



Department of Public Service

June 2026

Office of Consumer Services Monthly Report on Consumer Complaint Activity

Rory M. Christian

Chair and Chief
Executive Officer

Karen Palmieri

Director
Office of Consumer Services



Department of Public Service

July 28, 2026

Dear Readers:

The Office of Consumer Services (OCS) 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 OCS provides an overview of complaint activity and utility responsiveness during the preceding month. An explanation of how OCS measures utilities' activities is in the section entitled How Utility Complaint Data Is Reported.

The table entitled Complaint Activity of New York's Major Utilities shows the volume of complaints received against the largest utilities in each industry. The table entitled Customer Service Response Index shows the level of customer service and responsiveness delivered by each utility, ESCO and DER.

Each month, OCS publishes the amount of refunds or credits customers received because of our investigations into excess charges and other customer service issues. In June, OCS returned **\$1.20 million** to consumers.

OCS also monitors complaints against the competitive energy service companies (ESCOs) operating in New York and Distributed Energy Resources companies (DERs). These complaints are reported in four tables; Number of Initial Complaints Received Against ESCOs and Number of Escalated Complaints Received Against ESCOs; Number of Initial Complaints Received Against DERs and Number of Escalated Complaints Received Against DERs.

I hope this report's summary of utility complaint activity and the outcomes of OCS' consumer protection investigation has been helpful and informative.

Sincerely,

Karen Palmieri

Director
Office of Consumer Services

2026

Utility Consumer Refunds

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.

Year	Consumers	Total
☐ 2025	1421	\$22,403,457
January	131	\$986,769
February	97	\$663,390
March	91	\$1,071,682
April	128	\$2,293,008
May	132	\$4,505,097
June	117	\$1,971,020
July	192	\$2,326,476
August	120	\$1,478,049
September	107	\$878,143
October	127	\$1,454,962
November	97	\$3,367,278
December	82	\$1,407,582
Total	1421	\$22,403,457

Year	Consumers	Total
☐ 2026	586	\$10,919,914
January	88	\$1,538,598
February	102	\$2,918,922
March	88	\$2,221,866
April	102	\$1,227,957
May	108	\$1,814,212
June	98	\$1,198,359
Total	586	\$10,919,914

2026 - June

Utility Consumer Refunds

Service Type	Consumers	Credit Adjustment	% of Total
Electric	66	\$1,117,627	93.26%
Gas	23	\$79,113	6.60%
CLEC / LEC - Local Telephone	7	\$1,361	0.11%
Video CABLE TV	1	\$158	0.01%
Sub Meter	1	\$100	0.01%
Total	98	\$1,198,359	100.00%

Major Electric/Gas/Steam

Service Provider	Consumers	Credit Adjustment
Con Edison Of New York	49	\$1,096,257
National Grid - Metro Ny	10	\$36,781
National Grid - Upstate	14	\$21,378
New York State Electric & Gas Corp.	5	\$6,417
Central Hudson Gas & Electric Corp.	3	\$3,057
Rochester Gas & Electric Corp.	2	\$2,600
Total	83	\$1,166,490



When You Have a Complaint About Your Utility Service

When your regulated energy, telecommunications or water utility has not resolved your dispute with them, the Department of Public Service's Office of Consumer Services will 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/complaints
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). These escalated complaints may have started as initial complaints during a previous reporting month. Initial complaints may be escalated within 60 days of case closure. 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 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 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.

Complaint Activity of New York’s Major Utilities

June 2026

Electric/Gas/Steam

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
▼						
Con Edison Of New York	889	23.70	75	2.00	0.08	1.65
Rochester Gas & Electric Corp.	437	98.19	9	2.02	0.02	0.77
National Grid - Upstate	370	20.74	20	1.12	0.05	0.69
New York State Electric & Gas Corp.	366	37.05	6	0.61	0.02	0.62
National Grid - Metro Ny	300	23.51	14	1.10	0.05	0.74
Central Hudson Gas & Electric Corp.	102	31.10	4	1.22	0.04	1.02
National Fuel Gas Distribution	97	17.69	4	0.73	0.04	0.21
Orange & Rockland	62	24.69	2	0.80	0.03	0.43
PSEG Long Island	42	3.58	3	0.26	0.07	0.57
National Grid - L I	33	5.16	1	0.16	0.03	0.26

Water

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
▼						
Liberty Utilities Water	17	13.37	1	0.79	0.06	0.59
Veolia Water New York	10	7.63	2	1.53	0.20	1.02

Telecom

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
▼						
Optimum	53		9		0.17	
Verizon Communications (lec)	48	6.57	8	1.10	0.17	0.71
Spectrum	17		0		0.00	
Verizon New York Inc.	10		0		0.00	
Frontier Communications of NY/aka Highland Tel	5	60.68	0	0.00	0.00	4.05
Optimum Voice	4		0		0.00	
Verizon Digital Voice	4		2		0.50	
Spectrum - Telephone	3		1		0.33	
Frontier Telephone Of Rochester, Inc.	2	5.89	1	2.94	0.50	1.72
Windstream Communications, Inc.	2	15.51	1	7.76	0.50	1.29
Citizens Communications (ILEC)	1	3.01	0	0.00	0.00	0.25

All complaint rates are based on December 2025 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. These escalated complaints may have started as initial complaints during a previous reporting month. Initial complaints may be escalated within 60 days of case closure. 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

