

# Monthly Report on Consumer Complaint Activity



## July 2014

*Audrey Zibelman, Chief Executive Officer*

*Michael Corso, Interim Director  
Office of Consumer Services*

*August 22, 2014*



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August 22, 2014

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 [Barry.Bedrosian@dps.ny.gov](mailto:Barry.Bedrosian@dps.ny.gov)

Sincerely,

A handwritten signature in black ink that reads "Michael Corso".

Michael Corso  
Interim 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> <i>Click the Consumer Assistance Link</i>
<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 Complaint Data is Reported

*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 are awarded when a service provider receives no initial 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

July 2014

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson Gas & Electric Corp.	64	21.0	0	0.0	0%	0.5
Con Edison of New York	665	17.0	69	1.8	10%	2.0
PSEG Long Island	117	10.4	21	1.9	18%	1.3
National Grid - L I	75	14.8	6	1.2	8%	1.1 <sup>i</sup>
New York State Electric & Gas Corp.	100	9.9	3	0.3	3%	0.3
National Grid-Upstate	333	22.3	10	0.7	3%	0.7
Orange & Rockland	51	22.5	0	0.0	0%	0.6
Rochester Gas & Electric Corp.	100	24.4	5	1.2	5%	0.6
National Grid-Metro NY	134	11.8	7	0.6	5%	0.6
National Fuel Gas Distribution	83	16.0	0	0.0	0%	0.0
Citizens Communications	8	4.9	0	0.0	0%	0.1
Frontier Communications of NY	0	0.0	0	0.0	0%	0.5
Frontier Telephone of Rochester, Inc.	7	3.6	2	1.0	29%	0.5
Windstream Communications, Inc.	1	2.7	0	0.0	0%	0.9
Verizon Communications	312	9.2	41	1.2	13%	1.4
AT&T	14		3		21%	
Optimum Voice	5		0		0%	
Time Warner Cable Information Services	15		3		20%	
Verizon Digital Voice	23		4		17%	
Cablevision Systems	15		0		0%	
Time-Warner Cable	139		11		8%	
Verizon New York, Inc. (CATV)	17		4		24%	
Long Island Water Corp.	11	9.0	5	4.1	45%	1.4
United Water - New Rochelle	2	6.4	3	9.7	150%	6.7
United Water - New York	5	6.9	2	2.8	40%	3.7
United Water - Westchester	1	8.2	0	0.0	0%	0.7

All complaint rates are based on December 2013 customer populations.

\* - Complaints per 100,000 customer accounts where populations are reported by the utility

