric Benefit Co.	16	39	1	8	0	1	0	3	1	2	0	5	3	1	5
4920FA	Family Energy, Inc.	147	118	12	11	12	16	13	13	28	20	22	9	12	5	12
7383FR	Frontier Utilities Northeast LLC	35	19	0	0	1	0	1	0	3	10	20	10	1	2	3
6781FT	FTR Energy Services, LLC	0	10	0	0	0	0	0	0	0	0	0	0	0	0	3
6643GA	Galaxy Energy Llc	8	22	1	0	1	1	0	0	0	2	3	1	2	1	1
D046	Gateway Energy Services Corp.	0	83	0	0	0	0	0	0	0	0	0	0	0	2	8
4963GD	Gdf Suez Energy Resources Na, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
6424GD	GDF Suez Retail Energy Solutions, LL	0	3	0	0	0	0	0	0	0	0	0	0	1	1	0
5349GL	Glacial Natural Gas, Inc.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1
6009GL	Global Energy, LLC	2	2	0	0	0	2	0	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	8	10	2	1	1	0	0	1	2	1	0	1	1	0	0
D127	Green Mountain Energy	24	33	2	3	1	1	2	2	6	2	5	2	0	2	7
4877GR	Greenlight Energy Inc.	25	25	2	6	0	1	1	1	3	7	4	1	3	1	3
D254	High Rise Energy Group, LLC	1	7	0	0	0	0	0	0	0	0	1	0	0	3	0
5302PR	Hiko Energy, Llc	10	20	1	0	1	0	3	3	0	2	0	0	0	2	1
D120	Hudson Energy Services, Llc	13	23	3	0	0	0	2	3	3	1	1	3	3	2	3
D177	IDT Energy, Inc.	57	168	10	9	5	3	2	6	9	9	4	10	13	13	14
D188	IGS Energy	1	6	1	0	0	0	0	0	0	0	0	0	0	0	0
D167	Infinite Energy, Inc.	3	3	1	0	0	0	1	0	0	1	0	0	0	0	0
6647IR	Iron Energy LLC	0	5	0	0	0	0	0	0	0	0	0	1	0	0	0
7041JO	JOSCO Energy Corp	82	110	11	20	5	7	8	12	6	9	4	8	6	4	12
D213	Just Energy New York Corp	37	93	4	4	1	6	6	5	5	3	3	7	3	5	4
D015	Keyspan Energy Services, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6646KI	Kiwi Energy Inc.	30	143	1	2	1	0	4	1	6	8	7	8	1	13	16
5520LE	Lexington Power & Light, LLC	2	0	0	0	1	0	0	0	0	0	1	0	0	0	0
D117	Liberty Power Corp.	33	52	4	6	4	2	3	4	6	3	1	2	4	4	2
2066	Long Island Power Authority	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D147	M&R ENERGY RESOURCES CORPO	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D214	Major Energy Services LLC	79	109	16	9	5	9	9	11	11	5	4	2	5	8	8
6007MA	Marathon Energy Corporation	38	21	2	6	4	7	1	4	5	6	3	2	1	3	1
D267	Mpower Energy LLC	89	113	14	16	11	7	7	9	8	9	8	20	6	12	14
6807MY	MyGrid Energy, Inc.	0	9	0	0	0	0	0	0	0	0	0	0	0	0	0
D020	Natgasco, Inc. - A Mitchell-Supreme C	2	2	0	0	0	0	1	0	1	0	0	0	1	0	0
5436NE	New Wave Energy Corp.	4	2	1	0	0	0	0	1	1	1	0	0	0	0	0
7379NE	NextEnergy Services LLC	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	2	7	0	0	0	0	0	0	1	0	1	1	0	1	0
D148	Noco Natural Gas, Llc	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	22	140	3	1	2	2	1	3	6	3	1	6	0	3	2
6976NO	North Eastern States, Inc.	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0
5479NO	North Energy LLC	1	5	0	0	1	0	0	0	0	0	0	1	1	1	1
D239	NorthEastern Energy Corporation	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	0	138	0	0	0	0	0	0	0	0	0	0	0	1	10