June 2026

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
Con Edison Of New York	889	75	4.2	8.4	2	16.3	1.4	231.9	-9	-1.4
Rochester Gas & Electric Corp.	437	9	4.8	4.4	2	11	1.9	15.2	0.9	9.6
National Grid - Upstate	370	20	4.5	12.4	2	9.5	2	17.1	0.9	9.4
New York State Electric & Gas Corp.	366	6	4.8	4.8	2	11.9	1.9	26.3	0.7	9.4
National Grid - Metro Ny	300	14	4.5	9.7	2	7.3	2	16.9	0.9	9.4
Central Hudson Gas & Electric Corp.	102	4	4.6	7.9	2	5.8	2	21.2	0.8	9.4
National Fuel Gas Distribution	97	4	4.6	7	2	7	2	6.8	1	9.6
Orange & Rockland	62	2	4.7	6.4	2	5	2	4.9	1	9.7
Verizon Communications	48	8	3.3	17.7	1.6	23.5	0.4	16.9	0.9	6.2
PSEG Long Island	42	3	4.3	6.9	2	1	2	4.4	1	9.3
National Grid - L I	33	1	4.7	7.9	2	13.8	1.7	6	1	9.4
Optimum Cable Of Long Island	22	3	3.6	13.8	2	6.1	2	7.2	1	8.6
Liberty Utilities Water	17	1	4.4	6.5	2	4.5	2	4.3	1	9.4
Direct Energy Services LLC	14	0	5	8.3	2	8.1	2	6.8	1	10
Optimum Cable of New York City	13	3	2.7	11.3	2	7.6	2	8	1	7.7
Veolia Water New York	10	2	3	5.8	2	26.1	0	87.5	-7	-2
Verizon New York Inc.	10	0	5	11.3	2	30	0	12	1	8
Longfield Cocondominium	10	0	5	0	2	0	2	16.9	0.9	9.9
Optimum Cable Of Brookhaven	6	0		10.2		0		5		
Spectrum - Albany	5	0		8.1		0		13		
Frontier Communications of NY/aka Highland Tel	5	0		10.3		7		7		

Frontier Communications of Rochester, Inc.	5	1	14.7	8.2	8
Spectrum - New York City	4	0	12	0	0
Sunrun, Inc.	4	0	19.8	0	5
Optimum Voice	4	0	16.3	0	6
The Crossing at Jamaica Station	4	0	141.8	0	81.2
Spectrum - Buffalo	4	0	4.2	0	3.7
Verizon Digital Voice	4	2	12	8.3	21
Liberty Utilities Gas	3	0	3.1	0	0
Mpower Energy LLC	3	0	13.4	0	1
Nexamp Inc.	3	0	3.5	0	4.5
Spectrum - Syracuse	3	0	12.8	0	4
XChange Telecom	3	2	11.9	0	8
Spectrum - Telephone	3	1	11.9	15.2	0
Optimum Cable Of Rockland	3	1	7.4	1.4	0
XOOM Energy New York, LLC	2	0	9.1	0	0
City Power & Gas, LLC	2	0	0.3	0	0
Optimum Cable of Southern Westchester	2	0	10	0	10.5
Green Mountain Energy	2	0	0	0	8
Green USA, LLC	2	1	34.1	0	7.3
IDT Energy, Inc.	2	2	28.3	11.1	1
City of Jamestown Board of Public Utilities	2	2	1.9	0.9	29
Tesla, Inc.	2	0	15.5	3	16
Roosevelt Landings Owner LLC	2	0	0	1.8	27
Windstream Communications, Inc.	2	1	13.9	1.1	43.5
Northeastern Power and Gas, LLC	2	1	39	13	3.3
Optimum Cable Of Westchester	2	1	36	13.5	13
Lingo Communications, Inc.	2	1	2.3	8.9	0

Plattsburgh Municipal Lighting Dept.	2	1	18.2	0.9	0
Corning Natural Gas Corp.	2	1	6.1	1.9	0
Frontier Telephone of Rochester, Inc.	2	1	38.6	10.8	0
Catalyst Power	2	1	11.5	10	0
Trinity Solar Inc.	1	0	0	0	0
25-34 Jackson Avenue Property Owner LLC	1	0	0	0	0
Citizens Communications	1	0	1	0	0
IDT America Corp.	1	0	1	0	0
King Tract Utilities c/o Melohn Properties, 473 West End Realty Corp.	1	0	6.2	0	0
Median Energy Corp.	1	0	13.9	0	0
Family Energy, Inc.	1	0	14.8	0	0
Frontier Communications of Seneca-Gorham, Inc.	1	0	11.2	0	0
Taconic Telephone Corp.	1	0	19.2	0	0
Citizens Telecommunications Co. of New York	1	0	10.9	0	0
Rcn Telecom Services Of New York, Lp F/k/a Rcn Telecom Services, Inc.	1	0	21.9	0	0
Great American Gas & Electric, LLC	1	0	12.9	0	0
River Crossing Owner LLC	1	0	20.8	0	0
Village of Hamilton Municipal Utilities Commission	1	0	14	0	0
Village of Greene Electric Dept.	1	0	0.3	0	0
Pure Energy USA LLC	1	0	1.8	0	0
Optimum Cable Of Port Chester	1	0	13.1	0	0
Comcast Cable of New York - CATV	1	0	16.5	0	0

