



# Department of Public Service

**January 2023**

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

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# Monthly Report on Consumer Complaint Activity

January 2023

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February 24, 2023

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 that 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 because of our investigations. In January we returned more than \$117,000 to consumers.

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 [Richard.Berkley@dps.ny.gov](mailto:Richard.Berkley@dps.ny.gov)

Sincerely,

Richard Berkley

A handwritten signature in black ink that reads "Richard Berkley". The signature is written in a cursive style with a large, prominent "R" and "B".

Consumer Advocate and Director  
Office of Consumer Services



## If You Have a Complaint About Your Utility Service

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

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

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

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

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

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

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

<b>By Telephone</b>	Monday thru Friday 8:30am – 4:00pm	800-342-3377
<b>Via the Internet</b>	24 hours a day	<a href="http://www.dps.ny.gov">www.dps.ny.gov</a>
<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 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

## January 2023

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson Gas & Electric Corp.	276	85.8	35	10.9	13%	11.9
Con Edison of New York	453	12.2	41	1.1	9%	1.8
PSEG Long Island	31	2.7	3	0.3	10%	0.5
National Grid - L I	30	4.8	1	0.2	3%	0.2
New York State Electric & Gas Corp.	507	51.9	37	3.8	7%	1.8
National Grid-Upstate	121	6.9	6	0.3	5%	0.5
Orange & Rockland	40	16.4	0	0.0	0%	0.3
Rochester Gas & Electric Corp.	360	82.2	42	9.6	12%	4.1
National Grid-Metro NY	72	5.7	6	0.5	8%	0.4
National Fuel Gas Distribution	24	4.4	1	0.2	4%	0.2
Citizens Communications	12	20.1	2	3.3	17%	2.1
Frontier Communications of NY	5	36.5	2	14.6	40%	7.3
Frontier Telephone of Rochester, Inc.	9	13.7	2	3.0	22%	1.5
Windstream Communications, Inc.	2	10.5	0	0.0	0%	4.4
Verizon Communications	52	4.2	16	1.3	31%	1.2
AT&T	3		0		0%	
Optimum (Telephone only)	3		0		0%	
Spectrum (Telephone only)	7		1		14%	
Verizon Digital Voice	3		1		33%	
Optimum (Cable TV)	48		1		2%	
Spectrum (Cable TV)	36		2		6%	
Verizon New York, Inc. (Cable TV)	20		2		10%	
Liberty Utilities (Water)	3	2.4	1	0.8	33%	0.6
Veolia Water New York	10	7.8	2	1.6	20%	1.2

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

## January 2023

<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>
Orange & Rockland	40	0	5.0	5.2	2.0	4.4	2.0	4.6	1.0	10.0
Optimum Cable Of Long Island	22	0	5.0	12.8	2.0	7.3	2.0	6.9	1.0	10.0
National Grid - L I	30	1	4.7	5.5	2.0	6.8	2.0	13.8	1.0	9.7
National Grid - Metro Ny	72	6	4.2	10.6	2.0	9.9	2.0	12.3	1.0	9.2
Optimum Cable of New York City	12	1	4.2	12.0	2.0	0.0	2.0	6.5	1.0	9.2
National Grid - Upstate	121	6	4.5	4.1	2.0	13.8	1.7	19.3	0.9	9.1
PSEG Long Island	31	3	4.0	13.3	2.0	2.0	2.0	4.7	1.0	9.0
National Fuel Gas Distribution	24	1	4.6	8.2	2.0	17.0	1.4	7.5	1.0	9.0
Verizon New York Inc.	20	2	4.0	9.0	2.0	9.4	2.0	60.0	0.1	8.1
Spectrum - Albany	10	0	5.0	11.8	2.0	25.3	0.0	6.4	1.0	8.0
Citizens Communications	12	2	3.3	18.3	1.5	12.5	1.8	6.5	1.0	7.6
Veolia Water New York	10	2	3.0	3.8	2.0	4.4	2.0	69.8	0.0	7.0
New York State Electric & Gas Corp.	507	37	4.3	17.4	1.6	126.0	0.0	29.6	0.7	6.6
BTI Communications, Inc. d/b/a TELZE	10	3	2.0	21.1	1.2	11.4	1.9	12.1	1.0	6.1
Central Hudson Gas & Electric Corp.	276	35	3.7	24.6	0.8	23.1	0.4	28.2	0.7	5.6
Frontier Communications of Rochester	16	6	1.2	17.5	1.6	14.2	1.6	16.6	0.9	5.3
Verizon Communications	52	16	1.9	14.3	1.9	42.3	0.0	15.6	0.9	4.7
Rochester Gas & Electric Corp.	360	42	3.8	31.3	0.0	113.4	0.0	35.2	0.5	4.3
Con Edison Of New York	453	41	4.1	16.7	1.7	39.6	0.0	116.6	-9.0	-3.2