i - Monthly average complaint rate beginning January 2014

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 July 2014

<b>Service Provider</b>	<b>Initial Complaints</b>	<b>Escalated Complaints</b>	<b>CSM Index</b>	<b>Complaint Response Time</b>	<b>CRM Index</b>	<b>E. Complaint Response Time</b>	<b>ERM Index</b>	<b>Avg. Age of Cases Pending</b>	<b>PCM Index</b>	<b>CSRI</b>
National Fuel Gas Distribution	83	0	5.0	3.5	2.0	6.6	2.0	6.4	1.0	10.0
Orange & Rockland	51	0	5.0	3.5	2.0	4.0	2.0	3.0	1.0	10.0
IDT Energy, Inc.	12	0	5.0	4.5	2.0	0.0	2.0	2.0	1.0	10.0
North American Power & Gas LLC	10	0	5.0	10.4	2.0	4.2	2.0	2.7	1.0	10.0
American Power & Gas, LLC	11	0	5.0	10.1	2.0	2.8	2.0	20.5	0.8	9.8
National Grid - Upstate	333	10	4.7	3.6	2.0	5.7	2.0	6.8	1.0	9.7
New York State Electric & Gas Corp.	100	3	4.7	3.7	2.0	2.6	2.0	4.0	1.0	9.7
National Grid - Metro Ny	134	7	4.5	7.9	2.0	9.9	2.0	9.6	1.0	9.5
Rochester Gas & Electric Corp.	100	5	4.5	3.4	2.0	7.8	2.0	3.8	1.0	9.5
Time Warner - Albany	19	1	4.5	15.3	1.8	0.0	2.0	9.5	1.0	9.3
Josco Energy Corp	12	1	4.2	2.6	2.0	0.7	2.0	11.0	1.0	9.2
Time Warner - Syracuse Division	19	2	3.9	10.2	2.0	10.7	1.9	18.3	0.9	8.7
Verizon Communications	312	41	3.7	12.3	2.0	11.5	1.9	8.6	1.0	8.6
Ambit Energy	49	8	3.4	14.5	1.9	5.3	2.0	8.2	1.0	8.3
Verizon Digital Voice	23	4	3.3	6.3	2.0	9.0	2.0	10.0	1.0	8.3
Just Energy New York Corp	10	1	4.0	16.8	1.7	15.1	1.5	6.8	1.0	8.2
Sperian Energy Corp.	11	2	3.2	6.2	2.0	0.0	2.0	18.7	0.9	8.1
Central Hudson Gas & Electric Corp.	64	0	5.0	2.9	2.0	48.6	0.0	4.3	1.0	8.0
Time Warner - New York City	74	5	4.3	19.4	1.4	17.3	1.3	25.3	0.7	7.7
AT&T	14	3	2.9	6.4	2.0	12.8	1.8	8.0	1.0	7.7
Time Warner - Buffalo	21	3	3.6	10.6	2.0	20.2	1.0	11.2	1.0	7.6
Verizon New York Inc.	17	4	2.6	7.1	2.0	5.2	2.0	3.8	1.0	7.6
Mpower Energy LLC	12	1	4.2	8.6	2.0	19.9	1.1	46.4	0.3	7.6
PSEG Long Island	117	21	3.2	18.2	1.5	11.2	1.9	23.1	0.8	7.4
National Grid - L I	75	6	4.2	11.5	2.0	29.8	0.0	23.8	0.8	7.0
NYSEG Solutions, Inc.	12	3	2.5	9.7	2.0	8.9	2.0	35.9	0.5	7.0
Con Edison of New York	665	69	4.0	14.7	1.9	40.7	0.0	13.9	1.0	6.9
Major Energy Services LLC	10	3	2.0	4.0	2.0	0.1	2.0	35.0	0.6	6.6
Viridian Energy Ny, Llc	11	4	1.4	14.2	1.9	6.0	2.0	19.5	0.9	6.2
Time Warner Cable Information Service	15	3	3.0	18.4	1.5	21.5	0.8	36.2	0.5	5.8
Long Island Water Corporation D/b/a L	11	5	0.5	12.7	2.0	0.8	2.0	121.9	-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 providers 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>
3462 Third Avenue Owner Realty LLC	0	0		0.0		160.9		428.8		
5-15 W 91 Llc	0	1		0.0		0.0		17.0		
ABC Energy LLC	1	0		0.0		0.0		15.0		
ACN Communication Services, Inc.	2	1		6.0		5.1		156.5		
Adams Cable, Inc.	0	0		0.0		0.0		466.0		
Agway Energy Services, LLC.	2	3		42.7		4.1		21.2		
Alpha Gas And Electric, Llc	7	1		3.4		0.6		67.3		
American Telephone Company LLC	1	0		22.0		0.0		0.0		
Amplified Power & Gas, LLC	2	1		3.3		15.5		0.0		
Arbor Hills Waterworks	0	0		0.0		0.0		296.0		