Optimum Cable Of Warwick	1	0	11.5	0	0
Spectrum - Rochester	1	0	16.8	0	0
Salamanca Board of Public Utilities	1	0	12.1	0	29
Greenlight Networks, Llc	1	0	296	0	2
American Power & Gas, LLC	1	0	7.7	0	1
123 Linden LLC	1	0	80.1	0	48
Optimum Cable Of Dutchess County	1	0	6	0	7
Hazel Towers Co., L.P.	1	0	0	0	69.5
Village of Fairport	1	0	0	0	19
Amalgamated Dwellings, Inc.	1	0	0	0	20
Towers on the Park	1	0	0	0	29
La Central Owner LLC	1	0	0	0	48.5
Group Solar USA	1	0	0	0	15
Bedford Courts III LLC	1	0	0	0	27
Pro Custom Solar, LLC d/b/a Momentum Solar	1	0	0	0	18.5
Crown Castle Fiber LLC	1	0	0	0	24
Comunilife, Inc.	1	0	0	0	23
ATTYX LLC	1	0	0	0	58.8
Brook NY Residential LLC	1	0	0	0	30
Pay Less Energy, LLC	1	0	0	0	7
ABN Energy, LLC DBA GreatEnergy	1	0	0	0	7
Frontier Communications of Sylvan Lake, Inc.	1	0	0	0	6
FirstLight Fiber, Inc.	1	0	0	0	6
Reliant Energy Northeast LLC	1	0	0	0	5
Optimum Cable Of Riverhead	1	0	0	0	5
89 Murray Street Associates Llc	1	0	0	0	2
TDS Metrocom, Inc.	1	0	0	0	1

Village of Castile	1	0	0	0	1
Chautauqua & Erie Telephone Corp.	1	1	15	0	13
SunPower Corporation, Systems	1	1	47.9	0	325
Abest Power & Gas, LLC dba Abest Green Power	1	1	2.9	0	117
ProjectEconomics, Inc. dba PowerMarket	1	0	16	9.1	2
Optimum Cable Of East Hampton	1	1	7	8.1	0
IGS Solar, LLC	0	0	42.8	0	0
BRP Renny LLC	0	0	52.9	0	0
Armstrong Telephone Company - New York	0	0	50	0	0
Frontier Communications of AuSable Valley	0	0	12.1	0	0
Trylon, LLC	0	0	128	0	0
Village Of Solvay, Electric Department	0	0	14.8	0	0
LGCY Installation Services, LLC	0	0	22.3	0	0
TF Cornerstone Inc.	0	0	5.8	0	0
825 Dekalb LLC	0	0	10	0	0
Power Up Energy, LLC	0	0	5	0	0
Solstice Power Technologies, Inc	0	0	29	0	0
WP North Tower LLC	0	0	105	0	0
Solar Simplified, LLC	0	0	20	0	0
Hamilton Green I Partners LLC	0	0	136.9	0	0
Village of Bergen	0	0	20.7	0	0
West 38 Res LLC	0	0	8.9	0	0
414 GERARD OWNER LLC	0	0	35.9	0	0
Perch Community Solar, LLC	0	0	12.8	0	0
Fulton Street Development, LLC	0	0	87.3	0	0
Optimum Cable Of Hauppauge	0	0	9.1	0	0

Chief Energy Power, Llc	0	0	0	0	0
Common Energy LLC	0	0	0	0	0
Dupont Street Owner 2 LLC	0	0	8.1	0	208
Mountain Lodge Park Water Corp.	0	0	0	0	159
Bedford-Stuyvesant South One LLC	0	0	0	0	370
605 West 42nd Owner LLC	0	0	0	0	245
255 Huguenot Street Corp.	0	0	0	0	97
Equity Residential	0	0	0	0	160
New Bedford Management Corp.	0	0	0	0	98
Harmony Prima Lofts	0	0	0	0	117
56 Pine Street Condominium	0	0	0	0	58
CB Frontiers LLC	0	0	0	0	70
Hannawa Building Corp	0	0	0	0	70.2
Sagamor Water Corp.	0	0	0	0	50
Phipps House Services, Inc	0	0	0	0	36
Jdm Washington Llc	0	0	0	0	299
Greenpark Essex Inc	0	0	0	0	65
Clinton Hills Apts Owners Corp	0	0	0	0	446
Shinda Management Corp	0	0	0	0	83
Constellation NewEnergy	0	0	0	0	9
Waterside Plaza LLC	0	0	0	0	79
Dara Owners Corp.	0	0	0	0	183
42nd and 10th Associates	0	0	0	0	152
MG RMC Martine Lower Floors LLC	0	0	0	0	96
Breaking Ground HDfC	0	0	0	0	167
Ecovis Inc.	0	0	0	0	254
532 Neptune Residential LLC	0	0	0	0	56
Waterview Owner LLC	0	0	0	0	154

Allstate Acquisitions LLC	0	0	0	0	114
City of Plattsburgh Municipal Lighting	0	0	0	0	78
Third North Holdings LLC	0	0	0	0	55
NextEra Energy Services, LLC	0	0	0	0	1
Trump Village Apts Two Owner LLC	0	0	0	0	204
The Toren Condominiums	0	0	0	0	58
Eagle Rock Complex LLC	0	0	0	0	112
Lafayette-Boynton Apartment Corp.	0	0	0	0	265
Macedonia Plaza Development LLC	0	0	0	0	271
Castle Village Owners Corp.	0	0	0	0	452
Rose Associates Inc.	0	0	0	0	119
Kasselman Solar, LLC	0	0	0	0	65
225 WEST 28TH STREET PROPERTY OWNER LLC	0	0	0	0	195
DD WEST 29TH LLC	0	0	0	0	341
The Addison	0	0	0	0	61
JELB Webster Senior LLC	0	0	0	0	265
125 W 125th Street Residential Owner LLC	0	0	0	0	183
Sunco Solar LLC	0	0	0	0	168
The Greenpoint	0	0	0	0	201
417 East Realty Limited Partnership	0	0	0	0	118
SunCommon	0	0	0	0	177.6
Sunnova Energy Corporation	0	0	0	0	91.3
Red Apple Surf Realty III	0	0	0	0	49
10 Minerva Place L.P.	0	0	0	0	91
BPP Parker Tower Property Owner LLC	0	0	0	0	207.5
Civic Center Community Group Broadway LLC	0	0	0	0	86