*This table reports on the current level of customer service and responsiveness delivered by each service provider under the Department's jurisdiction. The Customer Service Response Index is determined by measuring four metrics. Complete CSRI data is posted on the first page of the report for those service providers that average ten or more initial complaints per month. For all other service providers, the performance in each area is reported on subsequent pages of the table, less the actual index measures because the index measures for companies with fewer than ten initial complaints have been found to show significant fluctuations on a month to month basis. These fluctuations may result in the reader reaching an inaccurate conclusion as to a service provider's performance. If a company is not listed on this report it is because there was no activity for the company in the reporting month. Below is an explanation of the data in each column.*



**Initial Complaints** - This is the number of initial complaints we receive and forward to the utility company for resolution directly with the customer.

**Escalated Complaints** - This is the number of complaints that we escalated for further handling and investigation because the customer informed us that the utility failed to satisfy their initial complaint after we forwarded the initial complaint to the utility. 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.

<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>
205 E 92nd Street	0	0		0.0		67.2		0.0		
52-03 Center LLC	0	0		0.0		0.0		120.0		
75 Wall St Condo	0	0		0.0		0.0		40.0		
831 Bartholdi Associates LLC	0	0		0.0		0.0		93.0		
Abest Power & Gas, LLC dba Abest Gr	1	0		13.8		0.0		0.0		
Agway Energy Services, LLC.	1	0		1.8		0.0		0.0		
Air City Lofts	0	1		7.5		0.0		13.0		
ALL AMERICAN POWER & GAS, LLC	1	0		0.0		0.0		8.0		
American Power & Gas, LLC	4	0		7.0		0.0		7.0		
Ampion	0	1		36.1		0.0		1.0		
AP Gas & Electric (NJ) LLC	0	0		0.0		0.0		57.0		
AP Gas & Electric (TX) LLC	1	0		0.0		0.0		19.0		
Arcadia Power	5	0		15.0		0.0		10.8		
Armstrong Telephone Company - New	0	0		0.0		0.0		92.0		
ASC Energy Services, Inc.	0	0		0.0		12.7		0.0		
Astral Energy LLC	1	0		0.0		0.0		6.0		
AT&T	3	0		11.0		0.0		20.0		
AVA DoBro	0	1		0.0		0.0		21.0		
Bath Municipal Electric & Gas	0	0		0.0		0.0		40.0		
Carousel Park Preservation L.P.	0	0		0.0		0.0		182.0		
Charter Communications	2	0		0.0		0.0		7.0		
Citizens Choice Energy, LLC	0	0		117.9		8.3		0.0		
Citizens Telecommunications Co. of N	0	0		32.0		0.0		0.0		
Citizens Telephone Company of Hamn	0	1		0.0		5.0		0.0		
City Power & Gas, LLC	1	0		13.6		0.0		2.0		
CleanChoice Energy	5	1		25.3		0.0		10.6		
Clearway Community Solar LLC	1	0		0.0		0.0		7.0		
Comcast Cable of New York - CATV	2	0		1.9		0.0		15.0		
Common Energy LLC	0	0		0.0		0.0		1.0		
Constellation NewEnergy	8	0		15.1		2.5		7.5		
Constellation NewEnergy - Gas Divisio	3	0		9.2		0.0		7.0		
Court Plaza Senior Apartments	0	0		0.0		0.0		118.0		
Dara Owners Corp.	0	0		0.0		0.0		217.0		
Delaware River Solar	0	0		22.0		0.0		0.0		
Direct Energy Services LLC	4	0		5.5		0.0		4.5		
Dudley Water Supply	1	0		0.0		0.0		21.0		
East Midtown Plaza	0	0		0.0		0.0		71.0		
Eligo Energy Ny, Llc	1	0		0.0		0.0		7.0		
Emerald Green-Lake Louise Marie Wai	0	0		0.0		0.0		0.0		
Energ Power & Gas, LLC	3	0		0.0		0.0		9.7		
Engie Resources Llc	1	1		16.6		0.0		15.0		
Family Energy, Inc.	1	0		19.5		0.0		0.0		
Fifth on the Park Condominium, LLC	0	0		0.0		0.0		145.0		
FirstLight Fiber, Inc.	0	0		0.0		0.0		151.0		
Fisher Island Electric	0	0		42.0		0.0		0.0		
FreeWythe, LLC	0	0		0.0		0.0		36.0		
Frontier Communications of NY/aka Hi	5	2		14.6		9.1		21.7		
Frontier Communications of Seneca-G	0	0		14.8		0.0		0.0		
Frontier Communications of Sylvan Lal	3	0		18.8		0.0		5.7		
Frontier Telephone Of Rochester, Inc.	9	2		20.8		12.8		14.0		
Great American Gas & Electric, LLC	4	0		0.0		0.0		12.2		
Greater Allen Cathedral Senior Reside	0	0		0.0		0.0		93.0		

