NEW YORK STATE | Department of Public Service

September 2023

Office of Consumer Services

Monthly Report on Consumer Complaint Activity

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Chair and Chief
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Consumer Advocate and Director
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NEW YORK STATE | Department of Public Service

October 25, 2023

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 **$546,000** to consumers for a total of almost $4,562,000 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 by the end of this year. A new consumer protection law requires the Department of Public Service to regulate Energy Brokers and Consultants, and OCS 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

Sincerely,

Richard Berkley



Consumer Advocate and Director
Office of Consumer Services

2023
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.

Year	Total	Consumers
2023	**$4,561,852**	**631**
January	$117,999	58
February	$419,872	67
March	$886,626	98
April	$485,376	59
May	$487,716	70
June	$445,265	65
July	$597,892	68
August	$574,861	65
September	$546,246	81
Total	**$4,561,852**	**631**

If You Have a Complaint About Your Utility Service

If you're having difficulty resolving a dispute with your regulated energy, telephone, cable television or water company, Department of Public Service staff is available to assist you.

The Office of Consumer Services takes all utility consumer complaints seriously. You can contact us toll-free by telephone, in writing or via the Internet. When you contact our office with a complaint about a utility or other service provider, we take immediate steps to address your concerns.

After we complete entering the details of your complaint we send your complaint to the utility by e-mail or fax. In an effort to ensure that utilities fulfill their obligation to provide effective customer service, we will first ask your utility to contact you and resolve your concern. If your complaint is related to the provision of service, your utility should contact you within two business hours. If your complaint is related to billing or another matter, the utility should contact you by the close of the following business day.

If the utility does not contact you with its initial acknowledgement, does not provide its response to you within two weeks or the matter remains unresolved after you have received a response, you can contact us. We will then further investigate the matter and notify you in writing or by telephone of the decision and the reasons for the decision.

If you believe the initial decision is wrong, you can request an informal hearing. This request may be in writing and made within 15 days of the initial decision. You may be asked to submit certain documents to support your position. If you and the utility are unable to settle the complaint, the hearing officer will make a decision on your complaint and notify you in writing of the decision.

If you believe that the informal hearing officer's decision was wrong, you can appeal it within 15 days of the decision. Your written appeal must contend that there was an error by the hearing officer or reviewer that affected the decision or that evidence not previously available would affect the decision. All appeals, except those involving PSEG-LI, will be decided by the Public Service Commission. PSEG-LI appeals will be decided by Long Island Power Authority (LIPA).

If you have a complaint about your utility service you may contact us thru one of the following avenues:

By Telephone	Monday thru Friday 8:30am – 4:00pm	800-342-3377
Via the Internet	24 hours a day	www.dps.ny.gov/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
September 2023

Electric/Gas/Steam

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Con Edison Of New York	422	11.35	50	1.35	12%	1.50
New York State Electric & Gas Corp.	243	24.87	30	3.07	12%	4.51
National Grid - Upstate	168	9.53	14	0.79	8%	0.57
Rochester Gas & Electric Corp.	143	32.64	20	4.56	14%	6.50
National Grid - Metro Ny	90	7.06	3	0.24	3%	0.27
Central Hudson Gas & Electric Corp.	80	24.86	15	4.66	19%	9.40
National Fuel Gas Distribution	49	8.99	1	0.18	2%	0.26
PSEG Long Island	34	2.93	8	0.69	24%	0.40
Orange & Rockland	29	11.86	0	0.00	0%	0.14
National Grid - L I	17	2.70	4	0.64	24%	0.20

Water

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Liberty Utilities Water	12	9.44	0	0.00	0%	0.66
Veolia Water New York	11	8.60	3	2.35	27%	1.24

Telecom

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Verizon Communications (lec)	60	4.87	9	0.73	15%	0.90
Spectrum	59		0		0%	
Optimum	42		5		12%	
Citizens Communications (ILEC)	19	31.75	4	6.68	21%	3.34
Verizon New York Inc.	12		0		0%	
Spectrum - Telephone	11		0		0%	
Windstream Communications, Inc.	6	31.54	0	0.00	0%	0.88
Frontier Telephone Of Rochester, Inc.	5	7.61	0	0.00	0%	2.28
Verizon Digital Voice	5		2		40%	
Frontier Communications of NY/aka Highland Tel	3	21.87	0	0.00	0%	4.86
Optimum Voice	3		0		0%	

