



# Department of Public Service

January 2025

## **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

February 25, 2025

Dear Readers:

The Office of Consumer Services (OCS) monitors the number and types of complaints received against all utilities operating in New York State. We strive to ensure that utilities fulfill their obligation to provide effective customer service in compliance with the laws, rules, regulations and policies we enforce.

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

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

Each month, OCS publishes the amount of refunds or credits customers received because of our investigations into excess charges and other customer service issues. In January, OCS returned more than **\$953,000** to consumers.

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 is adding the Energy Brokers and Energy Consultant industries to this report this year, with granular initial and escalated complaint information in 2025. As OCS continues to build its expertise in data visualization, this report will continue become easier to read and analyze, and provide more information useful for consumers.

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,

A handwritten signature in black ink, appearing to read "Richard Berkley".

Richard Berkley

Consumer Advocate and Director  
Office of Consumer Services

# 2025

## Utility Consumer Refunds

As a result of our investigation into consumers' complaints, when staff determines that a consumer was overbilled, the utility is directed to refund to the consumer, any monies it collected above and beyond what was allowed by tariffs, rules and regulations. The chart below identifies the credits obtained on behalf of consumers.

Year	Consumers	Total
<input type="checkbox"/> <b>2024</b>	<b>1121</b>	<b>\$12,780,796.53</b>
January	109	\$1,171,094.62
February	85	\$278,832.65
March	82	\$523,510.37
April	124	\$2,699,688.24
May	87	\$764,850.64
June	69	\$1,668,680.96
July	90	\$1,280,471.59
August	75	\$532,951.92
September	77	\$1,188,102.27
October	93	\$417,683.97
November	119	\$841,296.81
December	111	\$1,413,632.49
<b>Total</b>	<b>1121</b>	<b>\$12,780,796.53</b>

Year	Consumers	Total
<input type="checkbox"/> <b>2025</b>	<b>135</b>	<b>\$953,373</b>
January	135	\$953,373
<b>Total</b>	<b>135</b>	<b>\$953,373</b>

# 2025 - January

## Utility Consumer Refunds

Service Type	Consumers	Credit Adjustment	% of Total
Electric	83	\$621,177.9	65.16%
Gas	31	\$319,278.06	33.49%
Water	3	\$9,857.2	1.03%
CLEC / LEC - Local Telephone	9	\$2,010.18	0.21%
Video Cable TV	7	\$903.26	0.09%
Sub Meter	1	\$126.41	0.01%
Broadband Internet	1	\$19.99	0.00%
<b>Total</b>	<b>135</b>	<b>\$953,373</b>	<b>100.00%</b>

### Major Electric/Gas/Steam

Service Provider	Consumers	Credit Adjustment
Con Edison Of New York	73	\$862,251.58
National Grid - Metro Ny	13	\$17,515.87
Central Hudson Gas & Electric Corp.	4	\$15,621.42
National Grid - Upstate	7	\$9,934.2
Rochester Gas & Electric Corp.	4	\$6,724
PSEG Long Island	1	\$6,456.11
Orange & Rockland	1	\$3,373.67
New York State Electric & Gas Corp.	3	\$907.63
<b>Total</b>	<b>106</b>	<b>\$922,784.48</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

## January 2025

### Electric/Gas/Steam

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Con Edison Of New York	585	15.66	45	1.20	0.08	1.90
New York State Electric & Gas Corp.	303	30.80	5	0.51	0.02	0.91
National Grid - Upstate	173	9.73	13	0.73	0.08	0.75
National Grid - Metro Ny	155	12.12	10	0.78	0.06	0.37
Rochester Gas & Electric Corp.	103	23.31	5	1.13	0.05	1.04
Central Hudson Gas & Electric Corp.	93	28.48	10	3.06	0.11	2.99
Orange & Rockland	70	27.97	0	0.00	0.00	0.33
PSEG Long Island	41	3.50	7	0.60	0.17	0.41
National Grid - L I	38	5.95	3	0.47	0.08	0.29
National Fuel Gas Distribution	12	2.20	0	0.00	0.00	0.18

### Water

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Liberty Utilities Water	17	13.53	7	5.57	0.41	1.79
Veolia Water New York	16	12.28	1	0.77	0.06	2.88

