



**Department
of Public Service**

October 2017

Office of Consumer Services
Monthly Report on Consumer Complaint Activity

John B. Rhodes
Chief Executive Officer

LuAnn Scherer
Director, Office of Consumer Services

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November 30, 2017

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

Sincerely,

LuAnn Scherer

A handwritten signature in cursive script that reads "LuAnn Scherer". The signature is written in dark ink and is positioned below the printed name.

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:

By Telephone	Monday thru Friday 8:30am – 4:00pm	800-342-3377
Via the Internet	24 hours a day	www.dps.ny.gov
In Writing	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

October 2017

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson Gas & Electric Corp.	33	10.4	1	0.3	3%	0.3
Con Edison of New York	367	10.4	57	1.6	16%	1.5
PSEG Long Island	57	5.0	3	0.3	5%	0.2
National Grid - L I	53	8.9	4	0.7	8%	0.3
New York State Electric & Gas Corp.	94	9.9	6	0.6	6%	0.6
National Grid-Upstate	276	16.1	13	0.8	5%	0.7
Orange & Rockland	41	17.6	1	0.4	2%	0.2
Rochester Gas & Electric Corp.	63	14.9	0	0.0	0%	0.9
National Grid-Metro NY	97	7.8	7	0.6	7%	0.4
National Fuel Gas Distribution	42	7.9	0	0.0	0%	0.0
Citizens Communications	4	3.2	2	1.6	50%	1.1
Frontier Communications of NY	2	6.9	0	0.0	0%	1.7
Frontier Telephone of Rochester, Inc.	14	10.0	1	0.7	7%	1.5
Windstream Communications, Inc.	4	11.4	1	2.9	25%	1.9
Verizon Communications	213	8.6	38	1.5	18%	1.8
AT&T	9		5		56%	
Optimum (Telephone only)	16		0		0%	
Spectrum (Telephone only)	11		1		9%	
Verizon Digital Voice	14		5		36%	
Optimum (Cable TV)	56		18		32%	
Spectrum (Cable TV)	75		10		13%	
Verizon New York, Inc. (Cable TV)	27		6		22%	
Long Island Water Corp.	21	17.2	1	0.8	5%	1.2
United Water - New York	23	30.9	6	8.1	26%	4.6
United Water - Westchester	4	9.1	2	4.6	50%	1.7

All complaint rates are based on December 2016 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

October 2017

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
Non-Jurisdictional / Deleted Complaint	13	0	5.0	-1.1	2.0	0.0	2.0	0.0	1.0	10.0
National Fuel Gas Distribution	42	0	5.0	9.3	2.0	11.0	1.9	8.2	1.0	9.9
Optimum Voice	16	0	5.0	8.9	2.0	8.7	2.0	18.8	0.9	9.9
Family Energy, Inc.	10	0	5.0	15.0	1.9	0.0	2.0	2.8	1.0	9.9
Orange & Rockland	41	1	4.8	4.0	2.0	9.4	2.0	6.8	1.0	9.8
Rochester Gas & Electric Corp.	63	0	5.0	3.1	2.0	11.0	1.9	23.1	0.8	9.7
Central Hudson Gas & Electric Corp.	33	1	4.7	4.5	2.0	3.8	2.0	6.2	1.0	9.7
National Grid - Upstate	276	13	4.5	3.8	2.0	8.0	2.0	11.1	1.0	9.5
PSEG Long Island	57	3	4.5	3.2	2.0	3.3	2.0	3.1	1.0	9.5
New York State Electric & Gas Corp.	94	6	4.4	3.8	2.0	5.6	2.0	9.9	1.0	9.4
Major Energy Services LLC	15	1	4.3	5.1	2.0	5.8	2.0	1.0	1.0	9.3
Frontier Telephone Of Rochester, Inc.	14	1	4.3	6.2	2.0	6.1	2.0	4.6	1.0	9.3
National Grid - L I	53	4	4.2	4.8	2.0	7.9	2.0	11.4	1.0	9.2
Josco Energy Corp	12	1	4.2	6.5	2.0	4.7	2.0	6.6	1.0	9.2
Spectrum - Telephone	11	1	4.1	11.3	2.0	0.0	2.0	40.0	0.5	8.6
National Grid - Metro Ny	97	7	4.3	7.9	2.0	19.0	1.2	13.9	1.0	8.5
Cablevision of New York City	20	3	3.5	12.1	2.0	9.0	2.0	5.6	1.0	8.5
Con Edison Of New York	367	57	3.4	8.1	2.0	12.1	1.8	12.3	1.0	8.2
Idt Energy, Inc.	10	2	3.0	10.9	2.0	8.4	2.0	1.5	1.0	8.0
Verizon New York Inc.	27	6	2.8	6.7	2.0	12.9	1.8	13.5	1.0	7.6
Spectrum - Rochester	10	2	3.0	6.8	2.0	0.0	2.0	32.9	0.6	7.6
Cablevision of Long Island	24	7	2.1	10.2	2.0	9.2	2.0	6.9	1.0	7.1
Verizon Digital Voice	14	5	1.4	11.4	2.0	1.0	2.0	9.0	1.0	6.4
Verizon Communications (LEC)	213	38	3.2	13.5	2.0	38.3	0.0	19.8	0.9	6.1
Spectrum - Albany	20	1	4.5	10.2	2.0	22.1	0.6	80.9	-5.0	2.1
Spectrum - Syracuse	16	4	2.5	8.7	2.0	0.0	2.0	82.7	-5.0	1.5
Spectrum - New York City	27	3	3.9	11.0	2.0	54.0	0.0	86.8	-7.0	0.0
Suez Water New York Inc.	23	6	2.4	4.6	2.0	6.6	2.0	140.3	-9.0	0.0
New York American Water	21	1	4.5	3.5	2.0	13.9	1.7	93.7	-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 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.

