

# Monthly Report on Consumer Complaint Activity



**April 2014**

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Office of Consumer Services*

*May 27, 2014*



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May 27, 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.

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 that reads "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, 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> <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 Dept. of Public Service 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 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 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 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

**April 2014**

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson Gas & Electric Corp.	53	17.4	2	0.7	4%	0.5
Con Edison of New York	650	16.6	78	2.0	12%	1.9
PSEG Long Island	153	13.6	14	1.2	9%	0.9 <sup>i</sup>
National Grid - L I	93	18.3	4	0.8	4%	1.0
New York State Electric & Gas Corp.	125	12.4	3	0.3	2%	0.3
National Grid-Upstate	389	26.0	16	1.1	4%	0.7
Orange & Rockland	51	22.5	3	1.3	6%	0.7
Rochester Gas & Electric Corp.	101	24.7	3	0.7	3%	0.5
National Grid-Metro NY	142	12.5	10	0.9	7%	0.6
National Fuel Gas Distribution	97	18.7	1	0.2	1%	0.0
Citizens Communications	3	1.8	0	0.0	0%	0.3
Frontier Communications of NY	3	8.5	0	0.0	0%	0.5
Frontier Telephone of Rochester, Inc.	8	4.1	1	0.5	13%	0.5
Windstream Communications, Inc.	3	8.2	0	0.0	0%	0.9
Verizon Communications	261	7.7	46	1.4	18%	1.8
AT&T	13		4		31%	
Optimum Voice	4		2		50%	
Time Warner Cable Information Services	12		3		25%	
Verizon Digital Voice	29		5		17%	
Cablevision Systems	18		4		22%	
Time-Warner Cable	101		20		20%	
Verizon New York, Inc. (CATV)	22		4		18%	
Long Island Water Corp.	10	8.2	1	0.8	10%	1.4
United Water - New Rochelle	7	22.5	2	6.4	29%	5.4
United Water - New York	11	15.2	2	2.8	18%	3.8
United Water - Westchester	3	24.7	1	8.2	33%	0.7

All complaint rates are based on December 2013 customer populations.

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

<sup>i</sup> - Monthly average complaint rate beginning January 2014

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 April 2014

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	97	1	4.9	3.2	2.0	4.3	2.0	3.9	1.0	9.9
New York State Electric & Gas Corp.	125	3	4.8	2.8	2.0	2.1	2.0	6.4	1.0	9.8
Rochester Gas & Electric Corp.	101	3	4.7	2.8	2.0	4.2	2.0	3.2	1.0	9.7
Family Energy, Inc.	15	0	5.0	13.6	2.0	14.0	1.7	5.2	1.0	9.7
National Grid - Upstate	389	16	4.6	6.0	2.0	5.9	2.0	5.4	1.0	9.6
Central Hudson Gas & Electric Corp.	53	2	4.6	3.7	2.0	4.4	2.0	10.1	1.0	9.6
Orange & Rockland	51	3	4.4	2.7	2.0	1.4	2.0	2.0	1.0	9.4
Just Energy New York Corp	15	1	4.3	9.7	2.0	5.8	2.0	3.8	1.0	9.3
National Grid - Metro Ny	142	10	4.3	5.2	2.0	8.3	2.0	27.4	0.7	9.0
City Power & Gas, LLC	10	1	4.0	4.3	2.0	1.4	2.0	0.0	1.0	9.0
PSEG Long Island	153	14	4.1	7.5	2.0	12.4	1.8	6.5	1.0	8.9
North American Power & Gas LLC	19	2	3.9	16.0	1.8	10.8	1.9	8.6	1.0	8.6
Ambit Energy	37	6	3.4	12.9	2.0	10.3	1.9	6.3	1.0	8.3
Verizon Digital Voice	29	5	3.3	6.6	2.0	4.7	2.0	5.2	1.0	8.3
American Power & Gas, LLC	23	4	3.3	9.5	2.0	8.8	2.0	10.2	1.0	8.3
Time Warner - Albany	14	2	3.6	16.8	1.7	9.1	2.0	11.1	1.0	8.3
Verizon Communications	261	46	3.2	8.9	2.0	9.1	2.0	6.4	1.0	8.2
IDT Energy, Inc.	31	5	3.4	14.3	1.9	12.0	1.9	5.1	1.0	8.2
Verizon New York Inc.	22	4	3.2	7.8	2.0	6.7	2.0	5.3	1.0	8.2
Agway Energy Services, LLC.	21	4	3.1	8.3	2.0	4.3	2.0	17.8	0.9	8.0
Long Island Water Corporation D/b/a L	10	1	4.0	13.6	2.0	15.3	1.5	47.8	0.3	7.8
Plymouth Rock Energy LLC	11	2	3.2	10.5	2.0	16.0	1.5	5.0	1.0	7.7
Kiwi Energy Inc.	19	5	2.4	11.0	2.0	12.9	1.8	17.8	0.9	7.1
Time Warner - New York City	57	14	2.5	16.5	1.7	12.3	1.8	15.7	0.9	6.9
National Grid - L I	93	4	4.6	7.6	2.0	26.3	0.0	50.2	0.2	6.8
XOOM Energy New York, LLC	17	5	2.1	17.8	1.6	9.5	2.0	8.3	1.0	6.7
Con Edison of New York	650	78	3.8	14.1	1.9	43.3	0.0	22.1	0.8	6.5
Time Warner - Syracuse Division	18	3	3.3	21.2	1.2	24.1	0.2	11.9	1.0	5.7
North Energy LLC	19	8	0.8	14.2	1.9	6.3	2.0	15.5	0.9	5.6
Major Energy Services LLC	38	17	0.5	12.6	2.0	8.0	2.0	14.7	0.9	5.4
AT&T	13	4	1.9	26.9	0.4	5.9	2.0	5.0	1.0	5.3
Alpha Gas And Electric, Llc	32	18	0.0	7.6	2.0	1.1	2.0	8.9	1.0	5.0
U.S. Gas & Electric, Inc.	32	13	0.9	21.5	1.2	13.5	1.7	12.6	1.0	4.8
Time Warner Cable Information Service	12	3	2.5	27.7	0.2	19.0	1.2	29.2	0.7	4.6
Viridian Energy NY, LLC	13	3	2.7	26.1	0.4	23.7	0.4	24.2	0.8	4.3
Hiko Energy, Llc	33	14	0.8	29.8	0.0	23.6	0.4	21.6	0.8	2.0
United Water-New York	11	2	3.2	2.1	2.0	23.8	0.4	194.3	-9.0	0.0