<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>
Green Mountain Energy	3	1		3.4		8.0		5.0		
Green Street Power Partners, LLC	1	0		0.0		0.0		7.0		
Greenlight Energy Inc.	2	0		20.0		0.0		13.5		
Greenlight Networks, Llc	0	0		0.0		0.0		55.0		
Harmony Prima Lofts	0	0		0.0		0.0		77.0		
Homeport I LLC	0	0		0.0		0.0		97.0		
Hudson Park Investors, Llc	0	0		0.0		0.0		93.0		
Hudson Valley Water Co.	0	1		32.9		6.0		182.0		
Icon Energy LLC dba Source Power Co	2	1		7.9		0.0		20.7		
IDT America Corp.	0	0		14.0		8.9		0.0		
Idt Energy, Inc.	7	0		10.5		0.0		7.5		
Inspire Energy Holdings, LLC	3	0		16.2		0.0		0.0		
Kiwi Energy Inc.	2	0		15.1		0.0		6.0		
La Central Owner LLC	0	0		0.0		0.0		93.0		
Lafayette-Boynton Apartment Corp.	0	0		0.0		0.0		7.0		
Liberty Utilities Water	3	1		11.4		132.3		120.5		
Major Energy Services LLC	2	0		16.1		0.0		13.0		
Meadow Wood at Gateway	0	0		0.0		0.0		126.0		
Meadows at Cross River HOA	0	0		0.0		31.9		0.0		
Midboro Management, Inc	0	0		0.0		0.0		182.0		
Mpower Energy LLC	3	0		20.8		0.0		16.0		
Network Billing Systems, LLC, DBA Fu	0	0		11.1		0.0		0.0		
New Wave Energy Corp.	4	0		0.0		0.2		32.7		
Nexamp Inc.	4	1		15.8		8.8		5.0		
Noco Natural Gas, Llc	1	0		1.1		0.0		0.0		
Northeastern Power and Gas, LLC	2	0		11.5		0.0		8.0		
NYSS, LLC dba NY State Solar	0	0		0.0		0.0		7.0		
Optimum Cable Of Brookhaven	1	0		0.0		0.0		8.0		
Optimum Cable Of Cross River	0	0		0.0		0.0		0.0		
Optimum Cable Of Dutchess County	2	0		14.1		0.0		1.0		
Optimum Cable Of East Hampton	0	0		0.0		20.3		0.0		
Optimum Cable Of Port Chester	0	0		0.0		0.0		0.0		
Optimum Cable Of Riverhead	3	0		14.8		0.0		2.0		
Optimum Cable Of Rockland	3	0		13.2		0.0		5.0		
Optimum Cable Of Rockland/Ramapo	0	0		0.0		0.0		0.0		
Optimum Cable of Southern Westches	2	0		14.2		0.0		2.0		
Optimum Cable Of Warwick	0	0		0.0		12.3		0.0		
Optimum Cable Of Westchester	3	0		14.5		0.0		13.0		
Optimum Voice	3	0		13.5		0.0		3.5		
Pacific Telemanagement Services Db	1	0		0.0		0.0		20.0		
Park City 3 & 4 Apartments, Inc.	0	0		0.0		0.0		106.0		
Penelec (A First Energy Company)	1	0		3.1		0.0		0.0		
Plymouth Rock Energy LLC	1	0		0.0		0.0		14.0		
Power Up Energy, LLC	0	0		0.0		0.0		293.0		
Public Power Llc	0	1		18.0		9.1		0.0		
Pure Energy USA LLC	0	0		6.1		24.1		0.0		
Quantum Power Corp	1	0		0.0		0.0		2.0		
Queens Fresh Meadow Electric	0	0		0.0		0.0		110.0		
Rcn Telecom Services Of New York, L	0	0		0.0		0.0		0.0		
Renaissance Power & Gas, Inc.	1	0		6.0		0.0		0.0		
Riverview II Preservation LP	0	0		0.0		0.0		84.0		
Roosevelt Island Associates	0	0		0.0		0.0		77.0		

