



# Department of Public Service

**October 2018**

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

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# Monthly Report on Consumer Complaint Activity

October 2018

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November 29, 2018

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 [John.Auricchio@dps.ny.gov](mailto:John.Auricchio@dps.ny.gov)

Sincerely,

John B. Auricchio

A handwritten signature in blue ink that reads "John B. Auricchio". The signature is written in a cursive style and is positioned above the typed name and title.

Acting 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:

**By Telephone**

Monday thru Friday  
8:30am – 4:00pm

800-342-3377

**Via the Internet**

24 hours a day

[www.dps.ny.gov](http://www.dps.ny.gov)

**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). 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 is 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.

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

## October 2018

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson Gas & Electric Corp.	25	8.1	2	0.6	8%	0.5
Con Edison of New York	484	13.7	59	1.7	12%	1.7
PSEG Long Island	57	5.0	4	0.4	7%	0.2
National Grid - L I	45	7.5	1	0.2	2%	0.5
New York State Electric & Gas Corp.	116	12.2	7	0.7	6%	0.9
National Grid-Upstate	237	13.8	13	0.8	5%	0.7
Orange & Rockland	76	32.2	1	0.4	1%	0.5
Rochester Gas & Electric Corp.	56	13.1	3	0.7	5%	0.7
National Grid-Metro NY	123	9.8	9	0.7	7%	0.6
National Fuel Gas Distribution	44	8.3	0	0.0	0%	0.1
Citizens Communications	6	5.4	1	0.9	17%	1.1
Frontier Communications of NY	14	52.8	2	7.5	14%	5.0
Frontier Telephone of Rochester, Inc.	24	24.7	6	6.2	25%	3.1
Windstream Communications, Inc.	3	9.5	1	3.2	33%	2.1
Verizon Communications	277	12.5	58	2.6	21%	2.3
AT&T	7		3		43%	
Optimum (Telephone only)	34		6		18%	
Spectrum (Telephone only)	18		2		11%	
Verizon Digital Voice	25		5		20%	
Optimum (Cable TV)	99		16		16%	
Spectrum (Cable TV)	87		11		13%	
Verizon New York, Inc. (Cable TV)	28		3		11%	
New York American Water	23	18.7	9	7.3	39%	3.8
Suez Water - New York	24	32.3	8	10.8	33%	5.5
Suez Water - Westchester	4	9.1	1	2.3	25%	1.1

All complaint rates are based on December 2017 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

## October 2018

<b>Service Provider</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>
National Fuel Gas Distribution	44	0	5.0	11.6	2.0	5.9	2.0	8.4	1.0	10.0
Orange & Rockland	76	1	4.9	3.0	2.0	7.2	2.0	6.4	1.0	9.9
National Grid - L I	45	1	4.8	3.8	2.0	9.0	2.0	9.8	1.0	9.8
National Grid - Upstate	237	13	4.5	2.3	2.0	8.0	2.0	8.8	1.0	9.5
New York State Electric & Gas Corp.	116	7	4.4	5.8	2.0	9.7	2.0	8.5	1.0	9.4
PSEG Long Island	57	4	4.3	6.7	2.0	2.8	2.0	2.9	1.0	9.3
Central Hudson Gas & Electric Corp.	25	2	4.2	3.8	2.0	1.6	2.0	3.2	1.0	9.2
National Grid - Metro Ny	123	9	4.3	6.7	2.0	13.1	1.7	8.6	1.0	9.0
Verizon New York Inc.	28	3	3.9	8.0	2.0	7.1	2.0	4.4	1.0	8.9
Spectrum - Telephone	18	2	3.9	8.0	2.0	0.0	2.0	12.6	1.0	8.9
Spectrum - Syracuse	18	1	4.4	10.8	2.0	0.0	2.0	38.0	0.5	8.9
Spectrum - Buffalo	10	1	4.0	6.6	2.0	6.7	2.0	18.8	0.9	8.9
Josco Energy Corp	10	1	4.0	6.4	2.0	10.8	1.9	18.5	0.9	8.8
Frontier Communications of NY/aka Hi	14	2	3.6	10.5	2.0	6.1	2.0	5.0	1.0	8.6
Con Edison Of New York	484	59	3.8	13.0	2.0	14.9	1.6	13.7	1.0	8.4
Spectrum - Albany	29	4	3.6	7.1	2.0	2.1	2.0	25.6	0.7	8.3
Cablevision of Long Island	44	8	3.2	9.5	2.0	5.7	2.0	5.6	1.0	8.2
Optimum Voice	34	6	3.2	8.9	2.0	2.8	2.0	7.1	1.0	8.2
Cablevision of New York City	32	6	3.1	6.7	2.0	7.9	2.0	6.2	1.0	8.1
Verizon Digital Voice	25	5	3.0	7.0	2.0	6.5	2.0	8.6	1.0	8.0
Rochester Gas & Electric Corp.	56	3	4.5	4.9	2.0	28.6	0.0	8.4	1.0	7.5
Frontier Communications of Rochester	13	2	3.5	9.9	2.0	12.7	1.8	50.7	0.2	7.5
Frontier Telephone Of Rochester, Inc.	24	6	2.5	9.6	2.0	10.3	1.9	17.3	0.9	7.3
XChange Telecom	17	5	2.1	0.3	2.0	2.8	2.0	11.5	1.0	7.1
Suez Water New York Inc.	24	8	1.7	1.4	2.0	5.9	2.0	27.4	0.7	6.4
Verde Energy USA New York, LLC	18	7	1.1	11.6	2.0	2.5	2.0	1.0	1.0	6.1
Verizon Communications	277	58	2.9	10.1	2.0	36.9	0.0	16.6	0.9	5.8
New York American Water	23	9	1.1	36.3	0.0	2.9	2.0	27.2	0.7	3.8
Direct Energy Services LLC	15	5	1.7	9.4	2.0	10.8	1.9	77.0	-3.0	2.6
Spectrum - New York City	22	4	3.2	8.2	2.0	21.0	1.0	193.2	-9.0	0.0

*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.