*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 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.

<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		30.1		566.6		
Accent Energy Midwest, LLC	1	0		9.0		0.0		0.0		
ACN Communication Services, Inc.	3	0		10.3		0.0		210.0		
Adams Cable, Inc.	0	0		0.0		0.0		374.0		
Amerada Hess Corp.	3	0		0.0		0.0		6.0		
Amplified Power & Gas, LLC	6	1		11.8		1.0		1.0		
Ap Gas & Electric (ny), Llc	1	0		0.0		0.0		8.0		
Apartment Management Associates Llc	0	0		0.0		0.0		238.0		
Arbor Hills Waterworks	0	0		0.0		0.0		204.0		
Arrow Park, Inc	1	0		9.0		0.0		0.0		
Astral Energy LLC	1	1		24.5		3.0		17.0		
Atlantic Energy, LLC	2	0		2.5		0.0		0.0		
Birch Communications, Inc.	3	3		9.0		11.2		11.5		
BluCo Energy, LLC	2	0		4.0		0.0		26.5		
BlueRock Energy, Inc.	0	1		22.7		7.9		0.0		
Bounce Energy NY, LLC	0	0		0.0		0.0		0.0		
Broadview Networks	8	0		7.7		0.0		2.5		
Brown's Fuel	4	2		5.3		2.2		44.0		
BTI Communications, Inc. d/b/a TELZE	0	0		4.0		0.0		0.0		
BUY ENERGY DIRECT, LLC	4	1		2.3		0.9		59.1		
Cablevision - MediaOne - Rockland	1	0		0.0		0.0		8.0		
Cablevision of Dutchess County	1	0		0.0		0.0		1.0		
Cablevision of Long Island	8	2		8.1		18.0		9.7		
Cablevision of New York City	6	1		5.5		0.0		6.7		
Cablevision of Westchester	1	1		3.0		2.2		0.0		
Cablevision of Yorktown	1	0		14.0		0.0		0.0		
Censtar Energy Corp.	2	0		12.5		17.8		1.0		
Charter Communications	0	0		0.0		21.1		0.0		
Chief Energy Gas, Llc.	0	0		0.0		14.8		0.0		
Chief Energy Power, Llc	1	0		7.0		0.0		106.0		
Citizens Choice Energy, LLC	4	1		15.2		18.0		4.0		
Citizens Communications	3	0		0.4		0.0		9.0		
City of Jamestown Board of Public Utiliti	2	0		5.0		0.0		239.0		
City of Salamanca Electric	1	0		3.0		0.0		0.0		
Clearview Energy, Inc.	1	0		3.0		0.0		0.0		
Clinton Hills Owners Corp	0	0		0.0		0.0		430.0		
Collins Yonkers II LLC	0	0		0.0		0.0		412.3		
Columbia Utilities Power, Llc (electric)	0	1		11.5		3.4		0.0		
Columbia Utilities Power, Llc (gas)	0	1		7.2		5.7		0.0		
Comm/Net Services Corp.	1	0		0.0		0.0		7.0		
Communications Network Billing, Inc.	1	0		20.0		0.0		0.0		
Community Energy Services, Inc.	1	0		0.0		0.0		20.0		
Con Edison Solutions	1	0		5.0		28.8		0.0		
Constellation NewEnergy	0	0		0.0		0.0		125.0		
Constellation NewEnergy - Gas Division	1	0		0.0		0.0		7.0		
Conversent Communications of New Y	1	0		5.0		0.0		0.0		
Cooper Square Realty	0	0		0.0		0.0		873.5		
CornerStone Telephone Company, LLC	1	0		1.0		5.9		1.0		
Corning Natural Gas Corp.	4	2		6.3		0.0		5.0		
CTC Communications Corp.	4	1		11.5		0.2		9.4		
D251	0	0		56.0		0.0		0.0		
DigiZip.Com, Inc.	1	0		57.7		0.0		17.0		
Direct Energy Business, LLC	7	1		13.4		4.5		0.0		
Direct Energy Services LLC	7	3		11.7		7.5		6.5		
Eligo Energy Ny, Llc	8	2		9.6		1.9		0.0		
Emerald Green-Lake Louise Marie Wat	0	0		0.0		0.0		168.0		
Empire One Telecommunications, Inc.	0	0		0.0		0.0		147.0		
Energetix, Inc.	6	2		7.8		9.2		71.0		
ENERGY DISCOUNTERS, LLC	4	0		2.2		0.0		0.0		
Energy Plus Holdings LLC	0	0		8.0		0.0		0.0		
Energy Service Providers, Inc.	1	0		0.0		0.0		117.5		
Ethical Electric Benefit Co.	3	0		64.5		7.2		5.5		
Frontier Communications of NY/aka Hiç	3	0		9.9		0.0		2.0		
Frontier Communications of Rochester,	3	0		1.3		0.0		0.0		
Frontier Telephone of Rochester, Inc.	8	1		7.1		1.9		5.5		
FTR Energy Services, LLC	1	1		22.2		19.4		0.0		
Galaxy Energy Llc	3	1		2.0		0.1		166.0		
Gateway Energy Services Corp.	6	6		14.4		10.3		65.3		
Gateway Plaza Management	0	0		0.0		0.0		160.0		