Arrow Park, Inc	0	0		0.0		48.0		0.0		
Astral Energy LLC	2	1		23.3		0.0		26.0		
Beaver Dam Lake Water Corp.	0	0		0.0		12.0		0.0		
Birch Communications, Inc.	1	1		6.0		0.0		58.5		
BluCo Energy, LLC	0	0		60.0		0.0		0.0		
BlueRock Energy, Inc.	0	0		0.0		4.0		0.0		
Bounce Energy NY, LLC	2	0		2.0		0.0		1.0		
Broadview Networks	4	2		6.2		7.4		0.0		
Brown's Fuel	7	1		7.1		0.1		1.0		
BTI Communications, Inc. d/b/a TELZE	2	1		4.5		1.0		0.0		
Buffalo Energy, Inc.	0	0		0.0		0.0		31.0		
BUY ENERGY DIRECT, LLC	1	1		17.0		39.0		0.0		
Cablevision - MediaOne - Rockland	2	0		13.0		0.0		3.0		
Cablevision - MediaOne - US Cablevisi	1	0		3.0		0.0		0.0		
Cablevision - MediaOne - Westchester	1	0		0.0		0.0		0.0		
Cablevision Lightpath, Inc.	1	0		22.0		0.0		0.0		
Cablevision of Dutchess County	1	0		3.0		0.0		0.0		
Cablevision of Long Island	7	0		19.1		0.0		2.0		
Cablevision of New York City	2	0		4.5		20.6		0.0		
Cablevision of Westchester	1	0		8.0		0.0		0.0		
Censtar Energy Corp.	0	0		0.0		4.9		0.0		
Charter Communications	1	0		0.0		0.0		9.0		
Chief Energy Gas, Llc.	1	0		17.0		0.0		0.0		
Chief Energy Power, Llc	1	0		14.0		0.0		0.0		
Citizens Choice Energy, LLC	0	0		0.0		0.0		30.0		
Citizens Communications	8	0		4.1		0.0		17.0		
City of Jamestown Board of Public Utiliti	2	1		1.5		0.2		331.0		
City Power & Gas, LLC	4	1		52.5		0.0		2.0		
Clearview Energy, Inc.	1	0		11.0		0.0		0.0		
Clinton Hills Owners Corp	0	0		0.0		0.0		522.0		
Collins Yonkers II LLC	0	1		0.0		0.0		386.2		
Columbia Utilities Power, Llc (electric)	3	0		3.0		0.0		0.0		
Columbia Utilities Power, Llc (gas)	1	0		1.0		0.0		0.0		
Comcast Cable of New York - CATV	0	0		12.0		0.0		0.0		
Comcast Phone Of New York, Llc D/b/a	2	0		8.0		0.0		15.0		
Commerce Energy, Inc	3	0		0.0		0.0		6.3		
Comtel Telecom Assets LP d/b/a Excel T	0	0		7.0		0.0		0.0		
Con Edison Solutions	2	0		1.0		0.0		9.0		
Constellation NewEnergy	2	0		0.0		0.0		7.0		
Constellation NewEnergy - Gas Division	1	0		6.0		0.0		0.0		
Cooper Square Realty	0	0		0.0		0.0		965.5		
Corning Natural Gas Corp.	1	0		1.0		0.0		0.0		
Crystal Water Supply Company, Inc.	0	0		0.0		0.0		46.0		
CTC Communications Corp.	2	1		7.0		0.1		93.0		
DFT Local Service Corporation d/b/a D	3	1		4.0		3.2		0.0		
Direct Energy Business, LLC	2	1		12.0		0.9		0.0		
Direct Energy Services LLC	2	0		11.0		9.0		22.7		
Eligo Energy Ny, Llc	9	1		5.7		0.1		4.3		
Energetix, Inc.	4	3		18.0		8.4		9.7		
Energy Cooperative of New York	0	0		0.0		0.0		11.0		
ENERGY DISCOUNTERS, LLC	1	0		1.0		6.0		0.0		
Energy Plus Holdings LLC	2	0		35.0		0.0		9.0		
Energy Service Providers, Inc.	0	0		0.0		0.0		325.0		
Ethical Electric Benefit Co.	2	0		14.0		0.0		2.0		
Family Energy, Inc.	8	0		14.3		0.0		27.7		
Frontier Communications of AuSable V	3	0		9.5		0.0		21.0		
Frontier Communications of NY/aka Hiç	0	0		0.0		7.9		0.0		
Frontier Communications of Rochester,	5	1		10.0		7.0		4.0		
Frontier Telephone of Rochester, Inc.	7	2		12.4		5.4		1.5		