**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.

<b>Service Provider</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>
3462 Third Avenue Realty Llc	0	0		0.0		0.0		150.0		
504 Myrtle Residential Owner LLC	0	1		0.0		0.0		20.0		
7 Dekalb Owners LLC	0	1		0.0		0.0		22.0		
ABC Energy LLC	1	1		0.2		12.9		0.0		
Abest Power & Gas, LLC	1	1		12.7		15.1		0.0		
Aggressive Energy, Llc	2	0		1.5		0.0		0.0		
Agway Energy Services, LLC.	1	0		4.0		0.0		0.0		
Akam Associates	0	0		0.0		0.0		728.0		
ALL AMERICAN POWER & GAS, LLC	6	1		24.2		19.2		16.0		
All Choice Energy, Inc.	2	0		21.0		0.0		16.0		
Alpha Gas And Electric, Llc	3	1		1.6		0.0		0.0		
Ambit Energy	9	1		8.2		5.1		0.0		
American Power & Gas, LLC	3	0		0.5		0.0		0.0		
AP Gas & Electric (TX) LLC	0	1		5.8		13.8		0.0		
Arbor Hills Waterworks	0	0		0.0		0.0		63.3		
AT&T	7	3		38.4		92.3		75.3		
Atlantic Energy, LLC	2	1		19.2		0.0		6.0		
Birch Communications, Inc.	1	0		0.0		0.0		26.0		
Broadview Networks	2	0		10.1		0.0		8.0		
Brown's Fuel	1	0		14.0		0.0		0.0		
BTI Communications, Inc. d/b/a TELZE	5	2		17.0		0.4		9.8		
BUY ENERGY DIRECT, LLC	1	0		1.8		0.0		0.0		
Cablevision - MediaOne - Rockland	2	0		0.7		0.0		1.0		
Cablevision - MediaOne - Us Cablevisi	7	0		4.1		0.0		9.0		
Cablevision - MediaOne - Westchester	3	2		6.5		14.4		7.0		
Cablevision Lightpath, Inc.	0	0		23.0		0.0		0.0		
Cablevision Of Brookhaven	3	0		7.9		0.0		0.0		
Cablevision Of Dutchess County	2	0		1.4		0.0		1.0		
Cablevision Of Hauppauge	0	0		0.0		6.3		0.0		
Cablevision of Port Chester	0	0		13.6		0.0		0.0		
Cablevision of Riverhead	1	0		16.6		0.0		0.0		
Cablevision of Rockland	5	0		5.0		0.0		1.0		
Cablevision of Rockland/Ramapo, Inc.	1	0		0.0		0.0		7.0		
Cablevision of Southern Westchester	2	0		1.5		0.0		20.0		
Cablevision of Westchester	4	0		9.3		0.0		0.0		
Censtar Energy Corp.	0	0		0.0		1.1		0.0		
Champion Energy Services, LLC	1	0		0.0		0.0		1.0		
Charter Communications	2	0		11.0		0.0		38.3		
Chief Energy Power, Llc	2	0		13.2		0.0		8.0		
Citizens Choice Energy, LLC	0	0		12.4		0.0		0.0		
Citizens Communications	6	1		6.4		21.4		16.5		
City of Salamanca Electric	0	0		0.0		0.0		0.0		
City Power & Gas, LLC	2	0		10.9		0.0		0.0		
CityBridge, Llc	0	0		0.0		0.0		77.0		
CleanChoice Energy	2	0		3.4		0.0		0.0		
Clearview Electric Inc.	4	0		9.0		0.0		7.0		
Constellation Energy Gas Choice Inc.	3	0		0.0		0.0		8.3		
Constellation NewEnergy	0	1		17.0		7.9		305.5		
Constellation NewEnergy - Gas Divisio	0	0		0.0		16.8		0.0		
CornerStone Telephone Company, LLC	1	0		0.0		0.0		63.5		
Corning Natural Gas Corp.	0	0		6.9		0.0		0.0		
East Coast Power and Gas, Llc	1	0		3.0		32.0		0.0		