<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>
Glacial Natural Gas, Inc.	2	0		0.0		0.0		31.7		
Granite Telecommunications, LLC	0	0		0.0		0.0		53.0		
Great Eastern Energy	3	0		6.0		0.0		0.0		
Green Mountain Energy	2	0		15.5		0.0		1.0		
Greenlight Energy Inc.	5	1		3.5		4.9		76.0		
Grenadier Realty Corp	0	0		0.0		0.0		556.0		
Hemlock Waterworks Corp.	1	0		0.0		0.0		8.0		
Heywood Towers Associates	0	0		0.0		0.0		351.0		
Hudson Energy Services, Llc	1	1		64.5		0.0		24.0		
IDT America Corp.	1	1		2.0		11.0		0.0		
IGS Energy	0	0		0.0		32.1		0.0		
Integrus Energy Services, Inc.	0	0		18.0		0.0		0.0		
InterGlobe Communications	1	0		0.0		0.0		20.0		
Iron Energy LLC	1	0		17.8		0.0		0.0		
JJT Energy, LLC	0	0		0.0		0.0		114.0		
Josco Energy Corp	1	1		44.2		2.8		0.0		
Kiamesha Artesian Spring Water Co., I	0	0		0.0		0.0		44.0		
Knolls Water Co.	1	0		20.0		0.0		138.3		
Legacy Long Distance International, Inc	0	0		0.0		0.0		42.0		
Lexington Power & Light, LLC	2	0		2.0		0.0		0.0		
Liberty Power Corp.	3	1		28.0		0.2		16.5		
Massena Electric Department	1	0		14.0		0.0		0.0		
McGraw Communications, Inc.	0	0		0.0		0.0		41.0		
MCI	1	0		0.1		0.0		0.0		
Meadow Wood at Gateway	0	0		0.0		0.0		803.5		
Metro Energy Group, LLC	0	0		0.0		0.0		23.0		
Metromedia Energy	1	0		25.0		0.0		0.0		
Metropolitan Telecommunications	1	0		0.0		0.0		191.0		
Mpower Energy LLC	9	2		13.2		22.9		37.8		
MyGrid Energy, Inc.	1	0		82.0		0.0		23.0		
Natgasco, Inc. - A Mitchell-Supreme Cc	0	0		29.0		0.0		0.0		
Nationwide Long Distance Service, Inc.	1	0		0.0		0.0		10.0		
New Wave Energy Corp.	2	1		22.3		0.0		3.0		
New York Coin Telephone Company, Ir	0	0		0.0		0.0		274.0		
Noco Natural Gas, Llc	0	0		88.0		0.0		0.0		
NYSEG Solutions, Inc.	8	2		8.6		12.9		81.0		
One Touch Communications	0	0		0.0		73.0		0.0		
Optimum Voice	4	2		7.6		10.9		0.0		
Pacific Telemanagement Services Db	2	0		0.0		0.0		9.0		
Pay Less Energy, LLC	1	0		0.0		0.0		2.0		
Peerless Network of New York, LLC	1	0		0.0		0.0		8.0		
Penelec (A First Energy Company)	7	0		1.8		0.0		2.7		
People's Power & Gas, Llc	3	5		23.4		0.0		51.0		
Perigee Energy, LLC	0	0		27.0		7.9		0.0		
Pheasant Hill Developers.	0	0		0.0		0.0		477.0		
Platinum Plus Energy Resources, Inc.	1	0		4.0		0.0		0.0		
Public Power Llc	1	0		35.5		17.1		28.5		
Qtel, LLC	1	0		6.0		0.0		0.0		
Queens Fresh Meadow Electric	0	0		0.0		0.0		98.0		
Rcn Telecom Services Of New York, Lt	1	0		5.0		0.0		0.0		
Resdntl Comms. Netwrk of NY	1	0		7.0		0.0		10.0		
Riverview II Preservation Lp	0	0		0.0		0.0		71.0		
Roosevelt Island Associates	0	0		0.0		0.0		787.0		
S.J. FUEL CO., INC.	1	0		0.0		0.0		0.0		
SBR Energy, LLC	1	0		13.0		0.0		0.0		
Sea Park West Lp	0	0		0.0		0.0		536.5		
SJ Energy Partners	1	0		1.0		0.0		0.0		
Smart One Energy, LLC	1	0		25.0		0.0		21.0		
South Bay Energy Corp.	1	0		1.0		0.0		0.0		
SouthStar Energy Services LLC	1	0		5.0		0.0		0.0		
Spark Energy, L.P.	1	0		7.5		0.0		0.0		
Sprague Energy Corp.	0	0		0.0		0.0		55.0		
Sprint Communications	1	0		7.0		0.0		0.0		
St. Lawrence Gas	4	0		1		0		0		
Starion Energy NY, Inc.	4	0		25.7		12.1		27.8		
Strivers Gardens Realty LLC	0	0		0		0		220		
Stuyvesant Energy, LLC	1	0		0		0		2		
Superior Plus Energy Services Inc.	0	1		25		0		20		
Taconic Telephone Corp.	1	0		10.5		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>
Tele Circuit Network	0	0		28		0		0		
TeleDias Communications, Inc.	1	0		0		0		14		
The Chaffe Water Works Company	0	0		0		0		322		
The Future Condominium	0	0		0		0		1317.3		
Time Warner - Buffalo	5	1		13.2		9.8		8.7		
Time Warner - Rochester	7	0		13.9		14.7		6		
Titan Gas, LLC	0	0		19		0		0		
Titan Outdoor Com, Inc.	1	0		0		8		3		
Transbeam, Inc.	0	0		28		0		0		
U.S. Energy Partners Llc And EnviroGe	2	0		8		0		24		
United Energy Supply Corporation	1	0		3		0		0		
United Water Owego	1	0		0		0		0		
United Water Westchester Inc.	3	1		2.7		0		3		
United Water-New Rochelle	7	2		1.2		3.6		146		
Utility Expense Reduction LLC	5	0		3.5		1.3		2		
Valley Energy, Inc.	1	0		1		0		0		
Verde Energy USA New York, LLC	2	0		1		0		0		
Verizon Long Distance Llc (ld)	0	0		28		0		0		
Village of Angelica	1	0		1		0		0		
Village of Arcade	0	0		0		0		637		
Village of Endicott	1	0		1		0		0		
Village of Freeport Electric	1	0		1		0		0		
Village of Greene Electric Dept.	0	0		6		0		0		
Village of Holley	0	0		0		0		1		
Village of Ilion	1	0		1		0		0		
Village of Richmondville	0	0		28		0		0		
Waterside Plaza LLC	1	1		5		12.7		0		
Watertree of Dewitt HOA, Inc.	0	0		0		0		657		
Windstream Communications, Inc.	3	0		10.5		0		2		
XChange Telecom	3	1		0.7		1.1		2		
XO Communications, Inc.	1	1		20		1.7		6		
YesTel, Inc.	0	0		0		0		177		

