



# Department of Public Service

December 2023

## **Office of Consumer Services** **Monthly Report on Consumer Complaint Activity**

**Rory M. Christian**

**Chair and Chief  
Executive Officer**

**Richard Berkley**

**Consumer Advocate and Director  
Office of Consumer Services**



# Department of Public Service

January 19, 2024

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. This month for example OCS returned more than **\$1,334,000** to consumers for a total of almost **\$6,998,000** so far this year. The chart entitled Credit Adjustments Received for Consumers reports the amount of customer refunds issued so far this year.

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

Finally, OCS will be adding one new industry to this report in 2024. A new consumer protection law requires the Department of Public Service to regulate Energy Brokers and Consultants, and OCS will report upon initial and escalated complaints against those entities by 2024. As OCS continues to develop its expertise in data visualization, this report will continue become easier to read and analyze.

I hope this report's summary of utility complaint activity and the outcomes of OCS' consumer protection investigation has been helpful and informative. If you have any questions, please e-mail [Richard.Berkley@dps.ny.gov](mailto:Richard.Berkley@dps.ny.gov)

Sincerely,

Richard Berkley

A handwritten signature in black ink that reads "Richard Berkley".

Consumer Advocate and Director  
Office of Consumer Services

# 2023

## 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	Total	Consumers	Year	Total	Consumers
☐ <b>2022</b>	<b>\$4,502,654</b>	<b>813</b>	☐ <b>2023</b>	<b>\$6,997,607</b>	<b>870</b>
January	\$203,719	67	January	\$117,999	58
February	\$318,247	72	February	\$419,872	67
March	\$184,885	40	March	\$886,626	98
April	\$622,550	55	April	\$485,376	59
May	\$541,242	80	May	\$487,716	70
June	\$442,534	73	June	\$445,265	65
July	\$136,624	50	July	\$597,892	68
August	\$306,308	80	August	\$574,861	65
September	\$228,698	68	September	\$546,246	81
October	\$486,507	64	October	\$790,346	65
November	\$581,215	87	November	\$310,920	89
December	\$450,125	77	December	\$1,334,488	85
<b>Total</b>	<b>\$4,502,654</b>	<b>813</b>	<b>Total</b>	<b>\$6,997,607</b>	<b>870</b>



## 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:

<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/complaints">www.dps.ny.gov/complaints</a>
<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 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

## December 2023

### Electric/Gas/Steam

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Con Edison Of New York	241	6.48	53	1.43	22%	1.54
New York State Electric & Gas Corp.	173	17.70	17	1.74	10%	4.69
Rochester Gas & Electric Corp.	108	24.65	9	2.05	8%	5.33
National Grid - Upstate	97	5.50	8	0.45	8%	0.57
Central Hudson Gas & Electric Corp.	84	26.10	16	4.97	19%	8.47
National Grid - Metro Ny	43	3.37	3	0.24	7%	0.29
PSEG Long Island	41	3.53	5	0.43	12%	0.34
Orange & Rockland	18	7.36	0	0.00	0%	0.17
National Fuel Gas Distribution	13	2.39	0	0.00	0%	0.24
National Grid - L I	9	1.43	2	0.32	22%	0.30

### Water

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Liberty Utilities Water	9	7.08	0	0.00	0%	0.79
Veolia Water New York	7	5.47	3	2.35	43%	2.41

### Telecom

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Verizon Communications (Iec)	43	3.49	6	0.49	14%	0.86
Optimum	28		1		4%	
Spectrum	18		1		6%	
Verizon New York Inc.	11		2		18%	
Verizon Digital Voice	8		1		13%	
Citizens Communications (ILEC)	7	11.70	0	0.00	0%	3.48
Frontier Telephone Of Rochester, Inc.	3	4.57	0	0.00	0%	1.65
Spectrum - Telephone	3		1		33%	
Frontier Communications of NY/aka Highland Tel	1	7.29	2	14.58	200%	6.08
Optimum Voice	1		0		0%	
Windstream Communications, Inc.	0	0.00	0	0.00	NaN	2.19

All complaint rates are based on December 2022 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