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
3462 Third Avenue Realty Llc	0	0		0.0		0.0		455.0		
605 West 42nd Owner LLC	0	0		0.0		0.0		288.0		
ABN Energy, LLC DBA GreatEnergy	0	0		0.0		0.0		9.0		
ACN Communication Services, Inc.	0	0		19.1		0.0		1.0		
Agway Energy Services, LLC.	0	0		42.0		0.0		0.0		
Akam Associates	0	0		0.0		0.0		363.0		
Alpha Gas And Electric, Llc	0	0		0.0		0.0		0.0		
Ambit Energy	3	0		11.4		0.0		5.0		
American Power & Gas, LLC	2	1		21.6		3.9		2.0		
Astral Energy LLC	1	0		2.1		0.0		0.0		
AT&T (C)	9	5		12.1		10.1		14.8		
Atlantic Energy, LLC	4	1		12.8		9.3		8.5		
Atlantic Power & Gas LLC	1	0		3.3		0.0		0.0		
Berkshire Telephone Corp.	1	0		1.1		0.0		0.0		
Birch Communications, Inc.	3	0		0.0		0.0		2.7		
Bonville Water Co. Inc.	1	0		0.0		0.0		20.0		
Broadview Networks	0	0		22.8		0.0		0.0		
Brown's Fuel	1	0		0.0		0.0		9.0		
BTI Communications, Inc. d/b/a TELZE	7	2		2.0		0.8		107.8		
BUY ENERGY DIRECT, LLC	1	1		0.1		0.0		1.0		
Cablevision - MediaOne - Rockland	1	0		5.5		0.0		42.5		
Cablevision - MediaOne - Us Cablevisi	2	1		11.7		0.0		5.0		
Cablevision - MediaOne - Westchester	1	1		10.8		0.0		6.0		
Cablevision Lightpath, Inc.	2	0		8.0		0.0		0.0		
Cablevision Of Brookhaven	0	0		16.6		0.0		0.0		
Cablevision Of Dutchess County	1	3		7.7		0.2		19.5		
Cablevision of Rockland	1	1		11.2		0.0		0.0		
Cablevision of Westchester	8	3		8.9		6.3		4.7		
Censtar Energy Corp.	1	1		15.0		7.1		0.0		
Chaffee Water Works Company	1	0		0.0		0.0		132.5		
Charter Communications	1	0		13.1		0.0		0.0		
Chautauqua & Erie Telephone Corp.	0	0		45.2		0.0		0.0		
Citizens Choice Energy, LLC	3	0		10.7		0.0		8.5		
Citizens Communications (ILEC)	4	2		8.8		0.1		86.5		
City of Jamestown Board of Public Utili	5	0		0.1		0.0		14.0		
City Power & Gas, LLC	1	0		4.1		0.0		0.0		
CityBridge, Llc	0	1		43.0		0.0		29.0		
CleanChoice Energy	2	1		11.1		0.0		0.0		
Clearview Energy, Inc.	1	0		7.0		0.0		0.0		
Comcast Cable of New York - CATV	2	0		6.0		0.0		0.0		
Commerce Energy, Inc	0	0		0.0		0.0		2.0		
Common Ground	0	1		0.0		0.0		21.0		
Company Unknown	0	0		0.0		0.0		0.0		
Con Edison Solutions	0	0		0.0		0.0		57.0		
Constellation Energy Gas Choice Inc.	2	1		17.2		0.0		14.0		
Constellation NewEnergy	0	1		20.3		0.0		114.0		
Constellation NewEnergy - Gas Divisio	0	0		0.0		36.7		0.0		
Corning Natural Gas Corp.	1	0		4.3		0.0		0.0		
Direct Energy Services LLC	9	1		11.1		0.5		3.7		
Dsf IV New Rochelle Owner Llc D/b/a I	0	0		0.0		0.0		145.0		
Dutchess Estates Water	2	1		10.0		0.1		0.0		
Eligo Energy Ny, Llc	4	0		17.3		15.7		3.5		