**2014**  
**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-14 \$	756,152.63	122
Feb-14 \$	144,477.15	106
Mar-14 \$	534,420.46	108
Apr-14 \$	351,377.41	95
May-14 \$	-	
Jun-14 \$	-	
Jul-14 \$	-	
Aug-14 \$	-	
Sep-14 \$	-	
Oct-14 \$	-	
Nov-14 \$	-	
Dec-14 \$	-	
<b>2014 Total</b>	<b>\$ 1,786,427.65</b>	<b>431</b>

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

CODE	FULL NAME	2014	2013	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13
5567AB	ABN Energy, LLC DBA GreatEnergy	1	1	0	0	1	0	1	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	1	15	1	0	0	0	0	1	0	1	1	0	1	1	1
5020AG	Aggressive Energy, LLC	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	116	68	21	46	45	4	5	2	1	4	6	2	6	4	7
5985AL	Alpha Gas And Electric, Llc	142	74	32	70	35	5	6	3	14	5	11	4	3	3	3
D230	Ambit Energy	129	102	37	68	16	8	4	5	7	2	11	8	12	10	11
D002	Amerada Hess Corp.	6	6	3	0	2	1	2	1	0	2	0	0	0	0	0
5411AM	American Power & Gas, LLC	71	40	23	27	19	2	2	3	4	2	4	2	2	7	1
D240	Ameristar Energy, LLC	2	2	0	0	2	0	0	0	2	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	46	27	6	14	24	2	0	1	2	1	1	1	4	4	2
6023AP	Ap Gas & Electric (ny), Llc	2	6	1	0	1	0	0	0	0	1	0	0	1	0	0
6818AS	Astral Energy LLC	5	4	1	1	3	0	0	2	2	0	0	0	0	0	0
6481AT	Atlantic Energy, LLC	3	2	2	0	1	0	1	0	0	0	0	0	0	0	1
D222	BluCo Energy, LLC	7	9	2	1	0	4	0	0	1	0	2	1	0	1	2
D217	BlueRock Energy, Inc.	8	4	0	5	2	1	0	0	1	0	0	0	0	1	1
5008BO	Bounce Energy NY, LLC	2	5	0	0	0	2	0	1	1	1	1	0	0	1	0
D113	Brown's Fuel	22	24	4	9	4	5	4	3	0	2	2	3	3	2	1
5246BU	BUY ENERGY DIRECT, LLC	11	53	4	2	3	2	1	2	6	5	10	8	7	5	1
D262	Censtar Energy Corp.	13	10	2	4	5	2	0	2	1	0	1	1	2	0	1
D220	Chief Energy Gas, Llc.	8	8	0	2	5	1	0	2	1	1	0	2	1	0	1
5773CH	Chief Energy Power, Llc	8	10	1	1	3	3	1	0	2	3	1	2	0	1	0
5325CI	Citizens Choice Energy, LLC	13	31	4	2	6	1	0	1	1	2	2	1	1	2	6
5592CI	City Power & Gas, LLC	24	34	10	8	4	2	0	2	2	1	2	1	2	3	4
D238	Clearview Energy, Inc.	2	2	1	0	1	0	0	0	0	1	0	0	0	1	0
D231	Columbia Utilities Power, Llc (electric)	12	19	0	7	3	2	0	0	1	1	3	3	3	1	2
D040	Columbia Utilities Power, Llc (gas)	14	5	0	6	2	6	0	0	1	0	0	1	0	1	0
D208	Commerce Energy, Inc	0	9	0	0	0	0	0	0	0	0	0	0	1	0	1
5065CO	Community Energy Services, Inc.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D110	Community Energy, Inc.	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	3	6	1	1	0	1	1	0	1	0	0	1	2	1	0
D084	Constellation NewEnergy	1	7	0	1	0	0	2	0	0	1	1	0	1	0	0
D221	Constellation NewEnergy - Gas Division,	2	3	1	0	1	0	1	1	0	0	0	0	0	0	1
5308DI	Direct Energy Business, LLC	23	45	7	8	5	3	4	4	7	2	6	5	2	5	5
D176	Direct Energy Services LLC	32	68	7	9	11	5	2	2	1	7	8	5	5	9	12
D251	Discount Energy Llc	1	2	0	1	0	0	0	0	0	0	1	0	0	0	0
D175	Dominion Retail, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
6922EL	Eligo Energy NY, Llc	31	18	8	3	6	14	10	5	3	0	0	0	0	0	0
7398EM	Empire Energy Services, Inc.	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
D087	Energetix, Inc.	16	30	6	3	3	4	3	0	3	3	1	1	1	6	2
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	7	25	4	3	0	0	3	1	0	1	0	0	2	4	4
D243	Energy Plus Holdings LLC	2	21	0	1	0	1	0	0	1	1	0	2	1	2	4
D137	Energy Service Providers, Inc.	1	4	1	0	0	0	0	0	0	0	2	1	1	0	0
5424EN	Energy Solutions Co. LLC	3	4	0	3	0	0	0	0	2	1	1	0	0	0	0
5182EN	EnergyMark, LLC	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0
6551EN	Entra Energy LLC	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	3	2	3	0	0	0	1	0	0	1	0	0	0	0	0
4920FA	Family Energy, Inc.	32	64	15	8	5	4	1	2	7	2	3	2	1	1	10