Kent Preservation, LLC	0	0	0	0	243
19 Rockwell Place LLC	0	0	0	0	32.3
Queens Fresh Meadows LLC	0	0	0	0	132
Radiant Solar	0	0	0	0	235.3
West 30th Street LLC	0	0	0	0	127.5
Evo Energy Inc	0	0	0	0	520
HLP1 LIRU LLC	0	0	0	0	35
Claremont Gardens	0	0	0	0	337.3
Pivot Energy	0	0	0	0	2
Astrawatt Solar	0	0	0	0	314
PosiGen Developer, LLC	0	0	0	0	111.5
Skyline Tower Condominium	0	0	0	0	152
44-01 Northern Owner, LLC	0	0	0	0	103
440 Hamilton Developer LLC	0	0	0	0	79
420 Carroll LLC	0	0	0	0	75
55 Broad Street Owner LLC	0	0	0	0	92
Beacon Communities Services LLC	0	0	0	0	104
Ampion	0	0	0	0	34
Roosevelt Island Associates	0	0	0	0	108
Hudson Park Investors, Llc	0	0	0	0	111.3
Chautauqua Utilities, Inc.	0	1	15.8	0	75
The 306 Gold Street Condominium	0	1	41.1	0	22
Village of Freeport Electric	0	1	21	0	5
Rufus King Park Development Company LLC	0	1	22	0	138
QB Development Owner LLC	0	0	0	164.9	90
Nautilus Solar Energy, LLC	0	0	0	0.1	2
Empire Solar Solutions, LLC	0	0	25.4	24.8	0

HKAL 34TH Street Limited Partnership	0	1	218.2	0.9	0
Village of Wellsville	0	1	0	0.1	0
Dynamic Energy Holdings LLC	0	1	0	0.2	0
First Choice Energy, LLC	0	0	0	70.1	0
Optimum Cable Of Rockland/Ramapo	0	0	0	36	0
AEC Solar Energy Corp.	0	0	0	18	0
Village of Little Valley	0	0	0	18.1	0
NRG Business Marketing, LLC	0	0	0	7	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.

Introduction to Enhanced Complaint Analysis

To enhance the comprehensiveness of our monthly report, the Office of Consumer Services (OCS) is introducing four new sections that provide a distinct perspective on consumer complaint activity. These new pages will present a **24-month window of unique complaint statistics** for Electric and Gas, Communications, Water, and Submetering service providers. Additionally, each new page will include a chart illustrating the portion of complaints attributable to various complaint categories.

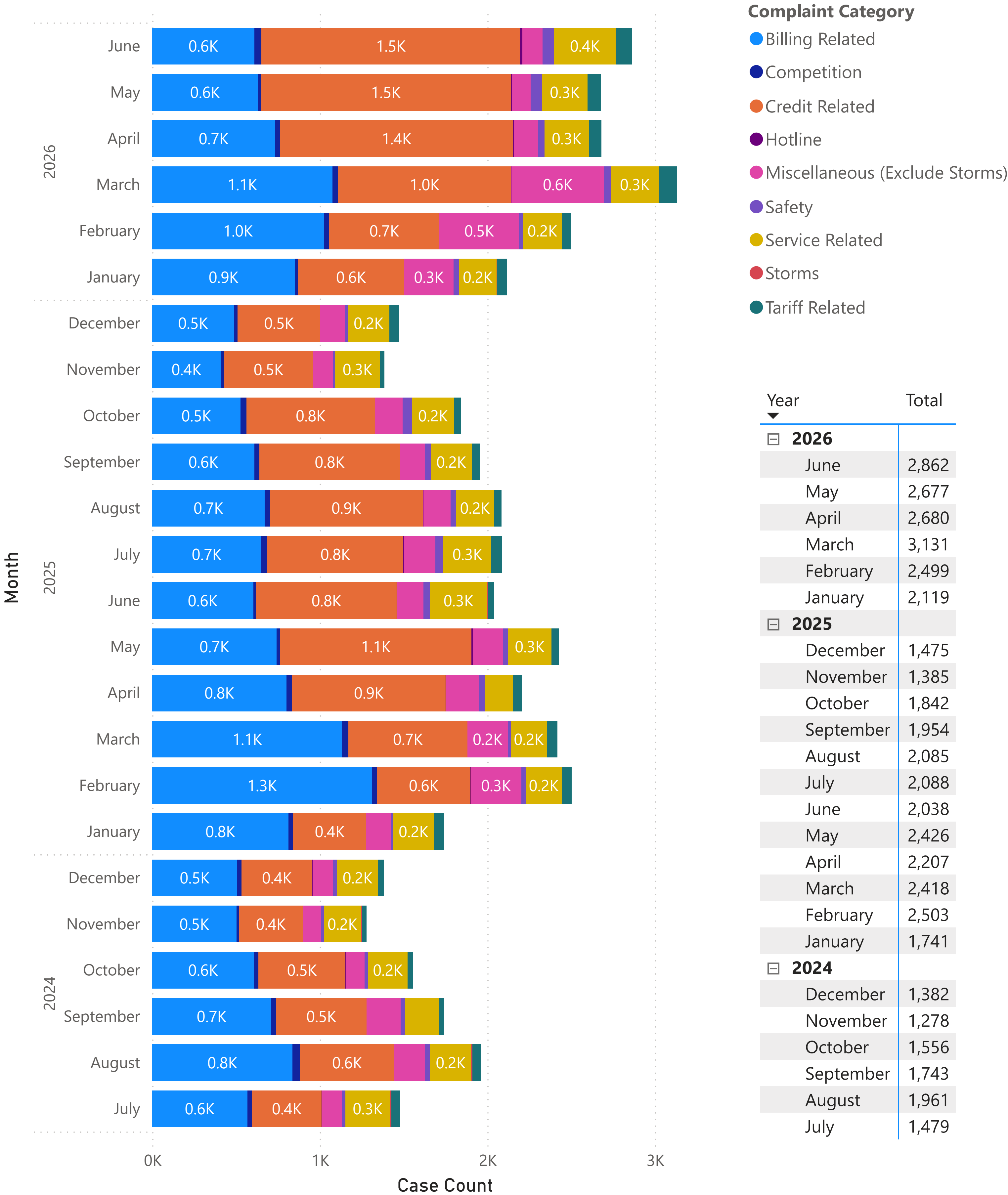
It is important to understand the different methodology for counting complaints in these new sections compared to other parts of this report. In tables like "Complaint Activity of New York’s Major Utilities," initial complaints (QRS) and escalated complaints (SRS) are reported separately. This means that if an initial complaint is filed and subsequently escalated within the same reporting month, it could be counted as both an initial case and an escalated complaint in those existing tables.

