



Department of Public Service

May 2018

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

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Monthly Report on Consumer Complaint Activity

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June 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

Sincerely,

LuAnn Scherer

A handwritten signature in black ink that reads "LuAnn Scherer". The signature is written in a cursive style with a loop at the end of the last name.

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 |
| 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

May 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. | 31 | 10.0 | 1 | 0.3 | 3% | 0.3 |
| Con Edison of New York | 454 | 12.8 | 70 | 2.0 | 15% | 1.8 |
| PSEG Long Island | 45 | 4.0 | 3 | 0.3 | 7% | 0.2 |
| National Grid - L I | 34 | 5.7 | 4 | 0.7 | 12% | 0.4 |
| New York State Electric & Gas Corp. | 152 | 15.9 | 9 | 0.9 | 6% | 0.8 |
| National Grid-Upstate | 277 | 16.1 | 14 | 0.8 | 5% | 0.7 |
| Orange & Rockland | 100 | 42.4 | 3 | 1.3 | 3% | 0.5 |
| Rochester Gas & Electric Corp. | 93 | 21.8 | 4 | 0.9 | 4% | 0.8 |
| National Grid-Metro NY | 119 | 9.5 | 7 | 0.6 | 6% | 0.5 |
| National Fuel Gas Distribution | 47 | 8.8 | 0 | 0.0 | 0% | 0.1 |
| Citizens Communications | 7 | 6.3 | 2 | 1.8 | 29% | 0.9 |
| Frontier Communications of NY | 3 | 11.3 | 1 | 3.8 | 33% | 3.8 |
| Frontier Telephone of Rochester, Inc. | 11 | 11.3 | 3 | 3.1 | 27% | 1.9 |
| Windstream Communications, Inc. | 1 | 3.2 | 2 | 6.3 | 200% | 2.1 |
| Verizon Communications | 200 | 9.0 | 43 | 1.9 | 22% | 2.1 |
| AT&T | 7 | | 2 | | 29% | |
| Optimum (Telephone only) | 18 | | 5 | | 28% | |
| Spectrum (Telephone only) | 17 | | 3 | | 18% | |
| Verizon Digital Voice | 15 | | 1 | | 7% | |
| Optimum (Cable TV) | 63 | | 6 | | 10% | |
| Spectrum (Cable TV) | 103 | | 15 | | 15% | |
| Verizon New York, Inc. (Cable TV) | 21 | | 2 | | 10% | |
| New York American Water | 11 | 8.9 | 4 | 3.2 | 36% | 1.6 |
| Suez Water - New York | 14 | 18.9 | 5 | 6.7 | 36% | 6.1 |
| Suez Water - Westchester | 2 | 4.6 | 0 | 0.0 | 0% | 1.7 |

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

May 2018

| 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 |
|---------------------------------------|---------------------------|-----------------------------|------------------|--------------------------------|------------------|-----------------------------------|------------------|----------------------------------|------------------|-------------|
| National Fuel Gas Distribution | 47 | 0 | 5.0 | 11.0 | 2.0 | 5.7 | 2.0 | 5.6 | 1.0 | 10.0 |
| Orange & Rockland | 100 | 3 | 4.7 | 3.7 | 2.0 | 9.4 | 2.0 | 14.0 | 1.0 | 9.7 |
| Rochester Gas & Electric Corp. | 93 | 4 | 4.6 | 3.4 | 2.0 | 6.9 | 2.0 | 7.7 | 1.0 | 9.6 |
| Central Hudson Gas & Electric Corp. | 31 | 1 | 4.7 | 2.8 | 2.0 | 3.6 | 2.0 | 19.8 | 0.9 | 9.6 |
| National Grid - Upstate | 277 | 14 | 4.5 | 2.0 | 2.0 | 9.8 | 2.0 | 7.7 | 1.0 | 9.5 |
| New York State Electric & Gas Corp. | 152 | 9 | 4.4 | 3.4 | 2.0 | 11.6 | 1.9 | 9.1 | 1.0 | 9.3 |
| Pseg Long Island | 45 | 3 | 4.3 | 4.5 | 2.0 | 3.9 | 2.0 | 3.8 | 1.0 | 9.3 |
| Cablevision of New York City | 18 | 1 | 4.4 | 7.3 | 2.0 | 10.7 | 1.9 | 5.5 | 1.0 | 9.3 |
| Verizon Digital Voice | 15 | 1 | 4.3 | 6.4 | 2.0 | 0.0 | 2.0 | 5.3 | 1.0 | 9.3 |
| Cablevision of Long Island | 15 | 1 | 4.3 | 6.4 | 2.0 | 8.3 | 2.0 | 4.7 | 1.0 | 9.3 |
| XChange Telecom | 12 | 1 | 4.2 | 8.6 | 2.0 | 8.3 | 2.0 | 0.0 | 1.0 | 9.2 |
| Spectrum - Buffalo | 11 | 1 | 4.1 | 8.8 | 2.0 | 0.0 | 2.0 | 13.7 | 1.0 | 9.1 |
| Verizon New York Inc. | 21 | 2 | 4.0 | 9.7 | 2.0 | 8.1 | 2.0 | 7.4 | 1.0 | 9.0 |
| National Grid - L I | 34 | 4 | 3.8 | 7.9 | 2.0 | 10.5 | 1.9 | 9.5 | 1.0 | 8.7 |
| BTI Communications, Inc. d/b/a TELZE | 10 | 1 | 4.0 | 8.7 | 2.0 | 2.0 | 2.0 | 25.2 | 0.7 | 8.7 |
| Cablevision of Westchester | 12 | 2 | 3.3 | 6.2 | 2.0 | 0.0 | 2.0 | 9.5 | 1.0 | 8.3 |
| Spectrum - Telephone | 17 | 3 | 3.2 | 9.3 | 2.0 | 4.0 | 2.0 | 16.6 | 0.9 | 8.1 |
| Family Energy, Inc. | 11 | 2 | 3.2 | 14.3 | 1.9 | 8.5 | 2.0 | 6.6 | 1.0 | 8.1 |
| Con Edison Of New York | 454 | 70 | 3.5 | 8.1 | 2.0 | 19.7 | 1.1 | 19.3 | 0.9 | 7.5 |
| National Grid - Metro Ny | 119 | 7 | 4.4 | 8.5 | 2.0 | 27.4 | 0.0 | 13.2 | 1.0 | 7.4 |
| Frontier Telephone Of Rochester, Inc. | 11 | 3 | 2.3 | 8.5 | 2.0 | 9.3 | 2.0 | 10.0 | 1.0 | 7.3 |
| Optimum Voice | 18 | 5 | 2.2 | 6.7 | 2.0 | 7.3 | 2.0 | 7.3 | 1.0 | 7.2 |
| Direct Energy Services LLC | 13 | 5 | 1.2 | 12.7 | 2.0 | 9.5 | 2.0 | 20.5 | 0.8 | 6.0 |
| Verizon Communications | 200 | 43 | 2.8 | 11.8 | 2.0 | 31.3 | 0.0 | 12.3 | 1.0 | 5.8 |
| New York American Water | 11 | 4 | 1.4 | 8.0 | 2.0 | 120.4 | 0.0 | 19.3 | 0.9 | 4.3 |
| Spectrum - Albany | 32 | 2 | 4.4 | 8.6 | 2.0 | 222.2 | 0.0 | 178.9 | -9.0 | 0.0 |
| Spectrum - New York City | 32 | 6 | 3.1 | 10.0 | 2.0 | 116.8 | 0.0 | 178.0 | -9.0 | 0.0 |
| Spectrum - Rochester | 18 | 3 | 3.3 | 9.2 | 2.0 | 27.2 | 0.0 | 125.5 | -9.0 | 0.0 |
| Suez Water New York Inc. | 14 | 5 | 1.4 | 2.3 | 2.0 | 5.3 | 2.0 | 98.9 | -9.0 | 0.0 |
| Spectrum - Syracuse | 10 | 3 | 2.0 | 9.3 | 2.0 | 0.0 | 2.0 | 141.0 | -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.

