

# Monthly Report on Consumer Complaint Activity



## December 2013

*Audrey Zibelman, Chair*

*Sandra S. Sloane, Director  
Office of Consumer Services*

*January 21, 2014*

*Revised February 7, 2014*



# Monthly Report on Consumer Complaint Activity

## December 2013

### 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 Major New York Utilities.....	7
Customer Service Response Index.....	8
Credits Obtained for Consumers.....	12
Number of Initial Complaints Received Against ESCO's .....	13
Number of Escalated Complaints Received Against ESCO's .....	16
Number of Marketing Complaints Received Against ESCO's .....	18



January 21, 2014

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 under the Commission's jurisdiction.

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 [Barry.Bedrosian@dps.ny.gov](mailto:Barry.Bedrosian@dps.ny.gov)

Sincerely,

A handwritten signature in black ink, appearing to read "Sandra S. Sloane".

Sandra S. Sloane  
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, the Public Service Commission 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 to the Public Service Commission. Your appeal must be in writing and must contend that there was an error made by the hearing officer that affected the decision or that evidence not previously available would affect the decision. The Commission will make a decision on the appeal and notify you in writing of their decision.

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> <i>Click the Consumer Assistance Link</i>
<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 Public Service Commission Office of Consumer Services Three Empire State Plaza Albany, NY 12223-1350



# How Utility Complaint Data is Reported

*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 Public Service Commission 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 under the Commission'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 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 are awarded when a service provider receives no initial complaints during the reporting month. There is no score awarded if a service provider satisfies less than 50% of the customers that the PSC 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

## December 2013

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson Gas & Electric Corp.	25	8.2	1	0.3	4%	0.4
Con Edison of New York	455	11.7	66	1.7	15%	1.8
National Grid - L I	44	8.8	2	0.4	5%	0.7
New York State Electric & Gas Corp.	60	6.0	1	0.1	2%	0.3
National Grid-Upstate	170	11.4	10	0.7	6%	0.7
Orange & Rockland	20	8.9	1	0.4	5%	0.6
Rochester Gas & Electric Corp.	47	11.6	1	0.2	2%	0.5
National Grid-Metro NY	86	7.3	8	0.7	9%	0.7
National Fuel Gas Distribution	32	6.2	0	0.0	0%	0.0
Citizens Communications	2	1.3	1	0.6	50%	0.3
Frontier Communications of NY	0	0.0	0	0.0	0%	0.7
Frontier Telephone of Rochester, Inc.	10	5.0	2	1.0	20%	0.5
Windstream Communications, Inc.	1	2.0	0	0.0	0%	0.8
Verizon Communications	298	7.7	45	1.2	15%	1.8
AT&T	15		4		27%	
Optimum Voice	3		1		33%	
Time Warner Cable Information Services	13		3		23%	
Verizon Digital Voice	17		4		24%	
Cablevision Systems	18		2		11%	
Time-Warner Cable	86		16		19%	
Verizon New York, Inc. (CATV)	9		2		22%	
Long Island Water Corp.	7	5.7	4	3.2	57%	1.3
United Water - New Rochelle	4	12.8	2	6.4	50%	5.1
United Water - New York	11	15.1	2	2.7	18%	4.3
United Water - Westchester	1	8.2	0	0.0	0%	0.0

All complaint rates are based on December 2012 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 December 2013

Service Provider	Initial Complaints	Escalated Complaints	CSM Index	Complaint Response Time	CRM Index	E. Complaint Response Time	ERM Index	Avg. Age of Cases Pending	PCM Index	CSRI
National Fuel Gas Distribution	32	0	5.0	6.6	2.0	5.9	2.0	1.0	1.0	10.0
Hiko Energy, Llc	11	0	5.0	14.7	1.9	0.0	2.0	13.8	1.0	9.9
New York State Electric & Gas Corp.	60	1	4.8	4.2	2.0	8.1	2.0	1.0	1.0	9.8
Rochester Gas & Electric Corp.	47	1	4.8	3.8	2.0	9.4	2.0	12.3	1.0	9.8
Orange & Rockland	20	1	4.5	6.6	2.0	5.4	2.0	1.0	1.0	9.5
National Grid - Upstate	170	10	4.4	5.0	2.0	7.3	2.0	7.8	1.0	9.4
Gateway Energy Services Corp.	11	0	5.0	21.3	1.2	0.0	2.0	19.5	0.9	9.1
Eligo Energy Ny, Llc	10	1	4.0	13.8	2.0	0.0	2.0	5.8	1.0	9.0
National Grid - Metro Ny	86	8	4.1	8.6	2.0	8.5	2.0	24.2	0.8	8.9
Central Hudson Gas & Electric Corp.	25	1	4.6	8.2	2.0	18.8	1.2	5.2	1.0	8.8
Verizon Communications	298	45	3.5	10.4	2.0	7.3	2.0	11.5	1.0	8.5
Time Warner - Albany	12	2	3.3	10.0	2.0	0.0	2.0	28.4	0.7	8.0
Frontier Telephone of Rochester, Inc.	10	2	3.0	7.7	2.0	0.1	2.0	6.5	1.0	8.0
Time Warner - New York City	49	5	4.0	22.5	1.1	0.0	2.0	31.5	0.6	7.7
Verizon Digital Voice	17	4	2.6	7.2	2.0	4.2	2.0	17.3	0.9	7.5
AT&T	15	4	2.3	9.0	2.0	9.5	2.0	12.5	1.0	7.3
Broadview Networks	10	3	2.0	10.7	2.0	6.9	2.0	6.5	1.0	7.0
Time Warner - Syracuse Division	11	3	2.3	9.3	2.0	0.0	2.0	31.2	0.6	6.9
Time Warner - Buffalo	11	4	1.4	7.2	2.0	0.0	2.0	33.6	0.6	6.0
National Grid - L I	44	2	4.5	26.2	0.4	56.7	0.0	16.6	0.9	5.8
XChange Telecom	20	7	1.5	2.2	2.0	18.7	1.2	8.0	1.0	5.7
Con Edison of New York	455	66	3.5	21.5	1.2	51.5	0.0	33.9	0.6	5.3
Time Warner Cable Information Service	13	3	2.7	56.5	0.0	61.8	0.0	19.8	0.9	3.6
United Water-New York	11	2	3.2	49.9	0.0	61.5	0.0	158.9	-9.0	0.0

*This table reports on the current level of customer service and responsiveness delivered by each service provider under the Commission'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 PSC 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 providers 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.