<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>
Saratoga Glen Hollow Water Corp.	1	0		0.0		0.0		23.0		
Saratoga Water Services, Inc.	0	0		0.0		0.0		280.0		
Sea Park West Lp	0	1		0.0		0.0		20.0		
Sherman Terrace Cooperative, Inc.	0	0		0.0		0.0		40.0		
Slic Network Solutions, Inc.	0	0		31.9		0.0		0.0		
Solar Farms New York	1	0		0.0		0.0		6.0		
Spectrotel, Inc.	0	0		0.0		0.0		240.0		
Spectrum - Buffalo	4	0		14.5		0.0		0.0		
Spectrum - New York City	9	2		14.4		192.4		120.7		
Spectrum - Rochester	7	0		10.3		0.0		5.2		
Spectrum - Syracuse	6	0		14.9		0.0		11.5		
Spectrum - Telephone	7	1		22.2		0.0		9.0		
Spruce Power 4, LLC	3	0		0.0		0.0		6.8		
Sunco Solar LLC	1	0		0.0		5.9		19.0		
Sunrun, Inc.	3	0		15.4		0.0		15.0		
SunSea Energy, LLC	1	0		12.1		0.0		0.0		
Sylvan Glades Water Company	0	0		0.0		0.0		42.3		
Taconic Telephone Corp.	1	0		0.0		0.0		2.0		
TDS Telecom-Oriskany Falls Office	1	0		11.0		0.0		0.0		
The Crossing at Jamaica Station	0	0		0.0		0.0		96.0		
The Greenpoint	0	0		0.0		0.0		96.0		
Tristate Bell Inc	0	0		0.0		0.0		183.0		
Verizon Digital Voice	3	1		15.4		11.6		11.0		
Village of Endicott	0	0		0.0		0.0		1.0		
Village of Frankfort	0	0		0.0		0.0		191.0		
Village of Green Island Power Authority	1	0		0.0		0.0		7.0		
Village Of Solvay, Electric Department	0	0		0.0		0.0		132.5		
Windstream Communications, Inc.	2	0		15.1		0.0		103.0		
XChange Telecom	5	2		3.8		1.9		2.8		

