

# **Monthly Report on Consumer Complaint Activity**



## **December 2014**

***Audrey Zibelman, Chief Executive Officer***

***Michael Corso, Interim Director  
Office of Consumer Services***

***January 21, 2015***

***Revised March 10, 2015***



# Monthly Report on Consumer Complaint Activity

## December 2014

### Table of Contents

Director's Message.....	3
If You Have a Complaint About Your Utility Service.....	4
How Utility Complaints are Measured .....	5
Complaint Activity of Major New York Utilities.....	7
Customer Service Response Index.....	8
Credits Obtained for Consumers.....	13
Number of Initial Complaints Received Against ESCO's .....	14
Number of Escalated Complaints Received Against ESCO's .....	17
Number of Marketing Complaints Received Against ESCO's .....	19



January 21, 2015

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,

Michael Corso  
Interim 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

**December 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.	55	18.1	0	0.0	0%	0.3
Con Edison of New York	484	12.4	48	1.2	10%	1.8
PSEG Long Island	117	10.4	6	0.5	5%	1.1
National Grid - L I	59	11.6	6	1.2	10%	1.3
New York State Electric & Gas Corp.	131	13.0	0	0.0	0%	0.3
National Grid-Upstate	159	10.6	3	0.2	2%	0.6
Orange & Rockland	41	18.1	0	0.0	0%	0.6
Rochester Gas & Electric Corp.	75	18.3	0	0.0	0%	0.6
National Grid-Metro NY	123	10.8	8	0.7	7%	0.6
National Fuel Gas Distribution	47	9.0	0	0.0	0%	0.1
Citizens Communications	6	3.6	0	0.0	0%	0.2
Frontier Communications of NY	0	0.0	0	0.0	0%	0.5
Frontier Telephone of Rochester, Inc.	16	8.2	3	1.5	19%	0.6
Windstream Communications, Inc.	5	13.7	0	0.0	0%	0.7
Verizon Communications	263	7.8	26	0.8	10%	1.1
AT&T	10		3		30%	
Optimum Voice	6		2		33%	
Time Warner Cable Information Services	11		0		0%	
Verizon Digital Voice	43		3		7%	
Cablevision Systems	13		2		15%	
Time-Warner Cable	110		15		14%	
Verizon New York, Inc. (CATV)	33		1		3%	
Long Island Water Corp.	10	8.2	2	1.6	20%	1.2
United Water - New York	5	6.9	2	2.8	40%	3.0
United Water - Westchester	5	11.6	0	0.0	0%	5.0

All complaint rates are based on December 2013 customer populations.

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

This table reports on the volume of complaints received against the largest utilities in each industry.

**Initial Complaints (QRS)** - This is the number (No.) of complaints we receive and forward to the utility company for resolution directly with the customer and the corresponding complaint rate (Rate) per 100,000 customer accounts.

**Escalated Complaints (SRS)** - This is the number (No.) of complaints that we escalated for further handling and investigation because the customer informed us that the utility failed to satisfy their initial complaint after we forwarded the initial complaint to the utility. The corresponding escalated complaint rate (Rate) per 100,000 customer accounts allows the reader to compare one utility to another regardless of the number of customer accounts.

**Escalation Rate** - This is a measure of how successful a utility is in satisfying their customer upon receipt of an initial complaint made through the Office of Consumer Services. The lower the rate the more successful the utility was in resolving initial complaints directly with the customer.

**12 Month Escalated Complaint Rate** - This rate represents the average number of escalated complaints received per month per 100,000 customer accounts. This is often used as one of several customer service measures that may be taken into consideration when staff monitors the quality of customer service delivered by an individual utility.

## Customer Service Response Index December 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
New York State Electric & Gas Corp.	131	0	5.0	2.6	2.0	5.8	2.0	13.0	1.0	10.0
National Fuel Gas Distribution	47	0	5.0	4.0	2.0	0.0	2.0	2.0	1.0	10.0
American Power & Gas, LLC	16	0	5.0	9.8	2.0	3.6	2.0	5.3	1.0	10.0
Family Energy, Inc.	14	0	5.0	11.3	2.0	0.0	2.0	0.0	1.0	10.0
Orange & Rockland	41	0	5.0	4.5	2.0	2.3	2.0	22.1	0.8	9.8
Time Warner Cable Information Service	11	0	5.0	10.3	2.0	0.0	2.0	22.3	0.8	9.8
National Grid - Upstate	159	3	4.8	3.0	2.0	12.3	1.8	12.2	1.0	9.6
Central Hudson Gas & Electric Corp.	55	0	5.0	6.9	2.0	10.6	1.9	26.2	0.7	9.6
Verizon New York Inc.	33	1	4.7	7.5	2.0	11.7	1.9	10.8	1.0	9.6
National Grid - Metro Ny	123	8	4.3	9.3	2.0	6.0	2.0	15.4	0.9	9.2
IDT Energy, Inc.	12	1	4.2	4.7	2.0	4.2	2.0	2.0	1.0	9.2
NYSEG Solutions, Inc.	10	1	4.0	4.9	2.0	7.6	2.0	2.0	1.0	9.0
Verizon Digital Voice	43	3	4.3	8.7	2.0	15.6	1.5	11.4	1.0	8.8
Verizon Communications	263	26	4.0	8.4	2.0	17.1	1.3	11.6	1.0	8.3
Time Warner - Buffalo	13	2	3.5	9.5	2.0	0.0	2.0	22.6	0.8	8.3
Major Energy Services LLC	11	2	3.2	9.2	2.0	6.1	2.0	6.0	1.0	8.2
Rochester Gas & Electric Corp.	75	0	5.0	1.9	2.0	27.2	0.0	1.2	1.0	8.0
Time Warner - Rochester	13	1	4.2	23.0	1.1	0.0	2.0	28.0	0.7	8.0
Gateway Energy Services Corp.	10	1	4.0	6.6	2.0	0.0	2.0	68.0	0.0	8.0
Frontier Telephone of Rochester, Inc.	16	3	3.1	7.0	2.0	5.5	2.0	20.2	0.8	7.9
Long Island Water Corporation D/b/a L	10	2	3.0	8.9	2.0	10.7	1.9	10.8	1.0	7.9
Time Warner - Syracuse Division	26	5	3.1	18.2	1.5	0.0	2.0	17.3	0.9	7.5
XChange Telecom	11	3	2.3	2.7	2.0	1.3	2.0	2.0	1.0	7.3
Con Edison Of New York	484	48	4.0	11.5	2.0	24.6	0.2	10.8	1.0	7.2
PSEG Long Island	117	6	4.5	12.8	2.0	23.7	0.4	52.1	0.2	7.1
Ambit Energy	60	18	2.0	11.5	2.0	8.2	2.0	6.8	1.0	7.0
AT&T	10	3	2.0	8.7	2.0	6.7	2.0	27.0	0.7	6.7
National Grid - L I	59	6	4.0	13.0	2.0	25.1	0.0	23.7	0.8	6.8
Time Warner - Albany	13	2	3.5	13.7	2.0	69.1	0.0	29.2	0.7	6.2
Time Warner - New York City	45	5	3.9	18.8	1.5	86.8	0.0	42.3	0.4	5.8
North American Power & Gas LLC	20	7	1.5	20.7	1.3	16.2	1.4	13.4	1.0	5.2

*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.