### Telecom

Service Provider	Initial Complaints	Rate	Escalated Complaints	Rate	Escalation Rate	Twelve-Month Escalated Complaint Rate
Optimum	62		7		0.11	
Spectrum	34		2		0.06	
Verizon Communications (lec)	34	3.46	3	0.31	0.09	0.67
Verizon New York Inc.	12		0		0.00	
Citizens Communications (ILEC)	11	26.43	2	4.81	0.18	1.60
Frontier Telephone Of Rochester, Inc.	7	15.61	1	2.23	0.14	2.04
Verizon Digital Voice	6		0		0.00	
Spectrum - Telephone	5		1		0.20	
Frontier Communications of NY/aka Highland Tel	4	40.72	0	0.00	0.00	2.54
Optimum Voice	4		0		0.00	
Windstream Communications, Inc.	0	0.00	0	0.00	0.00	1.71

All complaint rates are based on December 2024 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

## January 2025

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	585	45	4.2	24.5	0.8	63.8	0	237.1	-9	-4
New York State Electric & Gas Corp.	303	5	4.8	5.9	2	28.8	0	10.8	1	7.8
National Grid - Upstate	173	13	4.2	8.9	2	4.6	2	5.2	1	9.2
National Grid - Metro Ny	155	10	4.4	9.4	2	7.8	2	5.3	1	9.4
Rochester Gas & Electric Corp.	103	5	4.5	7	2	16.9	1.4	8	1	8.9
Central Hudson Gas & Electric Corp.	93	10	3.9	9.1	2	3.6	2	22.4	0.8	8.7
Orange & Rockland	70	0	5	5.5	2	4.2	2	5.8	1	10
PSEG Long Island	41	7	3.3	9.5	2	1.5	2	1.3	1	8.3
National Grid - L I	38	3	4.2	11.7	2	10	2	2.9	1	9.2
Verizon Communications	34	3	4.1	11.9	2	20.5	1	14.7	0.9	8
Optimum Cable Of Long Island	22	3	3.6	10.3	2	7.8	2	6.6	1	8.6
Optimum Cable of New York City	18	1	4.4	8.9	2	20	1.1	4.2	1	8.5
Liberty Utilities Water	17	7	0.9	33	0	28.5	0	27.5	0.7	1.6
Veolia Water New York	16	1	4.4	3	2	12.8	1.8	93.4	-9	-0.8
National Fuel Gas Distribution	12	0	5	5.7	2	8.3	2	8	1	10
Verizon New York Inc.	12	0	5	10.5	2	2.9	2	7.7	1	10
Spectrum - New York City	11	2	3.2	21.4	1.2	0	2	4.9	1	7.4
Citizens Communications	11	2	3.2	7.5	2	17.4	1.3	8.2	1	7.5
Spectrum - Buffalo	8	0		16.8		12.5		3.3		
Optimum Cable Of Westchester	7	2		11.1		7.2		3.5		
Frontier Telephone of Rochester, Inc.	7	1		8.2		3.7		92		
Verizon Digital Voice	6	0		5.8		0		0		

Spectrum - Albany	6	0	8.7	0	2.7
Spectrum - Syracuse	5	0	33.4	0	7
Spectrum - Telephone	5	1	20.9	0	19.3
Frontier Communications of NY/aka Highland Tel	4	0	10.2	0	0
Nexamp Inc.	4	0	4.5	0	0
Spectrum - Rochester	4	0	12.4	0	9.7
Optimum Cable Of Dutchess County	4	0	17.1	0	4.5
Frontier Communications of Rochester, Inc.	4	2	31	8.2	6.2
Optimum Voice	4	0	18.8	8.2	4.7
American Power & Gas, LLC	3	0	4.2	0	0
Cablevision Lightpath LLC f/k/a Cablevision Lightpath, Inc.	3	0	6.9	0	8
Family Energy, Inc.	3	0	13.9	0	5.5
Green Mountain Energy	3	0	11.6	0	7.7
Optimum Cable of Southern Westchester	3	0	11.1	0	11
Optimum Cable Of Brookhaven	3	0	9.1	0	8
SunPower Corporation, Systems	3	0	0	0	77.4
IDT Energy, Inc.	3	1	1.8	5	2
Constellation NewEnergy	2	0	11.4	0	0
Salamanca Board of Public Utilities	2	0	1.5	0	0
Ampion	2	0	2.5	0	0
Inspire Energy Holdings, LLC	2	0	10.2	0	1
EmPower Solar	2	0	20.7	0	2
Optimum Cable Of Rockland	2	0	10.5	0	9
ASC Energy Services, Inc.	2	0	0	0	5.5