# 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.

	<b>Total</b>	<b>Consumers</b>
Jan-23	\$117,998.72	58
Feb-23		
Mar-23		
Apr-23		
May-23		
Jun-23		
Jul-23		
Aug-23		
Sep-23		
Oct-23		
Nov-23		
Dec-23		
<b>2023 Total</b>	<b>\$117,998.72</b>	<b>58</b>

## Number of Initial Complaints Received Against ESCO's

Code	Company Name	2023	2022	Jan-23	Dec-22	Nov-22	Oct-22	Sep-22	Aug-22	Jul-22	Jun-22	May-22	Apr-22	Mar-22	Feb-22	Jan-22
7091AB	Abest Power & Gas, LLC	1	6	1	0	1	0	0	0	0	0	0	1	4	0	0
6860AE	AEP Energy, Inc	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
5020AG	Aggressive Energy, Llc	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	1	3	1	0	0	0	0	0	0	1	0	1	0	1	0
6030AL	All American Power & Gas, LLC	1	7	1	1	0	0	1	0	1	0	1	0	1	1	1
10050AL	All Choice Energy, LLC	0	3	0	0	0	0	0	0	0	0	1	0	1	0	1
5985AL	Alpha Gas And Electric, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D230	Ambit Energy	0	4	0	0	0	0	1	1	1	0	0	0	1	0	0
5411AM	American Power & Gas, LLC	4	12	4	1	1	2	1	0	0	2	0	1	1	2	1
6604AP	AP Gas & Electric (NJ) LLC	0	2	0	1	0	0	0	0	0	0	1	0	0	0	0
D249	AP Gas & Electric (TX) LLC	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0
9705AP	Approved Energy II LLC	0	3	0	0	2	0	1	0	0	0	0	0	0	0	0
5465AS	ASC Energy Services, Inc.	0	7	0	0	1	1	1	2	0	1	0	0	0	0	1
6818AS	Astral Energy LLC	1	2	1	0	1	0	0	0	0	0	0	0	1	0	0
6481AT	Atlantic Energy, LLC	0	6	0	0	0	0	2	2	0	1	0	0	0	1	0
4838BR	Brown's Energy Services, LLC	0	2	0	0	0	0	0	1	0	0	0	0	0	0	1
6023AP	Catalyst Power	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
5773CH	Chief Energy Power, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
5325CI	Citizens Choice Energy, LLC	0	3	0	0	0	1	1	0	0	1	0	0	0	0	0
5592CI	City Power & Gas, LLC	1	6	1	2	0	0	1	0	1	0	0	1	0	1	0
7005ET	CleanChoice Energy	5	52	5	3	4	2	12	13	2	3	1	4	3	3	2
D238	Clearview Electric Inc.	0	3	0	0	0	0	0	0	0	1	0	0	1	1	0
D231	Columbia Utilities Power, Llc (electric)	0	6	0	0	0	0	0	2	0	0	1	0	1	2	0
D040	Columbia Utilities, LLC	0	3	0	0	0	0	1	0	0	0	0	1	1	0	0
6771CO	Constellation Energy Gas Choice Inc.	0	3	0	0	0	0	0	1	0	0	1	1	0	0	0
D084	Constellation NewEnergy	8	22	8	2	2	5	1	1	1	2	1	3	0	3	1
D221	Constellation NewEnergy - Gas Divisio	3	3	3	0	0	0	0	0	0	0	0	0	0	1	2
8168DI	Direct Energy Business Marketing, LLC	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
D176	Direct Energy Services LLC	4	18	4	1	0	0	2	1	2	1	2	1	4	4	0
6922EL	Eligo Energy Ny, Llc	1	4	1	0	2	0	0	0	1	0	0	1	0	0	0
16076EN	Energ Power & Gas, LLC	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0
D183	Energy Cooperative of America, Inc.	0	2	0	0	0	0	0	0	0	1	0	0	0	1	0
D243	Energy Plus Holdings LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
5424EN	Energy Solutions Co. LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
5182EN	EnergyMark, LLC	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
4963GD	Engie Resources Llc	1	7	1	1	0	1	1	0	0	0	0	1	1	2	0
4920FA	Family Energy, Inc.	1	103	1	2	3	2	3	6	7	8	16	9	13	14	20
11271GR	Great American Gas & Electric, LLC	4	9	4	0	0	0	2	0	1	1	1	0	0	4	0
D127	Green Mountain Energy	3	11	3	0	1	2	0	0	1	0	2	0	2	1	2
4877GR	Greenlight Energy Inc.	2	11	2	2	2	1	2	2	0	0	1	1	0	0	0
14132IC	Icon Energy LLC DBA Source Power C	2	14	2	1	0	0	1	0	1	0	1	1	1	7	1
D177	Idt Energy, Inc.	7	11	7	2	0	1	1	1	0	0	3	0	0	1	2
8021IN	Inspire Energy Holdings, LLC	3	9	3	3	0	1	0	2	1	0	0	1	0	1	0
7041JO	Josco Energy Corp	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1
5497JU	Just Energy New York Corp	0	3	0	0	0	0	0	1	0	0	1	0	0	0	1
6646KI	Kiwi Energy Inc.	2	8	2	0	1	0	0	1	0	2	0	1	1	1	1
10322LO	Logistic Energy Llc	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
D147	M&R ENERGY RESOURCES CORP	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0