## Customer Service Response Index December 2013

<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>
3462 Third Avenue Owner Realty LLC	0	0		0.0		0.0		569.0		
ABN Energy, LLC DBA GreatEnergy	1	0		0.0		0.0		16.0		
Access Point, Inc.	0	0		0.0		0.0		103.0		
ACN Communication Services, Inc.	1	0		0.0		0.0		46.0		
Adams Cable, Inc.	1	0		95.0		0.0		138.0		
Aggressive Energy, LLC	0	0		0.0		0.0		65.0		
Agway Energy Services, LLC.	5	0		4.0		0.0		81.2		
Alpha Gas And Electric, Llc	6	0		9.4		0.0		0.0		
Ambit Energy	4	0		0.3		0.0		6.0		
Amerada Hess Corp.	2	0		0.0		0.0		84.5		
American Power & Gas, LLC	2	0		1.0		0.0		96.0		
Apartment Management Associates Llc	0	0		0.0		0.0		118.0		
Arbor Hills Waterworks	0	0		0.0		0.0		84.0		
Astral Energy LLC	0	0		31.0		0.0		0.0		
Atlantic Energy, LLC	1	0		0.0		0.0		0.0		
Birch Communications, Inc.	1	1		1.0		0.0		8.0		
Bounce Energy NY, LLC	0	0		13.0		0.0		0.0		
Brown's Fuel	4	1		4.2		0.9		0.0		
BTI Communications, Inc. d/b/a TELZE	5	0		5.5		0.0		1.0		
BUY ENERGY DIRECT, LLC	1	0		12.0		0.0		47.5		
C&C Affordable Management LLC	0	0		0.0		0.0		840.0		
Cablevision - MediaOne - Rockland	1	0		7.0		0.0		0.0		
Cablevision - MediaOne - Westchester	1	0		0.0		0.0		9.0		
Cablevision Lightpath, Inc.	0	0		20.0		0.0		0.0		
Cablevision of Brookhaven	1	0		0.0		0.0		13.0		
Cablevision of Dutchess County	2	0		17.0		0.0		1.0		
Cablevision of Long Island	4	1		14.5		0.0		3.3		
Cablevision of New York City	5	1		17.4		0.0		8.3		
Cablevision of Rockland	1	0		14.0		0.0		0.0		
Cablevision of Southern Westchester	1	0		0.0		0.0		6.0		
Cablevision of Westchester	2	0		11.0		0.0		13.0		
Censtar Energy Corp.	0	1		35.0		0.1		0.0		
Chief Energy Power, Llc	1	1		63.0		0.0		13.0		
Citizens Choice Energy, LLC	0	0		34.0		0.0		14.0		
Citizens Communications	2	1		13.8		0.0		5.0		
City of Jamestown Board of Public Utiliti	2	1		12.5		0.0		60.5		
City Power & Gas, LLC	0	0		0.0		0.0		41.0		
Clearview Energy, Inc.	0	0		214.0		0.0		0.0		
Clinton Hills Owners Corp	0	0		0.0		0.0		310.0		
Collins Yonkers II LLC	0	0		0.0		0.0		473.0		
Comcast Cable of New York - CATV	2	0		7.0		0.0		0.0		
Comcast Phone of New York, LLC D/B.	1	0		19.0		0.0		0.0		
Commerce Energy, Inc	0	0		0.0		0.0		357.0		
Con Edison Solutions	1	0		0.0		0.0		5.0		
Constellation NewEnergy	2	0		22.0		0.0		5.0		
Constellation NewEnergy - Gas Division	1	0		4.0		0.0		0.0		
Cooper Square Realty	0	0		0.0		0.0		753.5		
CornerStone Telephone Company, LLC	1	0		0.0		0.0		36.0		
Corning Natural Gas Corp.	1	0		0.0		0.0		9.0		
CTC Communications Corp.	2	1		12.0		11.0		1.0		
Deposit Telephone	0	0		33.0		0.0		0.0		
DigiZip.Com, Inc.	1	0		0.0		0.0		0.0		
Direct Energy Business, LLC	4	0		22.8		0.0		71.5		
Direct Energy Services LLC	2	0		21.0		0.0		51.0		
Emerald Green-Lake Louise Marie Wat	0	0		0.0		0.0		48.0		
Empire One Telecommunications, Inc.	1	0		0.0		0.0		24.0		
Energetix, Inc.	3	1		13.5		0.0		7.0		
ENERGY DISCOUNTERS, LLC	3	0		2.0		0.0		204.0		
Energy Service Providers, Inc.	0	0		0.0		0.0		113.0		
Ethical Electric Benefit Co.	1	0		73.0		0.0		22.0		
Family Energy, Inc.	1	0		12.0		0.0		0.0		
Finger Lakes Cable Corp.	1	0		2.0		0.0		0.0		
First Energy Solutions, Inc.	0	0		0.0		0.0		334.0		
Frontier Communications of NY/aka Hiç	0	0		0.0		0.0		0.0		
Frontier Communications of Rochester,	0	1		23.5		0.9		0.0		
FTR Energy Services, LLC	0	0		0.0		0.0		36.0		