BTI Communications, Inc. d/b/a TELZEQ Communications	2	1	8	0	4
XChange Telecom	2	0	13.5	1	9.5
Great American Gas & Electric, LLC	2	0	20	21	2
City of Jamestown Board of Public Utilities	1	0	0	0	0
Energy Plus Natural Gas LP	1	0	0.2	0	0
Alpha Gas And Electric, Llc	1	0	5.2	0	0
Village of Springville	1	0	1.8	0	0
Liberty Utilities Gas	1	0	4.8	0	0
ACN Communication Services, Inc.	1	0	2	0	0
SLIC Network Solutions, Inc.	1	0	1.7	0	0
Greenlight Networks, Llc	1	0	15.1	0	0
Crown Castle Fiber LLC	1	0	20	0	0
Optimum Cable Of Yorktown	1	0	2	0	0
Bedford Courts III LLC	1	0	20.9	0	61
ATTYX LLC	1	0	1.2	0	150
All Choice Energy, LLC	1	0	11.5	0	3
Altus Power America, Inc.	1	0	20.8	0	2
Greenlight Energy Inc.	1	0	0	0	191.5
Castle Village Owners Corp.	1	0	0	0	18
Sea Park Holdings, LLC	1	0	0	0	23
Clearway Community Solar LLC	1	0	0	0	9
Penelec (A First Energy Company)	1	0	0	0	5
Eligo Energy Ny, Llc	1	0	0	0	5
IDT America Corp.	1	0	0	0	5
DD WEST 29TH LLC	1	0	0	0	3
Optimum Cable Of Hauppauge	1	0	0	0	3

Mid Hudson Cablevision, Inc.	1	0	0	0	3
Community Solar Platform	1	0	0	0	4
Comcast Cable of New York - CATV	1	0	0	0	4
Warwick Valley Telephone Company	1	0	0	0	1
100 JOHN MAZAL SPE OWNER LLC	1	0	0	0	1
West 38 Res LLC	1	0	0	0	1
YSG Solar Installers LLC	1	0	0	0	1
Archtop Fiber LLC	1	1	12.1	0	10
685 First Realty Company, LLC	1	1	14.2	0	1
ABN Energy, LLC DBA GreatEnergy	1	0	3	14.8	5
125 W 125th Street Residential Owner LLC	1	0	20.2	21.1	2
Direct Energy Services LLC	1	1	19.8	1.1	53
Spruce Power 4, LLC	1	1	80.2	83.4	178
Optimum Cable Of Warwick	1	1	13	10.3	11
Median Energy Corp.	1	1	14	0.2	0
Windstream Communications, Inc.	0	0	21	0	0
Plattsburgh Municipal Lighting Dept.	0	0	2.8	0	0
Berkshire Telephone Corp.	0	0	24	0	0
327 Central Park West Condominium Association	0	0	14	0	0
Optimum Cable Of Rockland/Ramapo	0	0	10	0	0
Rufus King Park Development Company LLC	0	0	70	0	0
Casa Pasiva LLC	0	0	64.2	0	0
533 48th Avenue Condominium LLC	0	0	56	0	0
Optimum Cable Of Port Chester	0	0	14.8	0	0

NOS Communications, Inc. d/b/a 011 Communications d/b/a International Plus d/b/a The Internet Business Association d/b/a Ivantage Network Solutions d/b/a Blueridge Telecom Systems	0	0	0	0	0
The Green Plug LLC	0	0	0	0	0
Sprague Operating Resources	0	0	0	0	0
95 Wall Associates LLC	0	0	0	0	0
The Crossing at Jamaica Station	0	0	0	0	0
Optimum Cable Of Ramapo	0	0	0	0	0
New Wave Energy Corp.	0	0	42.4	0	23
3462 Third Avenue Owner Realty LLC	0	0	87	0	50
605 West 42nd Owner LLC	0	0	87	0	72
Evo Energy Inc	0	0	0	0	5
George T Douris Housing Development Fund Corporation	0	0	0	0	39
Breaking Ground HDFC	0	0	0	0	79
Empire One Telecommunications, Inc.	0	0	0	0	117
Engie Resources Llc	0	0	0	0	129.5
Homeport I LLC	0	0	0	0	75
Sandy Banner LLC	0	0	0	0	67
Hudson Valley Water Co.	0	0	0	0	68.5
King Tract Utilities c/o Melohn Properties, 473 West End Realty Corp.	0	0	0	0	341
Waterside Plaza LLC	0	0	0	0	75
Forever Wild Water Company, Inc.	0	0	0	0	114