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
September 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	422	50	3.8	15.5	1.8	49.6	0	150.5	-9	-3.4
New York State Electric & Gas Corp.	243	30	3.8	125.3	0	79.3	0	118.3	-9	-5.2
National Grid - Upstate	168	14	4.2	5.2	2	4.4	2	16.6	0.9	9.1
Rochester Gas & Electric Corp.	143	20	3.6	94.3	0	81.7	0	122.7	-9	-5.4
National Grid - Metro Ny	90	3	4.7	6	2	8.2	2	10	1	9.7
Central Hudson Gas & Electric Corp.	80	15	3.1	16.9	1.7	68.5	0	72.1	-1	3.8
Verizon Communications	60	9	3.5	16.5	1.7	23.5	0.4	23.8	0.8	6.4
National Fuel Gas Distribution	49	1	4.8	4	2	8	2	8.7	1	9.8
PSEG Long Island	34	8	2.6	5.7	2	2.1	2	3.7	1	7.6
Orange & Rockland	29	0	5	5.3	2	7.2	2	6.3	1	10
Citizens Communications	19	4	2.9	9.5	2	6.1	2	14.9	0.9	7.8
Spectrum - Albany	18	0	5	12	2	0	2	4.2	1	10
Spectrum - New York City	17	0	5	17	1.7	37.4	0	5	1	7.7
National Grid - L I	17	4	2.6	9.7	2	12.9	1.8	10.9	1	7.4
Optimum Cable Of Long Island	15	3	3	11.2	2	17.2	1.3	3.7	1	7.3
Spectrum - Syracuse	13	0	5	17	1.7	31.2	0	6	1	7.7
Verizon New York Inc.	12	0	5	9.6	2	0	2	9.2	1	10
Liberty Utilities Water	12	0	5	6.7	2	16.1	1.4	120	-9	-0.6
Spectrum - Telephone	11	0	5	15.8	1.8	0	2	3	1	9.8
Spectrum - Buffalo	11	0	5	20.5	1.3	0	2	4.5	1	9.3
Veolia Water New York	11	3	2.3	3.5	2	0.5	2	133.2	-9	-2.7
Optimum Cable of New York City	11	0	5	7.2	2	0.3	2	12.4	1	10

Windstream Communications, Inc.	6	0	4.8	0	39.6
Frontier Telephone of Rochester, Inc.	5	0	17	0	8.5
Optimum Cable Of Westchester	5	0	8.7	0	2
XChange Telecom	5	1	4.2	0.9	21.5
Verizon Digital Voice	5	2	8.4	7.2	0
Liberty Utilities Gas	4	0	12.8	0	13
Spruce Power 4, LLC	4	0	0	0	58
Pure Energy USA LLC	4	1	15.2	0.6	12
Energo Power & Gas, LLC	3	0	5	0	0
Sunco Solar LLC	3	0	17.1	0	53.3
Frontier Communications of NY/aka Highland Tel	3	0	13	0	3
Optimum Voice	3	0	14.8	0	3.5
Verde Energy USA New York, LLC	3	0	0	0	6
Comcast Cable of New York - CATV	3	1	18.5	0	14.8
Frontier Communications of Rochester, Inc.	3	2	16	28.2	6.5
IDT Energy, Inc.	3	1	10.8	20.9	7
Constellation NewEnergy	2	0	16	0	0
Optimum Cable Of Dutchess County	2	0	7.7	0	0
Charter Communications	2	0	11.8	0	0
Optimum Cable Of Brookhaven	2	0	10.4	0	0
Family Energy, Inc.	2	0	16.8	0	9
Frontier Communications of Sylvan Lake, Inc.	2	0	9	0	12
Optimum Cable Of Riverhead	2	0	8	0	11
Bath Municipal Electric & Gas	2	0	0	0	9.5
Penelec (A First Energy Company)	2	0	0	0	14.5
BTI Communications, Inc. d/b/a TELZEQ Communications	2	1	1.1	0	44

Optimum Cable of Southern Westchester	2	1	12.4	0.1	0
Agway Energy Services, LLC.	1	0	3.2	0	0
Corning Natural Gas Corp.	1	0	3	0	0
Village of Brocton	1	0	6.1	0	0
Village of Freeport Electric	1	0	5	0	0
Dynamic Energy Solutions, LLC	1	0	6.8	0	0
SunSea Energy, LLC	1	0	0.1	0	0
South Bay Energy Corp.	1	0	2	0	0
CleanChoice Energy	1	0	14.2	0	0
New Wave Energy Corp.	1	0	11.8	0	0
American Power & Gas, LLC	1	0	45.8	0	0
TDS Telecom-Vernon Office	1	0	13.2	0	0
Optimum Cable Of Port Chester	1	0	9.1	0	0
Optimum Cable Of Rockland	1	0	5.8	0	0
Mid Hudson Cablevision, Inc.	1	0	1.1	0	0
Mpower Energy LLC	1	0	31	0	13
Direct Energy Services LLC	1	0	8.3	0	34
Nexamp Inc.	1	0	23.3	0	5
Arcadia Power	1	0	12.9	0	5
Windham Ridge Water Corp.	1	0	0	0	9
Approved Energy II LLC	1	0	0	0	3
Logistic Energy Llc	1	0	0	0	3
SunPower Corporation, Systems	1	0	0	0	89
Frontier Communications of Seneca-Gorham, Inc.	1	0	0	0	6
YMax Communications Corp.	1	0	0	0	19