However, for these new sections, our focus is on **unique complaints created during the reporting month**. This means that a complaint is counted only once for the month in which it was initially filed with the OCS, regardless of whether it subsequently progresses to an escalated status within that same reporting period. This approach aims to offer a clear view of the distinct consumer issues that originated during the reporting month.

Complaint Activity - Electric and Gas

June 2026

Case Count by Year, Month and Complaint Category

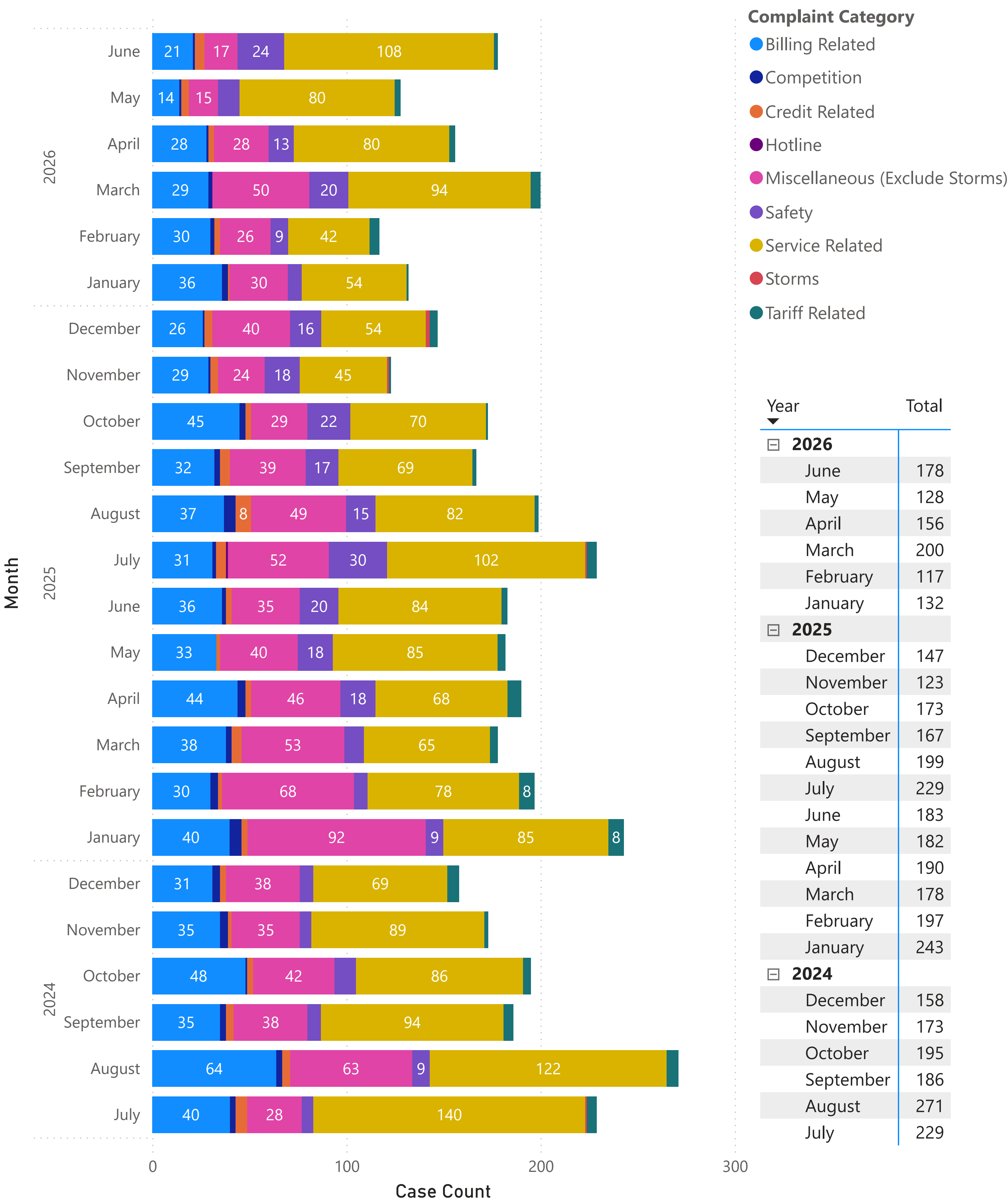


Year	Total
2026	
June	2,862
May	2,677
April	2,680
March	3,131
February	2,499
January	2,119
2025	
December	1,475
November	1,385
October	1,842
September	1,954
August	2,085
July	2,088
June	2,038
May	2,426
April	2,207
March	2,418
February	2,503
January	1,741
2024	
December	1,382
November	1,278
October	1,556
September	1,743
August	1,961
July	1,479