## Customer Service Response Index December 2013

<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>
Galaxy Energy Llc	0	0		0.0		0.0		156.0		
Gateway Plaza Management	0	0		0.0		0.0		40.0		
GL Energy Inc.	1	0		0.0		0.0		0.0		
Global Tel*Link Corporation	1	0		0.0		0.0		16.0		
Great Eastern Energy	0	0		207.0		0.0		0.0		
Green Mountain Energy	1	0		14.7		0.0		14.0		
Greenlight Energy Inc.	5	0		2.5		0.0		45.5		
Grenadier Realty Corp	0	0		0.0		0.0		436.0		
Haefele TV	0	0		4.0		0.0		0.0		
Heywood Towers Associates	0	0		0.0		0.0		231.0		
Hudson Energy Services, Llc	2	1		32.0		3.0		12.0		
IDT America Corp.	5	1		18.3		0.0		6.0		
IDT Energy, Inc.	5	0		6.5		0.0		2.0		
ILD Telecommunications, Inc.	1	0		3.0		0.0		0.0		
Jet Wave Corp.	1	0		0.0		0.0		28.0		
Just Energy New York Corp	9	1		15.3		0.0		10.3		
King Tract Utilities c/o Melohn Properties, 4	0	0		0.0		0.0		85.0		
Kiwi Energy Inc.	6	0		4.2		13.1		2.0		
Knolls Water Co.	2	3		16.0		0.0		19.0		
Legacy Long Distance International, Inc	0	1		9.0		0.0		27.0		
Lexington Power & Light, LLC	0	0		56.0		0.0		0.0		
Liberty Power Corp.	1	0		0.0		0.0		1.0		
Long Island Water Corporation D/b/a Long	7	4		13.1		2.8		33.8		
Major Energy Services LLC	4	0		2.0		0.0		5.0		
Massena Electric Department	1	0		4.0		0.0		0.0		
Matrix Telecom, Inc Dbá Trinsic Comm. Dbá	1	0		6.0		0.0		0.0		
MCI	1	0		9.9		0.0		0.0		
Meadow Wood at Gateway	0	0		0.0		0.0		683.5		
Metropolitan Telecommunications	0	1		34.0		110.2		205.4		
Mpower Energy LLC	4	0		18.0		0.0		30.0		
MyGrid Energy, Inc.	1	0		0.0		0.0		9.0		
New York Coin Telephone Company, Ir	0	0		0.0		0.0		154.0		
NextEra Energy Resources, LLC	0	0		13.0		0.0		0.0		
North American Power & Gas LLC	3	0		22.4		8.7		4.5		
North Energy LLC	1	0		0.0		0.0		0.0		
NYSEG Solutions, Inc.	7	3		21.9		6.3		28.5		
Oasis Power LLC, d/b/a Oasis Energy	1	0		4.0		0.0		0.0		
Ogden Telephone	1	0		0.0		0.0		0.0		
One Touch Communications	1	0		14.0		0.0		9.0		
Optimum Voice	3	1		2.5		0.0		5.5		
Pacific Telemanagement Services Dbá	0	0		28.0		0.0		0.0		
Paetec Communications, Inc. Dbá Win	3	0		6.0		0.0		26.3		
People's Power & Gas, Llc	1	0		54.0		0.0		19.0		
Perigee Energy, LLC	2	0		4.0		0.0		9.0		
Pheasant Hill Developers.	0	0		0.0		0.0		357.0		
Plymouth Rock Energy LLC	2	0		6.5		0.0		0.0		
PSEG Long Island	3	0		12.0		0.0		0.0		
Public Power Llc	2	0		0.0		62.8		24.7		
Queens Fresh Meadow Electric	0	0		0.0		0.0		590.0		
Resdntl Comms. Netwrk of NY	1	0		5.0		0.0		0.0		
Riverview Development Co Lp, C/o Sta	0	0		0.0		0.0		0.0		
Roosevelt Island Associates	0	0		0.0		0.0		667.0		
SBR Energy, LLC	0	0		0.0		0.0		119.0		
Sea Park West Lp	0	0		0.0		0.0		416.5		
Smart One Energy, LLC	1	0		0.0		0.0		110.3		
Spark Energy, L.P.	1	0		0.0		0.0		2.0		
Spectrotel, Inc.	0	0		165.0		0.0		0.0		
Sprague Energy Corp.	1	0		0.0		0.0		23.0		
Starion Energy NY, Inc.	2	0		13.5		0.0		20.5		
Stellar Management Company	1	0		0.0		0.0		29.0		
Stream Energy New York LLC.	1	0		0.0		0.0		2.0		
Strivers Gardens Realty LLC	0	0		0.0		0.0		222.0		
Talk America, Inc., Dbá CavalierTelephone,	1	1		21.0		0.0		9.0		
The Chaffe Water Works Company	0	0		0.0		0.0		202.0		
The Future Condominium	0	0		0.0		0.0		1197.3		
Time Warner - Rochester	3	2		11.0		0.0		39.6		