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
Empire Telephone Corp.	1	0		10.0		0.0		0.0		
ENERGY DISCOUNTERS, LLC	0	0		0.0		0.0		12.0		
Energy Plus Holdings LLC	0	0		0.0		0.0		100.0		
Entrust Energy East, Inc.	3	0		7.0		2.0		5.0		
Flanders Energy LLC	4	0		18.4		55.4		63.0		
Forever Wild Water Company, Inc.	0	0		0.0		0.0		89.0		
Frontier Communications of AuSable V	1	0		5.9		0.0		0.0		
Frontier Communications of NY/aka Hi	2	0		4.3		8.1		43.0		
Frontier Communications of Rocheste	2	0		10.1		0.0		27.0		
Frontier Communications of Seneca-G	1	0		1.0		0.0		0.0		
Green Mountain Energy	3	0		12.5		0.0		0.0		
Greenlight Energy Inc.	0	0		0.0		0.0		110.0		
Herkimer Street Residence, L.P.	0	0		0.0		0.0		432.0		
Hudson Energy Services, Llc	0	0		0.0		391.2		0.0		
Hudson Park Investors, Llc	0	1		0.0		0.0		201.0		
IDT America Corp.	1	0		0.2		0.0		31.0		
Jdm Washington Llc	0	0		0.0		0.0		426.0		
Just Energy New York Corp	1	0		15.0		0.0		0.0		
King Tract Utilities c/o Melohn Propertie	0	0		0.0		0.0		55.0		
Knolls Water Co.	4	1		17.0		7.0		36.3		
Lawtons Water Company	1	0		0.0		0.0		28.0		
Liberty Power Corp.	3	0		15.2		0.0		9.0		
Light Tower Fiber Long Island LLC d/b/	0	0		0.0		0.0		48.0		
Master Call Communications, Inc.	1	0		0.0		0.0		6.0		
Matrix Telecom, Inc Db a Trinsic Comr	1	0		0.1		0.0		0.0		
MCI	2	0		6.5		0.0		0.0		
Meadow Wood at Gateway	0	0		0.0		0.0		96.0		
Median Energy Corp.	1	0		3.0		0.0		0.0		
Metropolitan Telecommunications	1	0		27.0		0.0		6.0		
Mid Hudson Cablevision, Inc.	0	0		0.0		0.0		47.0		
Mpower Energy LLC	7	2		18.2		5.9		11.8		
Network Billing Systems, LLC, DBA Fu	1	0		0.0		0.0		30.0		
New Horizons Communications Corp.	0	0		32.7		0.0		0.0		
North American Power & Gas LLC	1	0		0.0		0.0		25.7		
Oasis Power LLC, d/b/a Oasis Energy	1	0		16.4		0.0		15.0		
Opex Communications, Inc.	1	0		0.0		0.0		20.0		
Paetec Communications, Inc. Db a Wir	0	0		0.0		62.1		0.0		
Pay Less Energy, LLC	1	0		6.1		0.0		0.0		
Penelec (A First Energy Company)	1	0		0.0		0.0		8.0		
Public Power Llc	1	1		16.9		10.0		0.0		
Public Service Commission	0	0		0.0		0.0		0.0		
Quantum Power Corp	1	0		1.0		0.0		0.0		
Queens Fresh Meadow Electric	0	0		0.0		0.0		28.0		
Reliant Energy Northeast LLC	1	0		12.0		0.0		239.0		
Residents Energy, LLC	7	2		11.2		0.3		7.5		
Robison Energy Of Westchester	0	0		0.0		0.0		2.0		
SBR Energy, LLC	1	0		3.0		0.0		0.0		
SJ Energy Partners	0	0		0.0		0.0		85.0		
Smart One Energy, LLC	1	0		20.2		0.0		0.0		
South Bay Energy Corp.	6	1		12.8		1.1		2.3		
Spark Energy, L.P.	1	1		17.9		0.0		8.0		
Spectrotel, Inc.	1	1		12.9		3.2		0.0		

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
Spectrum - Buffalo	2	0		14.3		0.0		71.0		
Sprint Communications	0	0		0.0		0.0		0.0		
Starion Energy NY, Inc.	0	0		14.8		0.0		0.0		
Stream Energy New York LLC.	3	0		13.6		0.0		0.0		
Suez Water Westchester Inc.	4	2		0.1		0.1		91.0		
Taconic Telephone Corp.	0	0		28.2		0.0		0.0		
TDS Telecom-Oriskany Falls Office	1	0		27.7		0.0		0.0		
Telemangement Services, Inc.	0	1		0.0		0.1		0.0		
The Bay Club	0	0		0.0		0.0		272.0		
Trident Retail Energy, LLC dba Trident	0	0		34.0		0.0		0.0		
Trinsic DbA Matrix Telecom, Inc DbA E	0	1		8.0		0.9		0.0		
Tristate Bell Inc	0	0		0.0		0.0		204.0		
U.S. Gas & Electric, Inc.	2	1		14.4		8.1		19.0		
UDC Gateway LLC	0	0		0.0		0.0		434.0		
Unidentified ESCO	0	0		0.0		0.0		0.0		
United Water Owego/Nichols	0	0		0.0		0.0		0.0		
Utility Expense Reduction LLC	2	0		9.5		0.0		49.0		
Verde Energy USA New York, LLC	2	0		2.9		0.0		0.0		
Village of Endicott	1	0		1.1		0.0		0.0		
Village of Freeport Electric	1	0		6.9		0.0		0.0		
Village of Holley	0	0		39.8		0.0		0.0		
Village of Rockville Centre Inc.	0	1		0.0		0.0		0.0		
Viridian Energy Ny, Llc	0	0		0.0		11.1		0.0		
Windstream Communications, Inc.	4	1		24.7		0.2		7.0		
XChange Telecom	9	3		11.4		10.9		18.2		
XO Communications, Inc.	1	1		0.0		4.3		0.0		
XOOM Energy New York, LLC	2	0		13.1		0.0		12.5		
Xyz Utility Co. Inc	1	0		0.0		0.0		0.0		

2017 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.