## Number of Initial Complaints Received Against ESCO's

Code	Company Name	2016	2015	Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15
4921OA	Oasis Power LLC, d/b/a Oasis Energy	9	14	1	1	0	2	1	0	1	3	0	1	1	2	1
6645PA	Pay Less Energy, LLC	4	4	0	0	2	0	1	0	0	0	1	1	0	0	0
6024PE	People's Power & Gas, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	5	2	0	1	1	0	0	2	0	0	1	0	1	0	0
5637PL	Planet Energy (NY) Corp.	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
D237	Platinum Plus Energy Resources, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	7	36	0	0	2	0	0	0	4	1	0	1	1	4	6
7871PR	Premier Empire Energy LLC	4	0	0	0	3	0	0	1	0	0	0	0	0	0	0
D263	Public Power Llc	19	54	1	2	1	6	3	0	0	4	2	4	3	4	8
6233RE	Reliant Energy Northeast LLC	11	6	2	1	0	0	1	1	3	3	0	2	0	0	0
6616RE	Renaissance Power & Gas, Inc.	7	13	1	2	0	0	0	1	0	0	3	4	0	2	0
6574RE	Residents Energy, LLC	31	51	2	4	3	3	4	3	4	4	4	5	5	5	6
D093	Robison Energy Of Westchester	2	5	0	0	0	1	1	0	0	0	0	1	0	1	1
5370SB	SBR Energy, LLC	1	5	0	0	0	0	0	1	0	0	0	0	0	0	0
5481SJ	SJ Energy Partners	3	3	0	0	0	1	1	0	0	1	0	0	0	0	1
4976SM	Smart One Energy, LLC	25	38	1	1	1	0	1	4	7	6	4	4	4	3	4
6216SO	South Bay Energy Corp.	13	11	2	2	3	2	1	0	3	0	0	0	0	2	0
5577SO	SouthStar Energy Services LLC	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0
D186	Spark Energy, L.P.	63	154	9	5	8	4	1	5	11	7	13	8	9	19	5
7397SP	Sperian Energy Corp.	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	13	25	2	2	0	0	0	2	2	2	3	3	0	1	2
6809ST	Stream Energy New York LLC.	1	9	0	0	0	0	0	0	0	1	0	1	0	0	0
D223	Titan Gas, LLC	3	6	0	2	0	1	0	0	0	0	0	0	0	1	1
9014TR	Trident Retail Energy, LLC DBA Trider	6	0	1	0	0	1	0	2	0	2	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	48	52	2	2	3	8	3	6	10	7	7	3	6	2	2
D500	Unidentified ESCO	2	0	0	0	0	0	0	1	0	0	1	0	0	0	0
6008UN	United Energy Supply Corporation	3	11	0	0	0	0	0	0	0	3	0	2	1	0	0
7346UN	United Metro Energy Services Corp.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	35	51	4	4	3	1	1	1	7	10	4	8	6	11	4
6894VE	Verde Energy USA New York, LLC	17	72	1	2	0	0	1	2	3	4	4	4	2	2	10
5391VI	Viridian Energy NY, LLC	40	69	3	5	3	4	2	5	7	7	4	7	4	2	6
6668XO	XOOM Energy New York, LLC	26	72	3	8	0	1	2	3	3	4	2	2	4	5	8
	Total	2459	5044	199	247	139	160	169	194	342	417	592	469	275	321	347

ESCO's with no complaints on file since January 2015 are not listed on this report.