<b>Service Provider</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>
Eligo Energy Ny, Llc	3	0		10.0		0.0		12.0		
Enhanced Communications Network, I	0	0		7.1		0.0		0.0		
Entrust Energy East, Inc.	1	0		14.9		0.0		0.0		
Family Energy, Inc.	8	0		12.3		0.0		8.0		
Finger Lakes Technologies Group, Inc.	0	0		0.0		0.0		85.0		
Fisher's Island Waterworks Corp	0	0		0.0		0.0		7.0		
Flanders Energy LLC	2	1		20.6		0.0		7.0		
Frontier Communications of Seneca-G	1	0		0.0		0.0		2.0		
Frontier Communications of Sylvan Lal	1	0		1.0		0.0		0.0		
Grandview Water Works Corp.	0	0		0.0		0.0		35.0		
Great Eastern Energy	1	0		0.0		0.0		1.0		
Greater Allen Cathedral Senior Reside	0	0		0.0		0.0		50.0		
Green Mountain Energy	2	1		9.8		0.0		7.0		
Heritage Hills Water Works	1	0		0.0		0.0		1.0		
High Rise Energy Group, LLC	2	0		3.5		0.0		0.0		
Hiko Energy, LLC	0	1		11.8		1.1		0.0		
Hopewell Service Corporation	0	0		113.8		0.0		0.0		
Hudson Park Investors, Llc	0	0		0.0		131.1		158.0		
Hudson Valley Water Co.	1	0		0.0		0.0		0.0		
IDT America Corp.	0	0		0.0		0.0		64.5		
Idt Energy, Inc.	8	1		9.9		6.0		5.5		
Jdm Washington Llc	0	0		0.0		0.0		791.0		
Just Energy New York Corp	1	0		14.6		0.0		0.0		
Kiwi Energy Inc.	2	0		12.9		0.0		7.0		
Knolls Water Co.	1	2		22.1		0.0		42.6		
Liberty Power Corp.	1	0		14.5		0.0		0.0		
Magna5 LLC	0	0		0.0		0.0		51.0		
Major Energy Services LLC	5	1		4.4		1.0		3.0		
Marathon Energy Corporation	0	0		10.1		0.0		0.0		
Marina Towers Associates LP	0	0		0.0		0.0		226.0		
Massena Electric Department	1	0		14.0		0.0		0.0		
Master Call Communications, Inc.	1	0		19.3		0.0		0.0		
Matrix Telecom, Inc Db	2	1		3.0		0.9		0.0		
MCI	1	0		0.0		0.0		13.0		
Meadow Wood at Gateway	0	0		0.0		0.0		461.0		
Median Energy Corp.	4	0		3.0		0.0		0.0		
Metropolitan Telecommunications	0	0		0.0		0.0		35.5		
Morningside Heights Housing Corp	0	0		0.0		0.0		279.0		
Mpower Energy LLC	4	0		15.4		12.3		10.5		
New Wave Energy Corp.	2	1		6.1		8.0		0.0		
NextEra Energy Services New York Llc	1	1		6.1		0.0		3.0		
North American Power & Gas LLC	2	1		8.7		24.2		0.0		
North Energy LLC	7	2		6.9		0.0		17.1		
Oasis Power LLC, d/b/a Oasis Energy	4	2		9.0		2.0		0.0		
Octagon L.P.	0	0		0.0		0.0		226.0		
Ontario Telephone	1	0		0.9		0.0		0.0		
Paetec Communications, Inc. Db	2	0		0.0		0.0		78.5		
Pay Less Energy, LLC	1	0		0.0		0.0		0.0		
Plymouth Rock Energy LLC	0	0		0.0		0.0		1.0		
Public Power Llc	1	0		13.9		0.0		0.0		
Pure Energy USA LLC	2	0		12.1		0.0		16.0		
Qtel, LLC	1	0		11.8		0.0		7.0		

<b>Service Provider</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>
Quantum Power Corp	4	0		7.1		0.0		0.0		
Queens Fresh Meadow Electric	0	0		0.0		0.0		393.0		
Reliant Energy Northeast LLC	1	1		20.8		0.0		3.5		
Robison Energy	0	0		0.0		0.0		52.0		
Roosevelt Island Associates	0	0		0.0		216.1		45.0		
Smart One Energy, LLC	0	0		13.9		0.0		0.0		
Spark Energy, L.P.	3	4		16.1		10.0		0.0		
Spectrotel, Inc.	1	0		3.0		0.0		0.0		
Spectrum - Rochester	8	1		10.8		0.0		3.0		
Starion Energy NY, Inc.	3	1		6.4		12.3		2.0		
Sterling Homes, LLC	0	0		0.0		12.8		0.0		
Stream Energy New York LLC.	1	0		18.0		0.0		0.0		
Strivers Gardens Realty LLC	0	0		0.0		0.0		279.0		
SUEZ Water Owego-Nichols Inc.	1	0		0.0		0.0		0.0		
Suez Water Westchester Inc.	4	1		0.4		2.9		301.0		
Taconic Telephone Corp.	4	0		16.3		0.0		6.0		
Talk America, Inc., Dba CavalierTeleph	1	0		19.9		0.0		7.0		
Tristate Bell Inc	2	2		1.5		18.3		11.2		
Twin City Capital, Llc D/b/a Small Busi	1	0		0.0		0.0		15.0		
U.S. Gas & Electric, Inc.	3	0		15.4		9.8		3.3		
UDC Gateway LLC	0	0		0.0		0.0		91.0		
Utility Expense Reduction LLC	2	2		1.0		2.5		0.0		
Verizon Long Distance Llc (ld)	1	0		0.0		0.0		15.0		
Village of Silver Springs	0	0		19.2		0.0		0.0		
Village of Westfield	1	0		0.8		0.0		0.0		
Viridian Energy Ny, Llc	1	1		0.0		9.6		10.0		
Wholesale Carrier Services, Inc.	0	0		0.0		0.0		139.0		
Windstream Communications, Inc.	3	1		16.2		0.0		27.0		
XOOM Energy New York, LLC	0	1		24.1		28.0		0.0		