	Total	Consumers
Jan-17	\$293,392.72	114
Feb-17	\$134,244.36	73
Mar-17	\$184,629.84	104
Apr-17	\$769,473.96	101
May-17	\$61,806.72	73
Jun-17	\$182,595.35	209
Jul-17	\$197,074.12	107
Aug-17	\$134,737.10	110
Sep-17	\$317,220.48	111
Oct-17	\$271,929.05	91
Nov-17		
Dec-17		
2017 Total	\$2,547,103.70	1093

Number of Initial Complaints Received Against ESCO's

Code	Company Name	2017	2016	Oct-17	Sep-17	Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16
6898AB	ABC Energy LLC	4	10	0	1	0	0	0	1	1	0	0	1	0	0	2
5567AB	ABN Energy, LLC DBA GreatEnergy	3	2	0	0	1	0	2	0	0	0	0	0	0	0	1
D128	Accent Energy Midwest, LLC	1	2	0	0	0	0	0	0	0	1	0	0	0	1	0
D249	Affordable Power, L.P.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8281AG	Agera Energy	3	1	0	0	1	0	1	0	0	0	0	1	0	0	0
5020AG	Aggressive Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	30	37	0	3	4	5	4	4	2	1	2	5	1	4	2
5985AL	Alpha Gas And Electric, Llc	16	20	0	1	2	1	1	2	1	4	1	3	3	1	2
D230	Ambit Energy	38	584	3	5	5	2	2	4	2	6	2	7	5	8	5
5411AM	American Power & Gas, LLC	34	88	2	6	2	4	1	2	3	5	3	6	5	1	5
6023AP	Ap Gas & Electric (ny), Llc	2	11	0	0	0	1	0	0	0	1	0	0	0	0	0
5465AS	ASC Energy Services, Inc.	0	7	0	0	0	0	0	0	0	0	0	0	0	1	0
6818AS	Astral Energy LLC	6	64	1	0	1	2	0	0	0	0	1	1	3	1	2
6481AT	Atlantic Energy, LLC	33	45	4	6	3	3	2	1	2	4	4	4	6	3	3
7844AT	Atlantic Power & Gas LLC	2	25	1	0	0	0	0	0	0	1	0	0	1	2	0
D222	BluCo Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D217	BlueRock Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D113	Brown's Fuel	6	13	1	0	0	0	2	0	0	0	1	2	0	0	1
5246BU	BUY ENERGY DIRECT, LLC	3	3	1	0	0	0	0	1	1	0	0	0	0	0	1
D262	Censtar Energy Corp.	14	13	1	3	4	2	0	0	2	2	0	0	3	2	1
6903CH	Champion Energy Services, LLC	4	1	0	0	0	0	0	0	0	1	3	0	0	1	0
D220	Chief Energy Gas, Llc.	3	4	0	0	0	0	0	0	0	0	3	0	1	0	0
5773CH	Chief Energy Power, Llc	6	7	0	1	0	1	0	0	0	0	2	2	0	0	1
5325CI	Citizens Choice Energy, LLC	24	12	3	1	1	2	1	2	2	4	2	6	2	3	2
5592CI	City Power & Gas, LLC	9	20	1	0	0	1	0	1	0	3	2	1	3	5	2
D238	Clearview Energy, Inc.	6	3	1	1	1	0	0	0	0	3	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	2	24	0	0	0	1	0	0	0	0	1	0	1	0	1
D040	Columbia Utilities Power, Llc (gas)	3	9	0	0	0	0	0	0	0	2	0	1	1	0	0
D208	Commerce Energy, Inc	1	1	0	0	0	1	0	0	0	0	0	0	0	1	0
D086	Con Edison Solutions	3	14	0	0	1	0	0	0	0	0	2	0	1	2	0
6771CO	Constellation Energy Gas Choice Inc.	17	16	2	1	1	2	1	2	1	3	3	1	1	0	1
D084	Constellation NewEnergy	36	19	0	5	5	3	3	6	3	3	8	0	0	2	1
D221	Constellation NewEnergy - Gas Divisio	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0
8168DI	Direct Energy Business Marketing, LLC	3	10	0	0	0	1	1	0	1	0	0	0	0	0	0
D176	Direct Energy Services LLC	191	269	9	9	26	15	17	20	20	35	27	13	10	11	19
D256	East Coast Power, Llc	1	3	0	0	0	0	0	0	0	1	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	55	86	4	2	5	1	3	12	15	5	6	2	5	6	3
8202EN	Energy Cooperative of America, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	5	0	0	2	0	0	0	1	1	0	0	1	0	0	0
D243	Energy Plus Holdings LLC	2	17	0	0	0	0	0	0	0	0	1	1	0	0	1
5568EN	Energy Plus Natural Gas LP	1	2	0	0	0	0	0	0	0	0	1	0	0	0	0
5182EN	EnergyMark, LLC	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
D201	Entergy Solutions Ltd.	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
8938EN	Entrust Energy East, Inc.	6	5	3	0	1	1	0	0	0	0	0	1	0	0	0
7005ET	Ethical Electric Benefit Co.	23	26	2	6	1	2	1	1	2	6	0	2	1	4	5
4920FA	Family Energy, Inc.	84	171	10	3	8	5	7	11	11	10	7	12	9	9	6
6594FL	Flanders Energy LLC	203	18	4	11	22	38	11	21	28	37	17	14	7	7	4
7383FR	Frontier Utilities Northeast LLC	0	37	0	0	0	0	0	0	0	0	0	0	1	0	1