# Number of Escalated Complaints Received Against ESCO's

Code	Company Name	2016	2015	Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15
6898AB	ABC Energy LLC	3	0	0	0	0	0	1	0	0	1	1	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D128	Accent Energy Midwest, LLC	1	1	0	0	0	0	0	0	0	0	1	1	0	0	0
D249	Affordable Power, L.P.	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	7	17	0	0	0	0	1	1	2	1	2	0	1	1	0
5985AL	Alpha Gas And Electric, Llc	5	15	2	0	1	0	0	0	1	1	0	2	1	2	0
D230	Ambit Energy	255	398	5	1	4	5	13	11	36	105	75	18	17	16	23
5411AM	American Power & Gas, LLC	7	26	0	0	0	2	0	2	0	3	0	1	1	2	1
6729AM	Amplified Power & Gas, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	4	9	1	0	0	0	1	0	1	1	0	1	1	3	0
5465AS	ASC Energy Services, Inc.	2	0	0	0	0	0	1	0	1	0	0	0	0	0	0
6818AS	Astral Energy LLC	7	20	0	1	0	0	0	0	1	3	2	6	5	2	0
6481AT	Atlantic Energy, LLC	3	10	1	1	1	0	0	0	0	0	0	1	3	1	1
7844AT	Atlantic Power & Gas LLC	4	17	0	2	1	0	0	0	0	0	1	1	0	1	0
D222	BluCo Energy, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1
5008BO	Bounce Energy NY, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	2	4	0	0	0	0	0	0	0	1	1	0	1	1	0
5246BU	BUY ENERGY DIRECT, LLC	1	5	0	0	0	0	0	1	0	0	0	0	0	0	0
9156CE	CenStar Operating Company, LLC	1	2	0	0	0	0	0	0	0	0	1	0	0	1	0
6903CH	Champion Energy Services, LLC	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
5773CH	Chief Energy Power, Llc	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0
5592CI	City Power & Gas, LLC	1	10	0	1	0	0	0	0	0	0	0	0	0	0	0
D238	Clearview Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D231	Columbia Utilities Power, Llc (electric)	8	4	0	3	0	1	0	0	0	2	2	0	0	0	1
D040	Columbia Utilities Power, Llc (gas)	3	6	0	0	0	0	1	0	1	0	1	0	0	0	0
5065CO	Community Energy Services, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0
D084	Constellation NewEnergy	3	4	1	1	1	0	0	0	0	0	0	0	0	0	0
D221	Constellation NewEnergy - Gas Division	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
8168DI	Direct Energy Business Marketing, LLC	2	2	0	1	0	0	0	0	0	0	1	0	1	1	0
5308DI	Direct Energy Business, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D176	Direct Energy Services LLC	63	37	1	5	2	1	5	5	15	13	16	9	7	8	5
D256	East Coast Power, Llc	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	13	10	4	3	2	1	0	0	2	1	0	0	0	0	1
D087	Energetix, Inc.	0	16	0	0	0	0	0	0	0	0	0	0	1	0	1
D183	Energy Cooperative of New York	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D243	Energy Plus Holdings LLC	1	6	0	0	0	0	0	0	0	1	0	0	0	0	1
5424EN	Energy Solutions Co. LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5182EN	EnergyMark, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
8938EN	Entrust Energy East, Inc.	0	6	0	0	0	0	0	0	0	0	0	1	0	1	0
7005ET	Ethical Electric Benefit Co.	0	5	0	0	0	0	0	0	0	0	0	2	0	0	1
4920FA	Family Energy, Inc.	18	18	0	0	3	1	2	3	1	4	4	1	1	1	1
7383FR	Frontier Utilities Northeast LLC	9	4	0	0	0	0	0	0	2	1	6	0	0	2	0
6781FT	FTR Energy Services, LLC	0	5	0	0	0	0	0	0	0	0	0	0	0	1	0
6643GA	Galaxy Energy Llc	1	4	0	0	1	0	0	0	0	0	0	0	0	0	1
D046	Gateway Energy Services Corp.	0	29	0	0	0	0	0	0	0	0	0	0	0	1	1
D104	Great Eastern Energy	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0