12/1/2014	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
125 Court St. LLC	0	1		0.0		0.0		3.0		
3462 Third Avenue Owner Realty LLC	0	1		0.0		0.0		551.4		
5-15 W 91 Llc	0	0		0.0		0.0		170.0		
Accent Energy Midwest, LLC	0	0		0.0		1.9		0.0		
Agway Energy Services, LLC.	2	0		2.0		3.0		1.0		
Alpha Gas And Electric, Llc	5	2		1.6		0.5		0.0		
Amplified Power & Gas, LLC	1	0		0.0		0.0		0.0		
Antlers of Raquette Lake	0	0		0.0		0.0		0.0		
Ap Gas & Electric (ny), Llc	1	0		0.0		0.0		10.0		
Arrow Park, Inc	0	0		0.0		0.0		140.0		
Astral Energy LLC	2	0		1.0		0.0		50.7		
Atlantic Energy, LLC	0	0		0.0		0.0		2.0		
Atlantic Power & Gas LLC	1	1		10.0		0.0		39.5		
Banner Avenue LLC	0	0		0.0		0.0		37.0		
Birch Communications, Inc.	2	0		7.0		0.0		1.0		
BluCo Energy, LLC	2	0		1.0		0.0		85.5		
Bounce Energy NY, LLC	1	1		24.0		7.0		8.0		
Broadview Networks	3	0		17.6		0.0		14.0		
Brown's Fuel	3	2		15.0		5.4		2.0		
BTI Communications, Inc. d/b/a TELZE	3	0		9.2		0.0		0.0		
BUY ENERGY DIRECT, LLC	1	0		0.0		0.0		13.0		
Cablevision - MediaOne - US Cablevisi	0	0		0.0		0.0		0.0		
Cablevision Lightpath, Inc.	1	0		0.0		0.0		9.0		
Cablevision of Hauppauge	0	0		0.0		0.0		0.0		
Cablevision of Long Island	4	1		16.0		4.2		9.0		
Cablevision of New York City	9	1		14.1		0.0		4.3		
Charter Communications	2	0		19.0		0.0		14.5		
Chautauqua & Erie Telephone Corp.	0	1		20.0		0.0		14.0		
Chazy & Westport Telephone Corp.	0	0		27.0		0.0		0.0		
Chief Energy Gas, Llc.	1	0		0.0		0.0		2.0		
Chief Energy Power, Llc	1	0		0.0		0.0		9.0		
Citizens Communications	6	0		13.3		0.0		8.2		
City of Jamestown Board of Public Utili	1	0		3.0		0.0		0.0		
City Power & Gas, LLC	7	0		2.2		0.0		2.0		
Clearview Energy, Inc.	2	0		5.5		0.0		0.0		
Clinton Hills Apts Owners Corp	0	0		0.0		0.0		66.0		
Columbia Utilities Power, Llc (electric)	1	0		4.0		0.0		0.0		
Comcast Cable of New York - CATV	2	0		0.5		0.0		0.0		
Con Edison Solutions	2	1		3.0		10.0		17.0		
Constellation NewEnergy	1	0		14.0		0.0		1.0		
Constellation NewEnergy - Gas Divisio	0	0		0.0		0.0		0.0		
Cooper Square Realty	0	0		0.0		0.0		1118.5		
CornerStone Telephone Company, LLC	0	0		0.0		4.8		0.0		
CTC Communications Corp.	0	0		61.0		0.1		0.0		
Deposit Telephone	0	0		8.0		0.0		0.0		
Direct Energy Business, LLC	5	0		7.0		10.0		8.0		
Direct Energy Services LLC	1	1		14.0		9.0		203.0		
Eligo Energy Ny, Llc	1	0		2.0		0.0		0.0		
Empire One Telecommunications, Inc.	0	0		0.0		0.0		58.0		
Energetix, Inc.	6	1		13.8		6.9		1.5		
Energy Cooperative of America, Inc.	3	0		0.0		0.0		13.0		
ENERGY DISCOUNTERS, LLC	1	0		0.0		0.0		0.0		
Energy Plus Holdings LLC	3	0		10.5		0.0		5.5		
Entra Energy LLC	0	0		0.0		0.0		108.0		
Fillmore Gas Company Inc.	0	0		0.0		0.0		57.0		
Forest Park Water Co. Inc.	0	1		83.0		0.0		28.0		
Four Seasons Water Corp.	0	1		17.0		0.0		31.0		
Frontier Communications of AuSable V	1	0		4.0		0.0		0.0		
Frontier Communications of NY/aka Hi	0	0		0.0		0.0		10.0		
Frontier Communications of Rochester,	1	0		0.0		0.0		0.0		
Frontier Communications of Sylvan Lak	2	0		0.0		0.0		1.0		
Frontier Utilities Northeast LLC	0	0		0.0		0.0		29.0		
FTR Energy Services, LLC	2	1		16.5		0.0		11.0		
Galaxy Energy Llc	3	0		0.7		0.0		41.0		
Global Energy Marketing II LLC dba GM	1	0		11.0		0.0		0.0		
Granite Telecommunications, Llc	0	0		0.0		0.0		38.0		
Great Eastern Energy	0	0		0.0		74.1		0.0		
Green Mountain Energy	1	1		137.0		0.0		15.5		
Greenlight Energy Inc.	1	0		5.0		0.0		0.0		