Number of Initial Complaints Received Against ESCO's

Code	Company Name	2017	2016	Oct-17	Sep-17	Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16
6643GA	Galaxy Energy Llc	2	9	0	0	0	0	0	0	0	1	0	1	0	1	0
4963GD	Gdf Suez Energy Resources Na, Inc.	2	0	0	0	1	0	0	0	0	0	1	0	0	0	0
6424GD	GDF Suez Retail Energy Solutions, LL	4	0	0	0	0	1	1	1	0	0	1	0	0	0	0
6009GL	Global Energy, LLC	2	3	0	0	0	0	0	0	0	0	1	1	0	1	0
4846GL	GMG Energy Marketing LLC	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
D104	Great Eastern Energy	7	11	0	1	0	3	1	1	0	1	0	0	1	0	2
D127	Green Mountain Energy	22	28	3	1	4	2	4	1	0	1	2	4	1	2	1
4877GR	Greenlight Energy Inc.	13	35	0	0	1	0	2	4	1	0	3	2	4	4	2
D254	High Rise Energy Group, LLC	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0
5302PR	Hiko Energy, Llc	12	13	0	0	1	4	0	1	2	1	1	2	2	1	0
D120	Hudson Energy Services, Llc	8	16	0	0	0	1	0	0	3	2	0	2	2	1	0
D177	IDT Energy, Inc.	133	99	10	12	21	18	10	12	13	13	9	15	16	12	14
D188	IGS Energy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D167	Infinite Energy, Inc.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
8021IN	Inspire Energy Holdings, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
7041JO	JOSCO Energy Corp	79	106	12	8	7	8	3	1	6	9	8	17	8	5	11
D213	Just Energy New York Corp	26	42	1	2	2	2	0	4	1	5	6	3	2	1	2
6646KI	Kiwi Energy Inc.	14	31	0	2	1	1	1	1	2	2	3	1	1	0	0
5520LE	Lexington Power & Light, LLC	1	2	0	0	0	0	0	0	0	0	0	1	0	0	0
D117	Liberty Power Corp.	21	45	3	3	1	4	1	1	1	2	2	3	2	4	6
D214	Major Energy Services LLC	133	106	15	11	26	15	9	11	8	14	13	11	16	6	5
6007MA	Marathon Energy Corporation	8	48	0	0	0	1	2	0	1	0	3	1	2	2	6
9533ME	Median Energy Corp.	41	0	1	4	8	2	7	5	4	7	3	0	0	0	0
D267	Mpower Energy LLC	98	123	7	13	6	6	8	8	5	21	11	13	17	6	11
D020	Natgasco, Inc. - A Mitchell-Supreme C	5	2	0	0	0	2	0	1	1	0	1	0	0	0	0
9285NA	National Gas & Electric, LLC	4	0	0	0	0	0	1	1	1	1	0	0	0	0	0
5436NE	New Wave Energy Corp.	1	5	0	0	0	0	0	1	0	0	0	0	1	0	0
7379NE	NextEnergy Services LLC	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	15	29	1	2	1	1	1	0	3	2	3	1	5	1	1
5479NO	North Energy LLC	1	2	0	0	0	1	0	0	0	0	0	0	1	0	0
D239	NorthEastern Energy Corporation	0	2	0	0	0	0	0	0	0	0	0	0	1	1	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	24	14	1	2	3	8	0	3	0	2	0	5	2	1	2
6645PA	Pay Less Energy, LLC	5	4	1	0	0	0	0	0	1	2	0	1	0	0	0
6893PE	Perigee Energy, LLC	2	5	0	0	0	0	0	0	2	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	3	7	0	0	0	0	0	0	0	1	2	0	0	0	0
7871PR	Premier Empire Energy LLC	1	5	0	1	0	0	0	0	0	0	0	0	0	1	0
D263	Public Power Llc	11	26	1	1	0	2	1	2	2	0	0	2	0	2	5
9805QU	Quantum Power Corp	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0
6233RE	Reliant Energy Northeast LLC	10	13	1	1	2	2	0	1	1	1	1	0	1	0	1
6616RE	Renaissance Power & Gas, Inc.	20	21	0	2	0	1	2	1	0	1	5	8	4	7	3
6574RE	Residents Energy, LLC	37	35	7	4	6	3	1	5	1	4	4	2	2	0	2
D093	Robison Energy Of Westchester	6	3	0	0	0	0	1	2	1	2	0	0	0	1	0
5370SB	SBR Energy, LLC	3	1	1	0	0	1	0	0	0	1	0	0	0	0	0
5481SJ	SJ Energy Partners	4	4	0	0	0	0	0	0	0	3	1	0	1	0	0
4976SM	Smart One Energy, LLC	6	30	1	0	0	1	0	2	0	2	0	0	1	2	2
6216SO	South Bay Energy Corp.	46	23	6	6	10	9	6	1	3	2	2	1	6	3	1
5577SO	SouthStar Energy Services LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0

Number of Initial Complaints Received Against ESCO's

Code	Company Name	2017	2016	Oct-17	Sep-17	Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16
D186	Spark Energy, L.P.	45	88	1	0	5	5	3	4	5	7	6	9	8	6	11
5144SP	Spectrum Gas & Electric, LLC	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
7397SP	Sperian Energy Corp.	1	1	0	1	0	0	0	0	0	0	0	0	0	1	0
8302SP	Sprague Operating Resources	17	0	0	0	0	0	0	0	16	1	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	5	16	0	2	0	1	1	0	0	1	0	0	0	2	1
6809ST	Stream Energy New York LLC.	11	1	3	0	2	2	1	1	0	1	1	0	0	0	0
D223	Titan Gas, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
9014TR	Trident Retail Energy, LLC DBA Trider	1	7	0	1	0	0	0	0	0	0	0	0	0	0	1
D166	U.S. Energy Partners Llc And EnviroG	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
D119	U.S. Gas & Electric, Inc.	42	59	2	3	6	7	2	4	4	3	6	5	5	3	3
D500	Unidentified ESCO	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6008UN	United Energy Supply Corporation	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	22	48	2	3	2	1	1	2	1	5	3	2	4	1	8
6894VE	Verde Energy USA New York, LLC	14	18	2	1	0	2	3	0	1	3	1	1	0	0	1
5391VI	Viridian Energy NY, LLC	25	52	0	0	2	2	1	4	2	6	4	4	7	1	4
6668XO	XOOM Energy New York, LLC	20	36	2	3	2	1	1	4	0	2	1	4	4	4	2
	Total	1928	2995	138	158	216	215	136	182	191	272	209	211	197	159	180