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

CODE	FULL NAME	2014	2013	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13
D263	Public Power Llc	7	24	1	4	1	1	2	1	0	1	1	2	1	3	4
6574RE	Residents Energy, LLC	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
D093	Robison Energy Of Westchester	4	1	0	1	1	2	0	0	0	1	0	0	0	0	0
D160	S.J. FUEL CO., INC.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	3	34	1	0	2	0	0	0	0	1	2	2	1	1	3
5481SJ	SJ Energy Partners	2	2	1	1	0	0	0	0	0	0	0	0	0	0	2
4976SM	Smart One Energy, LLC	8	7	1	3	4	0	1	1	1	0	0	1	1	1	0
6216SO	South Bay Energy Corp.	9	2	1	6	2	0	0	1	0	0	0	0	0	1	0
5577SO	SouthStar Energy Services LLC	4	3	1	1	0	2	0	0	0	0	0	0	0	0	1
D186	Spark Energy, L.P.	7	12	1	1	2	3	1	0	1	1	1	3	1	0	2
D157	Sprague Energy Corp.	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	14	66	4	7	2	1	2	2	6	10	9	16	13	5	3
6809ST	Stream Energy New York LLC.	0	2	0	0	0	0	1	0	1	0	0	0	0	0	0
D121	Stuyvesant Energy, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6394SU	Superior Plus Energy Services Inc.	3	0	0	1	0	2	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	2	16	0	2	0	0	0	1	0	0	2	7	2	0	1
D166	U.S. Energy Partners Llc And EnviroGen	3	0	2	0	1	0	0	0	0	0	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	185	39	32	102	49	2	1	0	2	1	3	3	6	5	5
D500	Unidentified ESCO	2	7	0	0	2	0	0	0	0	0	2	2	0	0	2
6008UN	United Energy Supply Corporation	4	11	1	0	2	1	0	4	1	1	0	0	2	0	3
5461UT	Utility Expense Reduction LLC	18	47	5	6	6	1	4	2	5	1	2	2	1	4	4
6894VE	Verde Energy USA New York, LLC	11	31	2	4	1	4	4	2	3	6	5	9	2	0	0
5391VI	Viridian Energy NY, LLC	53	29	13	27	9	4	3	4	6	4	5	1	2	0	3
6668XO	XOOM Energy New York, LLC	44	37	17	17	5	5	1	8	4	4	5	1	4	5	3
6689YO	Your Energy Holdings, LLC	0	12	0	0	0	0	0	0	0	0	1	0	2	1	2
	<b>Total</b>	<b>2302</b>	<b>2384</b>	<b>539</b>	<b>943</b>	<b>585</b>	<b>235</b>	<b>153</b>	<b>127</b>	<b>199</b>	<b>180</b>	<b>250</b>	<b>208</b>	<b>177</b>	<b>198</b>	<b>212</b>

ESCO's with no complaints on file since January 2013 are not listed on this report.

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

CODE	FULL NAME	2014	2013	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13
D128	Accent Energy Midwest, LLC	0	3	0	0	0	0	0	0	0	0	1	0	0	0	0
D001	Agway Energy Services, LLC.	20	8	4	12	4	0	0	0	0	1	1	0	0	3	1
5985AL	Alpha Gas And Electric, Llc	35	4	17	12	6	0	0	0	2	0	1	0	1	0	0
D230	Ambit Energy	19	20	6	10	2	1	0	0	3	1	4	1	3	2	3
5411AM	American Power & Gas, LLC	8	0	4	2	1	1	0	0	0	0	0	0	0	0	0