ABN Energy, LLC DBA GreatEnergy	1	0	0	0	3
New Visions Powerline Communications Inc.	1	0	0	0	2
Cablevision Lightpath LLC f/k/a Cablevision Lightpath, Inc.	1	0	0	0	4
Tesla, Inc.	1	0	0	0	4
IDT America Corp.	1	1	3.1	0	2
Bandwidth.com Clec, Llc	1	1	3	0	16
NYSS, LLC dba NY State Solar	1	1	9.8	0.2	0
Optimum Cable Of East Hampton	1	1	5.8	8.2	0
D&D Power, LLC	0	0	25	0	0
Sunnova Energy Corporation	0	0	10.2	0	0
Metropolitan Telecommunications	0	0	18.9	0	0
Optimum Cable Of Rockland/Ramapo	0	0	8.1	0	0
Abest Power & Gas, LLC dba Abest Green Power	0	0	34.9	0	0
Frontier Communications of AuSable Valley	0	0	6.6	0	0
Citizens Telecommunications Co. of New York	0	0	21.8	0	0
Spectrum - Rochester	0	0	23	0	0
Great American Gas & Electric, LLC	0	0	41	0	52
Jdm Washington Llc	0	0	0	0	4
Dara Owners Corp.	0	0	0	0	459
Roosevelt Island Associates	0	0	0	0	174.5
Midboro Management, Inc	0	0	0	0	424
255 Huguenot Street Corp.	0	0	0	0	31
Claremont Gardens	0	0	0	0	72.5
The Crossing at Jamaica Station	0	0	0	0	30

Bell Park Garden	0	0	0	0	66
Court Plaza Senior Apartments	0	0	0	0	360
One City Place	0	0	0	0	39
10 Dekalb Avenue LLC	0	0	0	0	142
Riverview II Preservation Lp	0	0	0	0	30
City of Jamestown Board of Public Utilities	0	0	0	0	97
Mezuyon LLC	0	0	0	0	173
Common Energy LLC	0	0	0	0	124
11737 Owners Corp	0	0	0	0	2
229 Cherry Street LLC	0	0	0	0	2
La Central Owner LLC	0	0	0	0	118
Surf Clean Energy Inc.	0	0	0	0	68
Kasselman Solar, LLC	0	0	0	0	52
Fifth on the Park Condominium, LLC	0	0	0	0	387
The Greenpoint	0	0	0	0	31
Ameresco	0	0	0	0	66
YSG Solar Installers LLC	0	0	0	0	94
7 Dekalb Owners LLC	0	0	0	0	30
1st Light Energy	0	0	0	0	151
Tristate Bell Inc	0	0	0	0	26
Astral Energy LLC	0	0	0	0	83
Sea Park West Lp	0	0	0	0	30
Carousel Park Preservation L.P.	0	0	0	0	424
Octagon L.P.	0	0	0	0	35.5
5-15 W 91 Llc	0	0	0	0	122
Harmony Prima Lofts	0	0	0	0	134
Towers on the Park	0	0	0	0	31
Chatham Green Inc.	0	0	0	0	41
3462 Third Avenue Owner Realty LLC	0	0	0	0	2
Engie Resources Llc	0	0	0	0	172.5
C&C Affordable Management LLC	0	0	0	0	200
FreeWythe, LLC	0	0	0	0	45

Hudson Park Investors, Llc	0	0	0	0	335
Queens Fresh Meadow Electric	0	1	0	0	159.7
605 West 42nd Owner LLC	0	1	0	0	4
Homeport I LLC	0	1	0	0	75.5
1414 Central Avenue Owner Realty LLC	0	1	0	0	2
The Residences at Jefferson Place	0	1	0	0	26
95 Wall Associates LLC	0	1	0	0	24
Lafayette-Boynton Apartment Corp.	0	1	0	0	4
Meadow Wood at Gateway	0	1	0	0	24
IGS Solar, LLC	0	1	20.6	0	24
Village of Springville	0	1	111	0	6
Major Energy Services LLC	0	2	75.4	9.4	17
ASC Energy Services, Inc.	0	0	0	17.2	31
Columbia Utilities, LLC	0	1	57	9.1	0
Hudson Energy Services, Llc	0	0	0	4.3	0
Himrod Development LLC	0	0	0	49.1	0
U.S. Gas & Electric, Inc.	0	0	0	15.1	0
Clear Rate Communications, Inc.	0	0	0	26.8	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	18
CleanChoice Energy	52	36
Idt Energy, Inc.	11	29
Pure Energy USA LLC	24	12
American Power & Gas, LLC	12	24
New Wave Energy Corp.	24	15
Constellation NewEnergy	22	24
Direct Energy Services LLC	18	24
Mpower Energy LLC	20	11
Power Up Energy, LLC	19	1
SunSea Energy, LLC	16	5
Great American Gas & Electric, LLC	9	15
Icon Energy LLC dba Source Power Company	14	7
Major Energy Services LLC	8	13
Green Mountain Energy	11	11
Greenlight Energy Inc.	11	3
Energo Power & Gas, LLC		11
Inspire Energy Holdings, LLC	9	10
Verde Energy Usa New York, Llc	3	10
Sirrius Energy LLC	9	1
ASC Energy Services, Inc.	7	8
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	3
South Bay Energy Corp.	7	5
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
Atlantic Energy, LLC	6	3
Renaissance Power & Gas, Inc.	5	2