12/1/2014	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
HANAC Astoria Housing Redevelopme	0	0		0.0		0.0		76.0		
Heywood Towers Associates	0	0		0.0		0.0		596.0		
High Rise Energy Group, LLC	0	1		24.0		0.8		0.0		
Hiko Energy, Llc	0	0		10.0		0.0		226.0		
Hudson Energy Services, Llc	0	0		14.0		9.0		0.0		
Hudson Park Investors, Llc	0	0		0.0		0.0		72.0		
Hudson Valley Water Co.	1	0		1.0		0.0		0.0		
IDT America Corp.	5	1		10.0		13.1		0.0		
IGS Energy	0	0		0.0		45.1		0.0		
Integrus Energy Services, Inc.	0	0		38.0		0.0		0.0		
InterGlobe Communications	0	0		0.0		0.0		42.0		
JJT Energy, LLC	0	0		0.0		0.0		359.0		
Josco Energy Corp	5	1		4.5		23.0		0.0		
Just Energy New York Corp	7	3		12.4		11.0		2.0		
Kiamesha Artesian Spring Water Co., I	0	0		0.0		0.0		45.0		
King Tract Utilities c/o Melohn Propertie	0	0		0.0		69.3		0.0		
Kiwi Energy Inc.	5	0		18.0		15.0		19.7		
Knolls Water Co.	0	0		0.0		130.9		141.0		
Lafayette-Boynton Apartment Corp.	0	0		0.0		0.0		58.0		
Legacy Long Distance International, Inc	0	0		0.0		0.0		43.0		
Liberty Power Corp.	3	0		14.0		0.0		16.0		
Marathon Energy Corporation	1	0		1.0		0.0		0.0		
Matrix Telecom, Inc DbA Trinsic Comm	2	1		10.0		0.0		3.0		
McGraw Communications, Inc.	0	0		0.0		0.0		115.5		
Mid Hudson Cablevision, Inc.	1	0		2.0		0.0		0.0		
Mpower Energy LLC	5	0		2.0		19.0		15.2		
Natgasco, Inc. - A Mitchell-Supreme Cc	0	0		0.0		68.8		0.0		
New Century Telecom, Inc.	1	0		0.0		0.0		24.0		
New Wave Energy Corp.	0	0		0.0		0.0		124.0		
NextEra Energy Resources, LLC	2	0		3.0		0.0		2.0		
North Eastern States, Inc.	1	0		3.0		0.0		31.7		
NorthEastern Energy Corporation	1	0		0.0		0.0		13.0		
Northland Networks, Ltd.	1	0		0.0		0.0		0.0		
Optimum Voice	6	2		8.4		7.1		44.0		
Paetec Communications, Inc. DbA Win	0	0		35.0		0.0		31.0		
Penelec (A First Energy Company)	1	0		7.0		0.0		52.0		
People's Power & Gas, Llc	0	0		0.0		0.0		337.0		
Pheasant Hill Developers.	0	0		0.0		0.0		49.0		
Planet Energy (NY) Corp.	0	0		0.0		0.0		0.0		
Plymouth Rock Energy LLC	3	1		4.2		4.9		37.0		
Public Power Llc	3	0		7.0		0.0		45.0		
Rcn Telecom Services Of New York, Lj	0	0		17.0		0.0		0.0		
Reliant Energy Northeast LLC	1	0		0.0		0.0		1.0		
Renaissance Power & Gas, Inc.	1	0		3.0		0.0		0.0		
Resdntl Comms. Netwrk of NY	1	0		2.0		0.0		0.0		
Residents Energy, LLC	4	1		3.0		5.7		2.0		
Riverview II Preservation Lp	0	0		0.0		0.0		316.0		
Robison Energy Of Westchester	1	0		0.0		0.0		16.0		
Roosevelt Island Associates	0	0		0.0		0.0		238.0		
Sea Park West Lp	0	0		0.0		0.0		84.8		
Smart One Energy, LLC	3	0		11.0		0.0		8.0		
South Bay Energy Corp.	2	0		1.5		0.0		0.0		
Spark Energy, L.P.	4	1		23.8		9.8		6.0		
Spectrotel, Inc.	0	0		28.0		0.0		0.0		
Starion Energy NY, Inc.	3	0		13.0		0.0		0.0		
Stream Energy New York LLC.	0	0		0.0		0.0		42.0		
Strivers Gardens Realty LLC	0	0		0.0		0.0		587.0		
Taconic Telephone Corp.	1	0		19.5		0.0		0.0		
Talkspan Inc.	0	0		0.0		0.0		28.0		
TDS Metrocom, Inc.	1	0		6.0		0.0		0.0		
Tech Valley Communications	0	0		137.0		0.0		0.0		
The Chaffee Water Works Company	1	0		0.0		0.0		49.0		
Titan Gas, LLC	0	0		0.0		0.0		48.0		
Towers on the Park	0	1		0		0		2		
Transbeam, Inc.	1	0		0		0		2		
Tristate Bell Inc	1	0		0		19		1		
U.S. Gas & Electric, Inc.	5	0		9.4		0		0		
United Energy Supply Corporation	0	0		0		3.9		0		
United Water Westchester Inc.	5	0		1.2		0		0		

<b>12/1/2014</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>
United Water-New York	5	2		15.1		8.9		42.5		
Utility Expense Reduction LLC	0	0		10		0		0		
Verde Energy USA New York, LLC	1	0		0		0		16		
Village of Andover	1	0		0		0		0		
Village of Greene Electric Dept.	1	0		0		0		0		
Viridian Energy Ny, Llc	8	0		7.5		0		20.9		
Warwick Water Company Whistle	1	1		5		1.1		0		
Tree Development Co, Inc.	0	0		0		0.2		0		
Wholesale Carrier Services, Inc.	0	0		0		0		84		
Windstream Communications, Inc.	5	0		0		0		22		
XOOM Energy New York, LLC	3	1		14.7		5		8		

**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 \$	320,816.54	214
Jun-14 \$	643,684.27	178
Jul-14 \$	607,357.02	136
Aug-14 \$	144,584.36	101
Sep-14 \$	128,820.32	142
Oct-14 \$	144,794.05	96
Nov-14 \$	595,719.97	66
Dec-14 \$	112,646.15	55
<b>2014 Total</b>	<b>\$ 4,484,850.33</b>	<b>1419</b>