D240	Ameristar Energy, LLC	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	4	1	1	3	0	0	0	0	0	0	1	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	2	0	1	0	0	1	0	0	0	0	0	0	0	0	0
D222	BluCo Energy, LLC	1	3	0	0	0	1	0	0	0	0	1	0	0	0	1
D217	BlueRock Energy, Inc.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5008BO	Bounce Energy NY, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	3	5	2	0	0	1	1	0	0	1	1	1	0	0	0
5246BU	BUY ENERGY DIRECT, LLC	5	10	1	4	0	0	0	2	3	0	2	2	1	0	0
D262	Censtar Energy Corp.	3	1	0	2	1	0	1	0	0	0	0	0	0	0	0
D220	Chief Energy Gas, Llc.	2	2	0	2	0	0	0	0	0	0	0	2	0	0	0
5773CH	Chief Energy Power, Llc	0	3	0	0	0	0	1	1	0	0	0	1	0	0	0
5325CI	Citizens Choice Energy, LLC	2	2	1	1	0	0	0	0	0	0	0	0	1	0	0
5592CI	City Power & Gas, LLC	3	5	1	1	1	0	0	0	0	0	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	3	2	1	1	1	0	0	0	0	0	1	1	0	0	0
D040	Columbia Utilities Power, Llc (gas)	2	1	1	1	0	0	0	0	0	0	0	1	0	0	0
D208	Commerce Energy, Inc	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
D086	Con Edison Solutions	1	1	0	1	0	0	0	0	0	0	0	0	1	0	0
D084	Constellation NewEnergy	0	2	0	0	0	0	0	0	0	0	0	1	0	0	0
5308DI	Direct Energy Business, LLC	2	8	1	0	0	1	0	1	0	3	1	0	0	3	0
D176	Direct Energy Services LLC	8	11	3	2	2	1	0	0	0	2	2	1	1	2	1
6922EL	Eligo Energy NY, Llc	4	1	2	0	0	2	1	0	0	0	0	0	0	0	0
D087	Energetix, Inc.	4	6	2	2	0	0	1	1	0	0	2	1	1	0	0
6031EN	ENERGY DISCOUNTERS, LLC	0	5	0	0	0	0	0	0	1	0	0	0	1	1	0
D243	Energy Plus Holdings LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
4920FA	Family Energy, Inc.	0	7	0	0	0	0	0	0	0	0	0	0	0	1	2
6781FT	FTR Energy Services, LLC	2	1	1	1	0	0	0	0	0	0	1	0	0	0	0
6643GA	Galaxy Energy Llc	3	3	0	3	0	0	0	0	0	1	1	1	0	0	0
D046	Gateway Energy Services Corp.	11	15	6	3	1	1	0	1	0	1	0	1	2	2	3
D127	Green Mountain Energy	0	3	0	0	0	0	0	1	0	0	1	1	0	0	0
4877GR	Greenlight Energy Inc.	3	9	1	0	1	1	0	0	1	0	2	0	1	1	0
5302PR	Hiko Energy, Llc	62	3	14	27	17	4	0	1	0	1	0	0	1	0	0
D120	Hudson Energy Services, Llc	3	2	1	0	1	1	1	0	0	0	1	0	0	0	0
D177	IDT Energy, Inc.	8	2	5	3	0	0	0	0	1	0	0	1	0	0	0
D188	IGS Energy	2	1	0	0	2	0	0	0	0	0	0	0	0	0	1
5009JJ	JJT Energy, LLC	0	3	0	0	0	0	0	0	0	1	0	0	0	1	1
D213	Just Energy New York Corp	7	24	1	3	2	1	0	1	1	1	2	2	4	4	2
6646KI	Kiwi Energy Inc.	12	6	5	5	2	0	0	1	0	1	1	2	0	0	0
D117	Liberty Power Corp.	4	8	1	2	1	0	0	0	0	2	0	0	0	0	1
D214	Major Energy Services LLC	35	3	17	12	4	2	0	1	0	1	0	0	0	1	0
D107	Metro Energy Group, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D267	Mpower Energy LLC	3	20	2	1	0	0	0	1	3	3	2	3	2	0	0
D032	MXenergy	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0