## Customer Service Response Index December 2013

<i>Service Provider</i>	<i>Initial Complaints</i>	<i>Escalated Complaints</i>	<i>CSM Index</i>	<i>Complaint Response Time</i>	<i>CRM Index</i>	<i>E. Complaint Response Time</i>	<i>ERM Index</i>	<i>Avg. Age of Cases Pending</i>	<i>PCM Index</i>	<i>CSRI</i>
Titan Gas, LLC	0	0		8.0		0.0		0.0		
U.S. Gas & Electric, Inc.	1	0		0.0		0.0		29.0		
United Energy Supply Corporation	0	0		32.5		0.0		0.0		
United Water Nichols	0	0		0.0		58.0		0.0		
United Water Westchester Inc.	1	0		2.0		0.0		0.0		
United Water-New Rochelle	4	2		4.0		1.0		161.8		
Utility Expense Reduction LLC	4	0		18.0		0.0		8.0		
Verde Energy USA New York, LLC	4	1		21.8		0.0		1.0		
Verizon Long Distance Llc (ld)	2	0		0.0		0.0		7.0		
Verizon New York Inc.	9	2		11.5		0.0		5.5		
Village of Arcade	0	0		0.0		0.0		517.0		
Village of Freeport Electric	1	1		21.0		0.0		21.5		
Village of Green Island Power Authority	2	1		1.0		2.7		0.0		
Village of Iliion	1	0		3.0		0.0		0.0		
Village of Wellsville	1	0		0.0		0.0		0.0		
Viridian Energy NY, LLC	3	1		50.4		0.0		33.0		
Vonage Communications	1	0		0.0		0.0		23.0		
Watertree of Dewitt HOA, Inc.	0	0		0.0		0.0		537.0		
West Valley Crystal Water Co Inc.	0	0		172.0		0.0		0.0		
Windstream Communications, Inc.	1	0		0.0		0.0		39.5		
XO Communications, Inc.	2	1		2.5		4.1		0.0		
XOOM Energy New York, LLC	1	0		11.8		11.9		0.0		
YesTel, Inc.	0	0		0.0		0.0		57.0		
Your Energy Holdings, LLC	0	0		0.0		0.0		114.0		

**2013  
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-13 \$	411,416.51	154
Feb-13 \$	322,543.36	118
Mar-13 \$	128,738.66	122
Apr-13 \$	334,001.38	132
May-13 \$	781,159.88	128
Jun-13 \$	274,030.88	137
Jul-13 \$	256,000.55	170
Aug-13 \$	533,239.93	140
Sep-13 \$	579,975.91	152
Oct-13 \$	293,811.23	170
Nov-13 \$	262,301.88	120
Dec-13 \$	289,892.07	62
<b>2013 Total</b> \$	<b>4,467,112.24</b>	<b>1605</b>

### Number of Initial Complaints Received Against ESCO's

CODE	FULL NAME	2013	2012	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12
				0	0	1	0	0	0	0	0	0	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	1	2	1	0	0	0	0	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	15	32	0	1	0	1	1	0	1	1	1	2	4	3	4
D249	Affordable Power, L.P.	0	19	0	0	0	0	0	0	0	0	0	0	0	0	0
5020AG	Aggressive Energy, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	68	18	5	2	1	4	6	2	6	4	7	15	6	10	2
5435AL	Allied Consolidated Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5985AL	Alpha Gas And Electric, Llc	74	9	6	3	14	5	11	4	3	3	3	7	9	6	3
D230	Ambit Energy	102	85	4	5	7	2	11	8	12	10	11	10	10	12	6
D002	Amerada Hess Corp.	6	2	2	1	0	2	0	0	0	0	0	0	1	0	0
5411AM	American Power & Gas, LLC	40	0	2	3	4	2	4	2	2	7	1	8	0	5	0
D240	Ameristar Energy, LLC	2	1	0	0	2	0	0	0	0	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	27	0	0	1	2	1	1	1	4	4	2	8	1	2	0
6023AP	Ap Gas & Electric (ny), Llc	6	17	0	0	0	1	0	0	1	0	0	0	1	3	3
6818AS	Astral Energy LLC	4	0	0	2	2	0	0	0	0	0	0	0	0	0	0
6481AT	Atlantic Energy, LLC	2	0	1	0	0	0	0	0	0	0	1	0	0	0	0
D222	BluCo Energy, LLC	9	7	0	0	1	0	2	1	0	1	2	0	1	1	0
D217	BlueRock Energy, Inc.	4	0	0	0	1	0	0	0	0	1	1	1	0	0	0
5008BO	Bounce Energy NY, LLC	5	0	0	1	1	1	1	0	0	1	0	0	0	0	0
D113	Brown's Fuel	24	52	4	3	0	2	2	3	3	2	1	0	2	2	3
5246BU	BUY ENERGY DIRECT, LLC	53	3	1	2	6	5	10	8	7	5	1	1	3	4	0
D262	Censtar Energy Corp.	10	5	0	2	1	0	1	1	2	0	1	0	2	0	2
D220	Chief Energy Gas, Llc.	8	0	0	2	1	1	0	2	1	0	1	0	0	0	0
5773CH	Chief Energy Power, Llc	10	3	1	0	2	3	1	2	0	1	0	0	0	0	1
5325CI	Citizens Choice Energy, LLC	31	54	0	1	1	2	2	1	1	2	6	7	4	4	3
5592CI	City Power & Gas, LLC	34	21	0	2	2	1	2	1	2	3	4	4	4	9	6
D238	Clearview Energy, Inc.	2	1	0	0	0	1	0	0	0	1	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	19	8	0	0	1	1	3	3	3	1	2	3	1	1	1
D040	Columbia Utilities Power, Llc (gas)	5	6	0	0	1	0	0	1	0	1	0	1	1	0	0
D208	Commerce Energy, Inc	9	0	0	0	0	0	0	0	1	0	1	3	3	1	0
D086	Con Edison Solutions	6	5	1	0	1	0	0	1	2	1	0	0	0	0	0
D084	Constellation NewEnergy	7	4	2	0	0	1	1	0	1	0	0	1	0	1	0
D221	Constellation NewEnergy - Gas Division,	3	1	1	1	0	0	0	0	0	0	1	0	0	0	1
5308DI	Direct Energy Business, LLC	45	4	4	4	7	2	6	5	2	5	5	4	1	0	0
D176	Direct Energy Services LLC	68	35	2	2	1	7	8	5	5	9	12	4	8	5	2
D251	Discount Energy Llc	2	0	0	0	0	0	1	0	0	0	0	0	0	1	0
D175	Dominion Retail, Inc.	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D256	East Coast Power, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	18	0	10	5	3	0	0	0	0	0	0	0	0	0	0
7398EM	Empire Energy Services, Inc.	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D087	Energetix, Inc.	30	5	3	0	3	3	1	1	1	6	2	4	3	3	0
D183	Energy Cooperative of New York	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
6031EN	ENERGY DISCOUNTERS, LLC	25	2	3	1	0	1	0	0	2	4	4	2	4	4	1
D243	Energy Plus Holdings LLC	21	48	0	0	1	1	0	2	1	2	4	4	2	4	3
D137	Energy Service Providers, Inc.	4	3	0	0	0	0	2	1	1	0	0	0	0	0	1
5424EN	Energy Solutions Co. LLC	4	1	0	0	2	1	1	0	0	0	0	0	0	0	0
5182EN	EnergyMark, LLC	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
6551EN	Entra Energy LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	2	0	1	0	0	1	0	0	0	0	0	0	0	0	0