## 2018 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-18	\$142,199.02	61
Feb-18	\$421,162.25	78
Mar-18	\$332,895.91	85
Apr-18	\$153,260.00	81
May-18	\$199,888.32	42
Jun-18	\$175,456.83	66
Jul-18	\$144,703.29	75
Aug-18	\$180,945.23	60
Sep-18	\$66,524.37	37
Oct-18	\$176,253.41	60
Nov-18		
Dec-18		
<b>2018 Total</b>	<b>\$1,993,288.63</b>	<b>645</b>

## Number of Initial Complaints Received Against ESCO's

Code	Company Name	2018	2017	Oct-18	Sep-18	Aug-18	Jul-18	Jun-18	May-18	Apr-18	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
6898AB	ABC Energy LLC	1	4	1	0	0	0	0	0	0	0	0	0	0	0	0
7091AB	Abest Power & Gas, LLC	7	0	1	1	1	2	0	1	0	1	0	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	1	3	0	0	0	1	0	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8281AG	Agera Energy, LLC	1	3	0	0	0	0	0	1	0	0	0	0	0	0	0
5020AG	Aggressive Energy, Llc	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	22	34	1	0	1	0	1	1	4	2	4	8	3	1	0
6030AL	All American Power & Gas, LLC	36	0	6	5	4	5	9	7	0	0	0	0	0	0	0
6899AL	All Choice Energy, Inc.	4	0	2	2	0	0	0	0	0	0	0	0	0	0	0
5985AL	Alpha Gas And Electric, Llc	9	19	3	1	2	0	1	0	0	0	0	2	2	1	0
D230	Ambit Energy	47	43	9	2	3	3	7	1	8	4	2	8	2	3	3
5411AM	American Power & Gas, LLC	37	37	3	3	4	7	3	0	4	4	4	5	0	3	2
6023AP	Ap Gas & Electric (ny), Llc	1	2	0	0	0	0	0	0	0	0	0	1	0	0	0
D249	AP Gas & Electric (TX) LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	4	6	0	0	1	1	1	0	0	1	0	0	0	0	1
6481AT	Atlantic Energy, LLC	47	40	2	2	3	0	4	3	5	15	10	3	5	2	4
7844AT	Atlantic Power & Gas LLC	2	2	0	0	0	0	0	1	0	0	1	0	0	0	1
D217	BlueRock Energy, Inc.	6	0	0	1	0	0	0	0	2	0	2	1	0	0	0
D113	Brown's Fuel	2	7	1	0	0	0	0	0	0	0	0	1	0	1	1
5246BU	Buy Energy Direct, LLC	3	3	1	0	0	0	0	0	0	1	1	0	0	0	1
D262	Censtar Energy Corp.	29	20	0	0	3	3	2	4	5	4	7	1	3	3	1
6903CH	Champion Energy Services, LLC	2	4	1	0	0	1	0	0	0	0	0	0	0	0	0
5783CH	Chief Energy Gas, Llc.	2	3	0	0	1	0	0	0	1	0	0	0	0	0	0
5773CH	Chief Energy Power, Llc	3	6	2	1	0	0	0	0	0	0	0	0	0	0	0
5325CI	Citizens Choice Energy, LLC	9	28	0	1	0	0	0	1	2	2	0	3	3	1	3
5592CI	City Power & Gas, LLC	12	10	2	1	1	2	1	1	2	0	2	0	0	1	1
7005ET	CleanChoice Energy	18	29	2	1	2	2	1	1	3	2	3	1	2	4	2
D238	Clearview Electric Inc.	12	9	4	0	0	0	0	0	0	5	1	2	2	1	1
D231	Columbia Utilities Power, Llc (electric)	1	2	0	0	1	0	0	0	0	0	0	0	0	0	0
D040	Columbia Utilities, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
6771CO	Constellation Energy Gas Choice Inc.	10	18	3	0	1	1	1	1	0	1	1	1	0	1	2
D084	Constellation NewEnergy	36	43	0	3	2	2	5	2	6	5	5	6	4	3	0
D221	Constellation NewEnergy - Gas Divisio	3	2	0	1	0	0	0	0	0	1	0	1	0	0	0
8168DI	Direct Energy Business Marketing, LLC	8	4	0	0	0	1	0	1	2	1	1	2	0	1	0
D176	Direct Energy Services LLC	125	211	15	13	7	7	7	13	10	15	27	11	11	9	9
D256	East Coast Power and Gas, Llc	12	2	1	0	1	3	2	2	1	2	0	0	1	0	0
6922EL	Eligo Energy Ny, Llc	59	65	3	1	8	7	7	7	9	12	3	2	5	5	4
6031EN	Energy Discounters, LLC	1	6	0	0	0	0	0	0	0	1	0	0	0	1	0
D243	Energy Plus Holdings LLC	3	3	0	0	0	0	0	0	2	0	0	1	1	0	0
5568EN	Energy Plus Natural Gas LP	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5182EN	EnergyMark, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
4963GD	Engie Resources Llc	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6424GD	Engie Retail, LLC.	2	5	0	0	0	0	0	0	0	1	1	0	1	0	0
D201	Entergy Solutions Ltd.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8938EN	Entrust Energy East, Inc.	4	6	1	0	0	1	0	0	1	0	0	1	0	0	3
4920FA	Family Energy, Inc.	108	99	8	5	8	8	5	11	12	13	20	18	8	7	10
D138	FFC Energy	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0