| <i>Service Provider</i> | <i>Initial Complaints</i> | <i>Escalated Complaints</i> | <i>CSM Index</i> | <i>Complaint Response Time</i> | <i>CRM Index</i> | <i>E. Complaint Response Time</i> | <i>ERM Index</i> | <i>Avg. Age of Cases Pending</i> | <i>PCM Index</i> | <i>CSRI</i> |
|---|---------------------------|-----------------------------|------------------|--------------------------------|------------------|-----------------------------------|------------------|----------------------------------|------------------|-------------|
| ABC Energy LLC | 0 | 0 | | 0.0 | | 0.0 | | 35.0 | | |
| Abest Power & Gas, LLC | 1 | 1 | | 13.0 | | 0.0 | | 17.0 | | |
| Agera Energy, LLC | 1 | 0 | | 0.9 | | 0.0 | | 0.0 | | |
| Agway Energy Services, LLC. | 1 | 1 | | 2.0 | | 1.8 | | 0.0 | | |
| Akam Associates | 0 | 0 | | 0.0 | | 0.0 | | 575.0 | | |
| ALL AMERICAN POWER & GAS, LLC | 7 | 1 | | 4.5 | | 0.9 | | 3.7 | | |
| Ambit Energy | 1 | 2 | | 8.6 | | 5.2 | | 7.0 | | |
| AT&T | 7 | 2 | | 29.8 | | 97.9 | | 57.3 | | |
| Atlantic Energy, LLC | 3 | 0 | | 3.7 | | 14.9 | | 2.0 | | |
| Atlantic Power & Gas LLC | 1 | 0 | | 6.3 | | 0.0 | | 0.0 | | |
| Augustus & James Corp. | 0 | 0 | | 0.0 | | 0.0 | | 95.0 | | |
| Berkshire Telephone Corp. | 3 | 0 | | 13.0 | | 0.0 | | 12.0 | | |
| Birch Communications, Inc. | 0 | 0 | | 14.1 | | 0.0 | | 0.0 | | |
| Bonville Water Co. Inc. | 2 | 0 | | 0.0 | | 0.0 | | 55.7 | | |
| Broadview Networks | 1 | 0 | | 22.2 | | 1.0 | | 0.0 | | |
| BUY ENERGY DIRECT, LLC | 0 | 0 | | 0.0 | | 0.0 | | 28.0 | | |
| Cablevision - MediaOne - Rockland | 4 | 0 | | 3.7 | | 0.0 | | 2.0 | | |
| Cablevision - MediaOne - Us Cablevisi | 1 | 1 | | 6.7 | | 0.0 | | 1.0 | | |
| Cablevision - MediaOne - Westchester | 2 | 0 | | 6.6 | | 0.0 | | 17.0 | | |
| Cablevision Lightpath, Inc. | 1 | 0 | | 0.0 | | 0.0 | | 7.0 | | |
| Cablevision Of Dutchess County | 5 | 0 | | 3.6 | | 0.0 | | 5.0 | | |
| Cablevision Of East Hampton | 1 | 1 | | 7.9 | | 1.2 | | 0.0 | | |
| Cablevision Of Hauppauge | 2 | 0 | | 10.6 | | 0.0 | | 0.0 | | |
| Cablevision of Riverhead | 0 | 0 | | 12.4 | | 0.0 | | 0.0 | | |
| Cablevision of Rockland | 2 | 0 | | 10.1 | | 0.0 | | 0.0 | | |
| Cablevision of Southern Westchester | 2 | 1 | | 1.1 | | 1.0 | | 11.0 | | |
| Censtar Energy Corp. | 4 | 1 | | 17.2 | | 2.0 | | 10.7 | | |
| Chaffee Water Works Company | 0 | 0 | | 0.0 | | 0.0 | | 200.0 | | |
| Charter Communications | 3 | 0 | | 9.5 | | 0.0 | | 36.0 | | |
| Choice One Communications of New ` | 1 | 0 | | 2.1 | | 0.0 | | 0.0 | | |
| Citizens Choice Energy, LLC | 1 | 0 | | 0.0 | | 0.0 | | 1.0 | | |
| Citizens Communications | 7 | 2 | | 9.9 | | 7.0 | | 14.5 | | |
| Citizens Telecommunications Co. of N | 0 | 0 | | 24.7 | | 0.0 | | 0.0 | | |
| City of Jamestown Board of Public Utili | 2 | 0 | | 7.7 | | 0.0 | | 0.0 | | |
| City of Salamanca Electric | 1 | 0 | | 12.1 | | 0.0 | | 0.0 | | |
| City Power & Gas, LLC | 1 | 0 | | 15.4 | | 0.0 | | 0.0 | | |
| CleanChoice Energy | 1 | 0 | | 0.0 | | 0.0 | | 9.0 | | |
| Comcast Cable of New York - CATV | 3 | 0 | | 3.6 | | 0.0 | | 0.0 | | |
| Con Edison Solutions | 0 | 0 | | 0.0 | | 0.0 | | 269.0 | | |
| Constellation Energy Gas Choice Inc. | 1 | 0 | | 0.0 | | 0.0 | | 10.0 | | |
| Constellation NewEnergy | 2 | 2 | | 19.7 | | 0.6 | | 220.0 | | |
| Constellation NewEnergy - Gas Divisio | 0 | 0 | | 0.0 | | 0.0 | | 74.0 | | |
| CornerStone Telephone Company, LLC | 1 | 0 | | 0.0 | | 0.0 | | 23.0 | | |
| Direct Energy Business Marketing, LLC | 1 | 0 | | 3.7 | | 19.4 | | 0.0 | | |
| Dynalink Communications, Inc. | 0 | 1 | | 5.1 | | 1.9 | | 0.0 | | |
| East Coast Power and Gas, Llc | 2 | 0 | | 14.8 | | 0.0 | | 0.0 | | |
| Eligo Energy Ny, Llc | 7 | 3 | | 16.0 | | 15.0 | | 30.0 | | |
| Emerald Green-Lake Louise Marie Wat | 1 | 0 | | 0.0 | | 0.0 | | 9.0 | | |
| Energy Plus Holdings LLC | 0 | 0 | | 9.9 | | 0.0 | | 312.0 | | |
| Flanders Energy LLC | 0 | 0 | | 19.1 | | 0.0 | | 0.0 | | |
| Frontier Communications of AuSable V | 0 | 0 | | 0.0 | | 0.0 | | 0.0 | | |
| Frontier Communications of NY/aka Hi | 3 | 1 | | 7.3 | | 14.3 | | 68.0 | | |