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

Code	Company Name	2014	2013	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13
6898AB	ABC Energy LLC	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	2	1	0	0	0	0	1	0	0	0	0	0	1	0	1
D128	Accent Energy Midwest, LLC	6	15	0	0	0	1	2	0	2	0	1	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.	153	68	2	4	4	3	2	2	8	12	21	46	45	4	5
5985AL	Alpha Gas And Electric, Llc	204	74	5	2	6	9	9	7	9	15	32	70	35	5	6
D230	Ambit Energy	448	102	60	33	41	38	49	49	29	20	37	68	16	8	4
D002	Amerada Hess Corp.	6	6	0	0	0	0	0	0	0	0	3	0	2	1	2
5411AM	American Power & Gas, LLC	196	40	16	14	23	15	22	11	11	13	23	27	19	2	2
6975AM	American Power Partners, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D240	Ameristar Energy, LLC	3	2	0	0	1	0	0	0	0	0	0	0	2	0	0
6729AM	Amplified Power & Gas, LLC	59	27	1	2	2	2	1	2	2	1	6	14	24	2	0
6023AP	Ap Gas & Electric (ny), Llc	6	6	1	0	1	0	0	0	0	2	1	0	1	0	0
6818AS	Astral Energy LLC	25	4	2	0	1	5	2	2	4	4	1	1	3	0	0
6481AT	Atlantic Energy, LLC	7	2	0	0	1	1	0	0	1	1	2	0	1	0	1
7844AT	Atlantic Power & Gas LLC	4	0	1	2	1	0	0	0	0	0	0	0	0	0	0
D222	BluCo Energy, LLC	15	9	2	0	1	0	4	0	0	1	2	1	0	4	0
D217	BlueRock Energy, Inc.	12	4	0	0	0	0	2	0	1	1	0	5	2	1	0
5008BO	Bounce Energy NY, LLC	12	5	1	1	3	1	2	2	0	0	0	0	0	2	0
D113	Brown's Fuel	63	24	3	5	3	2	3	7	8	10	4	9	4	5	4
5246BU	BUY ENERGY DIRECT, LLC	17	53	1	0	0	1	1	1	0	2	4	2	3	2	1
D262	Censtar Energy Corp.	19	10	0	0	0	3	1	0	1	1	2	4	5	2	0
D220	Chief Energy Gas, Llc.	10	8	1	0	0	0	0	1	0	0	0	2	5	1	0
5773CH	Chief Energy Power, Llc	13	10	1	1	1	1	0	1	0	0	1	1	3	3	1
5325CI	Citizens Choice Energy, LLC	19	31	0	0	2	1	1	0	1	1	4	2	6	1	0
5592CI	City Power & Gas, LLC	51	34	7	5	3	3	3	4	2	0	10	8	4	2	0
D238	Clearview Energy, Inc.	12	2	2	0	3	2	1	1	1	0	1	0	1	0	0
D231	Columbia Utilities Power, Llc (electric)	37	19	1	1	6	3	5	3	2	4	0	7	3	2	0
D040	Columbia Utilities Power, Llc (gas)	18	5	0	1	0	0	0	1	0	2	0	6	2	6	0
D208	Commerce Energy, Inc	5	9	0	0	0	1	1	3	0	0	0	0	0	0	0
5065CO	Community Energy Services, Inc.	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
D110	Community Energy, Inc.	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
D086	Con Edison Solutions	9	6	2	0	0	0	0	2	0	2	1	1	0	1	1
D084	Constellation NewEnergy	15	7	1	2	5	1	1	2	0	2	0	1	0	0	2
D221	Constellation NewEnergy - Gas Division,	6	3	0	1	0	0	1	1	0	1	1	0	1	0	1
5308DI	Direct Energy Business, LLC	50	45	5	0	3	4	5	2	6	2	7	8	5	3	4
D176	Direct Energy Services LLC	72	68	1	2	6	5	5	2	9	10	7	9	11	5	2
D251	Discount Energy Llc	1	2	0	0	0	0	0	0	0	0	0	1	0	0	0
D175	Dominion Retail, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	57	18	1	0	2	1	7	9	3	3	8	3	6	14	10
7398EM	Empire Energy Services, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D047	Empire Natural Gas Corporation	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D087	Energetix, Inc.	58	30	6	2	3	2	2	4	10	13	6	3	3	4	3
8202EN	Energy Cooperative of America, Inc.	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0
D183	Energy Cooperative of New York	2	1	0	0	0	0	1	0	1	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	10	25	1	0	0	0	0	1	1	0	4	3	0	0	3
D243	Energy Plus Holdings LLC	20	21	3	2	2	2	2	2	3	2	0	1	0	1	0
5568EN	Energy Plus Natural Gas LP	3	0	0	0	1	1	1	0	0	0	0	0	0	0	0

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

Code	Company Name	2014	2013	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13
D137	Energy Service Providers, Inc.	1	4	0	0	0	0	0	0	0	0	1	0	0	0	0
5424EN	Energy Solutions Co. LLC	3	4	0	0	0	0	0	0	0	0	0	3	0	0	0
5182EN	EnergyMark, LLC	2	1	0	0	0	1	0	0	0	0	0	0	1	0	0
6551EN	Entra Energy LLC	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	11	2	0	0	1	3	1	2	0	1	3	0	0	0	1
4920FA	Family Energy, Inc.	96	64	14	6	10	6	3	8	8	9	15	8	5	4	1
7383FR	Frontier Utilities Northeast LLC	8	0	0	2	3	1	1	1	0	0	0	0	0	0	0
6781FT	FTR Energy Services, LLC	20	17	2	1	3	1	0	1	2	3	1	3	1	2	0
6643GA	Galaxy Energy Llc	23	16	3	3	3	3	1	1	0	2	3	2	2	0	0
D046	Gateway Energy Services Corp.	116	82	10	6	6	8	4	4	7	13	6	33	15	4	10
6424GD	GDF Suez Retail Energy Solutions, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6011GL	GL Energy Inc.	2	5	0	0	0	0	1	0	0	0	0	1	0	0	1
5349GL	Glacial Natural Gas, Inc.	9	1	0	0	0	0	2	1	4	0	2	0	0	0	0
7256GL	Global Energy Marketing II LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6009GL	Global Energy, LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	12	2	0	0	0	5	1	1	0	1	3	0	1	0	0
D127	Green Mountain Energy	12	27	1	0	0	2	1	1	1	1	2	2	0	1	1
4877GR	Greenlight Energy Inc.	37	64	1	1	1	3	4	1	3	2	5	4	8	4	5
D254	High Rise Energy Group, LLC	15	4	0	1	1	1	5	4	0	2	0	0	1	0	0
5302PR	Hiko Energy, Llc	222	69	0	1	1	2	3	7	3	8	33	80	59	25	11
D120	Hudson Energy Services, Llc	26	19	0	2	2	5	1	2	1	2	1	3	3	4	2
D177	IDT Energy, Inc.	214	115	12	7	13	15	11	12	11	16	31	66	11	9	5
D188	IGS Energy	8	3	0	1	0	2	0	1	0	0	0	1	2	1	0
D167	Infinite Energy, Inc.	4	1	0	0	0	0	1	1	0	0	0	1	1	0	0
D234	Integrus Energy Services, Inc.	2	0	0	0	1	0	0	0	0	0	0	1	0	0	0
6647IR	Iron Energy LLC	7	3	0	0	0	0	0	0	0	1	1	4	0	1	0
5009JJ	JJT Energy, LLC	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0
7041JO	JOSCO Energy Corp	79	0	5	6	15	14	6	12	7	8	1	1	4	0	0
D213	Just Energy New York Corp	127	174	7	6	7	7	8	10	5	10	15	23	14	15	9
6646KI	Kiwi Energy Inc.	151	62	5	13	8	14	4	7	14	12	19	22	19	14	6
5520LE	Lexington Power & Light, LLC	5	7	0	0	0	0	0	0	0	1	2	2	0	0	0
D117	Liberty Power Corp.	39	60	3	0	5	5	5	3	5	0	3	4	5	1	1
5698LI	Lighthouse Power, LLC	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D214	Major Energy Services LLC	206	42	11	4	5	8	8	10	5	11	38	66	30	10	4
6007MA	Marathon Energy Corporation	12	1	1	1	2	0	4	0	1	2	0	0	1	0	0
D107	Metro Energy Group, LLC	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
D098	Metromedia Energy	3	0	0	0	0	0	1	0	0	0	1	1	0	0	0
D267	Mpower Energy LLC	92	152	5	5	9	5	11	12	8	3	9	12	7	6	4
D032	MXenergy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6807MY	MyGrid Energy, Inc.	6	1	0	0	0	0	0	0	4	0	1	0	1	0	1
D020	Natgasco, Inc. - A Mitchell-Supreme Com	12	0	0	0	1	1	0	1	0	1	0	2	6	0	0
D021	National Fuel Resources	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5388NE	New Energy Services Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5436NE	New Wave Energy Corp.	10	0	0	1	0	2	1	0	1	0	2	0	2	1	0
4987NE	NextEra Energy Resources, LLC	4	1	2	1	0	0	0	0	0	0	0	0	1	0	0
D148	Noco Natural Gas, Llc	3	0	0	0	0	0	0	0	0	0	0	0	2	1	0
5787NO	North American Power & Gas LLC	172	30	20	13	10	13	10	10	6	11	19	25	27	8	3
6976NO	North Eastern States, Inc.	9	0	1	5	3	0	0	0	0	0	0	0	0	0	0