## December 2023

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	241	53	2.8	27.2	0.2	36.9	0	157	-9	-6
New York State Electric & Gas Corp.	173	17	4	37.1	0	174.1	0	148.7	-9	-5
Rochester Gas & Electric Corp.	108	9	4.2	22.4	1.1	210.6	0	125.5	-9	-3.7
National Grid - Upstate	97	8	4.2	4.2	2	1.4	2	5.6	1	9.2
Central Hudson Gas & Electric Corp.	84	16	3.1	10.9	2	40.8	0	50.2	0.2	5.3
National Grid - Metro Ny	43	3	4.3	6.4	2	9.5	2	34	0.6	8.9
Verizon Communications	43	6	3.6	11.2	2	208.8	0	13.8	1	6.6
PSEG Long Island	41	5	3.8	4.5	2	2.8	2	5.4	1	8.8
Orange & Rockland	18	0	5	6.4	2	4.7	2	10	1	10
National Fuel Gas Distribution	13	0	5	3.6	2	0	2	0	1	10
Optimum Cable of New York City	13	0	5	9	2	5.9	2	21.4	0.8	9.8
Verizon New York Inc.	11	2	3.2	12.1	2	9.5	2	11.3	1	8.2
National Grid - L I	9	2		10.4		22		11.7		
Liberty Utilities Water	9	0		4.1		11.1		185.2		
Optimum Cable Of Long Island	9	1		9.9		6		11		
Verizon Digital Voice	8	1		15.6		0		17		
Spectrum - New York City	8	1		9.1		21.3		4		
Frontier Communications of Rochester, Inc.	7	0		9.4		0		7.3		
Veolia Water New York	7	3		1.5		20.9		59.2		
XChange Telecom	7	4		8.2		8.7		12.3		
Citizens Communications	7	0		17.6		12.1		12.7		
Liberty Utilities Gas	4	0		2.6		0		0		

Spectrum - Buffalo	3	0	13.1	0	0
Frontier Telephone of Rochester, Inc.	3	0	23.4	0	4
Greenlight Energy Inc.	3	0	3	0	17.5
TDS Telecom-Oriskany Falls Office	3	0	14.2	0	4
Optimum Cable Of Westchester	3	0	9.8	0	11
Spectrum - Albany	3	0	10	13.4	3
Spectrum - Telephone	3	1	14.5	11.4	0
American Power & Gas, LLC	2	0	3.2	0	0
BUY ENERGY DIRECT, LLC	2	0	0.2	0	0
Constellation NewEnergy	2	0	3.4	0	0
Clear Rate Communications, Inc.	2	0	1.5	0	0
Spectrum - Rochester	2	0	10.2	0	0
Edgewise Energy LLC	2	1	6.7	0	16
City of Jamestown Board of Public Utilities	2	2	16.7	0.2	189
Spectrum - Syracuse	2	0	11.2	43.2	0
IDT Energy, Inc.	1	0	0	0	0
2016	1	0	0	0	0
Venture Home Solar LLC	1	0	1	0	0
American Solar Partners, LLC	1	0	0.1	0	0
Mid Hudson Cablevision, Inc.	1	0	0.1	0	0
Optimum Voice	1	0	12.9	0	0
ACN Communication Services, Inc.	1	0	7	0	0
TDS Metrocom, Inc.	1	0	8.4	0	0
Hudson Energy Services, Llc	1	0	6.8	0	0
Mpower Energy LLC	1	0	21.3	0	0
Kiamesha Artesian Spring Water Co., Inc.	1	0	2.5	0	0

South Crossroad Water Co, Inc.	1	0	8	0	0
Village of Rockville Centre Inc.	1	0	7.9	0	0
Solstice Power Technologies, Inc	1	0	3.9	0	0
NYSS, LLC dba NY State Solar	1	0	20.8	0	0
BOP Greenpoint G LLC (1 Blue Slip)	1	0	-34.9	0	0
Pro Custom Solar, LLC d/b/a Momentum Solar	1	0	13.9	0	0
Common Energy LLC	1	0	2.2	0	0
BLDG 44 Developers LLC	1	0	12.8	0	0
ArcTrade, Inc.	1	0	1.1	0	0
Penelec (A First Energy Company)	1	0	1.1	0	0
BOP Greenpoint H3 LLC (1 Bell Slip)	1	0	9	0	0
Optimum Cable Of Rockland	1	0	9.9	0	0
Park City 3 & 4 Apartments, Inc.	1	0	0	0	30
Frontier Communications of AuSable Valley	1	0	0	0	28
Taconic Telephone Corp.	1	0	0	0	28
Ampion	1	0	0	0	12
Optimum Cable of Southern Westchester	1	0	0	0	11
Citizens Telecommunications Co. of New York	1	0	0	0	3
Median Energy Corp.	1	0	0	0	3
Village of Angelica	1	0	0	0	3
Optimum Cable Of Brookhaven	1	0	0	0	3
Stream Energy New York LLC.	1	0	0	0	4
TDS Telecom-Port Byron Office	1	0	0	0	4
Nautilus Solar Energy, LLC	1	0	0	0	4