CleanChoice Energy	0	0	0	0	141
Macedonia Plaza Development LLC	0	0	0	0	60
Peninsula Building 1B LLC	0	0	0	0	44
167-171 Chrystie LP	0	0	0	0	4
Claremont Gardens	0	0	0	0	81
Dynamic Energy Solutions, LLC	0	0	0	0	375
Mezuyon LLC	0	0	0	0	53
Ameresco	0	0	0	0	555
Venture Home Solar LLC	0	0	0	0	234
BPP Parker Tower Property Owner LLC	0	0	0	0	103
Sunco Solar LLC	0	0	0	0	139.8
Point Broadband Fiber Holding, LLC	0	0	0	0	67
Site 4 DSA Owner LLC	0	0	0	0	187
JELB Webster Senior LLC	0	0	0	0	158
123 Linden LLC	0	0	0	0	92
839 Tilden Street HDFC	0	0	0	0	159
APEX Rochester, LLC	0	0	0	0	176
SunSea Energy, LLC	0	1	78.8	0	4
Surf Clean Energy Inc.	0	0	0	83.1	47
Agway Energy Services, LLC.	0	1	28.2	2.9	0
Aggressive Energy, Llc	0	0	0	14.1	0
Great Expectations LLC	0	0	0	28.8	0
Davidson Equities, LLC	0	0	0	17.1	0
52-03 Center LLC	0	0	0	165.1	0
SUNation Solar Systems, Inc.	0	0	0	29	0
1st Light Energy	0	0	0	0.1	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	2024	2025
Family Energy, Inc.	27	3
Direct Energy Services LLC	27	1
Inspire Energy Holdings, LLC	22	2
Great American Gas & Electric, LLC	16	2
Idt Energy, Inc.	16	3
ASC Energy Services, Inc.	15	2
Energo Power & Gas, LLC	15	
Constellation NewEnergy	14	2
CleanChoice Energy	14	
ABN Energy, LLC DBA GreatEnergy	13	1
Pure Energy USA LLC	13	
Green Mountain Energy	12	3
American Power & Gas, LLC	12	3
Major Energy Services LLC	10	
City Power & Gas, LLC	9	
New Wave Energy Corp.	9	
Median Energy Corp.	6	1
Hudson Energy Services, Llc	6	
Alpha Gas And Electric, Llc	6	1
NRG Business Marketing, LLC	6	
Verde Energy Usa New York, Llc	5	
Mpower Energy LLC	5	
Pay Less Energy, LLC	4	
Reliant Energy Northeast LLC	4	
All Choice Energy, LLC	4	1
Approved Energy II LLC	4	
Agway Energy Services, LLC.	3	
Kiwi Energy Inc.	3	
Abest Power & Gas, LLC dba Abest Green Power	3	
Aggressive Energy, Llc	3	
U.S. Gas & Electric, Inc.	2	
South Bay Energy Corp.	2	
Constellation NewEnergy - Gas Division, LLC	2	

Eligo Energy Ny, Llc	2	1
ABC Energy LLC	2	
Greenlight Energy Inc.	2	1
Engie Resources Llc	2	
Logistic Energy Llc	2	
Zone One Energy LLC	1	
Renaissance Power & Gas, Inc.	1	
Residents Energy, LLC	1	
Quantum Power Corp	1	
Chief Energy Power, Llc	1	
Northeastern Power and Gas, LLC	1	
Think Energy, LLC	1	
Clearview Electric Inc.	1	
XOOM Energy New York, LLC	1	
Just Energy New York Corp	1	
Energy Plus Natural Gas LP		1
Robison Energy	1	
Columbia Utilities, LLC	1	
Brown's Energy Services, LLC	1	
Sprague Operating Resources	1	
BUY ENERGY DIRECT, LLC	1	
SunSea Energy, LLC	1	
Icon Energy LLC dba Source Power Company	1	
NextEra Energy Services New York Llc	1	
Total	340	28