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

Code	Company Name	2014	2013	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13
5479NO	North Energy LLC	56	6	0	0	0	0	2	1	1	2	19	22	7	2	1
D239	NorthEastern Energy Corporation	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	150	65	10	6	8	4	11	12	28	19	8	18	21	5	7
4921OA	Oasis Power LLC, d/b/a Oasis Energy	14	14	0	0	1	2	3	3	0	2	0	1	2	0	1
6645PA	Pay Less Energy, LLC	2	0	0	0	0	0	0	1	0	0	1	0	0	0	0
6024PE	People's Power & Gas, Llc	21	6	0	0	0	0	0	0	0	4	3	5	4	5	1
6893PE	Perigee Energy, LLC	5	17	0	0	1	0	0	0	1	0	0	1	2	0	2
D067	PG&E Energy Trading	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
5637PL	Planet Energy (NY) Corp.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D237	Platinum Plus Energy Resources, Inc.	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
D171	Plymouth Rock Energy LLC	71	47	3	4	1	2	4	2	3	3	11	28	8	2	2
7497PS	PSEG Long Island	2	0	0	0	2	0	0	0	0	0	0	0	0	0	0
D263	Public Power Llc	38	24	3	4	3	5	5	2	5	4	1	4	1	1	2
6233RE	Reliant Energy Northeast LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6616RE	Renaissance Power & Gas, Inc.	9	0	1	1	0	1	2	2	2	0	0	0	0	0	0
6574RE	Residents Energy, LLC	5	1	4	0	1	0	0	0	0	0	0	0	0	0	0
D093	Robison Energy Of Westchester	6	1	1	0	0	0	0	1	0	0	0	1	1	2	0
D160	S.J. FUEL CO., INC.	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
5370SB	SBR Energy, LLC	5	34	0	0	0	0	0	1	1	0	1	0	2	0	0
5481SJ	SJ Energy Partners	5	2	0	0	1	1	0	0	0	1	1	1	0	0	0
4976SM	Smart One Energy, LLC	28	7	3	0	4	2	3	1	5	2	1	3	4	0	1
6216SO	South Bay Energy Corp.	22	2	2	0	1	0	0	1	6	3	1	6	2	0	0
5577SO	SouthStar Energy Services LLC	4	3	0	0	0	0	0	0	0	0	1	1	0	2	0
D186	Spark Energy, L.P.	22	12	4	2	2	2	2	2	1	0	1	1	2	3	1
7397SP	Sperian Energy Corp.	21	0	0	1	2	4	3	11	0	0	0	0	0	0	0
D157	Sprague Energy Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
5463ST	Starion Energy NY, Inc.	50	66	3	1	5	6	8	9	1	3	4	7	2	1	2
6809ST	Stream Energy New York LLC.	4	2	0	2	0	1	1	0	0	0	0	0	0	0	1
D121	Stuyvesant Energy, LLC	3	0	0	0	0	1	1	0	0	0	1	0	0	0	0
6394SU	Superior Plus Energy Services Inc.	5	0	0	0	0	0	0	0	2	0	0	1	0	2	0
D223	Titan Gas, LLC	7	16	0	1	0	1	1	1	1	0	0	2	0	0	0
D166	U.S. Energy Partners Llc And EnviroGen	3	0	0	0	0	0	0	0	0	0	2	0	1	0	0
D119	U.S. Gas & Electric, Inc.	244	39	5	5	7	9	5	9	5	14	32	102	49	2	1
D500	Unidentified ESCO	5	7	0	2	1	0	0	0	0	0	0	0	2	0	0
6008UN	United Energy Supply Corporation	7	11	0	1	0	0	0	1	0	1	1	0	2	1	0
5461UT	Utility Expense Reduction LLC	30	47	0	1	3	1	3	0	1	3	5	6	6	1	4
6894VE	Verde Energy USA New York, LLC	22	31	1	2	0	3	2	1	1	1	2	4	1	4	4
6098VE	VETERAN ENERGY, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	136	29	8	4	15	17	13	11	5	10	13	27	9	4	3
6668XO	XOOM Energy New York, LLC	113	37	3	5	7	13	11	9	8	13	17	17	5	5	1
6689YO	Your Energy Holdings, LLC	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	4640	2384	287	209	302	312	316	318	288	330	535	932	576	235	153