### Number of Initial Complaints Received Against ESCO's

CODE	FULL NAME	2013	2012	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12
4920FA	Family Energy, Inc.	64	93	1	2	7	2	3	2	1	1	10	13	12	10	16
6781FT	FTR Energy Services, LLC	17	0	0	1	0	0	9	7	0	0	0	0	0	0	0
6643GA	Galaxy Energy Llc	16	0	0	0	1	5	5	4	0	1	0	0	0	0	0
D046	Gateway Energy Services Corp.	82	71	10	1	3	4	6	10	5	7	8	17	5	6	6
6424GD	GDF Suez Retail Energy Solutions, LLC	2	0	0	0	0	0	0	0	1	0	1	0	0	0	0
6011GL	GL Energy Inc.	5	0	1	0	0	0	3	1	0	0	0	0	0	0	0
5349GL	Glacial Natural Gas, Inc.	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D104	Great Eastern Energy	2	5	0	0	0	0	0	0	0	1	0	0	0	1	2
D127	Green Mountain Energy	27	12	1	5	4	2	1	3	2	3	0	2	2	2	2
4877GR	Greenlight Energy Inc.	64	18	5	1	6	2	7	6	5	6	8	4	7	7	4
D254	High Rise Energy Group, LLC	4	15	0	0	0	0	1	0	1	1	0	0	1	0	2
5302PR	Hiko Energy, Llc	69	171	11	7	9	6	8	3	7	7	5	2	1	3	0
D120	Hudson Energy Services, Llc	19	20	2	2	3	2	1	1	0	1	2	0	1	4	3
D177	IDT Energy, Inc.	115	82	5	4	16	14	11	4	10	10	8	10	8	15	9
D188	IGS Energy	3	2	0	0	0	0	0	1	0	1	0	0	1	0	0
6130IN	INDEPENDENCE ENERGY GROUP, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D167	Infinite Energy, Inc.	1	3	0	0	0	0	0	0	0	0	0	0	1	0	0
6647IR	Iron Energy LLC	3	0	0	0	0	1	1	1	0	0	0	0	0	0	0
5009JJ	JJT Energy, LLC	5	1	0	0	0	0	2	0	0	0	2	0	0	1	0
D213	Just Energy New York Corp	174	153	9	5	10	11	12	20	16	24	23	15	14	15	11
6646KI	Kiwi Energy Inc.	62	13	6	3	5	9	9	5	1	6	4	8	1	5	3
5520LE	Lexington Power & Light, LLC	7	4	0	1	2	3	1	0	0	0	0	0	0	0	0
D117	Liberty Power Corp.	60	186	1	0	1	1	2	4	6	2	5	4	16	18	10
D060	Main Care Energy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D214	Major Energy Services LLC	42	14	4	5	8	2	7	3	3	2	3	2	1	2	0
6007MA	Marathon Energy Corporation	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
D267	Mpower Energy LLC	152	122	4	3	10	6	21	12	5	8	9	35	16	23	11
D032	MXenergy	1	20	0	0	0	1	0	0	0	0	0	0	0	0	0
6807MY	MyGrid Energy, Inc.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D021	National Fuel Resources	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0
5388NE	New Energy Services Llc	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0
D148	Noco Natural Gas, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	30	2	3	6	0	2	7	3	1	3	1	0	2	2	2
5479NO	North Energy LLC	6	1	1	1	0	1	0	1	0	0	0	2	0	0	0
D239	NorthEastern Energy Corporation	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	65	12	7	8	8	10	8	4	4	4	4	5	1	2	2
4921OA	Oasis Power LLC, d/b/a Oasis Energy	14	27	1	0	0	2	1	1	2	1	1	3	1	1	2
6024PE	People's Power & Gas, Llc	6	0	1	0	2	0	0	0	0	0	1	2	0	0	0
6893PE	Perigee Energy, LLC	17	0	2	0	0	5	2	3	1	4	0	0	0	0	0
5637PL	Planet Energy (NY) Corp.	2	18	0	0	0	0	0	0	0	0	0	1	0	1	2
D171	Plymouth Rock Energy LLC	47	35	2	0	5	5	5	4	1	4	5	2	6	8	6
D263	Public Power Llc	24	20	2	1	0	1	1	2	1	3	4	4	3	2	3
6574RE	Residents Energy, LLC	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D093	Robison Energy Of Westchester	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D160	S.J. FUEL CO., INC.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	34	25	0	0	0	1	2	2	1	1	3	9	7	8	1
5481SJ	SJ Energy Partners	2	3	0	0	0	0	0	0	0	0	2	0	0	0	0