## Number of Initial Complaints Received Against ESCO's

Code	Company Name	2023	2022	Jan-23	Dec-22	Nov-22	Oct-22	Sep-22	Aug-22	Jul-22	Jun-22	May-22	Apr-22	Mar-22	Feb-22	Jan-22
D214	Major Energy Services LLC	2	8	2	3	0	0	0	1	1	0	0	1	1	1	0
6007MA	Marathon Energy Corporation	0	4	0	0	0	1	0	0	0	1	0	0	0	1	1
9533ME	Median Energy Corp.	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0
D267	Mpower Energy LLC	3	20	3	4	1	2	2	1	2	0	1	0	3	1	3
5436NE	New Wave Energy Corp.	4	24	4	0	4	5	2	5	4	1	0	0	1	2	0
8221NE	NextEra Energy Services New York LLC	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
D235	Noco Natural Gas, Llc	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0
15255NO	Northeastern Power and Gas, LLC	2	4	2	1	1	0	2	0	0	0	0	0	0	0	0
2035	Penelec (A First Energy Company)	1	6	1	0	1	1	0	1	1	0	1	1	0	0	0
D171	Plymouth Rock Energy LLC	1	3	1	0	0	0	0	0	0	1	0	1	0	0	1
11878PO	Power Up Energy, LLC	0	19	0	0	1	2	0	2	2	1	1	2	3	3	2
8155PU	Public Power Llc	0	7	0	2	0	2	1	0	0	1	0	0	0	1	0
10044PU	Pure Energy USA LLC	0	24	0	2	2	1	5	6	1	1	2	0	2	2	0
9805QU	Quantum Power Corp	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6233RE	Reliant Energy Northeast LLC	0	7	0	0	0	1	1	0	2	0	1	1	0	0	1
6616RE	Renaissance Power & Gas, Inc.	1	5	1	0	0	1	1	2	1	0	0	0	0	0	0
6574RE	Residents Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1
5199RO	Robison Energy	0	4	0	0	0	0	1	1	0	0	0	1	1	0	0
11634SI	Sirrius Energy LLC	0	9	0	0	1	1	1	1	0	1	0	0	1	1	2
5481SJ	SJ Energy Partners	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	2	0
6216SO	South Bay Energy Corp.	0	7	0	1	0	0	0	2	0	0	0	0	3	0	1
10305SO	South Energy LLC	0	2	0	0	0	0	0	0	0	0	0	0	1	1	0
D186	Spark Energy, L.P.	0	2	0	0	0	0	0	0	0	0	0	0	2	0	0
8302SP	Sprague Operating Resources	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
6809ST	Stream Energy New York LLC.	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
10213SU	SunSea Energy, LLC	1	16	1	1	0	1	0	3	0	0	1	0	2	4	4
5392US	U.S. Gas & Electric, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
6894VE	Verde Energy USA New York, LLC	0	3	0	0	0	0	0	0	1	0	0	0	1	1	0
6668XO	XOOM Energy New York, LLC	0	6	0	0	0	1	0	2	0	0	1	1	1	0	0
	Total	76	575	76	38	35	42	52	65	35	34	42	39	64	73	56

ESCO's with no complaints on file since January 2022 are not listed on this report.