ESCO's with no complaints on file since January 2016 are not listed on this report.

Number of Escalated Complaints Received Against ESCO's

Code	Company Name	2017	2016	Oct-17	Sep-17	Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16
6898AB	ABC Energy LLC	1	3	0	0	0	0	1	0	0	0	0	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D249	Affordable Power, L.P.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8281AG	Agera Energy	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	5	7	0	1	0	0	1	0	1	0	0	2	0	0	0
5985AL	Alpha Gas And Electric, Llc	3	7	0	0	1	0	0	0	1	0	1	0	1	0	1
D230	Ambit Energy	9	259	0	1	2	0	1	2	0	0	0	3	2	1	1
5411AM	American Power & Gas, LLC	3	7	1	0	1	1	0	0	0	0	0	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	1	4	0	0	0	0	0	0	1	0	0	0	0	0	0
5465AS	ASC Energy Services, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	2	8	0	1	0	1	0	0	0	0	0	0	0	1	0
6481AT	Atlantic Energy, LLC	4	5	1	1	0	0	1	1	0	0	0	0	2	0	0
7844AT	Atlantic Power & Gas LLC	0	5	0	0	0	0	0	0	0	0	0	0	1	0	0
D113	Brown's Fuel	1	2	0	0	0	0	0	0	0	0	1	0	0	0	0
5246BU	BUY ENERGY DIRECT, LLC	2	1	1	0	0	0	0	1	0	0	0	0	0	0	0
D262	Censtar Energy Corp.	9	2	1	1	3	0	0	1	0	0	0	3	0	1	0
5773CH	Chief Energy Power, Llc	2	1	0	1	0	0	0	0	0	1	0	0	0	0	0
5325CI	Citizens Choice Energy, LLC	3	0	0	2	0	0	0	0	0	0	0	1	0	0	0
5592CI	City Power & Gas, LLC	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	1	8	0	0	1	0	0	0	0	0	0	0	0	0	0
D040	Columbia Utilities Power, Llc (gas)	3	3	0	0	0	0	1	0	0	1	0	1	0	0	0
D208	Commerce Energy, Inc	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	1	2	0	0	0	0	0	0	0	1	0	0	1	0	1
6771CO	Constellation Energy Gas Choice Inc.	1	1	1	0	0	0	0	0	0	0	0	0	0	0	1
D084	Constellation NewEnergy	8	3	1	1	3	0	2	1	0	0	0	0	0	0	0
D221	Constellation NewEnergy - Gas Divisio	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
8168DI	Direct Energy Business Marketing, LLC	1	2	0	0	0	0	0	0	1	0	0	0	0	0	0
D176	Direct Energy Services LLC	51	70	1	5	5	4	5	7	8	11	3	2	1	4	2
D256	East Coast Power, Llc	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	19	14	0	1	1	2	4	7	3	0	0	1	0	0	1
6031EN	ENERGY DISCOUNTERS, LLC	2	0	0	1	0	0	0	1	0	0	0	0	0	0	0
D243	Energy Plus Holdings LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5182EN	EnergyMark, LLC	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
8938EN	Entrust Energy East, Inc.	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	5	0	1	0	2	0	0	0	0	2	0	0	0	0	0
4920FA	Family Energy, Inc.	13	25	0	1	1	0	1	2	0	1	3	4	2	2	3
6594FL	Flanders Energy LLC	30	1	0	3	13	6	1	3	1	3	0	0	1	0	0
7383FR	Frontier Utilities Northeast LLC	0	10	0	0	0	0	0	0	0	0	0	0	1	0	0
6643GA	Galaxy Energy Llc	1	2	0	0	0	0	0	0	0	1	0	0	0	0	1
6009GL	Global Energy, LLC	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
4846GL	GMG Energy Marketing LLC	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D104	Great Eastern Energy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D127	Green Mountain Energy	3	5	0	1	0	1	1	0	0	0	0	0	0	1	0
4877GR	Greenlight Energy Inc.	2	2	0	0	0	0	0	1	0	0	0	1	0	0	0
D254	High Rise Energy Group, LLC	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0
5302PR	Hiko Energy, Llc	2	0	0	0	0	0	0	1	0	1	0	0	0	0	0
D120	Hudson Energy Services, Llc	1	4	0	0	0	0	1	0	0	0	0	0	0	0	1