<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>
Frontier Utilities Northeast LLC	1	0		0.0		0.0		7.0		
FTR Energy Services, LLC	1	0		0.0		0.0		25.3		
Galaxy Energy Llc	1	0		0.0		6.8		0.0		
Gateway Energy Services Corp.	4	3		13.8		4.5		44.0		
Gateway Plaza Management	0	0		0.0		0.0		252.0		
Glacial Natural Gas, Inc.	1	0		35.5		0.0		21.0		
Granite Telecommunications, Llc	1	0		0.0		0.0		66.5		
Great Eastern Energy	1	0		0.0		0.0		0.0		
Green Mountain Energy	1	0		0.0		0.0		21.5		
Greenlight Energy Inc.	1	0		1.0		0.0		0.0		
Heywood Towers Associates	0	0		0.0		0.0		443.0		
High Rise Energy Group, LLC	4	0		2.0		0.0		11.3		
Hiko Energy, Llc	7	0		1.5		0.0		42.3		
Hilltop Meadows Water-Works Corp.	1	0		0.0		0.0		14.0		
Hudson Energy Services, Llc	2	0		9.5		8.1		0.0		
IDT America Corp.	4	1		14.3		8.9		4.0		
IGS Energy	1	1		8.0		0.0		12.5		
Infinite Energy, Inc.	1	0		0.0		0.0		2.0		
Iron Energy LLC	0	0		0.0		18.2		0.0		
JJT Energy, LLC	0	0		0.0		0.0		206.0		
Kiamesha Artesian Spring Water Co., I	0	0		0.0		0.0		136.0		
King Tract Utilities c/o Melohn Propertie	1	0		0.0		0.0		9.0		
Kiwi Energy Inc.	7	1		14.6		0.0		21.9		
Knolls Water Co.	0	0		0.0		0.0		158.2		
Legacy Long Distance International, Inc	0	0		0.0		49.0		0.0		
Liberty Power Corp.	3	0		19.0		14.2		10.0		
Lighthouse Power, LLC	1	0		0.0		0.0		16.0		
Line Systems, Inc.	1	0		0.0		0.0		8.0		
Marathon Energy Corporation	0	1		26.0		0.0		10.0		
Master Call Communications, Inc.	0	0		49.0		0.0		0.0		
McGraw Communications, Inc.	0	0		0.0		54.0		0.0		
MCI	4	0		10.1		0.0		15.0		
Meadow Wood at Gateway	0	0		0.0		0.0		716.0		
Metro Energy Group, LLC	0	0		0.0		0.0		115.0		
Metromedia Energy	0	0		0.0		2.1		0.0		
Metropolitan Telecommunications	2	1		1.0		0.0		150.8		
MyGrid Energy, Inc.	0	0		6.0		0.0		43.5		
Natgasco, Inc. - A Mitchell-Supreme Cc	1	1		15.0		35.1		15.0		
Network Billing Systems, LLC	0	0		0.0		0.0		32.0		
New Wave Energy Corp.	0	0		0.0		0.0		36.0		
New York Coin Telephone Company, It	0	0		0.0		0.0		366.0		
North Energy LLC	1	3		83.3		1.3		16.6		
Oasis Power LLC, d/b/a Oasis Energy	3	0		7.0		0.0		6.0		
Optimum Voice	5	0		7.3		0.0		7.5		
Paetec Communications, Inc. Dba Win	0	0		0.0		0.0		42.3		
Painted Apron Water Co.	2	1		10.5		10.1		0.0		
Pay Less Energy, LLC	1	0		0.0		0.0		22.0		
Peerless Network of New York, LLC	1	0		1.0		0.0		0.0		
Penelec (A First Energy Company)	1	0		0.0		0.0		4.0		
People's Power & Gas, Llc	0	0		0.0		0.0		131.5		
Pheasant Hill Developers.	0	0		0.0		0.0		569.0		
Plymouth Rock Energy LLC	2	0		1.0		0.0		0.0		
Public Interest Network Services, Inc.	0	0		0.0		0.0		41.5		
Public Power Llc	2	1		20.0		24.4		22.5		
Renaissance Power & Gas, Inc.	2	0		8.0		0.0		7.0		
Resdntl Comms. Netwrk of NY	1	0		3.0		0.0		0.0		
Riverview II Preservation Lp	0	0		0.0		0.0		163.0		
Robison Energy Of Westchester	1	0		0.0		0.0		1.0		
Roosevelt Island Associates	0	0		0.0		0.0		305.5		
Rowlands Hollow Water Works, Inc.	1	0		1.0		0.0		0.0		
S.J. FUEL CO., INC.	0	1		0.0		0.0		9.0		
SBR Energy, LLC	1	1		3.0		0.2		0.0		
Sleepy Hollow Lake Water Co., Inc.	0	1		62.0		1.9		0.0		
Smart One Energy, LLC	1	3		22.5		4.4		2		
South Bay Energy Corp.	1	0		0		0		10		
Spark Energy, L.P.	2	1		25.5		0		5.5		
Spectrotel, Inc.	0	0		10		0		0		
Sprague Energy Corp.	0	0		0		0		39		
Sprint Communications	1	0		11		0		0		