### Number of Initial Complaints Received Against ESCO's

CODE	FULL NAME	2013	2012	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12
4976SM	Smart One Energy, LLC	7	7	1	1	1	0	0	1	1	1	0	0	0	1	4
6216SO	South Bay Energy Corp.	2	2	0	1	0	0	0	0	0	1	0	0	0	0	0
5577SO	SouthStar Energy Services LLC	3	0	0	0	0	0	0	0	0	0	1	0	1	1	0
D186	Spark Energy, L.P.	12	25	1	0	1	1	1	3	1	0	2	1	1	0	1
D157	Sprague Energy Corp.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	66	1	2	2	6	10	9	16	13	5	3	0	0	0	0
6809ST	Stream Energy New York LLC.	2	1	1	0	1	0	0	0	0	0	0	0	0	0	1
D223	Titan Gas, LLC	16	3	0	1	0	0	2	7	2	0	1	1	1	1	0
D119	U.S. Gas & Electric, Inc.	39	26	1	0	2	1	3	3	6	5	5	6	3	4	6
D500	Unidentified ESCO	7	0	0	0	0	0	2	2	0	0	2	0	1	0	0
6008UN	United Energy Supply Corporation	11	6	0	4	1	1	0	0	2	0	3	0	0	0	0
5461UT	Utility Expense Reduction LLC	47	41	4	2	5	1	2	2	1	4	4	8	8	6	10
6894VE	Verde Energy USA New York, LLC	31	0	4	2	3	6	5	9	2	0	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	29	1	3	4	6	4	5	1	2	0	3	1	0	0	0
6668XO	XOOM Energy New York, LLC	37	0	1	8	4	4	5	1	4	5	3	2	0	0	0
6689YO	Your Energy Holdings, LLC	12	2	0	0	0	0	1	0	2	1	2	1	1	4	2
	Total	2384	1733	153	127	199	180	250	208	177	198	212	249	196	235	163

ESCO's with no complaints on file since January 2012 are not listed on this report.

**Number of Escalated Complaints Received Against ESCO's**

CODE	FULL NAME	2013	2012	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12
				0	0	0	0	0	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	3	4	0	0	0	0	1	0	0	0	0	1	0	1	0
D249	Affordable Power, L.P.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	8	4	0	0	0	1	1	0	0	3	1	0	1	1	0
5985AL	Alpha Gas And Electric, Llc	4	0	0	0	2	0	1	0	1	0	0	0	0	0	0
D230	Ambit Energy	20	11	0	0	3	1	4	1	3	2	3	0	2	1	1
D002	Amerada Hess Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D240	Ameristar Energy, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D222	BluCo Energy, LLC	3	2	0	0	0	0	1	0	0	0	1	0	1	0	0
D217	BlueRock Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	5	7	1	0	0	1	1	1	0	0	0	0	0	1	1
5246BU	BUY ENERGY DIRECT, LLC	10	0	0	2	3	0	2	2	1	0	0	0	0	0	0
D262	Censtar Energy Corp.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D220	Chief Energy Gas, Llc.	2	0	0	0	0	0	0	2	0	0	0	0	0	0	0
5773CH	Chief Energy Power, Llc	3	0	1	1	0	0	0	1	0	0	0	0	0	0	0
5325CI	Citizens Choice Energy, LLC	2	3	0	0	0	0	0	0	1	0	0	1	0	0	0
5592CI	City Power & Gas, LLC	5	4	0	0	0	0	0	0	0	0	0	2	2	1	1
D231	Columbia Utilities Power, Llc (electric)	2	2	0	0	0	0	1	1	0	0	0	0	0	0	1
D040	Columbia Utilities Power, Llc (gas)	1	2	0	0	0	0	0	1	0	0	0	0	0	0	0
D208	Commerce Energy, Inc	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D086	Con Edison Solutions	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0
D084	Constellation NewEnergy	2	0	0	0	0	0	0	1	0	0	0	1	0	0	0
5308DI	Direct Energy Business, LLC	8	0	0	1	0	3	1	0	0	3	0	0	0	0	0
D176	Direct Energy Services LLC	11	3	0	0	0	2	2	1	1	2	1	2	0	0	0
6922EL	Eligo Energy NY, Llc	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D087	Energetix, Inc.	6	0	1	1	0	0	2	1	1	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	5	0	0	0	1	0	0	0	1	1	0	1	1	0	0
D243	Energy Plus Holdings LLC	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
4920FA	Family Energy, Inc.	7	2	0	0	0	0	0	0	0	1	2	3	0	1	0
6781FT	FTR Energy Services, LLC	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
6643GA	Galaxy Energy Llc	3	0	0	0	0	1	1	1	0	0	0	0	0	0	0
D046	Gateway Energy Services Corp.	15	8	0	1	0	1	0	1	2	2	3	2	2	1	1
D127	Green Mountain Energy	3	0	0	1	0	0	1	1	0	0	0	0	0	0	0
4877GR	Greenlight Energy Inc.	9	1	0	0	1	0	2	0	1	1	0	2	2	0	0
D254	High Rise Energy Group, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5302PR	Hiko Energy, Llc	3	23	0	1	0	1	0	0	1	0	0	0	0	0	0
D120	Hudson Energy Services, Llc	2	3	1	0	0	0	1	0	0	0	0	0	0	0	1
D177	IDT Energy, Inc.	2	3	0	0	1	0	0	1	0	0	0	0	0	0	0
D188	IGS Energy	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
D167	Infinite Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5009JJ	JJT Energy, LLC	3	0	0	0	0	1	0	0	0	1	1	0	0	0	0
D213	Just Energy New York Corp	24	12	0	1	1	1	2	2	4	4	2	2	3	2	0
6646KI	Kiwi Energy Inc.	6	1	0	1	0	1	1	2	0	0	0	1	0	0	0
5520LE	Lexington Power & Light, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D117	Liberty Power Corp.	8	21	0	0	0	2	0	0	0	0	1	1	3	1	2
D214	Major Energy Services LLC	3	2	0	1	0	1	0	0	0	1	0	0	0	0	0
D267	Mpower Energy LLC	20	22	0	1	3	3	2	3	2	0	0	2	3	1	0