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	Company Name	2014	2013	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13
D128	Accent Energy Midwest, LLC	1	3	0	0	0	1	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	32	8	0	1	0	1	1	3	4	2	4	12	4	0	0
5985AL	Alpha Gas And Electric, Llc	52	4	2	1	4	3	1	1	1	4	17	12	6	0	0
D230	Ambit Energy	133	20	18	17	22	23	10	8	13	3	6	10	2	1	0
5411AM	American Power & Gas, LLC	18	0	0	1	4	1	2	0	2	0	4	2	1	1	0
6975AM	American Power Partners, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D240	Ameristar Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	6	1	0	0	0	0	0	1	0	1	1	3	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	2	0	0	1	0	0	0	0	0	0	0	0	1	0	0
6818AS	Astral Energy LLC	8	0	0	0	1	2	1	1	0	1	1	0	0	1	0
6481AT	Atlantic Energy, LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
7844AT	Atlantic Power & Gas LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D222	BluCo Energy, LLC	4	3	0	1	0	2	0	0	0	0	0	0	0	1	0
D217	BlueRock Energy, Inc.	3	0	0	1	0	0	0	0	1	0	1	0	0	0	0
5008BO	Bounce Energy NY, LLC	5	0	1	0	2	0	1	0	0	0	0	0	0	1	0
D113	Brown's Fuel	18	5	2	0	3	0	3	1	3	3	2	0	0	1	1
5246BU	BUY ENERGY DIRECT, LLC	6	10	0	0	0	0	0	1	0	0	1	4	0	0	0
D262	Censtar Energy Corp.	3	1	0	0	0	0	0	0	0	0	0	2	1	0	1
D220	Chief Energy Gas, Llc.	2	2	0	0	0	0	0	0	0	0	0	2	0	0	0
5773CH	Chief Energy Power, Llc	1	3	0	0	1	0	0	0	0	0	0	0	0	0	1
5325CI	Citizens Choice Energy, LLC	4	2	0	0	0	0	0	0	2	0	1	1	0	0	0
5592CI	City Power & Gas, LLC	5	5	0	0	0	0	0	1	1	0	1	1	1	0	0
D231	Columbia Utilities Power, Llc (electric)	10	2	0	2	1	0	2	0	2	0	1	1	1	0	0
D040	Columbia Utilities Power, Llc (gas)	2	1	0	0	0	0	0	0	0	0	1	1	0	0	0
D208	Commerce Energy, Inc	2	1	0	0	1	0	1	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	2	1	1	0	0	0	0	0	0	0	0	1	0	0	0
D084	Constellation NewEnergy	4	2	0	1	0	1	0	0	1	1	0	0	0	0	0
D221	Constellation NewEnergy - Gas Division,	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
5308DI	Direct Energy Business, LLC	6	8	0	0	0	0	0	1	0	3	1	0	0	1	0
D176	Direct Energy Services LLC	17	11	1	0	0	1	2	0	5	0	3	2	2	1	0
6922EL	Eligo Energy NY, Llc	5	1	0	0	0	0	1	0	0	0	2	0	0	2	1
D087	Energetix, Inc.	16	6	1	0	1	0	0	3	6	1	2	2	0	0	1
D183	Energy Cooperative of New York	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	1	5	0	0	0	0	0	0	1	0	0	0	0	0	0
D243	Energy Plus Holdings LLC	3	1	0	0	1	0	1	0	1	0	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
4920FA	Family Energy, Inc.	2	7	0	0	1	0	0	0	1	0	0	0	0	0	0
6781FT	FTR Energy Services, LLC	7	1	1	1	0	0	1	0	1	1	1	1	0	0	0
6643GA	Galaxy Energy Llc	5	3	0	1	0	0	0	0	0	1	0	3	0	0	0
D046	Gateway Energy Services Corp.	23	15	1	0	2	2	1	3	2	1	6	3	1	1	0
5349GL	Glacial Natural Gas, Inc.	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
D104	Great Eastern Energy	2	0	0	0	0	0	1	0	0	1	0	0	0	0	0
D127	Green Mountain Energy	2	3	1	0	0	0	1	0	0	0	0	0	0	0	0
4877GR	Greenlight Energy Inc.	3	9	0	0	0	0	0	0	0	0	1	0	1	1	0
D254	High Rise Energy Group, LLC	5	0	1	0	0	2	1	0	0	1	0	0	0	0	0
5302PR	Hiko Energy, Llc	67	3	0	0	1	0	1	0	0	3	14	27	17	4	0
D120	Hudson Energy Services, Llc	6	2	0	1	1	1	0	0	0	0	1	0	1	1	1
D177	IDT Energy, Inc.	13	2	1	2	1	0	0	0	1	0	5	3	0	0	0

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

Code	Company Name	2014	2013	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13
D188	IGS Energy	4	1	0	0	1	0	0	1	0	0	0	0	2	0	0
6647IR	Iron Energy LLC	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
5009JJ	JJT Energy, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
7041JO	JOSCO Energy Corp	11	0	1	1	0	1	6	1	0	1	0	0	0	0	0
D213	Just Energy New York Corp	19	24	3	0	1	1	2	1	2	2	1	3	2	1	0
6646KI	Kiwi Energy Inc.	22	6	0	1	2	2	1	1	1	2	5	5	2	0	0
5520LE	Lexington Power & Light, LLC	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D117	Liberty Power Corp.	4	8	0	0	0	0	0	0	0	0	1	2	1	0	0
D214	Major Energy Services LLC	59	3	2	1	1	4	0	2	3	11	17	12	4	2	0
6007MA	Marathon Energy Corporation	3	0	0	0	1	1	0	1	0	0	0	0	0	0	0
D107	Metro Energy Group, LLC	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
D098	Metromedia Energy	2	0	0	0	0	0	1	0	0	1	0	0	0	0	0
D267	Mpower Energy LLC	10	20	0	2	1	0	3	1	0	0	2	1	0	0	0
D032	MXenergy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6807MY	MyGrid Energy, Inc.	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D020	Natgasco, Inc. - A Mitchell-Supreme Com	4	0	0	0	2	0	0	1	0	1	0	0	0	0	0
5436NE	New Wave Energy Corp.	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
4987NE	NextEra Energy Resources, LLC	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
5787NO	North American Power & Gas LLC	32	3	7	5	0	1	0	0	1	3	2	7	6	0	0
6976NO	North Eastern States, Inc.	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
5479NO	North Energy LLC	21	2	0	0	0	0	0	3	0	2	8	6	1	1	0
D103	NYSEG Solutions, Inc.	35	14	1	2	2	0	6	3	6	0	2	7	4	2	3
4921OA	Oasis Power LLC, d/b/a Oasis Energy	2	1	0	0	0	1	0	0	0	0	0	1	0	0	0
6024PE	People's Power & Gas, Llc	10	0	0	0	0	0	0	0	0	1	5	2	0	2	0
6893PE	Perigee Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	8	5	1	0	0	0	0	0	1	0	2	3	0	1	0
D263	Public Power Llc	11	1	0	1	1	2	0	1	2	2	0	1	0	1	0
6574RE	Residents Energy, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D093	Robison Energy Of Westchester	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D160	S.J. FUEL CO., INC.	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0
5370SB	SBR Energy, LLC	1	8	0	0	0	0	0	1	0	0	0	0	0	0	0
5481SJ	SJ Energy Partners	2	0	0	0	1	0	0	0	1	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	10	1	0	0	1	1	0	3	1	1	0	1	1	1	0
5577SO	SouthStar Energy Services LLC	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
D186	Spark Energy, L.P.	9	4	1	0	1	2	2	1	0	0	0	1	0	1	0
7397SP	Sperian Energy Corp.	7	0	0	0	3	2	0	2	0	0	0	0	0	0	0
D157	Sprague Energy Corp.	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
5463ST	Starion Energy NY, Inc.	11	11	0	0	1	1	3	4	1	0	0	0	0	1	0
6809ST	Stream Energy New York LLC.	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D121	Stuyvesant Energy, LLC	2	0	0	0	1	1	0	0	0	0	0	0	0	0	0
6394SU	Superior Plus Energy Services Inc.	2	0	0	0	0	0	0	0	0	0	1	0	1	0	0
D223	Titan Gas, LLC	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	49	3	0	1	3	2	3	2	1	4	13	9	10	1	0
6008UN	United Energy Supply Corporation	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	6	3	0	0	0	1	2	0	0	1	0	0	0	2	0
6894VE	Verde Energy USA New York, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1
5391VI	Viridian Energy NY, LLC	27	3	0	2	1	5	4	4	1	2	3	1	4	0	1
6668XO	XOOM Energy New York, LLC	25	3	1	2	1	1	4	2	4	1	5	3	0	1	0
6689YO	Your Energy Holdings, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	936	289	50	52	75	69	71	59	77	65	145	159	78	36	11