Complaint Activity - Telecommunications

June 2026

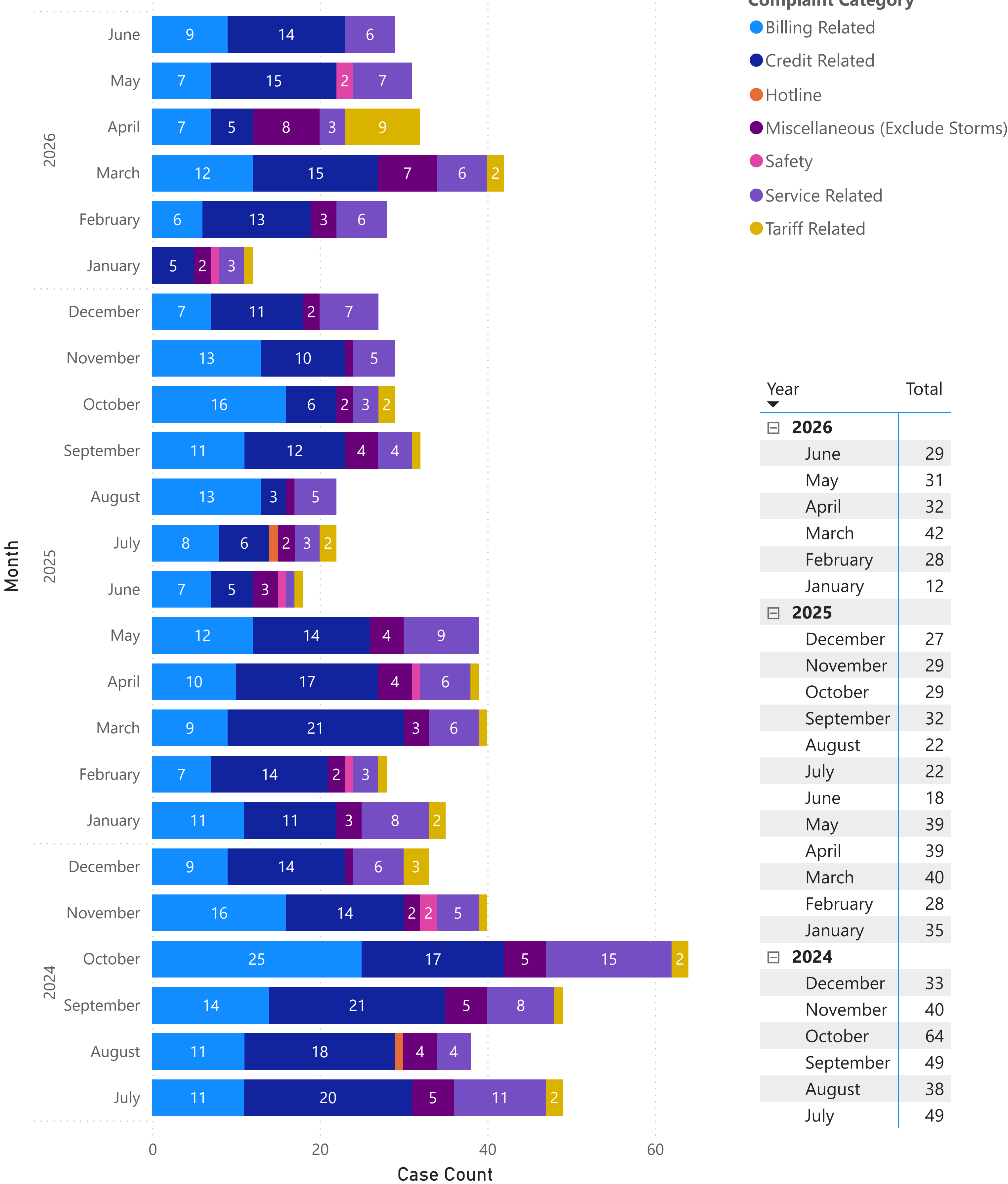
Case Count by Year, Month and Complaint Category