Clearway Community Solar LLC	1	1	7	0	11
Frontier Communications of NY/aka Highland Tel	1	2	11	8.7	5
Homeport I LLC	1	0	12	85.2	238
Great American Gas & Electric, LLC	1	0	44.4	174.3	29
Hudson Valley Water Co.	1	0	0	0.1	3
Comcast Cable of New York - CATV	1	0	0	14.2	3
Energo Power & Gas, LLC	1	1	13.9	3.5	0
Family Energy, Inc.	1	0	16.8	1.3	0
CleanChoice Energy	0	0	15.9	0	0
Village of Theresa	0	0	14	0	0
Northeastern Power and Gas, LLC	0	0	15.1	0	0
Optimum Cable Of Riverhead	0	0	8	0	0
Optimum Cable Of Dutchess County	0	0	9	0	0
Charter Communications	0	0	14	0	0
New Wave Energy Corp.	0	0	0	0	0
229 Cherry Street LLC	0	0	0	0	0
Optimum Cable Of Ramapo	0	0	0	0	0
Octagon L.P.	0	0	121	0	122
Altus Power America, Inc.	0	0	143	0	3
Windstream Communications, Inc.	0	0	0	0	53
BTI Communications, Inc. d/b/a TELZEQ Communications	0	0	0	0	29
SunPower Corporation, Systems	0	0	0	0	251
Sea Park West Lp	0	0	0	0	122
Lafayette-Boynton Apartment Corp.	0	0	0	0	96

Bath Municipal Electric & Gas	0	0	0	0	48
ABN Energy, LLC DBA GreatEnergy	0	0	0	0	5
Direct Energy Services LLC	0	0	0	0	83
Elmwood Square Preservation, L.P.	0	0	0	0	74
Clinton Hills Apts Owners Corp	0	0	0	0	46
Dara Owners Corp.	0	0	0	0	551
Roosevelt Island Associates	0	0	0	0	266.5
Jdm Washington Llc	0	0	0	0	96
Marina Towers Associates LP	0	0	0	0	89
Kent Affordable Housing LLC	0	0	0	0	41
Towers on the Park	0	0	0	0	73
IGS Solar, LLC	0	0	0	0	14
Harmony Prima Lofts	0	0	0	0	226
Midboro Management, Inc	0	0	0	0	516
Top O' The World Water Co Inc	0	0	0	0	21
Village of Springville	0	0	0	0	98
Ameresco	0	0	0	0	158
YSG Solar Installers LLC	0	0	0	0	186
South Energy LLC	0	0	0	0	10
Claremont Gardens	0	0	0	0	164.5
The Crossing at Jamaica Station	0	0	0	0	122
95 Wall Associates LLC	0	0	0	0	32
Sunco Solar LLC	0	0	0	0	73
The Greenpoint	0	0	0	0	123
Surf Clean Energy Inc.	0	0	0	0	160
La Central Owner LLC	0	0	0	0	210
Peninsula Building 1B LLC	0	0	0	0	35
Fifth on the Park Condominium, LLC	0	0	0	0	479

Meadow Wood at Gateway	0	0	0	0	116
Hudson Park Investors, Llc	0	0	0	0	427
591 Realty LLC	0	1	0	0	17
Engie Resources Llc	0	1	23	0	19
Spruce Power 4, LLC	0	0	0	33.1	139
The Eugene	0	1	50.1	21.1	47
Mezuyon LLC	0	0	48.1	252.9	0
Bedford Courts III LLC	0	0	44.2	85.2	0
Greenpark Essex Inc	0	1	5	24	0
Pure Energy USA LLC	0	1	23	11.1	0
South Bay Energy Corp.	0	0	0	0.1	0
Metropolitan Telecommunications	0	0	0	4.8	0
Bay City Metering Company, Inc.	0	0	0	22	0
Windham Ridge Water Corp.	0	0	0	5	0
Agway Energy Services, LLC.	0	0	0	0.3	0
Queens Fresh Meadow Electric	0	0	0	88.5	0
Carousel Park Preservation L.P.	0	0	0	504.1	0
Trinity Solar Inc.	0	0	0	1.2	0
11737 Owners Corp	0	0	0	70.1	0
Dynamic Energy Solutions, LLC	0	0	0	15	0
Bell Park Garden	0	0	0	145.9	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. 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 ESCO's