## Number of Escalated Complaints Received Against ESCO's

Code	Company Name	2023	2022	Jan-23	Dec-22	Nov-22	Oct-22	Sep-22	Aug-22	Jul-22	Jun-22	May-22	Apr-22	Mar-22	Feb-22	Jan-22
7091AB	Abest Power & Gas, LLC	0	2	0	0	0	0	0	0	0	1	0	0	1	0	0
5020AG	Aggressive Energy, Llc	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
6030AL	All American Power & Gas, LLC	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
10050AL	All Choice Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D230	Ambit Energy	0	3	0	0	0	1	1	0	1	0	0	0	0	0	0
5465AS	ASC Energy Services, Inc.	0	2	0	1	0	0	1	0	0	0	0	0	0	0	0
4838BR	Brown's Energy Services, LLC	0	2	0	0	0	0	0	1	0	0	0	0	0	1	0
7005ET	CleanChoice Energy	1	14	1	1	1	3	0	3	1	1	1	0	2	1	0
D231	Columbia Utilities Power, Llc (electric)	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
D040	Columbia Utilities, LLC	0	2	0	0	0	0	1	0	0	0	0	1	0	0	0
D084	Constellation NewEnergy	0	5	0	0	4	1	0	0	0	0	0	0	0	0	0
8168DI	Direct Energy Business Marketing, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D176	Direct Energy Services LLC	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
D183	Energy Cooperative of America, Inc.	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
4963GD	Engie Resources Llc	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
4920FA	Family Energy, Inc.	0	18	0	1	1	0	2	2	2	0	2	0	5	3	0
11271GR	Great American Gas & Electric, LLC	0	2	0	1	0	0	0	0	1	0	0	0	0	0	0
D127	Green Mountain Energy	1	1	1	0	0	0	0	0	0	0	1	0	0	0	0
4877GR	Greenlight Energy Inc.	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
D120	Hudson Energy Services, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
14132IC	Icon Energy LLC DBA Source Power C	1	2	1	0	0	0	0	0	0	0	1	0	0	1	0
D177	Idt Energy, Inc.	0	2	0	0	0	0	0	1	0	0	1	0	0	0	0
5497JU	Just Energy New York Corp	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
6646KI	Kiwi Energy Inc.	0	2	0	0	0	0	0	1	0	0	0	0	0	1	0
D214	Major Energy Services LLC	0	2	0	0	0	1	0	0	0	0	0	0	1	0	0
6007MA	Marathon Energy Corporation	0	2	0	0	0	0	0	0	1	0	0	0	1	0	0
D267	Mpower Energy LLC	0	3	0	0	0	0	1	0	0	1	0	1	0	0	0
5436NE	New Wave Energy Corp.	0	8	0	0	2	3	1	1	1	0	0	0	0	0	0
8221NE	NextEra Energy Services New York Llc	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
15255NO	Northeastern Power and Gas, LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
11878PO	Power Up Energy, LLC	0	2	0	0	0	0	1	0	0	0	0	0	1	0	0
8155PU	Public Power Llc	1	2	1	1	0	1	0	0	0	0	0	0	0	0	0
10044PU	Pure Energy USA LLC	0	3	0	0	1	0	1	0	0	0	0	1	0	0	0
6616RE	Renaissance Power & Gas, Inc.	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
11634SI	Sirrius Energy LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	1	1
4976SM	Smart One Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
6216SO	South Bay Energy Corp.	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
10305SO	South Energy LLC	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
D186	Spark Energy, L.P.	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
10213SU	SunSea Energy, LLC	0	4	0	0	0	0	1	1	0	0	1	0	0	0	1
5392US	U.S. Gas & Electric, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
6668XO	XOOM Energy New York, LLC	0	2	0	0	0	0	0	0	0	1	0	1	0	0	0
	Total	5	106	5	6	9	10	11	14	8	6	8	6	14	9	5

ESCO's with no complaints on file since January 2022 are not listed on this report.