| 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 |
|--|---------------------------|-----------------------------|------------------|--------------------------------|------------------|-----------------------------------|------------------|----------------------------------|------------------|-------------|
| Frontier Communications of Rochester | 3 | 0 | | 12.9 | | 0.0 | | 60.3 | | |
| Grandview Water Works Corp. | 2 | 1 | | 10.9 | | 1.9 | | 28.0 | | |
| Granite Telecommunications, Llc | 1 | 0 | | 0.0 | | 0.0 | | 11.0 | | |
| Great Eastern Energy | 0 | 0 | | 0.0 | | 7.8 | | 0.0 | | |
| Green Mountain Energy | 1 | 0 | | 9.5 | | 0.0 | | 0.0 | | |
| Greenlight Energy Inc. | 3 | 0 | | 2.3 | | 0.0 | | 0.0 | | |
| High Rise Energy Group, LLC | 0 | 0 | | 23.1 | | 0.0 | | 0.0 | | |
| Hiko Energy, LLC | 1 | 2 | | 11.0 | | 0.0 | | 18.7 | | |
| Hudson Energy Services, Llc | 1 | 0 | | 15.1 | | 0.0 | | 0.0 | | |
| Hudson Park Investors, Llc | 0 | 0 | | 0.0 | | 0.0 | | 147.0 | | |
| Hudson Valley Water Co. | 1 | 0 | | 1.2 | | 0.1 | | 0.0 | | |
| IDT America Corp. | 1 | 0 | | 0.2 | | 0.0 | | 0.0 | | |
| Idt Energy, Inc. | 3 | 0 | | 6.1 | | 0.0 | | 0.0 | | |
| Interstate Gas Supply of New York | 1 | 0 | | 0.0 | | 0.0 | | 25.0 | | |
| Jdm Washington Llc | 0 | 0 | | 0.0 | | 0.0 | | 638.0 | | |
| Josco Energy Corp | 4 | 0 | | 17.2 | | 1.0 | | 10.0 | | |
| Just Energy New York Corp | 3 | 0 | | 12.4 | | 0.0 | | 7.0 | | |
| King Tract Utilities c/o Melohn Properties | 0 | 0 | | 0.0 | | 139.0 | | 0.0 | | |
| Kiwi Energy Inc. | 1 | 1 | | 14.4 | | 0.0 | | 3.0 | | |
| Knolls Water Co. | 1 | 0 | | 0.0 | | 0.0 | | 43.0 | | |
| Liberty Power Corp. | 0 | 1 | | 0.0 | | 10.2 | | 0.0 | | |
| Major Energy Services LLC | 3 | 1 | | 2.1 | | 5.1 | | 8.0 | | |
| Marathon Energy Corporation | 0 | 1 | | 23.0 | | 7.4 | | 0.0 | | |
| Marina Towers Associates LP | 0 | 0 | | 0.0 | | 0.0 | | 73.0 | | |
| Massena Electric Department | 1 | 0 | | 0.0 | | 0.0 | | 22.0 | | |
| Master Call Communications, Inc. | 1 | 1 | | 6.0 | | 15.3 | | 0.0 | | |
| Matrix Telecom, Inc Db a Trinsic Comr | 1 | 0 | | 0.0 | | 0.0 | | 2.0 | | |
| Meadow Wood at Gateway | 0 | 0 | | 0.0 | | 0.0 | | 308.0 | | |
| Median Energy Corp. | 3 | 1 | | 2.9 | | 1.0 | | 0.0 | | |
| Morningside Heights Housing Corp | 0 | 0 | | 0.0 | | 0.0 | | 126.0 | | |
| Mountain Lodge Park Water Corp. | 1 | 0 | | 14.1 | | 0.0 | | 0.0 | | |
| Mpower Energy LLC | 1 | 0 | | 14.6 | | 0.0 | | 0.0 | | |
| NATGASCO, Inc. | 1 | 0 | | 0.0 | | 0.0 | | 17.0 | | |
| New Wave Energy Corp. | 1 | 0 | | 0.0 | | 0.0 | | 2.0 | | |
| Noco Natural Gas, Llc | 1 | 0 | | 12.9 | | 25.1 | | 0.0 | | |
| North American Power & Gas LLC | 2 | 1 | | 2.8 | | 0.0 | | 78.2 | | |
| North Energy LLC | 1 | 0 | | 12.0 | | 0.0 | | 0.0 | | |
| Northland Telephone Systems, Limited | 0 | 0 | | 0.0 | | 0.0 | | 133.0 | | |
| Oasis Power LLC, d/b/a Oasis Energy | 0 | 1 | | 11.5 | | 2.8 | | 0.0 | | |
| Octagon L.P. | 0 | 0 | | 0.0 | | 0.0 | | 73.0 | | |
| Pacific Telemanagement Services Db a | 0 | 0 | | 0.0 | | 0.0 | | 52.0 | | |
| Paetec Communications, Inc. Db a Wir | 0 | 0 | | 0.0 | | 0.0 | | 56.0 | | |
| Pay Less Energy, LLC | 0 | 0 | | 0.0 | | 10.2 | | 0.0 | | |
| Penelec (A First Energy Company) | 1 | 0 | | 0.0 | | 0.0 | | 3.0 | | |
| Plymouth Rock Energy LLC | 0 | 0 | | 0.0 | | 2.3 | | 0.0 | | |
| Public Power Llc | 1 | 0 | | 12.9 | | 0.0 | | 44.0 | | |
| Pure Energy USA LLC | 2 | 0 | | 2.8 | | 0.0 | | 0.0 | | |
| Queens Fresh Meadow Electric | 0 | 0 | | 0.0 | | 0.0 | | 240.0 | | |
| Rcn Telecom Services Of New York, L | 0 | 0 | | 0.0 | | 0.0 | | 0.0 | | |
| Resdntl Comms. Netwrk of NY | 0 | 1 | | 0.0 | | 5.8 | | 0.0 | | |
| Roosevelt Island Associates | 0 | 0 | | 0.0 | | 0.0 | | 66.0 | | |
| Rural Atlantic Water Company Inc. | 3 | 0 | | 0.0 | | 0.0 | | 23.7 | | |