Number of Escalated Complaints Received Against ESCO's

Code	Company Name	2017	2016	Oct-17	Sep-17	Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16
D177	IDT Energy, Inc.	14	9	2	2	3	2	1	1	0	1	0	2	1	1	1
D188	IGS Energy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
7041JO	JOSCO Energy Corp	7	6	1	2	2	1	0	0	1	0	0	0	1	0	0
D213	Just Energy New York Corp	4	4	0	0	0	0	0	1	0	1	1	1	0	0	1
6646KI	Kiwi Energy Inc.	3	2	0	0	0	0	0	1	0	2	0	0	0	0	0
D117	Liberty Power Corp.	0	8	0	0	0	0	0	0	0	0	0	0	0	1	2
D214	Major Energy Services LLC	19	13	1	2	5	1	1	5	0	2	2	0	0	0	4
6007MA	Marathon Energy Corporation	3	16	0	0	0	0	0	0	0	2	0	1	1	1	1
D267	Mpower Energy LLC	10	10	2	0	0	1	0	1	0	4	1	1	1	1	0
D020	Natgasco, Inc. - A Mitchell-Supreme C	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	4	20	0	1	1	0	0	1	0	0	1	0	4	0	1
D239	NorthEastern Energy Corporation	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	5	1	0	0	2	0	1	0	0	0	0	2	0	0	0
D171	Plymouth Rock Energy LLC	1	2	0	0	0	0	0	0	0	1	0	0	0	0	0
7871PR	Premier Empire Energy LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	2
D263	Public Power Llc	3	9	1	0	0	0	0	0	1	0	1	0	0	2	0
6233RE	Reliant Energy Northeast LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
6616RE	Renaissance Power & Gas, Inc.	4	1	0	0	0	0	0	1	1	0	0	2	0	0	1
6574RE	Residents Energy, LLC	5	0	2	1	0	1	0	0	1	0	0	0	0	0	0
D093	Robison Energy Of Westchester	2	0	0	0	0	1	0	0	1	0	0	0	0	0	0
5370SB	SBR Energy, LLC	1	1	0	0	0	0	0	0	1	0	0	0	0	0	0
5481SJ	SJ Energy Partners	3	1	0	0	0	1	0	0	0	0	1	1	0	0	0
4976SM	Smart One Energy, LLC	0	9	0	0	0	0	0	0	0	0	0	0	0	0	2
6216SO	South Bay Energy Corp.	3	0	1	1	0	0	0	0	0	1	0	0	0	0	0
D186	Spark Energy, L.P.	6	18	1	0	1	1	0	1	1	0	0	1	2	3	1
5463ST	Starion Energy NY, Inc.	0	3	0	0	0	0	0	0	0	0	0	0	1	1	0
6809ST	Stream Energy New York LLC.	2	0	0	1	0	0	1	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
D119	U.S. Gas & Electric, Inc.	8	19	1	0	0	2	1	0	2	0	0	2	0	2	0
5461UT	Utility Expense Reduction LLC	1	6	0	0	0	0	0	0	0	1	0	0	0	1	2
6894VE	Verde Energy USA New York, LLC	2	6	0	1	0	1	0	0	0	0	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	6	14	0	1	0	0	1	2	1	1	0	0	0	1	2
6668XO	XOOM Energy New York, LLC	5	4	0	0	0	0	1	1	0	1	1	1	0	1	0
	Total	323	664	20	35	50	28	27	43	28	41	18	33	23	25	33

ESCO's with no complaints on file since January 2016 are not listed on this report.

Consumer Reports of Deceptive Marketing Practices by Energy Services Company

Code	Company Name	2017	2016	Oct-17	Sep-17	Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16
6898AB	ABC Energy LLC	2	4	0	1	0	0	0	0	0	0	0	1	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D249	Affordable Power, L.P.	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0
8281AG	Agera Energy	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
5020AG	Aggressive Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	8	18	0	0	0	4	0	0	1	0	0	3	0	3	0
5985AL	Alpha Gas And Electric, Llc	5	6	0	0	0	0	0	1	1	1	1	1	0	0	0
D230	Ambit Energy	10	370	2	0	0	0	0	3	1	2	1	1	0	1	2
5411AM	American Power & Gas, LLC	8	43	1	1	1	0	0	0	1	1	1	2	4	0	3
6023AP	Ap Gas & Electric (ny), Llc	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
5465AS	ASC Energy Services, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0
6481AT	Atlantic Energy, LLC	4	11	0	0	1	0	2	0	0	0	1	0	2	1	1
7844AT	Atlantic Power & Gas LLC	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	4	6	1	0	0	0	1	0	0	0	1	1	1	0	0
D262	Censtar Energy Corp.	3	8	0	1	0	0	0	0	0	0	0	2	0	3	1
6903CH	Champion Energy Services, LLC	2	0	0	0	0	0	0	0	0	0	2	0	0	0	0
D220	Chief Energy Gas, Llc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
5773CH	Chief Energy Power, Llc	3	3	0	0	0	0	0	0	0	0	2	1	0	0	0
5325CI	Citizens Choice Energy, LLC	3	6	0	0	0	0	1	0	0	1	0	1	1	4	0
5592CI	City Power & Gas, LLC	0	9	0	0	0	0	0	0	0	0	0	0	2	2	1
D238	Clearview Energy, Inc.	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	0	12	0	0	0	0	0	0	0	0	0	0	0	0	1
D040	Columbia Utilities Power, Llc (gas)	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	0	0	0
6771CO	Constellation Energy Gas Choice Inc.	3	8	0	0	1	0	0	1	0	0	1	0	0	0	2
D084	Constellation NewEnergy	7	4	1	1	0	0	1	1	0	0	3	0	0	1	0
8168DI	Direct Energy Business Marketing, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D176	Direct Energy Services LLC	16	92	2	0	0	0	1	3	1	3	4	2	4	4	3
6922EL	Eligo Energy NY, Llc	17	31	0	1	1	1	1	1	7	3	2	0	2	4	1
6031EN	ENERGY DISCOUNTERS, LLC	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0
D243	Energy Plus Holdings LLC	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0
8938EN	Entrust Energy East, Inc.	3	1	0	0	1	1	0	0	0	0	0	1	0	0	0
7005ET	Ethical Electric Benefit Co.	16	26	1	4	2	2	1	0	1	4	0	1	0	5	4
4920FA	Family Energy, Inc.	25	75	2	3	2	2	2	5	4	0	1	4	0	7	1
6594FL	Flanders Energy LLC	32	5	0	1	1	4	4	1	7	6	6	2	0	3	2
7383FR	Frontier Utilities Northeast LLC	0	14	0	0	0	0	0	0	0	0	0	0	0	0	2
6643GA	Galaxy Energy Llc	0	5	0	0	0	0	0	0	0	0	0	0	0	0	1
4963GD	Gdf Suez Energy Resources Na, Inc.	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
6424GD	GDF Suez Retail Energy Solutions, LL	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0
6009GL	Global Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	1	3	0	0	0	0	0	1	0	0	0	0	0	0	1
D127	Green Mountain Energy	8	10	2	0	2	0	1	0	0	0	1	2	0	0	0
4877GR	Greenlight Energy Inc.	5	24	0	0	0	0	0	3	0	0	0	2	1	3	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	6	7	0	0	0	0	0	1	0	2	1	2	1	0	0
D120	Hudson Energy Services, Llc	3	8	0	0	0	0	1	0	2	0	0	0	0	0	1