Service Provider	2022	2023
Family Energy, Inc.	103	25
CleanChoice Energy	52	37
Idt Energy, Inc.	11	34
American Power & Gas, LLC	12	32
Direct Energy Services LLC	18	27
Constellation NewEnergy	22	26
Pure Energy USA LLC	24	14
New Wave Energy Corp.	24	17
Mpower Energy LLC	20	15
Power Up Energy, LLC	19	1
Great American Gas & Electric, LLC	9	19
SunSea Energy, LLC	16	5
Icon Energy LLC dba Source Power Company	14	7
Major Energy Services LLC	8	13
Energo Power & Gas, LLC		13
Inspire Energy Holdings, LLC	9	12
Green Mountain Energy	11	12
Greenlight Energy Inc.	11	7
ASC Energy Services, Inc.	7	11
Verde Energy Usa New York, Llc	3	10
Sirrius Energy LLC	9	1
Kiwi Energy Inc.	8	3
ALL AMERICAN POWER & GAS, LLC	7	6
Reliant Energy Northeast LLC	7	1
Public Power Llc	7	3
Engie Resources Llc	7	4
South Bay Energy Corp.	7	6
City Power & Gas, LLC	6	5
XOOM Energy New York, LLC	6	3
Columbia Utilities Power, Llc (electric)	6	
Abest Power & Gas, LLC dba Abest Green Power	6	6
Northeastern Power and Gas, LLC	4	6
Hudson Energy Services, Llc		6

Atlantic Energy, LLC	6	3
Renaissance Power & Gas, Inc.	5	2
Eligo Energy Ny, Llc	4	5
Ambit Energy	4	4
Robison Energy	4	4
Agway Energy Services, LLC.	3	4
Residents Energy, LLC	2	4
Columbia Utilities, LLC	3	4
U.S. Gas & Electric, Inc.		4
BUY ENERGY DIRECT, LLC	1	4
Constellation NewEnergy - Gas Division, LLC	3	4
Clearview Electric Inc.	3	
Citizens Choice Energy, LLC	3	
Constellation Energy Gas Choice Inc.	3	
Pay Less Energy, LLC		3
Approved Energy II LLC	3	3
Just Energy New York Corp	3	
All Choice Energy, LLC	3	1
Plymouth Rock Energy LLC	3	2
ABN Energy, LLC DBA GreatEnergy		3
Energy Cooperative of America, Inc.	2	
Astral Energy LLC	2	2
AP Gas & Electric (NJ) LLC	2	
Median Energy Corp.	2	1
Noco Natural Gas, Llc	1	2
Chief Energy Gas, Llc.		2
Quantum Power Corp		2
Alpha Gas And Electric, Llc	1	2
South Energy LLC	2	1
Brown's Energy Services, LLC	2	
Chief Energy Power, Llc	1	1
Starion Energy NY, Inc.	1	
Energy Plus Holdings LLC	1	1
AEP Energy, Inc	1	
EnergyMark, LLC	1	
SJ Energy Partners	1	
Logistic Energy Llc	1	1
Viridian Energy PA, LLC		1

NRG Business Marketing, LLC		1
Stream Energy New York LLC.	1	1
Catalyst Power	1	1
M&R ENERGY RESOURCES CORPORATION	1	
Sprague Operating Resources	1	
AP Gas & Electric (TX) LLC	1	1
Polaris Power Services LLC		1
Think Energy, LLC		1
Aggressive Energy, Llc	1	
Energy Solutions Co. LLC	1	
NextEra Energy Services New York Llc	1	
Total	558	463