## Number of Escalated Complaints Received Against ESCO's

Code	Company Name	2016	2015	Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15
D127	Green Mountain Energy	4	3	0	0	0	1	0	0	2	0	1	0	0	2	0
4877GR	Greenlight Energy Inc.	2	4	1	0	0	0	0	0	1	0	0	1	1	0	0
D254	High Rise Energy Group, LLC	1	4	0	0	0	0	0	0	0	1	0	0	0	3	0
5302PR	Hiko Energy, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D120	Hudson Energy Services, Llc	3	3	0	0	0	0	0	2	0	1	0	1	0	0	0
D177	IDT Energy, Inc.	6	5	0	0	1	0	0	2	3	0	0	1	0	0	1
7041JO	JOSCO Energy Corp	5	16	1	1	0	0	2	0	0	1	0	0	0	1	2
D213	Just Energy New York Corp	3	18	0	0	1	0	0	1	0	1	1	1	1	0	0
6646KI	Kiwi Energy Inc.	2	8	0	0	0	0	1	1	0	0	0	0	0	1	0
D117	Liberty Power Corp.	5	13	0	2	0	0	1	0	1	0	1	1	0	0	0
D214	Major Energy Services LLC	9	16	1	0	1	4	2	1	0	0	0	0	1	1	2
6007MA	Marathon Energy Corporation	13	2	1	2	1	1	2	0	3	1	2	0	0	0	0
D267	Mpower Energy LLC	8	12	1	2	1	1	0	0	1	2	0	1	1	2	0
6807MY	MyGrid Energy, Inc.	0	4	0	0	0	0	0	0	0	0	0	0	0	0	1
4987NE	NextEra Energy Resources, LLC	2	2	0	0	0	0	1	0	0	1	0	0	0	0	0
5787NO	North American Power & Gas LLC	15	55	1	0	0	3	0	7	0	2	2	0	1	0	1
6976NO	North Eastern States, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5479NO	North Energy LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D239	NorthEastern Energy Corporation	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
D103	NYSEG Solutions, Inc.	0	45	0	0	0	0	0	0	0	0	0	0	0	0	3
4921OA	Oasis Power LLC, d/b/a Oasis Energy	1	3	0	0	0	0	0	0	0	0	1	0	0	0	0
6645PA	Pay Less Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
D237	Platinum Plus Energy Resources, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	2	7	0	2	0	0	0	0	0	0	0	0	1	1	1
7871PR	Premier Empire Energy LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D263	Public Power Llc	7	15	0	1	1	2	0	1	1	1	0	2	1	1	1
6233RE	Reliant Energy Northeast LLC	3	1	0	0	0	0	2	0	1	0	0	0	0	0	0
6616RE	Renaissance Power & Gas, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6574RE	Residents Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0
D093	Robison Energy Of Westchester	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1
5370SB	SBR Energy, LLC	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0
5481SJ	SJ Energy Partners	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	7	7	1	0	0	0	1	2	1	1	1	0	0	1	1
6216SO	South Bay Energy Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D186	Spark Energy, L.P.	12	19	1	1	1	1	0	0	5	2	1	1	0	2	2
7397SP	Sperian Energy Corp.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1
5463ST	Starion Energy NY, Inc.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6809ST	Stream Energy New York LLC.	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	1	3	0	1	0	0	0	0	0	0	0	0	1	0	0
D119	U.S. Gas & Electric, Inc.	17	10	3	0	3	3	2	3	2	1	0	1	0	1	1
6008UN	United Energy Supply Corporation	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0
7346UN	United Metro Energy Services Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	3	1	0	0	0	0	0	0	1	1	1	0	0	0	0
6894VE	Verde Energy USA New York, LLC	6	15	0	1	0	0	0	0	2	1	2	0	0	0	2
5391VI	Viridian Energy NY, LLC	11	21	0	1	0	3	1	2	1	1	2	3	0	1	2
6668XO	XOOM Energy New York, LLC	3	22	2	0	0	0	0	0	0	1	0	1	2	3	2
	Total	583	1076	29	34	27	30	42	44	90	157	130	60	55	65	66

ESCO's with no complaints on file since January 2015 are not listed on this report.

