

**Annual Escalated Complaints
Report for the First Rate Year
Twelve Months Ended April 30, 2013**

Legend:*QRS= Not marked against Corning as an escalated compliant**SRS= Marked against Corning as an escalated compliant*

<u>Count</u>	<u>Date</u> <u>Compliant</u> <u>Received</u>	<u>Description</u>	<u>Resolution</u>	<u>QRS</u>	<u>SRS</u>
1	4/30/2012	Gas Leak Type 3	Remained open until 3/01/2013 once all work was done		Prior to Commence of the Rate Year
2	6/29/2012	Gas Leak Type 3	Remained open until 1/17/2013 once all work was done		Prior to Commence of the Rate Year
3	9/6/2012	Payment Arrears	Resolved to customer satisfaction	X	
4	9/12/2012	Gas leak	Resolved to customer satisfaction	X	
5	9/28/2012	Water in the line	Resolved to customer satisfaction	X	
6	10/15/2012	Type 3 Gas leak	Resolved to customer satisfaction	X	
7	10/24/2012	Non payment issue	Resolved to customer satisfaction	X	
8	10/24/2012	Pot holes from gas leak	Resolved to customer satisfaction	X	
9	4/15/2012	Gas leak	Resolved to customer satisfaction	X	