| 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 |
|---|---------------------------|-----------------------------|------------------|--------------------------------|------------------|-----------------------------------|------------------|----------------------------------|------------------|-------------|
| Saratoga Water Services, Inc. | 1 | 0 | | 6.8 | | 0.0 | | 0.0 | | |
| SJ Energy Partners | 0 | 0 | | 0.0 | | 0.0 | | 297.0 | | |
| Sleepy Hollow Lake Water Co., Inc. | 0 | 1 | | 7.0 | | 0.0 | | 14.0 | | |
| Smart One Energy, LLC | 0 | 0 | | 24.8 | | 0.0 | | 0.0 | | |
| South Bay Energy Corp. | 3 | 0 | | 2.1 | | 0.0 | | 10.0 | | |
| Spark Energy, L.P. | 0 | 0 | | 24.9 | | 0.0 | | 0.0 | | |
| Sperian Energy Corp. | 1 | 0 | | 11.9 | | 0.0 | | 0.0 | | |
| Sprague Operating Resources | 1 | 0 | | 27.1 | | 0.0 | | 0.0 | | |
| St. Lawrence Gas | 1 | 0 | | 1.6 | | 0.0 | | 0.0 | | |
| Starion Energy NY, Inc. | 2 | 0 | | 11.0 | | 0.0 | | 9.5 | | |
| Sterling Telecom, LLC | 0 | 0 | | 0.0 | | 0.0 | | 46.0 | | |
| Stream Energy New York LLC. | 1 | 0 | | 12.9 | | 7.0 | | 0.0 | | |
| Strivers Gardens Realty LLC | 0 | 0 | | 0.0 | | 0.0 | | 126.0 | | |
| Suez Water Westchester Inc. | 2 | 0 | | 33.7 | | 0.0 | | 246.5 | | |
| Taconic Telephone Corp. | 5 | 0 | | 3.6 | | 0.0 | | 15.5 | | |
| Tristate Bell Inc | 4 | 3 | | 6.7 | | 1.8 | | 0.0 | | |
| U.S. Gas & Electric, Inc. | 5 | 3 | | 9.0 | | 5.9 | | 6.7 | | |
| UDC Gateway LLC | 0 | 0 | | 0.0 | | 0.0 | | 646.0 | | |
| Utility Expense Reduction LLC | 1 | 0 | | 5.9 | | 0.0 | | 0.0 | | |
| Verde Energy USA New York, LLC | 3 | 0 | | 18.7 | | 0.0 | | 9.0 | | |
| Verizon Long Distance Llc (Id) | 1 | 0 | | 6.5 | | 0.0 | | 0.0 | | |
| Village of Endicott | 1 | 0 | | 15.1 | | 0.0 | | 0.0 | | |
| Village of Green Island Power Authority | 0 | 0 | | 0.0 | | 32.9 | | 0.0 | | |
| Village of Groton | 0 | 0 | | 20.8 | | 0.0 | | 0.0 | | |
| Village of Westfield | 0 | 0 | | 21.8 | | 0.0 | | 0.0 | | |
| Viridian Energy Ny, Llc | 2 | 0 | | 15.0 | | 6.4 | | 1.0 | | |
| Wholesale Carrier Services, Inc. | 1 | 0 | | 13.3 | | 0.0 | | 78.5 | | |
| Windstream Communications, Inc. | 1 | 2 | | 11.3 | | 5.2 | | 0.0 | | |
| XOOM Energy New York, LLC | 4 | 0 | | 9.3 | | 7.0 | | 27.7 | | |

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.

| | Total | Consumers |
|-------------------|-----------------------|------------------|
| 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 | | |
| Jul-18 | | |
| Aug-18 | | |
| Sep-18 | | |
| Oct-18 | | |
| Nov-18 | | |
| Dec-18 | | |
| 2018 Total | \$1,249,405.50 | 347 |