**Number of Escalated Complaints Received Against ESCO's**

CODE	FULL NAME	2013	2012	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12
				0	2	1	0	0	0	1	0	0	0	0	0	1
D032	MXenergy	1	3	0	0	1	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	3	0	0	2	0	1	0	0	0	0	0	0	0	0	0
5479NO	North Energy LLC	2	0	0	1	0	0	0	0	0	0	0	1	0	0	0
D239	NorthEastern Energy Corporation	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	14	0	3	2	6	0	2	1	0	0	0	0	0	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	1	3	0	0	0	0	0	1	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	5	4	0	0	0	0	1	0	1	1	2	0	0	0	1
D263	Public Power Llc	1	2	0	0	0	0	0	0	1	0	0	0	0	0	0
5370SB	SBR Energy, LLC	8	2	0	0	0	0	2	0	0	1	2	2	0	1	0
4976SM	Smart One Energy, LLC	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0
D186	Spark Energy, L.P.	4	8	0	0	0	1	0	0	1	0	1	0	0	1	0
5463ST	Starion Energy NY, Inc.	11	1	0	2	1	1	3	2	2	0	0	0	0	0	0
D223	Titan Gas, LLC	2	0	0	0	0	0	1	0	0	0	1	0	0	0	0
D119	U.S. Gas & Electric, Inc.	3	1	0	0	0	0	1	0	0	1	0	0	0	1	0
6008UN	United Energy Supply Corporation	2	1	0	1	0	0	0	0	1	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	3	6	0	1	0	0	0	0	0	1	0	1	0	0	1
6894VE	Verde Energy USA New York, LLC	3	0	1	0	0	0	0	2	0	0	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	3	0	1	0	0	1	0	1	0	0	0	0	0	0	0
6668XO	XOOM Energy New York, LLC	3	0	0	1	0	0	1	0	0	0	1	0	0	0	0
6689YO	Your Energy Holdings, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>289</b>	<b>186</b>	<b>11</b>	<b>22</b>	<b>24</b>	<b>26</b>	<b>41</b>	<b>30</b>	<b>27</b>	<b>25</b>	<b>23</b>	<b>25</b>	<b>20</b>	<b>15</b>	<b>10</b>

ESCO's with no complaints on file since January 2012 are not listed on this report.

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

CODE	FULL NAME	2013	2012	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12
				0	1	0	1	2	0	0	0	0	0	2	3	0
D128	Accent Energy Midwest, LLC	9	3	0	1	0	1	2	0	0	0	0	2	3	0	1
5020AG	Aggressive Energy, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	43	4	3	2	1	2	2	0	4	6	6	7	4	6	2
5985AL	Alpha Gas And Electric, Llc	61	3	6	2	8	2	5	3	1	1	3	11	9	10	0
D230	Ambit Energy	38	1	0	2	2	2	4	4	6	2	2	4	7	3	1
D002	Amerada Hess Corp.	4	0	1	0	0	2	0	0	0	0	0	1	0	0	0
5411AM	American Power & Gas, LLC	48	0	0	2	3	2	4	3	1	6	7	11	1	8	0
D240	Ameristar Energy, LLC	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	21	0	0	1	1	0	2	1	4	3	1	4	2	2	0
6023AP	Ap Gas & Electric (ny), Llc	5	4	0	0	0	1	0	0	0	0	0	1	0	3	1
6818AS	Astral Energy LLC	5	0	0	1	3	1	0	0	0	0	0	0	0	0	0
6481AT	Atlantic Energy, LLC	2	1	1	0	0	0	0	0	0	0	1	0	0	0	1
D222	BluCo Energy, LLC	7	0	0	0	1	0	0	0	0	1	3	0	2	0	0
D217	BlueRock Energy, Inc.	2	0	0	0	0	0	0	0	0	1	0	1	0	0	0
5008BO	Bounce Energy NY, LLC	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0
D113	Brown's Fuel	12	5	4	1	0	0	0	1	1	1	1	1	0	2	0
5246BU	BUY ENERGY DIRECT, LLC	36	0	0	2	6	3	1	5	5	4	2	1	3	4	0
D262	Censtar Energy Corp.	8	2	2	2	1	0	0	0	2	0	0	1	0	0	0
D220	Chief Energy Gas, Llc.	5	0	0	0	0	1	0	3	1	0	0	0	0	0	0
5773CH	Chief Energy Power, Llc	7	0	0	1	1	2	0	2	0	1	0	0	0	0	0
5325CI	Citizens Choice Energy, LLC	14	13	0	0	1	0	1	1	0	0	2	3	2	4	0
5592CI	City Power & Gas, LLC	18	4	0	0	2	0	1	1	0	0	0	3	6	5	2
D238	Clearview Energy, Inc.	2	0	0	0	0	1	0	0	0	1	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	10	1	0	0	1	0	1	4	1	1	0	2	0	0	0
D040	Columbia Utilities Power, Llc (gas)	4	1	0	0	2	0	0	2	0	0	0	0	0	0	0
D208	Commerce Energy, Inc	7	0	0	0	0	0	0	0	2	0	0	1	3	1	0
D086	Con Edison Solutions	5	0	0	0	0	0	0	1	2	1	1	0	0	0	0
D084	Constellation NewEnergy	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
D221	Constellation NewEnergy - Gas Division,	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
5308DI	Direct Energy Business, LLC	17	0	0	3	2	1	2	1	1	3	1	2	1	0	0
D176	Direct Energy Services LLC	32	6	0	1	0	6	4	3	0	1	3	4	5	5	0
D251	Discount Energy Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D175	Dominion Retail, Inc.	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	17	0	12	3	2	0	0	0	0	0	0	0	0	0	0
D087	Energetix, Inc.	8	0	0	0	0	2	0	0	0	3	0	1	1	1	0
6031EN	ENERGY DISCOUNTERS, LLC	12	1	2	1	0	0	0	0	1	3	0	1	3	1	0
D243	Energy Plus Holdings LLC	11	1	0	0	0	1	0	1	0	2	0	3	1	3	0
D265	Energy Reducing Technologies, LLC	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
D137	Energy Service Providers, Inc.	4	0	0	0	0	0	2	1	1	0	0	0	0	0	0
5424EN	Energy Solutions Co. LLC	3	0	0	0	1	1	0	0	0	1	0	0	0	0	0
6551EN	Entra Energy LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
4920FA	Family Energy, Inc.	62	33	0	1	7	2	2	1	0	4	7	14	13	11	7
D126	First Energy Solutions, Inc.	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
6781FT	FTR Energy Services, LLC	14	0	0	1	0	0	9	4	0	0	0	0	0	0	0
6643GA	Galaxy Energy Llc	10	0	0	0	0	4	3	3	0	0	0	0	0	0	0
D046	Gateway Energy Services Corp.	39	5	4	1	2	1	1	7	3	5	2	5	4	4	0
6011GL	GL Energy Inc.	6	0	1	0	0	0	2	1	0	0	1	1	0	0	0