<b>Service Provider</b>	<b>Initial Complaints</b>	<b>Escalated Complaints</b>	<b>CSM Index</b>	<b>Complaint Response Time</b>	<b>CRM Index</b>	<b>E. Complaint Response Time</b>	<b>ERM Index</b>	<b>Avg. Age of Cases Pending</b>	<b>PCM Index</b>	<b>CSRI</b>
St. Lawrence Gas	1	1		28.5		8.7		0		
Starion Energy NY, Inc.	9	4		12.5		8.2		7.3		
Strivers Gardens Realty LLC	0	0		0		0		312		
Superior Plus Energy Services Inc.	0	0		0		0.2		0		
Taconic Telephone Corp.	2	0		1.5		0		0		
Talkspan Inc.	1	0		0		0		11		
TDS Metrocom, Inc.	1	0		0		0		3		
Tech Valley Communications	1	0		0		0		4		
Teleport Communications	1	0		0		0		0		
The Chaffe Water Works Company	0	0		0		0		414		
Time Warner - Rochester	6	0		20.2		15.5		6.6		
Titan Gas, LLC	1	0		0		0		0		
Tristate Bell Inc	3	0		28.8		0.7		25		
Trumansburg Telephone Co., Inc.	1	0		1		0		0		
U.S. Gas & Electric, Inc.	9	2		22.8		27.6		27.8		
United Energy Supply Corporation	1	0		0		0		8		
United Water Owego	0	0		14		0		0		
United Water Westchester Inc.	1	0		2		1		0		
United Water-New Rochelle	2	3		8.3		9.2		2		
United Water-New York	5	2		38		0.7		216.2		
Utility Expense Reduction LLC	0	0		12		0		0		
Verde Energy USA New York, LLC	1	0		1		5.9		0		
Village of Arcade	1	0		21		0		0		
Village of Endicott	1	1		2		0		2		
Village of Green Island Power Authority	0	0		22		0		0		
Village of Mohawk Municipal Commissi	0	0		36		0		0		
Village of Philadelphia Municipal Electri	0	0		47		0		0		
Village of Silver Springs	2	1		9		5.8		9		
Vonage Communications	0	0		0		0		0		
Watertree of Dewitt HOA, Inc.	0	0		0		0		749		
West Valley Crystal Water Co Inc.	1	0		1		0		0		
Windover Water Works	0	1		6		7.8		0		
Windstream Communications, Inc.	1	0		15		0		0		
XChange Telecom	4	0		0.8		0		0		
XO Communications, Inc.	1	0		0		14.9		0		
XOOM Energy New York, LLC	9	2		20.3		4.6		8.8		
YesTel, Inc.	0	0		0		0		269		