Number of Initial Complaints Received Against ESCO's

| Code | Company Name | 2018 | 2017 | May-18 | Apr-18 | Mar-18 | Feb-18 | Jan-18 | Dec-17 | Nov-17 | Oct-17 | Sep-17 | Aug-17 | Jul-17 | Jun-17 | May-17 |
|--------|--|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 6898AB | ABC Energy LLC | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| 7091AB | Abest Power & Gas, LLC | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5567AB | ABN Energy, LLC DBA GreatEnergy | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| D001 | Agway Energy Services, LLC. | 19 | 34 | 1 | 4 | 2 | 4 | 8 | 3 | 1 | 0 | 3 | 4 | 5 | 4 | 4 |
| 6030AL | All American Power & Gas, LLC | 7 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5985AL | Alpha Gas And Electric, Llc | 2 | 19 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 | 2 | 1 | 1 | 2 |
| D230 | Ambit Energy | 23 | 43 | 1 | 8 | 4 | 2 | 8 | 2 | 3 | 3 | 5 | 5 | 2 | 2 | 4 |
| 5411AM | American Power & Gas, LLC | 17 | 37 | 0 | 4 | 4 | 4 | 5 | 0 | 3 | 2 | 6 | 2 | 4 | 1 | 2 |
| 6023AP | Ap Gas & Electric (ny), Llc | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 6818AS | Astral Energy LLC | 1 | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 0 |
| 6481AT | Atlantlic Energy, LLC | 36 | 40 | 3 | 5 | 15 | 10 | 3 | 5 | 2 | 4 | 6 | 3 | 3 | 2 | 1 |
| 7844AT | Atlantic Power & Gas LLC | 2 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| D217 | BlueRock Energy, Inc. | 5 | 0 | 0 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D113 | Brown's Fuel | 1 | 7 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0 |
| 5246BU | Buy Energy Direct, LLC | 2 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| D262 | Censtar Energy Corp. | 21 | 20 | 4 | 5 | 4 | 7 | 1 | 3 | 3 | 1 | 3 | 4 | 2 | 0 | 0 |
| 6903CH | Champion Energy Services, LLC | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5783CH | Chief Energy Gas, Llc. | 1 | 3 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5773CH | Chief Energy Power, Llc | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| 5325CI | Citizens Choice Energy, LLC | 8 | 28 | 1 | 2 | 2 | 0 | 3 | 3 | 1 | 3 | 1 | 1 | 2 | 1 | 2 |
| 5592CI | City Power & Gas, LLC | 5 | 10 | 1 | 2 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 1 |
| 7005ET | CleanChoice Energy | 10 | 29 | 1 | 3 | 2 | 3 | 1 | 2 | 4 | 2 | 6 | 1 | 2 | 1 | 1 |
| D238 | Clearview Electric Inc. | 8 | 9 | 0 | 0 | 5 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | 0 |
| D231 | Columbia Utilities Power, Llc (electric) | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 1 | 0 | 0 | 0 |
| 6771CO | Constellation Energy Gas Choice Inc. | 4 | 18 | 1 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | 1 | 1 | 2 | 1 | 2 |
| D084 | Constellation NewEnergy | 24 | 43 | 2 | 6 | 5 | 5 | 6 | 4 | 3 | 0 | 5 | 5 | 3 | 3 | 6 |
| D221 | Constellation NewEnergy - Gas Divisio | 2 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 8168DI | Direct Energy Business Marketing, LLC | 7 | 4 | 1 | 2 | 1 | 1 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 |
| D176 | Direct Energy Services LLC | 76 | 211 | 13 | 10 | 15 | 27 | 11 | 11 | 9 | 9 | 9 | 26 | 15 | 17 | 20 |
| D256 | East Coast Power and Gas, Llc | 5 | 2 | 2 | 1 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6922EL | Eligo Energy Ny, Llc | 33 | 65 | 7 | 9 | 12 | 3 | 2 | 5 | 5 | 4 | 2 | 5 | 1 | 3 | 12 |
| 6031EN | Energy Discounters, LLC | 1 | 6 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 1 |
| D243 | Energy Plus Holdings LLC | 3 | 3 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 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 | 1 | 0 | 0 | 0 |
| 6424GD | Engie Retail, LLC. | 2 | 5 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| D201 | Entergy Solutions Ltd. | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8938EN | Entrust Energy East, Inc. | 2 | 6 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 0 | 1 | 1 | 0 | 0 |
| 4920FA | Family Energy, Inc. | 74 | 99 | 11 | 12 | 13 | 20 | 18 | 8 | 7 | 10 | 3 | 8 | 5 | 7 | 11 |
| D138 | FFC Energy | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6594FL | Flanders Energy LLC | 32 | 208 | 0 | 2 | 5 | 17 | 8 | 3 | 2 | 4 | 11 | 22 | 38 | 11 | 21 |
| 6643GA | Galaxy Energy Llc | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 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 |