## Number of Initial Complaints Received Against ESCO's

Code	Company Name	2018	2017	Oct-18	Sep-18	Aug-18	Jul-18	Jun-18	May-18	Apr-18	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
6594FL	Flanders Energy LLC	36	208	2	2	0	0	0	0	2	5	17	8	3	2	4
6643GA	Galaxy Energy Llc	1	2	0	0	0	0	0	0	0	0	1	0	0	0	0
4846GL	Global Energy Marketing LLC dba GMC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6009GL	Global Energy, LLC	1	2	0	0	0	0	1	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	8	8	1	0	2	2	0	0	2	1	0	0	1	0	0
D127	Green Mountain Energy	25	25	2	1	5	4	2	1	1	2	3	4	2	1	3
4877GR	Greenlight Energy Inc.	11	17	0	0	2	0	0	3	3	3	0	0	4	0	0
D254	High Rise Energy Group, LLC	3	2	2	0	0	0	0	0	1	0	0	0	0	1	0
8142HI	Hiko Energy, LLC	14	13	0	2	2	1	0	1	1	5	1	1	1	0	0
D120	Hudson Energy Services, Llc	6	8	0	0	0	1	0	1	1	0	2	1	0	0	0
D177	Idt Energy, Inc.	67	170	8	3	2	6	2	3	9	7	13	14	24	13	10
8021IN	Inspire Energy Holdings, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D188	Interstate Gas Supply of New York	2	1	0	0	0	0	0	1	0	0	0	1	1	0	0
7041JO	Josco Energy Corp	95	96	10	6	6	5	7	4	12	12	12	21	7	10	12
5497JU	Just Energy New York Corp	17	27	1	2	1	0	1	3	1	2	3	3	1	0	1
D208	Just Energy Solutions, Inc.	3	1	0	0	0	3	0	0	0	0	0	0	0	0	0
6646KI	Kiwi Energy Inc.	21	14	2	0	1	2	1	1	1	7	5	1	0	0	0
5520LE	Lexington Power & Light, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D142	Liberty Power Corp.	10	21	1	1	0	1	2	0	0	1	2	2	0	0	3
D214	Major Energy Services LLC	57	153	5	3	7	3	2	3	8	9	10	7	10	10	15
6007MA	Marathon Energy Corporation	9	8	0	1	3	0	0	0	1	2	2	0	0	0	0
9533ME	Median Energy Corp.	44	46	4	5	6	2	3	3	3	6	6	6	3	2	1
D267	Mpower Energy LLC	43	107	4	3	5	3	1	1	1	9	11	5	4	5	7
D020	NATGASCO, Inc.	2	6	0	0	0	1	0	1	0	0	0	0	1	0	0
9285NA	National Gas & Electric, LLC	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
5436NE	New Wave Energy Corp.	5	1	2	0	0	1	0	1	0	0	0	1	0	0	0
7457NE	Next Utility Energy Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8221NE	NextEra Energy Services New York Llc	5	0	1	0	1	0	0	0	3	0	0	0	0	0	0
D235	Noco Natural Gas, Llc	2	0	0	0	0	0	0	1	1	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	8	15	2	1	1	0	0	2	0	1	1	0	0	0	1
8654NO	North Energy LLC	10	2	7	0	0	0	0	1	0	0	0	2	1	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	18	29	4	1	0	2	1	0	4	1	4	1	2	3	1
6645PA	Pay Less Energy, LLC	5	6	1	0	0	1	0	0	0	3	0	0	0	1	1
2035	Penelec (A First Energy Company)	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6022PH	Phoenix Energy Group, LLC	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0
D171	Plymouth Rock Energy LLC	5	4	0	0	0	0	2	0	0	2	1	0	1	0	0
7871PR	Premier Empire Energy Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8155PU	Public Power Llc	21	13	1	3	0	1	1	1	3	6	4	1	2	0	1
10044PU	Pure Energy USA LLC	18	2	2	0	2	0	1	2	4	4	2	1	2	0	0
9805QU	Quantum Power Corp	6	3	4	2	0	0	0	0	0	0	0	0	0	1	1
6233RE	Reliant Energy Northeast LLC	13	12	1	2	1	1	2	0	1	2	1	2	2	0	1
6616RE	Renaissance Power & Gas, Inc.	6	22	0	0	1	1	1	0	2	0	1	0	2	0	0
6574RE	Residents Energy, LLC	17	41	0	0	4	3	1	0	0	5	1	3	3	1	7
5199RO	Robison Energy	3	8	0	0	1	1	0	0	0	0	0	1	1	1	0
5370SB	SBR Energy, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1
5481SJ	SJ Energy Partners	0	5	0	0	0	0	0	0	0	0	0	0	1	0	0
4976SM	Smart One Energy, LLC	6	6	0	1	1	0	0	0	1	1	2	0	0	0	1