## Consumer Reports of Deceptive Marketing Practices by Energy Services Company

Code	Company Name	2016	2015	Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15
6898AB	ABC Energy LLC	4	1	0	0	0	2	0	1	0	0	1	0	1	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	1	3	0	0	0	0	0	0	0	0	1	1	1	1	0
D249	Affordable Power, L.P.	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
8281AG	Agera Energy	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5020AG	Aggressive Energy, LLC	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	15	39	2	0	2	2	3	1	1	2	2	3	1	3	0
5985AL	Alpha Gas And Electric, Llc	6	26	2	0	0	0	0	0	2	2	0	2	2	1	1
D230	Ambit Energy	367	646	4	3	2	8	20	8	46	95	181	53	18	26	29
5411AM	American Power & Gas, LLC	36	156	3	2	2	1	2	0	7	10	9	2	6	9	2
6729AM	Amplified Power & Gas, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	4	4	0	0	0	0	1	2	0	0	1	0	0	1	0
5465AS	ASC Energy Services, Inc.	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
6818AS	Astral Energy LLC	12	27	2	1	0	1	0	0	2	0	6	2	4	5	3
6481AT	Atlantic Energy, LLC	7	8	1	2	0	1	1	0	0	0	2	1	2	2	2
7844AT	Atlantic Power & Gas LLC	5	9	0	0	1	2	0	0	1	0	1	0	0	0	0
D222	BluCo Energy, LLC	0	7	0	0	0	0	0	0	0	0	0	0	0	0	2
D217	BlueRock Energy, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5008BO	Bounce Energy NY, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	5	7	0	0	0	0	0	1	2	0	2	2	0	2	0
5246BU	BUY ENERGY DIRECT, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
9156CE	CenStar Operating Company, LLC	4	0	0	0	0	0	0	2	1	0	1	0	0	0	0
D220	Chief Energy Gas, Llc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5773CH	Chief Energy Power, Llc	3	1	0	0	0	0	0	0	0	1	2	0	0	0	0
5325CI	Citizens Choice Energy, LLC	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0
5592CI	City Power & Gas, LLC	4	14	0	0	0	0	0	0	1	2	1	0	0	0	1
D238	Clearview Energy, Inc.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	11	13	0	3	0	1	1	0	1	4	1	1	2	0	2
D040	Columbia Utilities Power, Llc (gas)	2	11	0	0	0	0	0	0	1	1	0	1	1	1	0
5065CO	Community Energy Services, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	2	8	0	1	0	0	1	0	0	0	0	0	0	0	0
6771CO	Constellation Energy Gas Choice Inc.	6	4	0	0	1	0	1	0	2	1	1	1	0	0	1
D084	Constellation NewEnergy	3	11	1	1	0	1	0	0	0	0	0	0	0	0	0
D221	Constellation NewEnergy - Gas Divisio	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
8168DI	Direct Energy Business Marketing, LLC	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0
5308DI	Direct Energy Business, LLC	0	18	0	0	0	0	0	0	0	0	0	0	0	0	1
D176	Direct Energy Services LLC	81	80	0	2	0	2	5	9	23	18	22	16	21	8	9
D256	East Coast Power, Llc	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	24	28	3	9	2	1	2	2	0	5	0	0	1	1	0
7398EM	Empire Energy Services, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D047	Empire Natural Gas Corporation	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D087	Energetix, Inc.	0	18	0	0	0	0	0	0	0	0	0	0	0	0	2
6031EN	ENERGY DISCOUNTERS, LLC	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D243	Energy Plus Holdings LLC	7	12	1	0	0	0	0	0	2	4	0	0	0	1	1
5568EN	Energy Plus Natural Gas LP	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D137	Energy Service Providers, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
5424EN	Energy Solutions Co. LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
5182EN	EnergyMark, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0