Number of Initial Complaints Received Against ESCO's

| Code | Company Name | 2018 | 2017 | May-18 | Apr-18 | Mar-18 | Feb-18 | Jan-18 | Dec-17 | Nov-17 | Oct-17 | Sep-17 | Aug-17 | Jul-17 | Jun-17 | May-17 |
|---------|--------------------------------------|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 6009GL | Global Energy, LLC | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D104 | Great Eastern Energy | 3 | 8 | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 3 | 1 | 1 |
| D127 | Green Mountain Energy | 11 | 25 | 1 | 1 | 2 | 3 | 4 | 2 | 1 | 3 | 1 | 4 | 2 | 4 | 1 |
| 4877GR | Greenlight Energy Inc. | 9 | 17 | 3 | 3 | 3 | 0 | 0 | 4 | 0 | 0 | 0 | 1 | 0 | 2 | 4 |
| D254 | High Rise Energy Group, LLC | 1 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8142HI | Hiko Energy, LLC | 9 | 13 | 1 | 1 | 5 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 4 | 0 | 1 |
| D120 | Hudson Energy Services, Llc | 5 | 8 | 1 | 1 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| D177 | Idt Energy, Inc. | 46 | 170 | 3 | 9 | 7 | 13 | 14 | 24 | 13 | 10 | 12 | 21 | 18 | 10 | 12 |
| 8021IN | Inspire Energy Holdings, LLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| D188 | Interstate Gas Supply of New York | 2 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7041JO | Josco Energy Corp | 61 | 96 | 4 | 12 | 12 | 12 | 21 | 7 | 10 | 12 | 8 | 7 | 8 | 3 | 1 |
| 5497JU | Just Energy New York Corp | 12 | 27 | 3 | 1 | 2 | 3 | 3 | 1 | 0 | 1 | 2 | 2 | 2 | 0 | 4 |
| D208 | Just Energy Solutions, Inc. | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 6646KI | Kiwi Energy Inc. | 15 | 14 | 1 | 1 | 7 | 5 | 1 | 0 | 0 | 0 | 2 | 1 | 1 | 1 | 1 |
| 5520LE | Lexington Power & Light, LLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D142 | Liberty Power Corp. | 5 | 21 | 0 | 0 | 1 | 2 | 2 | 0 | 0 | 3 | 3 | 1 | 4 | 1 | 1 |
| D214 | Major Energy Services LLC | 37 | 153 | 3 | 8 | 9 | 10 | 7 | 10 | 10 | 15 | 11 | 26 | 15 | 9 | 11 |
| 6007MA | Marathon Energy Corporation | 5 | 8 | 0 | 1 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 |
| 9533ME | Median Energy Corp. | 24 | 46 | 3 | 3 | 6 | 6 | 6 | 3 | 2 | 1 | 4 | 8 | 2 | 7 | 5 |
| D267 | Mpower Energy LLC | 27 | 107 | 1 | 1 | 9 | 11 | 5 | 4 | 5 | 7 | 13 | 6 | 6 | 8 | 8 |
| D020 | NATGASCO, Inc. | 1 | 6 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 1 |
| 9285NA | National Gas & Electric, LLC | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| 5436NE | New Wave Energy Corp. | 2 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 7457NE | Next Utility Energy Llc | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 8221NE | NextEra Energy Services New York Llc | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D235 | Noco Natural Gas, Llc | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5787NO | North American Power & Gas LLC | 4 | 15 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 2 | 1 | 1 | 1 | 0 |
| 8654NO | North Energy LLC | 3 | 2 | 1 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 4921OA | Oasis Power LLC, d/b/a Oasis Energy | 10 | 29 | 0 | 4 | 1 | 4 | 1 | 2 | 3 | 1 | 2 | 3 | 8 | 0 | 3 |
| 6645PA | Pay Less Energy, LLC | 3 | 6 | 0 | 0 | 3 | 0 | 0 | 0 | 1 | 1 | 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 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D171 | Plymouth Rock Energy LLC | 3 | 4 | 0 | 0 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7871PR | Premier Empire Energy Llc | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 8155PU | Public Power Llc | 15 | 13 | 1 | 3 | 6 | 4 | 1 | 2 | 0 | 1 | 1 | 0 | 2 | 1 | 2 |
| 10044PU | Pure Energy USA LLC | 13 | 2 | 2 | 4 | 4 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9805QU | Quantum Power Corp | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| 6233RE | Reliant Energy Northeast LLC | 6 | 12 | 0 | 1 | 2 | 1 | 2 | 2 | 0 | 1 | 1 | 2 | 2 | 0 | 1 |
| 6616RE | Renaissance Power & Gas, Inc. | 3 | 22 | 0 | 2 | 0 | 1 | 0 | 2 | 0 | 0 | 2 | 0 | 1 | 2 | 1 |
| 6574RE | Residents Energy, LLC | 9 | 41 | 0 | 0 | 5 | 1 | 3 | 3 | 1 | 7 | 4 | 6 | 3 | 1 | 5 |
| 5199RO | Robison Energy | 1 | 8 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 2 |
| 5370SB | SBR Energy, LLC | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |
| 5481SJ | SJ Energy Partners | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4976SM | Smart One Energy, LLC | 4 | 6 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 2 |
| 6216SO | South Bay Energy Corp. | 14 | 51 | 3 | 4 | 4 | 3 | 0 | 3 | 2 | 6 | 6 | 10 | 9 | 6 | 1 |
| D186 | Spark Energy, L.P. | 20 | 49 | 0 | 4 | 2 | 5 | 9 | 0 | 4 | 1 | 0 | 5 | 5 | 3 | 4 |
| 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 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |

Number of Initial Complaints Received Against ESCO's

| Code | Company Name | 2018 | 2017 | May-18 | Apr-18 | Mar-18 | Feb-18 | Jan-18 | Dec-17 | Nov-17 | Oct-17 | Sep-17 | Aug-17 | Jul-17 | Jun-17 | May-17 |
|--------|--|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 8302SP | Sprague Operating Resources | 2 | 17 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5463ST | Starion Energy NY, Inc. | 7 | 5 | 2 | 2 | 1 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 1 | 1 | 0 |
| 6809ST | Stream Energy New York LLC. | 7 | 13 | 1 | 2 | 1 | 1 | 2 | 0 | 2 | 3 | 0 | 2 | 2 | 1 | 1 |
| 9014TR | Trident Retail Energy, LLC dba Trident | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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. | 24 | 46 | 5 | 5 | 7 | 4 | 3 | 1 | 3 | 2 | 3 | 6 | 7 | 2 | 4 |
| 5461UT | Utility Expense Reduction LLC | 4 | 25 | 1 | 0 | 0 | 0 | 3 | 1 | 2 | 2 | 3 | 2 | 1 | 1 | 2 |
| 6894VE | Verde Energy USA New York, LLC | 11 | 16 | 3 | 1 | 1 | 5 | 1 | 1 | 1 | 2 | 1 | 0 | 2 | 3 | 0 |
| 5391VI | Viridian Energy Ny, Llc | 23 | 31 | 2 | 2 | 8 | 4 | 7 | 4 | 2 | 0 | 0 | 2 | 2 | 1 | 4 |
| 6668XO | XOOM Energy New York, LLC | 23 | 29 | 4 | 4 | 6 | 6 | 3 | 7 | 2 | 2 | 3 | 2 | 1 | 1 | 4 |
| | Total | 930 | 2195 | 116 | 169 | 220 | 229 | 196 | 150 | 117 | 138 | 158 | 216 | 215 | 136 | 182 |