## Number of Initial Complaints Received Against ESCO's

Code	Company Name	2018	2017	Oct-18	Sep-18	Aug-18	Jul-18	Jun-18	May-18	Apr-18	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
6216SO	South Bay Energy Corp.	19	51	0	0	1	3	1	3	4	4	3	0	3	2	6
D186	Spark Energy, L.P.	52	49	3	13	9	4	3	0	4	2	5	9	0	4	1
5144SP	Spectrum Gas & Electric, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
7397SP	Sperian Energy Corp.	1	2	0	0	0	0	0	1	0	0	0	0	1	0	0
8302SP	Sprague Operating Resources	2	17	0	0	0	0	0	1	0	1	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	14	5	3	1	2	0	1	2	2	1	0	2	0	0	0
6809ST	Stream Energy New York LLC.	12	13	1	2	0	2	0	1	2	1	1	2	0	2	3
9014TR	Trident Retail Energy, LLC dba Trident	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6084US	U.S. Energy Partners Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5392US	U.S. Gas & Electric, Inc.	39	46	3	3	2	3	4	5	5	7	4	3	1	3	2
5461UT	Utility Expense Reduction LLC	11	25	2	2	2	1	0	1	0	0	0	3	1	2	2
6894VE	Verde Energy USA New York, LLC	48	16	18	16	0	1	2	3	1	1	5	1	1	1	2
5391VI	Viridian Energy Ny, Llc	33	31	1	2	5	0	2	2	2	8	4	7	4	2	0
6668XO	XOOM Energy New York, LLC	29	29	0	1	1	2	2	4	4	6	6	3	7	2	2
	Total	1580	2195	172	124	133	118	103	116	169	220	229	196	150	117	138

ESCO's with no complaints on file since January 2017 are not listed on this report.



# Number of Escalated Complaints Received Against ESCO's

Code	Company Name	2018	2017	Oct-18	Sep-18	Aug-18	Jul-18	Jun-18	May-18	Apr-18	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
6898AB	ABC Energy LLC	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
7091AB	Abest Power & Gas, LLC	3	0	1	1	0	0	0	1	0	0	0	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
8281AG	Agera Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	4	5	0	0	0	0	0	1	1	1	0	1	0	0	0
6030AL	All American Power & Gas, LLC	4	0	1	0	1	0	1	1	0	0	0	0	0	0	0
5985AL	Alpha Gas And Electric, Llc	2	4	1	0	0	0	0	0	0	0	0	1	1	0	0
D230	Ambit Energy	14	10	1	2	2	0	3	2	1	1	2	0	0	1	0
5411AM	American Power & Gas, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1
6023AP	Ap Gas & Electric (ny), Llc	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0
D249	AP Gas & Electric (TX) LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6481AT	Atlantic Energy, LLC	14	5	1	0	0	1	2	0	0	4	5	1	1	0	1
D113	Brown's Fuel	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0
5246BU	Buy Energy Direct, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1
D262	Censtar Energy Corp.	15	11	0	1	1	1	0	1	0	8	2	1	1	1	1
5773CH	Chief Energy Power, Llc	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5325CI	Citizens Choice Energy, LLC	3	4	0	0	0	0	0	0	0	1	0	2	1	0	0
5592CI	City Power & Gas, LLC	2	1	0	0	1	0	0	0	0	0	1	0	0	0	0
7005ET	CleanChoice Energy	0	5	0	0	0	0	0	0	0	0	0	0	0	0	1
D238	Clearview Electric Inc.	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D040	Columbia Utilities, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6771CO	Constellation Energy Gas Choice Inc.	2	1	0	0	0	0	0	0	1	0	1	0	0	0	1
D084	Constellation NewEnergy	13	8	1	1	0	0	4	2	0	0	2	3	0	0	1
D221	Constellation NewEnergy - Gas Divisio	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0
8168DI	Direct Energy Business Marketing, LLC	2	1	0	0	1	0	0	0	1	0	0	0	0	0	0
D176	Direct Energy Services LLC	39	54	5	1	3	2	2	5	4	11	3	3	1	2	1
D256	East Coast Power and Gas, Llc	4	1	0	1	0	0	1	0	1	1	0	0	0	0	0
6922EL	Eligo Energy Ny, Llc	27	21	0	2	3	1	4	3	5	7	0	2	1	1	0
6031EN	Energy Discounters, LLC	1	3	0	0	0	0	0	0	0	1	0	0	1	0	0
D243	Energy Plus Holdings LLC	1	1	0	0	0	0	0	0	0	0	0	1	1	0	0
5182EN	EnergyMark, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6424GD	Engie Retail, LLC.	2	0	0	0	0	0	0	0	0	1	1	0	0	0	0
8938EN	Entrust Energy East, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0
4920FA	Family Energy, Inc.	26	14	0	0	2	1	2	2	3	2	6	8	1	0	0
6594FL	Flanders Energy LLC	9	32	1	0	0	0	0	0	0	3	4	1	0	2	0
6643GA	Galaxy Energy Llc	1	1	0	0	0	0	0	0	0	0	1	0	0	0	0
4846GL	Global Energy Marketing LLC dba GMC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6009GL	Global Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	3	1	0	1	1	1	0	0	0	0	0	0	1	0	0
D127	Green Mountain Energy	4	3	1	0	1	1	1	0	0	0	0	0	0	0	0
4877GR	Greenlight Energy Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D254	High Rise Energy Group, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0
8142HI	Hiko Energy, LLC	6	2	1	0	0	0	0	2	2	1	0	0	0	0	0
D120	Hudson Energy Services, Llc	3	1	0	0	0	0	0	0	0	1	2	0	0	0	0
D177	ldt Energy, Inc.	8	15	1	0	1	0	0	0	0	1	2	3	1	0	2