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

CODE	FULL NAME	2014	2013	2013													
				Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	
5436NE	New Wave Energy Corp.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	15	3	2	7	6	0	0	2	0	1	0	0	0	0	0	0
5479NO	North Energy LLC	16	2	8	6	1	1	0	1	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	15	14	2	7	4	2	3	2	6	0	2	1	0	0	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	1	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0
6024PE	People's Power & Gas, Llc	9	0	5	2	0	2	0	0	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	6	5	2	3	0	1	0	0	0	0	1	0	1	1	2	
7497PS	PSEG Long Island	3	0	0	1	2	0	0	0	0	0	0	0	0	0	0	0
D263	Public Power Llc	2	1	0	1	0	1	0	0	0	0	0	0	1	0	0	0
5370SB	SBR Energy, LLC	0	8	0	0	0	0	0	0	0	0	2	0	0	1	2	
4976SM	Smart One Energy, LLC	3	1	0	1	1	1	0	0	0	0	1	0	0	0	0	0
5577SO	SouthStar Energy Services LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D186	Spark Energy, L.P.	2	4	0	1	0	1	0	0	0	1	0	0	1	0	1	
D157	Sprague Energy Corp.	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	1	11	0	0	0	1	0	2	1	1	3	2	2	0	0	0
6394SU	Superior Plus Energy Services Inc.	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1	
D119	U.S. Gas & Electric, Inc.	33	3	13	9	10	1	0	0	0	0	1	0	0	1	0	0
6008UN	United Energy Supply Corporation	0	2	0	0	0	0	0	1	0	0	0	0	1	0	0	0
5461UT	Utility Expense Reduction LLC	2	3	0	0	0	2	0	1	0	0	0	0	0	1	0	0
6894VE	Verde Energy USA New York, LLC	0	3	0	0	0	0	1	0	0	0	0	2	0	0	0	0
5391VI	Viridian Energy NY, LLC	8	3	3	1	4	0	1	0	0	1	0	1	0	0	0	0
6668XO	XOOM Energy New York, LLC	9	3	5	3	0	1	0	1	0	0	1	0	0	0	1	
6689YO	Your Energy Holdings, LLC	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
	<b>Total</b>	<b>421</b>	<b>289</b>	<b>145</b>	<b>160</b>	<b>80</b>	<b>36</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>	

ESCO's with no complaints on file since January 2013 are not listed on this report.