Consumer Reports of Deceptive Marketing Practices by Energy Services Company

Code	Company Name	2017	2016	Oct-17	Sep-17	Aug-17	Jul-17	Jun-17	May-17	Apr-17	Mar-17	Feb-17	Jan-17	Dec-16	Nov-16	Oct-16
D177	IDT Energy, Inc.	32	49	2	1	1	5	3	4	7	3	1	5	5	6	5
D167	Infinite Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
7041JO	JOSCO Energy Corp	10	48	1	0	1	1	2	0	1	0	0	4	3	0	2
D213	Just Energy New York Corp	4	14	0	0	1	0	0	1	0	1	1	0	1	1	1
6646KI	Kiwi Energy Inc.	6	13	0	0	0	1	2	1	1	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.	7	17	1	0	0	2	0	1	1	0	1	1	2	5	0
D214	Major Energy Services LLC	31	28	1	2	10	2	2	2	1	4	4	3	1	1	1
6007MA	Marathon Energy Corporation	2	13	0	0	0	0	1	0	0	0	0	1	1	0	4
9533ME	Median Energy Corp.	6	0	0	1	1	0	3	0	0	1	0	0	0	0	0
D267	Mpower Energy LLC	28	46	1	3	3	4	2	3	3	7	1	1	7	2	3
9285NA	National Gas & Electric, LLC	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
5436NE	New Wave Energy Corp.	0	3	0	0	0	0	0	0	0	0	0	0	1	0	0
4987NE	NextEra Energy Resources, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	5	15	0	0	2	1	0	0	2	0	0	0	1	0	1
5479NO	North Energy LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0
6645PA	Pay Less Energy, LLC	2	2	1	0	0	0	0	0	1	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
7871PR	Premier Empire Energy LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D263	Public Power Llc	2	8	0	0	0	0	1	1	0	0	0	0	0	2	0
6233RE	Reliant Energy Northeast LLC	1	7	0	0	0	0	0	0	0	0	1	0	0	0	1
6616RE	Renaissance Power & Gas, Inc.	2	12	0	0	0	0	0	0	0	0	0	2	1	5	3
6574RE	Residents Energy, LLC	8	9	0	1	2	2	0	0	0	1	2	0	0	0	0
5370SB	SBR Energy, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5481SJ	SJ Energy Partners	2	1	0	0	0	0	0	0	0	1	0	1	1	0	0
4976SM	Smart One Energy, LLC	0	10	0	0	0	0	0	0	0	0	0	0	1	1	0
6216SO	South Bay Energy Corp.	10	11	0	0	2	1	3	0	0	3	1	0	2	1	1
D186	Spark Energy, L.P.	3	29	0	0	0	0	0	1	1	1	0	0	2	3	4
7397SP	Sperian Energy Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
8302SP	Sprague Operating Resources	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	0	8	0	0	0	0	0	0	0	0	0	0	0	1	1
9014TR	Trident Retail Energy, LLC DBA Trider	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D166	U.S. Energy Partners Llc And EnviroG	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
D119	U.S. Gas & Electric, Inc.	12	19	0	1	2	2	2	3	1	0	1	0	0	2	0
D500	Unidentified ESCO	25	90	1	0	4	2	2	4	2	5	0	5	4	9	7
6008UN	United Energy Supply Corporation	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	6	17	0	0	1	0	1	0	1	3	0	0	1	1	1
6894VE	Verde Energy USA New York, LLC	1	7	0	0	0	0	0	0	0	1	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	5	26	0	0	0	0	1	3	0	0	1	0	2	0	5
6668XO	XOOM Energy New York, LLC	0	7	0	0	0	0	0	0	0	0	0	0	1	0	0
	Total	418	1375	21	24	46	38	42	46	49	56	43	53	57	83	67

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.