## Number of Escalated Complaints Received Against ESCO's

Service Provider	2024	2025
Idt Energy, Inc.	8	1
Great American Gas & Electric, LLC	6	
ABN Energy, LLC DBA GreatEnergy	6	
Family Energy, Inc.	5	
Direct Energy Services LLC	4	1
ASC Energy Services, Inc.	4	
Energo Power & Gas, LLC	4	
CleanChoice Energy	4	
Pure Energy USA LLC	4	
New Wave Energy Corp.	4	
Hudson Energy Services, Llc	4	
Major Energy Services LLC	3	
Reliant Energy Northeast LLC	2	
All Choice Energy, LLC	2	
Aggressive Energy, Llc	2	
Inspire Energy Holdings, LLC	1	
Constellation NewEnergy	1	
Green Mountain Energy	1	
American Power & Gas, LLC	1	
City Power & Gas, LLC	1	
Median Energy Corp.	1	1
Alpha Gas And Electric, Llc	1	
Verde Energy Usa New York, Llc	1	
Pay Less Energy, LLC	1	
South Bay Energy Corp.	1	
Greenlight Energy Inc.	1	
Engie Resources Llc	1	
Logistic Energy Llc	1	
Northeastern Power and Gas, LLC	1	
Clearview Electric Inc.	1	
Sprague Operating Resources	1	
BUY ENERGY DIRECT, LLC	1	
Icon Energy LLC dba Source Power Company	1	

NextEra Energy Services New York Llc	1	
SunSea Energy, LLC		1
Agway Energy Services, LLC.		1
Total	81	5

# Number of Initial Complaints Received Against Distributed Energy Resources Providers

Service Provider	2024	2025
Sunco Solar LLC	15	
Sunrun, Inc.	14	
SunPower Corporation, Systems	12	3
Nexamp Inc.	9	4
Arcadia Power	8	
Tesla, Inc.	7	
Spruce Power 4, LLC	6	1
ArcTrade, Inc.	5	
Clearway Community Solar LLC	5	1
Pro Custom Solar, LLC d/b/a Momentum Solar	5	
ATTYX LLC	4	1
Altus Power America, Inc.	3	1
Common Energy LLC	3	
Perch Community Solar, LLC	3	
PTM Solar	3	
Sunnova Energy Corporation	3	
Trinity Solar Inc.	3	
Venture Home Solar LLC	3	
3rd ROC Solar LLC	2	
Ampion	2	2
EmPower Solar		2
IGS Solar, LLC	2	
Nautilus Solar Energy, LLC	2	
NYSS, LLC dba NY State Solar	2	
Radiant Solar	2	
SUNation Solar Systems, Inc.	2	
Surf Clean Energy Inc.	2	
1st Light Energy	1	
Community Solar Platform		1
Delaware River Solar	1	
Empire Solar Solutions, LLC	1	
Evo Energy Inc	1	
Hytech Solar Inc.	1	

Neighborhood Sun Benefit Corp.	1	
NYS Essential Power, Inc.	1	
PureSky Community Solar Inc	1	
Renovus Solar	1	
Solstice Power Technologies, Inc	1	
YSG Solar Installers LLC	1	1
Total	138	17

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

Service Provider	2024	2025
Sunco Solar LLC	2	
Sunrun, Inc.	1	
SunPower Corporation, Systems	5	0
Nexamp Inc.	1	0
Arcadia Power	1	
Tesla, Inc.	1	
Spruce Power 4, LLC	3	1
Clearway Community Solar LLC	2	0
Pro Custom Solar, LLC d/b/a Momentum Solar	2	
ATTYX LLC	3	0
Altus Power America, Inc.	1	0
Sunnova Energy Corporation	1	
Venture Home Solar LLC	1	
Nautilus Solar Energy, LLC	1	
NYSS, LLC dba NY State Solar	1	
SUNation Solar Systems, Inc.	1	
Surf Clean Energy Inc.	2	
1st Light Energy	1	
Evo Energy Inc	1	
Renovus Solar	1	
<b>Total</b>	<b>32</b>	<b>1</b>