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 | May-18 | Apr-18 | Mar-18 | Feb-18 | Jan-18 | Dec-17 | Nov-17 | Oct-17 | Sep-17 | Aug-17 | Jul-17 | Jun-17 | May-17 |
|--------|--|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 6898AB | ABC Energy LLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 7091AB | Abest Power & Gas, LLC | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5567AB | ABN Energy, LLC DBA GreatEnergy | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 8281AG | Agera Energy, LLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| D001 | Agway Energy Services, LLC. | 4 | 5 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 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 | 4 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| D230 | Ambit Energy | 6 | 10 | 2 | 1 | 1 | 2 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 1 | 2 |
| 5411AM | American Power & Gas, LLC | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 |
| 6023AP | Ap Gas & Electric (ny), Llc | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6818AS | Astral Energy LLC | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| 6481AT | Atlantic Energy, LLC | 10 | 5 | 0 | 0 | 4 | 5 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 1 |
| D113 | Brown's Fuel | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5246BU | Buy Energy Direct, LLC | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| D262 | Censtar Energy Corp. | 12 | 11 | 1 | 0 | 8 | 2 | 1 | 1 | 1 | 1 | 1 | 3 | 0 | 0 | 1 |
| 5773CH | Chief Energy Power, Llc | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 5325CI | Citizens Choice Energy, LLC | 3 | 4 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 5592CI | City Power & Gas, LLC | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7005ET | CleanChoice Energy | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 |
| D238 | Clearview Electric Inc. | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D231 | Columbia Utilities Power, Llc (electric) | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| D040 | Columbia Utilities, LLC | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| D084 | Constellation NewEnergy | 7 | 8 | 2 | 0 | 0 | 2 | 3 | 0 | 0 | 1 | 1 | 3 | 0 | 2 | 1 |
| D221 | Constellation NewEnergy - Gas Divisio | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 8168DI | Direct Energy Business Marketing, LLC | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D176 | Direct Energy Services LLC | 26 | 54 | 5 | 4 | 11 | 3 | 3 | 1 | 2 | 1 | 5 | 5 | 4 | 5 | 7 |
| D256 | East Coast Power and Gas, Llc | 2 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6922EL | Eligo Energy Ny, Llc | 17 | 21 | 3 | 5 | 7 | 0 | 2 | 1 | 1 | 0 | 1 | 1 | 2 | 4 | 7 |
| 6031EN | Energy Discounters, LLC | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| D243 | Energy Plus Holdings LLC | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 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 |
| 6424GD | Engie Retail, LLC. | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8938EN | Entrust Energy East, Inc. | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 4920FA | Family Energy, Inc. | 21 | 14 | 2 | 3 | 2 | 6 | 8 | 1 | 0 | 0 | 1 | 1 | 0 | 1 | 2 |
| 6594FL | Flanders Energy LLC | 8 | 32 | 0 | 0 | 3 | 4 | 1 | 0 | 2 | 0 | 3 | 13 | 6 | 1 | 3 |
| 6643GA | Galaxy Energy Llc | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 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 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D127 | Green Mountain Energy | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 |
| 4877GR | Greenlight Energy Inc. | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| D254 | High Rise Energy Group, LLC | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8142HI | Hiko Energy, LLC | 5 | 2 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| D120 | Hudson Energy Services, Llc | 3 | 1 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| D177 | Idt Energy, Inc. | 6 | 15 | 0 | 0 | 1 | 2 | 3 | 1 | 0 | 2 | 2 | 3 | 2 | 1 | 1 |
| D188 | Interstate Gas Supply of New York | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Number of Escalated Complaints Received Against ESCO's

| Code | Company Name | 2018 | 2017 | May-18 | Apr-18 | Mar-18 | Feb-18 | Jan-18 | Dec-17 | Nov-17 | Oct-17 | Sep-17 | Aug-17 | Jul-17 | Jun-17 | May-17 |
|---------|-------------------------------------|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 7041JO | Josco Energy Corp | 6 | 8 | 0 | 2 | 0 | 4 | 0 | 0 | 1 | 1 | 2 | 2 | 1 | 0 | 0 |
| 5497JU | Just Energy New York Corp | 1 | 4 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| D208 | Just Energy Solutions, Inc. | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 6646KI | Kiwi Energy Inc. | 1 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| D142 | Liberty Power Corp. | 3 | 2 | 1 | 0 | 0 | 1 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| D214 | Major Energy Services LLC | 5 | 20 | 1 | 1 | 3 | 0 | 0 | 0 | 1 | 1 | 2 | 5 | 1 | 1 | 5 |
| 6007MA | Marathon Energy Corporation | 3 | 3 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9533ME | Median Energy Corp. | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D267 | Mpower Energy LLC | 3 | 12 | 0 | 0 | 2 | 0 | 1 | 0 | 2 | 2 | 0 | 0 | 1 | 0 | 1 |
| D020 | NATGASCO, Inc. | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| D235 | Noco Natural Gas, Llc | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5787NO | North American Power & Gas LLC | 3 | 4 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 |
| 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 | 5 | 6 | 1 | 2 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 1 | 0 |
| 6645PA | Pay Less Energy, LLC | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D171 | Plymouth Rock Energy LLC | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8155PU | Public Power Llc | 2 | 3 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 10044PU | Pure Energy USA LLC | 4 | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6616RE | Renaissance Power & Gas, Inc. | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 6574RE | Residents Energy, LLC | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 1 | 0 | 0 |
| 5199RO | Robison Energy | 1 | 3 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 5370SB | SBR Energy, LLC | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5481SJ | SJ Energy Partners | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 4976SM | Smart One Energy, LLC | 3 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6216SO | South Bay Energy Corp. | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| D186 | Spark Energy, L.P. | 3 | 6 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 |
| 6809ST | Stream Energy New York LLC. | 3 | 3 | 0 | 1 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 |
| 5392US | U.S. Gas & Electric, Inc. | 10 | 12 | 3 | 2 | 1 | 3 | 1 | 2 | 2 | 1 | 0 | 0 | 2 | 1 | 0 |
| 5461UT | Utility Expense Reduction LLC | 2 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6894VE | Verde Energy USA New York, LLC | 5 | 3 | 0 | 1 | 1 | 3 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| 5391VI | Viridian Energy Ny, Llc | 7 | 6 | 0 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 2 |
| 6668XO | XOOM Energy New York, LLC | 10 | 5 | 0 | 1 | 3 | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | Total | 229 | 361 | 30 | 39 | 64 | 62 | 34 | 17 | 21 | 20 | 35 | 50 | 28 | 27 | 43 |