# Consumer Reports of Deceptive Marketing Practices by Energy Services Company

Code	Company Name	2016	2015	Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15
D201	Entergy Solutions Ltd.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8938EN	Entrust Energy East, Inc.	1	15	0	0	0	0	0	0	0	1	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	17	27	1	13	0	0	0	3	0	0	0	4	2	1	2
4920FA	Family Energy, Inc.	67	62	3	5	7	5	6	9	9	14	9	1	6	1	5
7383FR	Frontier Utilities Northeast LLC	12	2	0	0	1	0	0	0	3	3	5	0	0	0	0
6781FT	FTR Energy Services, LLC	0	7	0	0	0	0	0	0	0	0	0	0	0	0	1
6643GA	Galaxy Energy Llc	4	10	1	0	0	0	0	0	0	2	1	1	0	1	0
D046	Gateway Energy Services Corp.	0	30	0	0	0	0	0	0	0	0	0	0	0	1	1
6424GD	GDF Suez Retail Energy Solutions, LL	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
5349GL	Glacial Natural Gas, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6009GL	Global Energy, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	2	4	1	0	0	0	0	1	0	0	0	1	1	0	0
D127	Green Mountain Energy	10	15	1	1	0	0	0	0	3	2	3	1	0	1	3
4877GR	Greenlight Energy Inc.	20	16	2	4	0	1	1	0	5	5	2	1	0	1	3
D254	High Rise Energy Group, LLC	2	1	0	0	0	0	0	0	0	1	1	0	0	0	0
5302PR	Hiko Energy, Llc	6	6	0	1	0	0	2	1	0	2	0	0	0	2	0
D120	Hudson Energy Services, Llc	7	4	0	1	0	0	0	4	2	0	0	1	0	1	1
D177	IDT Energy, Inc.	33	77	6	2	5	3	2	5	3	6	1	6	4	9	4
D188	IGS Energy	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D167	Infinite Energy, Inc.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
7041JO	JOSCO Energy Corp	43	38	4	7	4	5	6	5	3	7	2	4	3	0	6
D213	Just Energy New York Corp	11	29	1	0	0	3	0	1	3	1	2	3	0	1	1
6646KI	Kiwi Energy Inc.	13	82	0	1	1	1	3	1	1	3	2	4	1	7	8
5520LE	Lexington Power & Light, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D117	Liberty Power Corp.	10	22	2	0	0	0	0	3	3	1	1	2	2	2	0
D214	Major Energy Services LLC	25	33	4	2	3	4	4	4	2	1	1	1	0	1	0
6007MA	Marathon Energy Corporation	8	2	2	2	0	1	0	1	2	0	0	0	0	0	1
D267	Mpower Energy LLC	34	70	2	7	4	3	1	3	4	5	5	10	2	7	6
5436NE	New Wave Energy Corp.	2	0	1	0	0	0	0	0	1	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	2	3	0	0	0	0	0	0	0	1	1	0	0	1	0
5787NO	North American Power & Gas LLC	13	85	1	1	0	2	0	3	2	4	0	2	0	0	1
6976NO	North Eastern States, Inc.	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0
5479NO	North Energy LLC	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
D103	NYSEG Solutions, Inc.	0	66	0	0	0	0	0	0	0	0	0	0	0	0	8
4921OA	Oasis Power LLC, d/b/a Oasis Energy	2	3	0	0	0	0	0	0	1	1	0	0	0	1	0
6645PA	Pay Less Energy, LLC	2	1	0	0	1	0	1	0	0	0	0	1	0	0	0
6024PE	People's Power & Gas, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	2	1	0	0	0	0	0	1	0	0	1	0	0	0	0
5637PL	Planet Energy (NY) Corp.	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	1	16	0	0	0	0	0	0	1	0	0	0	0	2	3
D263	Public Power Llc	6	18	1	0	0	1	0	0	2	1	1	1	0	2	0
6233RE	Reliant Energy Northeast LLC	6	3	1	0	0	0	2	0	1	2	0	1	0	0	0
6616RE	Renaissance Power & Gas, Inc.	3	5	0	0	0	0	0	1	0	0	2	0	0	2	0
6574RE	Residents Energy, LLC	9	22	0	2	1	0	2	0	2	0	2	2	2	2	1
5370SB	SBR Energy, LLC	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	8	18	0	0	1	0	0	0	2	3	2	3	1	0	1
6216SO	South Bay Energy Corp.	7	3	0	1	1	2	0	1	2	0	0	0	0	0	0
D186	Spark Energy, L.P.	20	53	2	2	2	1	0	1	4	3	5	4	2	4	3

## Consumer Reports of Deceptive Marketing Practices by Energy Services Company

Code	Company Name	2016	2015	Sep-16	Aug-16	Jul-16	Jun-16	May-16	Apr-16	Mar-16	Feb-16	Jan-16	Dec-15	Nov-15	Oct-15	Sep-15
7397SP	Sperian Energy Corp.	0	6	0	0	0	0	0	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	6	11	0	1	0	0	0	2	1	1	1	0	0	1	2
6809ST	Stream Energy New York LLC.	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
9014TR	Trident Retail Energy, LLC DBA Triden	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	17	30	1	2	2	3	1	5	1	0	2	0	2	1	1
D500	Unidentified ESCO	70	130	2	8	4	9	6	7	6	14	14	11	3	10	15
6008UN	United Energy Supply Corporation	1	6	0	0	0	0	0	0	0	1	0	1	1	0	0
7346UN	United Metro Energy Services Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	14	22	0	2	0	0	1	0	2	6	3	2	0	4	2
6894VE	Verde Energy USA New York, LLC	7	30	0	0	0	0	0	1	0	4	2	0	0	1	4
5391VI	Viridian Energy NY, LLC	19	30	0	1	0	4	2	3	2	2	5	1	0	0	2
6668XO	XOOM Energy New York, LLC	6	21	2	1	0	0	0	0	1	1	1	1	1	2	2
	Total	1168	2348	62	91	48	71	79	93	169	244	311	156	95	131	144

Deceptive marketing complaints are taken from customers who report situations where an energy service company or energy marketer solicits the customer's home or business in a manner which the customer believes is misleading or the customer was presented with information which the customer believes is untrue.