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	Company Name	2014	2013	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13
6898AB	ABC Energy LLC	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	0	9	0	0	0	0	0	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.	75	43	2	2	1	1	3	2	3	4	13	19	23	2	3
5985AL	Alpha Gas And Electric, Llc	114	61	4	3	4	5	8	4	0	7	24	34	17	4	6
D230	Ambit Energy	226	38	45	22	22	22	21	25	15	6	16	24	5	3	0
D002	Amerada Hess Corp.	2	4	0	0	0	0	0	0	0	0	0	0	1	1	1
5411AM	American Power & Gas, LLC	119	48	12	13	11	12	19	5	5	5	13	13	10	1	0
6975AM	American Power Partners, LLC	3	0	0	0	2	0	1	0	0	0	0	0	0	0	0
D240	Ameristar Energy, LLC	2	2	0	0	1	0	0	0	0	0	0	0	1	0	0
6729AM	Amplified Power & Gas, LLC	29	21	0	0	0	0	1	1	1	2	2	7	14	1	0
6023AP	Ap Gas & Electric (ny), Llc	1	5	0	0	0	0	0	0	0	0	1	0	0	0	0
6818AS	Astral Energy LLC	17	5	0	0	2	3	0	2	2	5	1	1	1	0	0
6481AT	Atlantic Energy, LLC	4	2	0	0	0	0	0	0	1	0	2	0	1	0	1
D222	BluCo Energy, LLC	9	7	1	0	0	2	4	0	0	0	2	0	0	0	0
D217	BlueRock Energy, Inc.	5	2	0	0	0	0	1	0	0	0	0	1	2	1	0
5008BO	Bounce Energy NY, LLC	12	2	2	2	4	0	1	1	1	0	0	0	0	1	0
D113	Brown's Fuel	34	12	2	2	3	0	4	3	5	6	3	5	0	1	4
5357BU	Buffalo Energy, Inc.	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
5246BU	BUY ENERGY DIRECT, LLC	12	36	2	0	0	1	0	0	0	1	1	4	2	1	0
D262	Censtar Energy Corp.	10	8	0	0	0	0	0	0	1	0	1	3	3	2	2
D220	Chief Energy Gas, Llc.	3	5	0	0	0	0	0	0	0	0	0	0	3	0	0
5773CH	Chief Energy Power, Llc	3	7	0	0	0	0	0	0	0	0	0	1	0	2	0
5325CI	Citizens Choice Energy, LLC	10	14	0	0	0	1	0	0	0	0	3	2	4	0	0
5592CI	City Power & Gas, LLC	37	18	7	3	2	4	1	5	3	0	4	5	3	0	0
D238	Clearview Energy, Inc.	8	2	1	0	2	2	0	1	1	0	1	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	17	10	0	1	1	1	4	2	1	1	1	4	0	1	0
D040	Columbia Utilities Power, Llc (gas)	12	4	0	1	0	0	0	0	0	2	1	5	1	2	0
D208	Commerce Energy, Inc	2	7	0	0	0	0	0	2	0	0	0	0	0	0	0
D086	Con Edison Solutions	3	5	1	0	0	0	0	1	0	1	0	0	0	0	0
D084	Constellation NewEnergy	8	1	1	1	4	0	0	1	0	1	0	0	0	0	0
D221	Constellation NewEnergy - Gas Division,	2	1	1	0	0	0	0	0	0	0	0	0	1	0	0
5308DI	Direct Energy Business, LLC	28	17	3	1	0	1	4	2	2	4	3	3	3	2	0
D176	Direct Energy Services LLC	43	32	2	2	3	3	6	1	2	3	3	4	11	3	0
D251	Discount Energy Llc	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
D175	Dominion Retail, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	30	17	0	0	1	0	5	3	1	1	7	1	5	6	12
D087	Energetix, Inc.	28	8	4	1	3	1	1	3	7	2	2	4	0	0	0
D183	Energy Cooperative of New York	4	0	0	0	1	0	1	0	2	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	6	12	0	0	0	0	0	1	0	0	2	3	0	0	2
D243	Energy Plus Holdings LLC	8	11	0	2	2	0	1	0	1	1	0	0	0	1	0
5568EN	Energy Plus Natural Gas LP	2	0	0	0	1	1	0	0	0	0	0	0	0	0	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	0	0	0	0	0
5424EN	Energy Solutions Co. LLC	3	3	0	0	0	0	0	0	0	0	0	3	0	0	0
5182EN	EnergyMark, LLC	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
6551EN	Entra Energy LLC	1	1	0	0	0	1	0	0	0	0	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	9	1	0	0	1	3	0	0	0	0	4	1	0	0	0