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 | May-18 | Apr-18 | Mar-18 | Feb-18 | Jan-18 | Dec-17 | Nov-17 | Oct-17 | Sep-17 | Aug-17 | Jul-17 | Jun-17 | May-17 |
|---------|---------------------------------------|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 6898AB | ABC Energy LLC | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 5567AB | ABN Energy, LLC DBA GreatEnergy | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 8281AG | Agera Energy, LLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| D001 | Agway Energy Services, LLC. | 3 | 8 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 4 | 0 | 0 |
| 5985AL | Alpha Gas And Electric, Llc | 0 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| D230 | Ambit Energy | 2 | 10 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 3 |
| 5411AM | American Power & Gas, LLC | 2 | 9 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 |
| D249 | AP Gas & Electric (TX) LLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 6481AT | Atlantic Energy, LLC | 4 | 7 | 1 | 1 | 2 | 0 | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 2 | 0 |
| D113 | Brown's Fuel | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 0 |
| D262 | Censtar Energy Corp. | 7 | 4 | 2 | 0 | 1 | 4 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 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 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5325CI | Citizens Choice Energy, LLC | 2 | 3 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 5592CI | City Power & Gas, LLC | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 7005ET | CleanChoice Energy | 5 | 19 | 0 | 2 | 0 | 3 | 0 | 1 | 2 | 1 | 4 | 2 | 2 | 1 | 0 |
| D238 | Clearview Electric Inc. | 2 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6771CO | Constellation Energy Gas Choice Inc. | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| D084 | Constellation NewEnergy | 1 | 8 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 1 |
| 8168DI | Direct Energy Business Marketing, LLC | 3 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| D176 | Direct Energy Services LLC | 11 | 18 | 1 | 3 | 4 | 2 | 1 | 1 | 1 | 2 | 0 | 0 | 0 | 1 | 3 |
| 6922EL | Eligo Energy Ny, Llc | 6 | 20 | 2 | 3 | 1 | 0 | 0 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 1 |
| 6031EN | Energy Discounters, LLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 4963GD | Engie Resources Llc | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 6424GD | Engie Retail, LLC. | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 8938EN | Entrust Energy East, Inc. | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| 4920FA | Family Energy, Inc. | 17 | 33 | 4 | 1 | 3 | 4 | 5 | 5 | 3 | 2 | 3 | 2 | 2 | 2 | 5 |
| 6594FL | Flanders Energy LLC | 1 | 33 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 4 | 4 | 1 |
| D104 | Great Eastern Energy | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| D127 | Green Mountain Energy | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 1 | 0 |
| 4877GR | Greenlight Energy Inc. | 3 | 7 | 2 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 8142HI | Hiko Energy, LLC | 2 | 6 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| D120 | Hudson Energy Services, Llc | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| D177 | Idt Energy, Inc. | 3 | 35 | 0 | 1 | 0 | 1 | 1 | 3 | 0 | 2 | 1 | 1 | 5 | 3 | 4 |
| 7041JO | Josco Energy Corp | 11 | 13 | 1 | 1 | 3 | 4 | 2 | 2 | 1 | 1 | 0 | 1 | 1 | 2 | 0 |
| 5497JU | Just Energy New York Corp | 2 | 4 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 6646KI | Kiwi Energy Inc. | 4 | 6 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 1 |
| D142 | Liberty Power Corp. | 1 | 7 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 1 |
| D214 | Major Energy Services LLC | 2 | 32 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 2 | 10 | 2 | 2 | 2 |
| 6007MA | Marathon Energy Corporation | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 9533ME | Median Energy Corp. | 3 | 6 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 3 | 0 |
| D267 | Mpower Energy LLC | 2 | 30 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 1 | 3 | 3 | 4 | 2 | 3 |
| 9285NA | National Gas & Electric, LLC | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5787NO | North American Power & Gas LLC | 2 | 5 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 |
| 4921OA | Oasis Power LLC, d/b/a Oasis Energy | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 6645PA | Pay Less Energy, LLC | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 8155PU | Public Power Llc | 3 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| 10044PU | Pure Energy USA LLC | 9 | 0 | 1 | 2 | 2 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Consumer Reports of Deceptive Marketing Practices by Energy Services Company

| Code | Company Name | 2018 | 2017 | May-18 | Apr-18 | Mar-18 | Feb-18 | Jan-18 | Dec-17 | Nov-17 | Oct-17 | Sep-17 | Aug-17 | Jul-17 | Jun-17 | May-17 |
|--------|--------------------------------|------|------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 6233RE | Reliant Energy Northeast LLC | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 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 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 2 | 0 | 0 |
| 5370SB | SBR Energy, LLC | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 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 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 | 0 |
| D186 | Spark Energy, L.P. | 2 | 4 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 7397SP | Sperian Energy Corp. | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 8302SP | Sprague Operating Resources | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6809ST | Stream Energy New York LLC. | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 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. | 4 | 12 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 2 | 2 | 2 | 3 |
| D500 | Unidentified ESCO | 6 | 33 | 0 | 4 | 0 | 2 | 0 | 2 | 6 | 1 | 0 | 4 | 2 | 2 | 4 |
| 5461UT | Utility Expense Reduction LLC | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 0 |
| 6894VE | Verde Energy USA New York, LLC | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5391VI | Viridian Energy Ny, Llc | 1 | 5 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| 6668XO | XOOM Energy New York, LLC | 3 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 136 | 468 | 20 | 27 | 33 | 31 | 25 | 21 | 29 | 21 | 24 | 46 | 38 | 42 | 46 |

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.