Complaint Activity - Water

June 2026

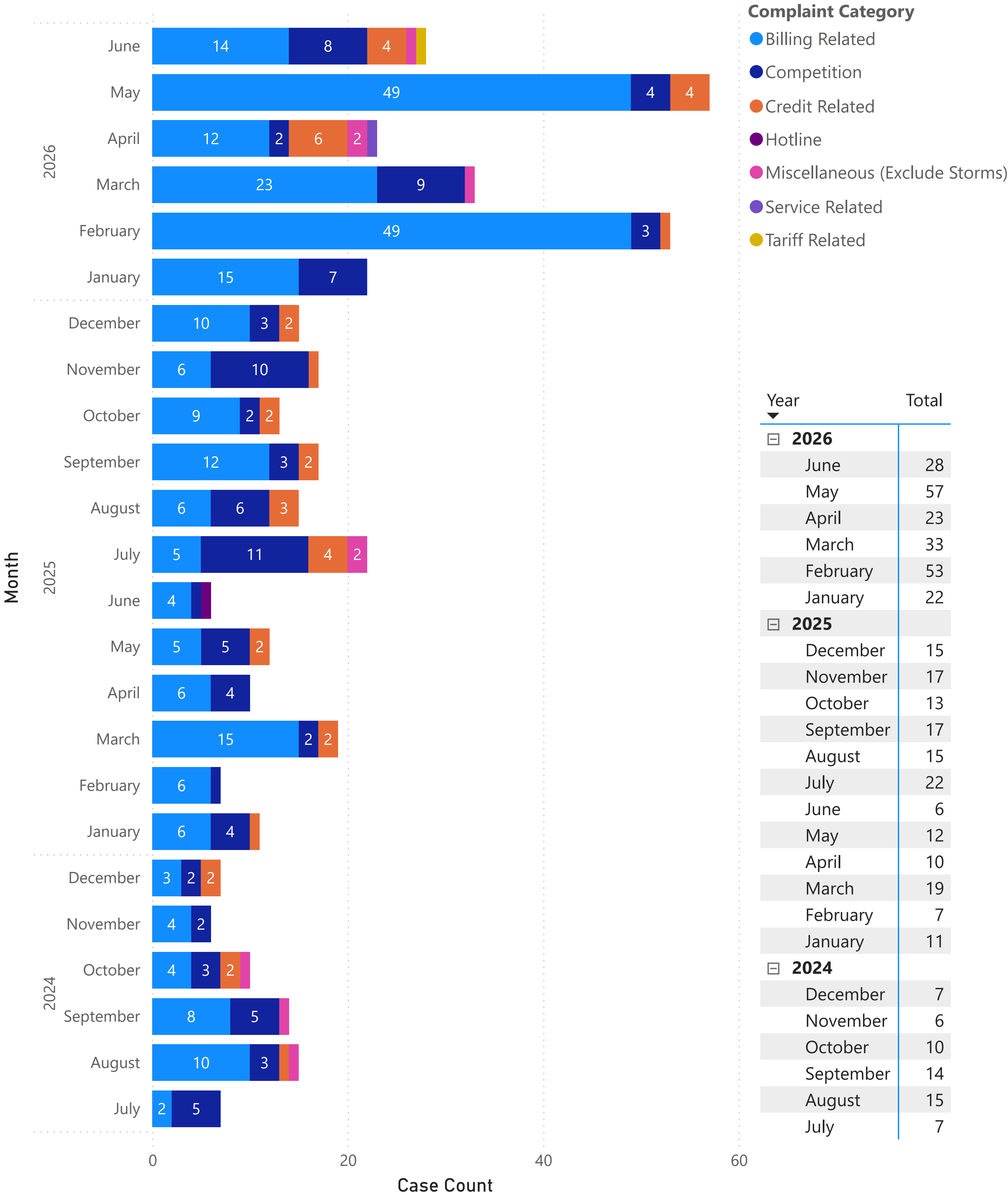
Case Count by Year, Month and Complaint Category



Complaint Activity - Submetering

June 2026

Case Count by Year, Month and Complaint Category



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. These escalated complaints may have started as initial complaints during a previous reporting month. Initial complaints may be escalated within 60 days of case closure.

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.

Number of Initial Complaints Received Against ESCOs

Service Provider	2025	2026
All Choice Energy, LLC	22	1
Family Energy, Inc.	19	4
American Power & Gas, LLC	19	16
Direct Energy Services LLC	14	18
Median Energy Corp.	18	5
Great American Gas & Electric, LLC	16	3
Star Light and Power LLC	15	
Pure Energy USA LLC	14	9
Green Mountain Energy	12	3
Verde Energy Usa New York, Llc	12	10
Mpower Energy LLC	11	11
Pivot Point Energy Group, LLC	10	5
Idt Energy, Inc.	9	8
ABN Energy, LLC DBA GreatEnergy	9	4
City Power & Gas, LLC	7	5
Inspire Energy Holdings, LLC	7	
CleanChoice Energy	7	2
BUY ENERGY DIRECT, LLC	4	7
Green USA, LLC		7
Constellation NewEnergy	6	1
Chief Energy Power, Llc	5	6
Reliant Energy Northeast LLC	5	1
Eligo Energy Ny, Llc	5	1
Abest Power & Gas, LLC dba Abest Green Power	5	1
NRG Business Marketing, LLC	4	1
Energio Power & Gas, LLC	4	
Greenlight Energy Inc.	4	1
Alpha Gas And Electric, Llc	3	1
XOOM Energy New York, LLC	3	3
Hudson Energy Services, Llc	3	1
SmartestEnergy US LLC	3	1
NextEra Energy Services New York Llc	3	1
Catalyst Power	2	3

Northeastern Power and Gas, LLC	2	3
Power Up Energy, LLC	1	3
Engie Resources Llc	3	1
South Bay Energy Corp.	1	3
Residents Energy, LLC	2	
Kiwi Energy Inc.	2	
ABC Energy LLC	2	
Logistic Energy Llc	2	
Sprague Operating Resources	2	
Quantum Power Corp	1	2
Atlantic Energy, LLC	2	
AP Gas & Electric (TX) LLC		2
Pay Less Energy, LLC	1	2
Energy Plus Natural Gas LP	1	
Just Energy New York Corp	1	
Public Power Llc	1	
South Energy LLC	1	
Energy Cooperative of America, Inc.	1	1
Next Utility Energy Llc	1	
Agway Energy Services, LLC.	1	
EnergyMark, LLC	1	
MP2 Energy NE LLC dba Shell Energy Solutions Retail Services		1
ALL AMERICAN POWER & GAS, LLC	1	1
Ambit Energy	1	1
Icon Energy LLC dba Source Power Company	1	
First Choice Energy, LLC		1
Brown's Energy Services, LLC	1	
National Fuel Resources	1	
Energy Service Providers, Inc.	1	
Total	315	161