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

Code	Company Name	2014	2013	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13
4920FA	Family Energy, Inc.	66	62	12	2	3	6	2	4	6	6	11	7	5	2	0
D126	First Energy Solutions, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
7383FR	Frontier Utilities Northeast LLC	8	0	1	2	2	1	1	1	0	0	0	0	0	0	0
6781FT	FTR Energy Services, LLC	15	14	1	2	1	1	1	1	2	1	0	2	1	2	0
6643GA	Galaxy Energy Llc	15	10	1	2	0	2	0	1	0	1	2	4	1	1	0
D046	Gateway Energy Services Corp.	41	39	2	3	3	2	1	3	1	5	3	12	3	3	4
6011GL	GL Energy Inc.	2	6	0	0	0	1	1	0	0	0	0	0	0	0	1
5349GL	Glacial Natural Gas, Inc.	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0
D104	Great Eastern Energy	4	0	0	0	0	0	0	1	0	2	1	0	0	0	0
D127	Green Mountain Energy	4	17	0	0	0	1	0	0	0	0	0	1	1	1	0
4877GR	Greenlight Energy Inc.	29	50	1	1	2	3	2	0	3	1	1	3	8	4	3
D254	High Rise Energy Group, LLC	6	2	0	0	0	2	4	0	0	0	0	0	0	0	0
5302PR	Hiko Energy, Llc	111	57	0	0	2	2	2	1	1	6	20	35	29	13	6
D120	Hudson Energy Services, Llc	8	3	0	3	1	2	0	0	1	0	0	1	0	0	0
D177	IDT Energy, Inc.	93	83	7	5	6	10	7	5	5	6	12	20	3	7	3
D188	IGS Energy	2	0	0	0	0	0	0	0	0	0	0	1	1	0	0
D167	Infinite Energy, Inc.	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D234	Integrus Energy Services, Inc.	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
6647IR	Iron Energy LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5009JJ	JJT Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
7041JO	JOSCO Energy Corp	54	0	2	3	10	10	11	8	1	5	0	1	3	0	0
D213	Just Energy New York Corp	71	132	7	4	3	5	3	7	2	3	9	11	8	9	2
6646KI	Kiwi Energy Inc.	92	46	5	11	2	11	4	2	8	6	15	13	9	6	3
5520LE	Lexington Power & Light, LLC	4	6	0	0	0	0	0	0	1	1	1	1	0	0	0
D117	Liberty Power Corp.	12	34	0	0	1	2	1	0	0	0	0	4	3	1	0
D214	Major Energy Services LLC	117	27	3	3	5	7	4	5	5	5	24	34	15	7	2
6007MA	Marathon Energy Corporation	4	0	0	0	0	1	2	0	0	0	0	0	1	0	0
D098	Metromedia Energy	2	0	0	0	0	0	2	0	0	0	0	0	0	0	0
D267	Mpower Energy LLC	47	107	4	2	4	4	7	3	3	1	5	8	3	3	1
D032	MXenergy	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6807MY	MyGrid Energy, Inc.	3	0	0	0	0	0	0	0	1	0	1	0	1	0	0
D020	Natgasco, Inc. - A Mitchell-Supreme Com	2	0	0	0	0	0	0	0	0	0	0	0	2	0	0
5388NE	New Energy Services Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5436NE	New Wave Energy Corp.	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0
4987NE	NextEra Energy Resources, LLC	3	1	0	1	0	0	0	0	0	0	0	0	1	1	0
D148	Noco Natural Gas, Llc	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
5787NO	North American Power & Gas LLC	102	29	12	11	4	9	6	5	1	7	11	14	17	5	0
6976NO	North Eastern States, Inc.	7	0	1	4	2	0	0	0	0	0	0	0	0	0	0
5479NO	North Energy LLC	27	1	0	0	0	0	1	0	0	2	12	8	4	0	1
D239	NorthEastern Energy Corporation	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	65	23	6	3	5	2	3	5	10	8	5	10	6	2	1
4921OA	Oasis Power LLC, d/b/a Oasis Energy	10	10	0	0	1	3	1	2	0	1	0	1	1	0	1
6024PE	People's Power & Gas, Llc	9	1	0	0	0	0	0	0	0	2	4	1	2	0	1
6893PE	Perigee Energy, LLC	4	12	0	0	1	0	0	0	1	0	0	0	2	0	0
D067	PG&E Energy Trading	2	0	0	0	0	0	0	0	0	0	0	0	0	2	0
5637PL	Planet Energy (NY) Corp.	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	48	24	4	3	2	2	2	1	4	1	4	16	6	3	1
D263	Public Power Llc	16	21	2	1	1	3	3	2	1	3	0	0	0	0	2

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

Code	Company Name	2014	2013	Dec-14	Nov-14	Oct-14	Sep-14	Aug-14	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13
6233RE	Reliant Energy Northeast LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6616RE	Renaissance Power & Gas, Inc.	5	0	0	0	0	1	1	2	1	0	0	0	0	0	0
6574RE	Residents Energy, LLC	6	1	5	0	1	0	0	0	0	0	0	0	0	0	0
D093	Robison Energy Of Westchester	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
5370SB	SBR Energy, LLC	3	19	0	0	0	0	0	2	0	0	1	0	0	0	0
5481SJ	SJ Energy Partners	2	0	0	0	0	1	0	0	0	0	0	1	0	0	0
4976SM	Smart One Energy, LLC	16	2	2	0	2	2	2	2	2	0	0	3	1	0	0
6216SO	South Bay Energy Corp.	5	0	0	0	0	0	0	1	1	1	0	1	1	0	0
5577SO	SouthStar Energy Services LLC	2	1	0	0	0	0	0	0	0	0	0	1	0	1	0
D186	Spark Energy, L.P.	14	9	2	1	1	0	1	1	0	0	1	2	2	3	1
7397SP	Sperian Energy Corp.	9	0	0	1	4	1	2	1	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	30	41	1	1	4	4	4	8	0	0	3	4	1	0	1
6809ST	Stream Energy New York LLC.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D121	Stuyvesant Energy, LLC	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
D223	Titan Gas, LLC	2	8	0	0	0	0	0	1	0	0	0	1	0	0	0
D166	U.S. Energy Partners Llc And EnviroGen	2	0	0	0	0	0	0	0	0	0	1	0	1	0	0
D119	U.S. Gas & Electric, Inc.	100	24	5	1	4	3	0	5	3	8	21	36	14	0	0
D500	Unidentified ESCO	104	461	10	7	11	5	4	5	8	12	6	9	10	17	11
6008UN	United Energy Supply Corporation	6	10	0	2	0	0	0	0	0	0	0	0	2	2	0
5461UT	Utility Expense Reduction LLC	15	30	0	1	4	2	1	0	1	1	0	2	3	0	3
6894VE	Verde Energy USA New York, LLC	12	29	1	1	0	2	0	0	2	1	1	2	1	1	2
6098VE	VETERAN ENERGY, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	70	18	4	2	6	8	6	4	3	6	7	12	9	3	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	46	20	0	2	0	2	5	1	2	9	14	8	1	2	1
6689YO	Your Energy Holdings, LLC	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	2510	2001	194	141	170	188	183	158	134	163	308	438	296	137	85

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.