Eligo Energy Ny, Llc	4	5
Hudson Energy Services, Llc		5
Ambit Energy	4	4
Robison Energy	4	3
Northeastern Power and Gas, LLC	4	4
Columbia Utilities, LLC	3	4
U.S. Gas & Electric, Inc.		4
Constellation NewEnergy - Gas Division, LLC	3	4
Agway Energy Services, LLC.	3	3
Clearview Electric Inc.	3	
Citizens Choice Energy, LLC	3	
Constellation Energy Gas Choice Inc.	3	
Pay Less Energy, LLC		3
Residents Energy, LLC	2	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	
Noco Natural Gas, Llc	1	2
Chief Energy Gas, Llc.		2
Quantum Power Corp		2
BUY ENERGY DIRECT, LLC	1	2
Robison Energy (Commercial) LLC dba Original Energy		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

Alpha Gas And Electric, Llc	1	1
NRG Business Marketing, LLC		1
Stream Energy New York LLC.	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
Aggressive Energy, Llc	1	
Energy Solutions Co. LLC	1	
NextEra Energy Services New York Llc	1	
Total	558	401

Number of Escalated Complaints Received Against ESCO's

Service Provider	2022	2023
Family Energy, Inc.	18	2
CleanChoice Energy	14	6
New Wave Energy Corp.	8	4
Major Energy Services LLC	2	7
Idt Energy, Inc.	2	6
Great American Gas & Electric, LLC	2	6
SunSea Energy, LLC	4	
Pure Energy USA LLC	3	4
Mpower Energy LLC	3	1
Energo Power & Gas, LLC		3
Verde Energy Usa New York, Llc		3
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
Brown's Energy Services, LLC	2	
Constellation NewEnergy	5	1
Direct Energy Services LLC	1	1
Green Mountain Energy	1	1
Greenlight Energy Inc.	1	1
ALL AMERICAN POWER & GAS, LLC	1	
South Bay Energy Corp.	1	1
Columbia Utilities Power, Llc (electric)	1	
Renaissance Power & Gas, Inc.	1	
Eligo Energy Ny, Llc		1
City Power & Gas, LLC		1

Northeastern Power and Gas, LLC	1	
Columbia Utilities, LLC	2	1
U.S. Gas & Electric, Inc.		1
Agway Energy Services, LLC.	1	
Just Energy New York Corp	1	
All Choice Energy, LLC	1	
Plymouth Rock Energy LLC	1	
Robison Energy		1
Engie Resources 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
BUY ENERGY DIRECT, LLC		1
South Energy LLC	1	1
Aggressive Energy, Llc	1	
NextEra Energy Services New York Llc	1	
Reliant Energy Northeast LLC		1
SJ Energy Partners		1
Total	101	75

Number of Initial Complaints Received Against Distributed Energy Resources Providers

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

Sunnova Energy Corporation		1
Sunrise Solar Solutions LLC		1
YSG Solar Installers LLC	1	1
Total	64	113

Number of Escalated Complaints Received Against Distributed Energy Resources Providers

Service Provider	2022	2023
Nexamp Inc.	2	2
Arcadia Power	0	5
Spruce Power 4, LLC	1	4
Sunrun, Inc.	0	3
Clearway Community Solar LLC	4	3
Sunco Solar LLC	1	2
Common Energy LLC	2	1
Ampion	2	2
Pro Custom Solar, LLC d/b/a Momentum Solar		2
SunPower Corporation, Systems	0	2
Solar Farms New York		1
NYSS, LLC dba NY State Solar	0	1
Surf Clean Energy Inc.		2
Ameresco		1
IGS Solar, LLC		1
Kasselman Solar, LLC		1
Solar Simplified, LLC		1
Solstice Power Technologies, Inc		1
YSG Solar Installers LLC	0	1
Total	12	37