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

CODE	FULL NAME	2014	2013	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13
D128	Accent Energy Midwest, LLC	0	9	0	0	0	0	0	1	0	1	2	0	0	0	0
5020AG	Aggressive Energy, LLC	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	57	43	13	19	23	2	3	2	1	2	2	0	4	6	6
5985AL	Alpha Gas And Electric, Llc	79	61	24	34	17	4	6	2	8	2	5	3	1	1	3
D230	Ambit Energy	48	38	16	24	5	3	0	2	2	2	4	4	6	2	2
D002	Amerada Hess Corp.	2	4	0	0	1	1	1	0	0	2	0	0	0	0	0
5411AM	American Power & Gas, LLC	37	48	13	13	10	1	0	2	3	2	4	3	1	6	7
D240	Ameristar Energy, LLC	1	2	0	0	1	0	0	0	2	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	24	21	2	7	14	1	0	1	1	0	2	1	4	3	1
6023AP	Ap Gas & Electric (ny), Llc	1	5	1	0	0	0	0	0	0	1	0	0	0	0	0
6818AS	Astral Energy LLC	3	5	1	1	1	0	0	1	3	1	0	0	0	0	0
6481AT	Atlantic Energy, LLC	3	2	2	0	1	0	1	0	0	0	0	0	0	0	1
D222	BluCo Energy, LLC	2	7	2	0	0	0	0	0	1	0	0	0	0	1	3
D217	BlueRock Energy, Inc.	4	2	0	1	2	1	0	0	0	0	0	0	0	1	0
5008BO	Bounce Energy NY, LLC	1	2	0	0	0	1	0	0	0	1	1	0	0	0	0
D113	Brown's Fuel	9	12	3	5	0	1	4	1	0	0	0	1	1	1	1
5246BU	BUY ENERGY DIRECT, LLC	8	36	1	4	2	1	0	2	6	3	1	5	5	4	2
D262	Censtar Energy Corp.	9	8	1	3	3	2	2	2	1	0	0	0	2	0	0
D220	Chief Energy Gas, Llc.	3	5	0	0	3	0	0	0	0	1	0	3	1	0	0
5773CH	Chief Energy Power, Llc	3	7	0	1	0	2	0	1	1	2	0	2	0	1	0
5325CI	Citizens Choice Energy, LLC	9	14	3	2	4	0	0	0	1	0	1	1	0	0	2
5592CI	City Power & Gas, LLC	12	18	4	5	3	0	0	0	2	0	1	1	0	0	0
D238	Clearview Energy, Inc.	1	2	1	0	0	0	0	0	0	1	0	0	0	1	0
D231	Columbia Utilities Power, Llc (electric)	6	10	1	4	0	1	0	0	1	0	1	4	1	1	0
D040	Columbia Utilities Power, Llc (gas)	9	4	1	5	1	2	0	0	2	0	0	2	0	0	0
D208	Commerce Energy, Inc	0	7	0	0	0	0	0	0	0	0	0	0	2	0	0
D086	Con Edison Solutions	0	5	0	0	0	0	0	0	0	0	0	1	2	1	1
D084	Constellation NewEnergy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D221	Constellation NewEnergy - Gas Division,	1	1	0	0	1	0	0	1	0	0	0	0	0	0	0
5308DI	Direct Energy Business, LLC	11	17	3	3	3	2	0	3	2	1	2	1	1	3	1
D176	Direct Energy Services LLC	21	32	3	4	11	3	0	1	0	6	4	3	0	1	3
D251	Discount Energy Llc	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D175	Dominion Retail, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
6922EL	Eligo Energy NY, Llc	19	17	7	1	5	6	12	3	2	0	0	0	0	0	0
D087	Energetix, Inc.	6	8	2	4	0	0	0	0	0	2	0	0	0	3	0
6031EN	ENERGY DISCOUNTERS, LLC	5	12	2	3	0	0	2	1	0	0	0	0	1	3	0
D243	Energy Plus Holdings LLC	1	11	0	0	0	1	0	0	0	1	0	1	0	2	0
D265	Energy Reducing Technologies, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D137	Energy Service Providers, Inc.	0	4	0	0	0	0	0	0	0	0	2	1	1	0	0
5424EN	Energy Solutions Co. LLC	3	3	0	3	0	0	0	0	1	1	0	0	0	1	0
5182EN	EnergyMark, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
6551EN	Entra Energy LLC	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	5	1	4	1	0	0	0	0	0	1	0	0	0	0	0
4920FA	Family Energy, Inc.	25	62	11	7	5	2	0	1	7	2	2	1	0	4	7
D126	First Energy Solutions, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6781FT	FTR Energy Services, LLC	5	14	0	2	1	2	0	1	0	0	9	4	0	0	0
6643GA	Galaxy Energy Llc	8	10	2	4	1	1	0	0	0	4	3	3	0	0	0
D046	Gateway Energy Services Corp.	21	39	3	12	3	3	4	1	2	1	1	7	3	5	2



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D223	Titan Gas, LLC	1	8	0	1	0	0	0	0	0	0	3	3	1	0	0
D166	U.S. Energy Partners Llc And EnviroGen	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	71	24	21	36	14	0	0	0	1	1	1	2	2	6	2
D500	Unidentified ESCO	42	461	6	9	10	17	11	9	24	22	29	33	88	49	40
6008UN	United Energy Supply Corporation	4	10	0	0	2	2	0	5	2	0	0	0	0	0	3
5461UT	Utility Expense Reduction LLC	5	30	0	2	3	0	3	1	3	0	1	0	1	2	3
6894VE	Verde Energy USA New York, LLC	5	29	1	2	1	1	2	2	3	7	6	7	2	0	0
5391VI	Viridian Energy NY, LLC	31	18	7	12	9	3	2	2	3	3	3	2	1	0	2
D245	Wholesale Energy New York, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6668XO	XOOM Energy New York, LLC	25	20	14	8	1	2	1	5	1	3	4	0	1	4	0
6689YO	Your Energy Holdings, LLC	0	12	0	0	0	0	0	0	0	0	0	0	1	0	3
	Total	1179	2001	308	438	296	137	85	82	152	148	163	164	196	181	162

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.