## Number of Escalated Complaints Received Against ESCO's

Code	Company Name	2018	2017	Oct-18	Sep-18	Aug-18	Jul-18	Jun-18	May-18	Apr-18	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
D188	Interstate Gas Supply of New York	1	0	0	0	0	0	0	0	0	0	1	0	0	0	0
7041JO	Josco Energy Corp	11	8	1	2	2	0	0	0	2	0	4	0	0	1	1
5497JU	Just Energy New York Corp	2	4	0	0	0	1	0	0	0	0	1	0	0	0	0
D208	Just Energy Solutions, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6646KI	Kiwi Energy Inc.	2	3	0	0	0	1	0	1	0	0	0	0	0	0	0
D142	Liberty Power Corp.	4	2	0	0	1	0	0	1	0	0	1	1	0	2	0
D214	Major Energy Services LLC	10	20	1	1	0	1	2	1	1	3	0	0	0	1	1
6007MA	Marathon Energy Corporation	3	3	0	0	0	0	0	1	0	0	2	0	0	0	0
9533ME	Median Energy Corp.	4	0	0	2	1	0	0	1	0	0	0	0	0	0	0
D267	Mpower Energy LLC	4	12	0	1	0	0	0	0	0	2	0	1	0	2	2
D020	NATGASCO, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5436NE	New Wave Energy Corp.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
8221NE	NextEra Energy Services New York LLC	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0
D235	Noco Natural Gas, Llc	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	4	4	1	0	0	0	0	1	0	2	0	0	0	0	0
8654NO	North Energy LLC	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
D239	NorthEastern Energy Corporation	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	8	6	2	0	0	1	0	1	2	1	1	0	0	1	0
6645PA	Pay Less Energy, LLC	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	2	1	0	0	0	0	1	0	1	0	0	0	0	0	0
8155PU	Public Power Llc	2	3	0	0	0	0	0	0	1	1	0	0	0	0	1
10044PU	Pure Energy USA LLC	4	0	0	0	0	0	0	0	1	1	2	0	0	0	0
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.	0	5	0	0	0	0	0	0	0	0	0	0	1	0	0
6574RE	Residents Energy, LLC	1	6	0	0	1	0	0	0	0	0	0	0	1	0	2
5199RO	Robison Energy	2	3	0	1	0	0	0	0	0	0	0	1	1	0	0
5370SB	SBR Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0
5481SJ	SJ Energy Partners	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	3	0	0	0	0	0	0	0	1	1	1	0	0	0	0
6216SO	South Bay Energy Corp.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1
D186	Spark Energy, L.P.	16	6	4	5	4	0	0	0	0	1	2	0	0	0	1
5463ST	Starion Energy NY, Inc.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6809ST	Stream Energy New York LLC.	5	3	0	0	1	0	1	0	1	0	2	0	0	1	0
5392US	U.S. Gas & Electric, Inc.	15	12	0	1	2	0	2	3	2	1	3	1	2	2	1
5461UT	Utility Expense Reduction LLC	4	1	2	0	0	0	0	0	0	0	0	2	0	0	0
6894VE	Verde Energy USA New York, LLC	13	3	7	1	0	0	0	0	1	1	3	0	1	0	0
5391VI	Viridian Energy Ny, Llc	11	6	1	1	1	0	1	0	4	3	0	0	0	0	0
6668XO	XOOM Energy New York, LLC	13	5	1	0	0	1	1	0	1	3	5	1	0	0	0
	Total	370	361	43	26	31	13	28	30	39	64	62	34	17	21	20

ESCO's with no complaints on file since January 2017 are not listed on this report.