Number of Escalated Complaints Received Against ESCOs

Service Provider	2025	2026
Great American Gas & Electric, LLC	10	1
All Choice Energy, LLC	6	
Star Light and Power LLC	6	
Family Energy, Inc.	4	1
Pivot Point Energy Group, LLC	4	2
Mpower Energy LLC		3
ABN Energy, LLC DBA GreatEnergy	3	3
Green USA, LLC		3
Median Energy Corp.	2	1
Idt Energy, Inc.	2	2
Constellation NewEnergy	2	1
Chief Energy Power, Llc	1	2
Engie Resources Llc	2	
South Bay Energy Corp.		2
American Power & Gas, LLC	1	5
Direct Energy Services LLC	2	1
Pure Energy USA LLC	1	2
Green Mountain Energy	1	
Verde Energy Usa New York, Llc	1	
City Power & Gas, LLC	1	
CleanChoice Energy	1	
Eligo Energy Ny, Llc	1	
Abest Power & Gas, LLC dba Abest Green Power	1	1
NRG Business Marketing, LLC	1	1
Energio Power & Gas, LLC	1	
Greenlight Energy Inc.	1	
Alpha Gas And Electric, Llc	1	
XOOM Energy New York, LLC	1	
Catalyst Power		1
Northeastern Power and Gas, LLC		1
Sprague Operating Resources	1	
Pay Less Energy, LLC		1
Energy Plus Natural Gas LP	1	

Agway Energy Services, LLC.	1	
Hudson Energy Services, Llc		1
Icon Energy LLC dba Source Power Company	1	
First Choice Energy, LLC		1
Energy Service Providers, Inc.	1	
ALL AMERICAN POWER & GAS, LLC		1
SmartestEnergy US LLC		1
Kiwi Energy Inc.		1
Total	62	39

Number of Initial Complaints Received Against Distributed Energy Resources Providers

Service Provider	2025	2026
Nexamp Inc.	25	8
SunPower Corporation, Systems	24	10
ATTYX LLC	20	7
Sunrun, Inc.	8	17
Spruce Power 4, LLC	16	4
Arcadia Power	11	3
Tesla, Inc.	9	7
Ampion	7	
Clearway Community Solar LLC	6	1
Pro Custom Solar, LLC d/b/a Momentum Solar	5	2
Solstice Power Technologies, Inc	5	2
Sunco Solar LLC	5	2
Sunnova Energy Corporation	4	5
Altus Power America, Inc.	4	2
NYSS, LLC dba NY State Solar	4	
SunCommon	4	4
Y Energy Services, LLC	4	
Empire Solar Solutions, LLC	2	3
IGS Solar, LLC	3	3
NYS Essential Power, Inc.	1	3
Perch Community Solar, LLC	1	3
ProjectEconomics, Inc. dba PowerMarket	1	3
Radiant Solar	3	1
AEC Solar Energy Corp.		2
Common Energy LLC	2	2
Delaware River Solar	2	
Edgewise Energy LLC	2	
EmPower Solar	2	2
Meadow	2	
Nautilus Solar Energy, LLC	1	2
Pivot Energy		2
PosiGen Developer, LLC		2
Solar Simplified, LLC	2	2

Trinity Solar Inc.	1	2
3rd ROC Solar LLC	1	1
Albany Solar Solutions LLC		1
ArcTrade, Inc.	1	
Astrawatt Solar	1	
Community Solar Platform	1	
Ecovis Inc.	1	
ELP Saugerties Solar LLC	1	
Evo Energy Inc		1
Farmer Brown Solar LLC	1	
Green Street Power Partners, LLC	1	
Group Solar USA		1
IPPSolar LLC		1
Kamtech Solar Solutions	1	
Kasselman Solar, LLC		1
LGCY Installation Services, LLC		1
Long Island Power Solutions DBA New York Power Solutions	1	
Mpower Solar LLC	1	1
Neighborhood Sun Benefit Corp.	1	
Renovus Solar		1
Solanta Corp	1	1
Solar Liberty Energy Systems		1
Solar Pro Inc	1	1
Superior Solar USA	1	
Surf Clean Energy Inc.	1	1
Venture Home Solar LLC	1	1
Total	203	120

Number of Escalated Complaints Received Against Distributed Energy Resources Providers

Service Provider	2025	2026
Nexamp Inc.	2	3
SunPower Corporation, Systems	10	3
ATTYX LLC	7	3
Sunrun, Inc.	3	4
Spruce Power 4, LLC	10	1
Tesla, Inc.	4	3
Ampion	1	
Clearway Community Solar LLC	2	
Pro Custom Solar, LLC d/b/a Momentum Solar	1	
Solstice Power Technologies, Inc	1	
Sunco Solar LLC	3	
Sunnova Energy Corporation		2
NYSS, LLC dba NY State Solar	2	
SunCommon	1	2
Y Energy Services, LLC	2	
Arcadia Power		1
Empire Solar Solutions, LLC	1	2
IGS Solar, LLC	1	1
Perch Community Solar, LLC	1	1
ProjectEconomics, Inc. dba PowerMarket		1
AEC Solar Energy Corp.		1
Common Energy LLC		1
Delaware River Solar	1	
Nautilus Solar Energy, LLC		1
Pivot Energy		1
Solar Simplified, LLC	1	
Trinity Solar Inc.		1
Albany Solar Solutions LLC		1
Farmer Brown Solar LLC	1	
IPPSolar LLC		1
NYS Essential Power, Inc.	1	
Solar Pro Inc	1	
Venture Home Solar LLC	1	1

Dynamic Energy Holdings LLC		1
Total	58	36