# Consumer Reports of Deceptive Marketing Practices by Energy Services Company

Code	Company Name	2023	2022	Jan-23	Dec-22	Nov-22	Oct-22	Sep-22	Aug-22	Jul-22	Jun-22	May-22	Apr-22	Mar-22	Feb-22	Jan-22
6860AE	AEP Energy, Inc	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
6030AL	All American Power & Gas, LLC	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
D230	Ambit Energy	0	2	0	0	0	0	0	0	2	0	0	0	0	0	0
5411AM	American Power & Gas, LLC	0	3	0	1	0	0	0	0	0	1	0	0	0	0	1
6818AS	Astral Energy LLC	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0
4838BR	Brown's Energy Services, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	1	1
6023AP	Catalyst Power	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
5773CH	Chief Energy Power, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
5592CI	City Power & Gas, LLC	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
7005ET	CleanChoice Energy	0	13	0	0	0	0	2	4	1	1	1	3	0	1	0
D238	Clearview Electric Inc.	0	2	0	0	0	0	0	0	0	1	0	0	1	0	0
D231	Columbia Utilities Power, Llc (electric)	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
D040	Columbia Utilities, LLC	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0
D084	Constellation NewEnergy	0	5	0	0	1	4	0	0	0	0	0	0	0	0	0
D176	Direct Energy Services LLC	0	2	0	0	0	0	0	0	0	1	0	0	0	1	0
6922EL	Eligo Energy Ny, Llc	0	2	0	0	0	0	0	0	1	0	0	1	0	0	0
4963GD	Engie Resources Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
4920FA	Family Energy, Inc.	0	16	0	0	0	0	0	1	3	3	2	1	1	4	1
11271GR	Great American Gas & Electric, LLC	0	2	0	0	0	0	0	0	1	1	0	0	0	0	0
4877GR	Greenlight Energy Inc.	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
14132IC	Icon Energy LLC DBA Source Power C	0	6	0	0	0	0	0	0	0	0	0	1	1	3	1
D177	Idt Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
8021IN	Inspire Energy Holdings, LLC	0	5	0	2	0	1	0	1	1	0	0	0	0	0	0
5497JU	Just Energy New York Corp	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
6646KI	Kiwi Energy Inc.	0	4	0	0	0	0	0	2	0	2	0	0	0	0	0
D147	M&R ENERGY RESOURCES CORPO	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
D214	Major Energy Services LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6007MA	Marathon Energy Corporation	0	2	0	0	0	0	0	0	0	0	0	0	1	1	0
D267	Mpower Energy LLC	1	3	1	0	0	0	1	0	0	0	0	0	1	0	1
5436NE	New Wave Energy Corp.	3	5	3	0	0	1	0	1	1	0	0	0	1	1	0
D235	Noco Natural Gas, Llc	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0
15255NO	Northeastern Power and Gas, LLC	0	2	0	0	1	0	1	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
11878PO	Power Up Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
10044PU	Pure Energy USA LLC	0	2	0	0	0	0	0	1	1	0	0	0	0	0	0
6233RE	Reliant Energy Northeast LLC	0	2	0	0	0	0	1	0	0	0	0	1	0	0	0
6616RE	Renaissance Power & Gas, Inc.	0	5	0	0	0	0	1	3	0	0	0	0	0	0	1
6574RE	Residents Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
5199RO	Robison Energy	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
11634SI	Sirrius Energy LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
6216SO	South Bay Energy Corp.	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
10213SU	SunSea Energy, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	1	2
	Total	7	110	7	4	4	7	7	15	12	10	4	11	9	16	11

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.