**2014  
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-14 \$	756,152.63	122
Feb-14 \$	144,477.15	106
Mar-14 \$	534,420.46	108
Apr-14 \$	351,377.41	95
May-14 \$	320,816.54	214
Jun-14 \$	643,684.27	178
Jul-14 \$	607,357.02	136
Aug-14 \$	-	
Sep-14 \$	-	
Oct-14 \$	-	
Nov-14 \$	-	
Dec-14 \$	-	
<b>2014 Total</b> \$	<b>3,358,285.48</b>	<b>959</b>

**Number of Initial Complaints Received Against ESCO's**

CODE	FULL NAME	2014	2013	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13
6898AB	ABC Energy LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	1	1	0	0	0	0	0	1	0	1	0	0	0	0	0
D128	Accent Energy Midwest, LLC	3	15	0	2	0	1	0	0	0	0	1	0	1	1	0
5020AG	Aggressive Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
D001	Agway Energy Services, LLC.	138	68	2	8	12	21	46	45	4	5	2	1	4	6	2
5985AL	Alpha Gas And Electric, Llc	173	74	7	9	15	32	70	35	5	6	3	14	5	11	4
D230	Ambit Energy	227	102	49	29	20	37	68	16	8	4	5	7	2	11	8
D002	Amerada Hess Corp.	6	6	0	0	0	3	0	2	1	2	1	0	2	0	0
5411AM	American Power & Gas, LLC	106	40	11	11	13	23	27	19	2	2	3	4	2	4	2
D240	Ameristar Energy, LLC	2	2	0	0	0	0	0	2	0	0	0	2	0	0	0
6729AM	Amplified Power & Gas, LLC	51	27	2	2	1	6	14	24	2	0	1	2	1	1	1
6023AP	Ap Gas & Electric (ny), Llc	4	6	0	0	2	1	0	1	0	0	0	0	1	0	0
6818AS	Astral Energy LLC	15	4	2	4	4	1	1	3	0	0	2	2	0	0	0
6481AT	Atlantic Energy, LLC	5	2	0	1	1	2	0	1	0	1	0	0	0	0	0
D222	BluCo Energy, LLC	8	9	0	0	1	2	1	0	4	0	0	1	0	2	1
D217	BlueRock Energy, Inc.	10	4	0	1	1	0	5	2	1	0	0	1	0	0	0
5008BO	Bounce Energy NY, LLC	4	5	2	0	0	0	0	0	2	0	1	1	1	1	0
D113	Brown's Fuel	47	24	7	8	10	4	9	4	5	4	3	0	2	2	3
5246BU	BUY ENERGY DIRECT, LLC	14	53	1	0	2	4	2	3	2	1	2	6	5	10	8
D262	Censtar Energy Corp.	15	10	0	1	1	2	4	5	2	0	2	1	0	1	1
D220	Chief Energy Gas, Llc.	9	8	1	0	0	0	2	5	1	0	2	1	1	0	2
5773CH	Chief Energy Power, Llc	9	10	1	0	0	1	1	3	3	1	0	2	3	1	2
5325CI	Citizens Choice Energy, LLC	15	31	0	1	1	4	2	6	1	0	1	1	2	2	1
5592CI	City Power & Gas, LLC	30	34	4	2	0	10	8	4	2	0	2	2	1	2	1
D238	Clearview Energy, Inc.	4	2	1	1	0	1	0	1	0	0	0	0	1	0	0
D231	Columbia Utilities Power, Llc (electric)	21	19	3	2	4	0	7	3	2	0	0	1	1	3	3
D040	Columbia Utilities Power, Llc (gas)	17	5	1	0	2	0	6	2	6	0	0	1	0	0	1
D208	Commerce Energy, Inc	3	9	3	0	0	0	0	0	0	0	0	0	0	0	0
5065CO	Community Energy Services, Inc.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D110	Community Energy, Inc.	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	7	6	2	0	2	1	1	0	1	1	0	1	0	0	1
D084	Constellation NewEnergy	5	7	2	0	2	0	1	0	0	2	0	0	1	1	0
D221	Constellation NewEnergy - Gas Division,	4	3	1	0	1	1	0	1	0	1	1	0	0	0	0
5308DI	Direct Energy Business, LLC	33	45	2	6	2	7	8	5	3	4	4	7	2	6	5
D176	Direct Energy Services LLC	53	68	2	9	10	7	9	11	5	2	2	1	7	8	5
D251	Discount Energy Llc	1	2	0	0	0	0	1	0	0	0	0	0	0	1	0
D175	Dominion Retail, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	46	18	9	3	3	8	3	6	14	10	5	3	0	0	0
7398EM	Empire Energy Services, Inc.	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
D087	Energetix, Inc.	43	30	4	10	13	6	3	3	4	3	0	3	3	1	1
D183	Energy Cooperative of New York	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	9	25	1	1	0	4	3	0	0	3	1	0	1	0	0
D243	Energy Plus Holdings LLC	9	21	2	3	2	0	1	0	1	0	0	1	1	0	2
D137	Energy Service Providers, Inc.	1	4	0	0	0	1	0	0	0	0	0	0	0	2	1
5424EN	Energy Solutions Co. LLC	3	4	0	0	0	0	3	0	0	0	0	2	1	1	0
5182EN	EnergyMark, LLC	1	1	0	0	0	0	0	1	0	0	0	0	0	0	0
6551EN	Entra Energy LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
7005ET	Ethical Electric Benefit Co.	6	2	2	0	1	3	0	0	0	1	0	0	1	0	0