# Consumer Reports of Deceptive Marketing Practices by Energy Services Company

Code	Company Name	2018	2017	Oct-18	Sep-18	Aug-18	Jul-18	Jun-18	May-18	Apr-18	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
6898AB	ABC Energy LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
8281AG	Agera Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	4	8	0	0	0	0	1	0	0	0	0	3	0	0	0
6030AL	All American Power & Gas, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5985AL	Alpha Gas And Electric, Llc	1	5	0	0	1	0	0	0	0	0	0	0	0	0	0
D230	Ambit Energy	3	10	1	0	0	0	0	1	0	0	0	1	0	0	2
5411AM	American Power & Gas, LLC	8	9	0	2	1	3	0	0	0	1	1	0	0	1	1
D249	AP Gas & Electric (TX) LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6481AT	Atlantic Energy, LLC	6	7	1	0	0	0	1	1	1	2	0	0	2	1	0
D217	BlueRock Energy, Inc.	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	1	6	1	0	0	0	0	0	0	0	0	0	0	2	1
D262	Censtar Energy Corp.	7	4	0	0	0	0	0	2	0	1	4	0	0	1	0
6903CH	Champion Energy Services, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5773CH	Chief Energy Power, Llc	2	3	2	0	0	0	0	0	0	0	0	0	0	0	0
5325CI	Citizens Choice Energy, LLC	2	3	0	0	0	0	0	0	0	2	0	0	0	0	0
5592CI	City Power & Gas, LLC	1	1	0	0	0	0	0	0	1	0	0	0	0	1	0
7005ET	CleanChoice Energy	9	19	1	1	2	0	0	0	2	0	3	0	1	2	1
D238	Clearview Electric Inc.	3	1	1	0	0	0	0	0	0	2	0	0	0	0	0
6771CO	Constellation Energy Gas Choice Inc.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D084	Constellation NewEnergy	3	8	0	1	1	0	0	0	0	0	0	1	0	1	1
8168DI	Direct Energy Business Marketing, LLC	3	0	0	0	0	0	0	0	2	0	1	0	0	0	0
D176	Direct Energy Services LLC	17	18	4	1	0	0	1	1	3	4	2	1	1	1	2
D256	East Coast Power and Gas, Llc	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
6922EL	Eligo Energy Ny, Llc	10	20	0	2	0	2	0	2	3	1	0	0	1	2	0
6031EN	Energy Discounters, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
4963GD	Engie Resources Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6424GD	Engie Retail, LLC.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
8938EN	Entrust Energy East, Inc.	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
4920FA	Family Energy, Inc.	26	33	2	1	3	3	0	4	1	3	4	5	5	3	2
6594FL	Flanders Energy LLC	4	33	3	0	0	0	0	0	1	0	0	0	0	1	0
6009GL	Global Energy, LLC	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	3	1	0	0	2	1	0	0	0	0	0	0	0	0	0
D127	Green Mountain Energy	1	8	0	0	0	1	0	0	0	0	0	0	0	0	2
4877GR	Greenlight Energy Inc.	3	7	0	0	0	0	0	2	0	1	0	0	2	0	0
D254	High Rise Energy Group, LLC	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
8142HI	Hiko Energy, LLC	2	6	0	0	0	0	0	0	0	2	0	0	0	0	0
D120	Hudson Energy Services, Llc	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
D177	Idt Energy, Inc.	6	35	1	0	0	2	0	0	1	0	1	1	3	0	2
7041JO	Josco Energy Corp	14	13	0	0	2	1	0	1	1	3	4	2	2	1	1
5497JU	Just Energy New York Corp	2	4	0	0	0	0	0	0	0	1	0	1	0	0	0
6646KI	Kiwi Energy Inc.	5	6	0	0	1	0	0	0	0	4	0	0	0	0	0
D142	Liberty Power Corp.	1	7	0	0	0	0	0	0	0	0	0	1	0	0	1
D214	Major Energy Services LLC	2	32	0	0	0	0	0	0	0	0	1	1	1	0	1
6007MA	Marathon Energy Corporation	1	2	0	1	0	0	0	0	0	0	0	0	0	0	0
9533ME	Median Energy Corp.	3	6	0	0	0	0	0	0	0	1	0	2	0	0	0
D267	Mpower Energy LLC	4	30	1	0	0	1	0	0	1	0	1	0	0	2	1
9285NA	National Gas & Electric, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0

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

Code	Company Name	2018	2017	Oct-18	Sep-18	Aug-18	Jul-18	Jun-18	May-18	Apr-18	Mar-18	Feb-18	Jan-18	Dec-17	Nov-17	Oct-17
5436NE	New Wave Energy Corp.	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	2	5	0	0	0	0	0	0	0	2	0	0	0	0	0
8654NO	North Energy LLC	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6645PA	Pay Less Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	1
8155PU	Public Power Llc	5	2	1	0	0	0	1	0	2	1	0	0	0	0	0
10044PU	Pure Energy USA LLC	9	0	0	0	0	0	0	1	2	2	3	1	0	0	0
6233RE	Reliant Energy Northeast LLC	3	1	1	0	0	0	0	0	1	0	0	1	0	0	0
6616RE	Renaissance Power & Gas, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6574RE	Residents Energy, LLC	2	8	0	0	0	1	1	0	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	1	1
5481SJ	SJ Energy Partners	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6216SO	South Bay Energy Corp.	2	10	0	0	0	0	0	1	0	0	1	0	0	0	0
D186	Spark Energy, L.P.	6	4	2	0	1	1	0	0	0	0	1	1	0	1	0
7397SP	Sperian Energy Corp.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
8302SP	Sprague Operating Resources	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	4	0	2	1	1	0	0	0	0	0	0	0	0	0	0
6809ST	Stream Energy New York LLC.	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
6084US	U.S. Energy Partners Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5392US	U.S. Gas & Electric, Inc.	10	12	1	2	1	1	1	2	1	0	0	1	0	0	0
D500	Unidentified ESCO	8	33	0	0	0	2	0	0	4	0	2	0	2	6	1
5461UT	Utility Expense Reduction LLC	5	7	2	2	1	0	0	0	0	0	0	0	0	1	0
6894VE	Verde Energy USA New York, LLC	4	1	2	0	0	0	0	2	0	0	0	0	0	0	0
5391VI	Viridian Energy Ny, Llc	4	5	0	1	2	0	0	0	0	0	0	1	0	0	0
6668XO	XOOM Energy New York, LLC	3	0	0	0	0	0	0	0	0	0	2	1	0	0	0
	Total	235	468	37	16	19	20	7	20	27	33	31	25	21	29	21

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.