## Number of Escalated Complaints Received Against ESCO's

Service Provider	2022	2023
Family Energy, Inc.	18	4
CleanChoice Energy	14	8
Idt Energy, Inc.	2	8
New Wave Energy Corp.	8	4
Major Energy Services LLC	2	7
Great American Gas & Electric, LLC	2	6
Energo Power & Gas, LLC		5
SunSea Energy, LLC	4	
Verde Energy Usa New York, Llc		4
Pure Energy USA LLC	3	5
Mpower Energy LLC	3	1
ASC Energy Services, Inc.	2	3
Ambit Energy	3	
American Power & Gas, LLC		2
Power Up Energy, LLC	2	
Icon Energy LLC dba Source Power Company	2	3
Sirrius Energy LLC	2	
Kiwi Energy Inc.	2	
Public Power Llc	2	2
XOOM Energy New York, LLC	2	
Abest Power & Gas, LLC dba Abest Green Power	2	2
Hudson Energy Services, Llc	1	2
Engie Resources Llc		2
Brown's Energy Services, LLC	2	
Direct Energy Services LLC	1	1
Constellation NewEnergy	5	1
Green Mountain Energy	1	1
Greenlight Energy Inc.	1	1
ALL AMERICAN POWER & GAS, LLC	1	
South Bay Energy Corp.	1	2
Columbia Utilities Power, Llc (electric)	1	
Northeastern Power and Gas, LLC	1	1
Renaissance Power & Gas, Inc.	1	

Eligo Energy Ny, Llc		1
City Power & Gas, LLC		1
Columbia Utilities, LLC	2	1
U.S. Gas & Electric, Inc.		1
BUY ENERGY DIRECT, LLC		1
Robison Energy		1
Agway Energy Services, LLC.	1	
Approved Energy II LLC		1
Just Energy New York Corp	1	
All Choice Energy, LLC	1	
Plymouth Rock Energy LLC	1	
ABN Energy, LLC DBA GreatEnergy		1
Energy Cooperative of America, Inc.	1	
Noco Natural Gas, Llc		1
Astral Energy LLC		1
Quantum Power Corp		1
South Energy LLC	1	1
Aggressive Energy, Llc	1	
Logistic Energy Llc		1
NextEra Energy Services New York Llc	1	
Reliant Energy Northeast LLC		1
SJ Energy Partners		1
Total	101	90

## Number of Initial Complaints Received Against Distributed Energy Resources Providers

Service Provider	2022	2023
Nexamp Inc.	9	16
Arcadia Power	10	15
Sunrun, Inc.	5	15
Spruce Power 4, LLC	2	14
Clearway Community Solar LLC	9	13
Sunco Solar LLC	1	8
Common Energy LLC	7	2
Pro Custom Solar, LLC d/b/a Momentum Solar		6
Ampion	4	5
SunPower Corporation, Systems	1	5
Tesla, Inc.	5	3
Delaware River Solar	4	
Edgewise Energy LLC		3
NYSS, LLC dba NY State Solar	1	3
Solar Farms New York		3
Sunnova Energy Corporation		3
Dynamic Energy Solutions, LLC		2
Perch Community Solar, LLC		2
Solstice Power Technologies, Inc		2
Spencer-Tioga Solar, LLC	2	
Surf Clean Energy Inc.		2
Altus Power America, Inc.		1
Ameresco		1
American Solar Partners, LLC		1
ArcTrade, Inc.		1
Citizens Energy Corporation		1
Distributed Solar Development LLC	1	
Empire Solar Solutions, LLC		1
Green Street Power Partners, LLC		1
Group Solar USA		1
Helios Solar LI LLC		1
IGS Solar, LLC		1
Kasselmann Solar, LLC		1

KSI II Consolidated, LLC	1	
Monolith Solar Associates, LLC	1	
Nautilus Solar Energy, LLC		1
Solar Simplified, LLC		1
SUNation Solar Systems, Inc.		1
Sunrise Solar Solutions LLC		1
Venture Home Solar LLC		1
YSG Solar Installers LLC	1	1
Total	64	139

## Number of Escalated Complaints Received Against Distributed Energy Resources Providers

Service Provider	2022	2023
Nexamp Inc.	2	2
Arcadia Power	0	5
Sunrun, Inc.	0	4
Spruce Power 4, LLC	1	5
Clearway Community Solar LLC	4	5
Sunco Solar LLC	1	6
Common Energy LLC	2	1
Pro Custom Solar, LLC d/b/a Momentum Solar		2
Ampion	2	2
SunPower Corporation, Systems	0	2
Edgewise Energy LLC		1
NYSS, LLC dba NY State Solar	0	1
Solar Farms New York		1
Sunnova Energy Corporation		1
Dynamic Energy Solutions, LLC		1
Solstice Power Technologies, Inc		1
Surf Clean Energy Inc.		2
Ameresco		1
IGS Solar, LLC		1
Kasselman Solar, LLC		1
Solar Simplified, LLC		1
YSG Solar Installers LLC	0	1
<b>Total</b>	<b>12</b>	<b>49</b>