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

CODE	FULL NAME	2013	2012	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12
5349GL	Glacial Natural Gas, Inc.	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D127	Green Mountain Energy	17	4	0	3	2	2	2	2	2	0	0	1	2	1	0
4877GR	Greenlight Energy Inc.	50	10	3	1	4	1	3	5	4	3	5	6	6	9	1
D254	High Rise Energy Group, LLC	2	0	0	0	0	0	0	0	0	1	0	0	1	0	0
5302PR	Hiko Energy, Llc	57	12	6	4	7	5	3	0	7	6	10	5	2	2	1
D120	Hudson Energy Services, Llc	3	0	0	0	2	0	0	0	0	0	1	0	0	0	0
D177	IDT Energy, Inc.	83	17	3	4	9	11	6	4	4	5	4	10	11	12	2
6647IR	Iron Energy LLC	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0
5009JJ	JJT Energy, LLC	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
D213	Just Energy New York Corp	132	33	2	3	9	9	7	14	13	19	14	15	15	12	1
6646KI	Kiwi Energy Inc.	46	2	3	1	4	8	2	5	1	7	1	9	4	1	1
5520LE	Lexington Power & Light, LLC	6	0	0	1	0	2	1	0	0	0	1	1	0	0	0
D117	Liberty Power Corp.	34	20	0	0	0	1	2	1	3	1	1	2	12	11	4
D214	Major Energy Services LLC	27	2	2	1	4	3	6	1	2	3	2	1	0	2	1
D267	Mpower Energy LLC	107	9	1	1	6	7	13	7	6	9	7	19	15	16	3
D032	MXenergy	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0
5388NE	New Energy Services Llc	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	29	0	0	5	0	3	7	3	1	2	2	0	3	3	0
5479NO	North Energy LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	23	1	1	2	6	6	1	0	3	1	1	2	0	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	10	0	1	0	0	1	0	2	1	1	0	3	0	1	0
6024PE	People's Power & Gas, Llc	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D125	Pepco	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	12	0	0	0	1	3	1	3	1	2	1	0	0	0	0
5637PL	Planet Energy (NY) Corp.	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
D171	Plymouth Rock Energy LLC	24	9	1	0	3	1	4	3	0	1	3	2	4	2	1
D263	Public Power Llc	21	2	2	1	0	1	3	1	1	1	5	3	1	2	1
6574RE	Residents Energy, LLC	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	19	24	0	0	0	0	2	0	1	2	4	4	2	4	0
4976SM	Smart One Energy, LLC	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0
5577SO	SouthStar Energy Services LLC	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
D186	Spark Energy, L.P.	9	0	1	0	1	2	0	2	1	0	0	1	0	1	0
5463ST	Starion Energy NY, Inc.	41	0	1	1	5	3	3	9	9	5	3	0	2	0	0
6809ST	Stream Energy New York LLC.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	8	0	0	0	0	0	3	3	1	0	0	1	0	0	0
D119	U.S. Gas & Electric, Inc.	24	2	0	0	1	1	1	2	2	6	2	4	4	1	0
D500	Unidentified ESCO	461	80	11	9	24	22	29	33	88	49	40	45	43	68	32
6008UN	United Energy Supply Corporation	10	0	0	5	2	0	0	0	0	0	3	0	0	0	0
5461UT	Utility Expense Reduction LLC	30	5	3	1	3	0	1	0	1	2	3	3	4	9	3
6894VE	Verde Energy USA New York, LLC	29	0	2	2	3	7	6	7	2	0	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	18	0	2	2	3	3	3	2	1	0	2	0	0	0	0
D245	Wholesale Energy New York, Inc.	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
6668XO	XOOM Energy New York, LLC	20	0	1	5	1	3	4	0	1	4	0	1	0	0	0
6689YO	Your Energy Holdings, LLC	12	0	0	0	0	0	0	0	1	0	3	1	3	4	0
	<b>Total</b>	<b>2001</b>	<b>322</b>	<b>85</b>	<b>82</b>	<b>152</b>	<b>148</b>	<b>163</b>	<b>164</b>	<b>196</b>	<b>181</b>	<b>162</b>	<b>225</b>	<b>205</b>	<b>238</b>	<b>66</b>

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.