**Number of Initial Complaints Received Against ESCO's**

CODE	FULL NAME	2014	2013	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13
4920FA	Family Energy, Inc.	57	64	8	8	9	15	8	5	4	1	2	7	2	3	2
7383FR	Frontier Utilities Northeast LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6781FT	FTR Energy Services, LLC	13	17	1	2	3	1	3	1	2	0	1	0	0	9	7
6643GA	Galaxy Energy Llc	10	16	1	0	2	3	2	2	0	0	0	1	5	5	4
D046	Gateway Energy Services Corp.	82	82	4	7	13	6	33	15	4	10	1	3	4	6	10
6424GD	GDF Suez Retail Energy Solutions, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
6011GL	GL Energy Inc.	1	5	0	0	0	0	1	0	0	1	0	0	0	3	1
5349GL	Glacial Natural Gas, Inc.	7	1	1	4	0	2	0	0	0	0	0	0	0	0	1
D104	Great Eastern Energy	6	2	1	0	1	3	0	1	0	0	0	0	0	0	0
D127	Green Mountain Energy	8	27	1	1	1	2	2	0	1	1	5	4	2	1	3
4877GR	Greenlight Energy Inc.	27	64	1	3	2	5	4	8	4	5	1	6	2	7	6
D254	High Rise Energy Group, LLC	7	4	4	0	2	0	0	1	0	0	0	0	0	1	0
5302PR	Hiko Energy, Llc	215	69	7	3	8	33	80	59	25	11	7	9	6	8	3
D120	Hudson Energy Services, Llc	16	19	2	1	2	1	3	3	4	2	2	3	2	1	1
D177	IDT Energy, Inc.	156	115	12	11	16	31	66	11	9	5	4	16	14	11	4
D188	IGS Energy	5	3	1	0	0	0	1	2	1	0	0	0	0	0	1
D167	Infinite Energy, Inc.	3	1	1	0	0	0	1	1	0	0	0	0	0	0	0
D234	Integrus Energy Services, Inc.	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
6647IR	Iron Energy LLC	7	3	0	0	1	1	4	0	1	0	0	0	1	1	1
5009JJ	JJT Energy, LLC	0	5	0	0	0	0	0	0	0	0	0	0	0	2	0
7041JO	JOSCO Energy Corp	33	0	12	7	8	1	1	4	0	0	0	0	0	0	0
D213	Just Energy New York Corp	92	174	10	5	10	15	23	14	15	9	5	10	11	12	20
6646KI	Kiwi Energy Inc.	107	62	7	14	12	19	22	19	14	6	3	5	9	9	5
5520LE	Lexington Power & Light, LLC	5	7	0	0	1	2	2	0	0	0	1	2	3	1	0
D117	Liberty Power Corp.	21	60	3	5	0	3	4	5	1	1	0	1	1	2	4
5698LI	Lighthouse Power, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D214	Major Energy Services LLC	170	42	10	5	11	38	66	30	10	4	5	8	2	7	3
6007MA	Marathon Energy Corporation	4	1	0	1	2	0	0	1	0	0	0	0	0	0	0
D107	Metro Energy Group, LLC	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D098	Metromedia Energy	2	0	0	0	0	1	1	0	0	0	0	0	0	0	0
D267	Mpower Energy LLC	57	152	12	8	3	9	12	7	6	4	3	10	6	21	12
D032	MXenergy	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
6807MY	MyGrid Energy, Inc.	6	1	0	4	0	1	0	1	0	1	0	0	0	0	0
D020	Natgasco, Inc. - A Mitchell-Supreme Com	10	0	1	0	1	0	2	6	0	0	0	0	0	0	0
D021	National Fuel Resources	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5388NE	New Energy Services Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5436NE	New Wave Energy Corp.	6	0	0	1	0	2	0	2	1	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	1	1	0	0	0	0	0	1	0	0	1	0	0	0	0
D148	Noco Natural Gas, Llc	3	0	0	0	0	0	0	2	1	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	106	30	10	6	11	19	25	27	8	3	6	0	2	7	3
5479NO	North Energy LLC	54	6	1	1	2	19	22	7	2	1	1	0	1	0	1
D103	NYSEG Solutions, Inc.	111	65	12	28	19	8	18	21	5	7	8	8	10	8	4
4921OA	Oasis Power LLC, d/b/a Oasis Energy	8	14	3	0	2	0	1	2	0	1	0	0	2	1	1
6645PA	Pay Less Energy, LLC	2	0	1	0	0	1	0	0	0	0	0	0	0	0	0
6024PE	People's Power & Gas, Llc	21	6	0	0	4	3	5	4	5	1	0	2	0	0	0
6893PE	Perigee Energy, LLC	4	17	0	1	0	0	1	2	0	2	0	0	5	2	3
D067	PG&E Energy Trading	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
5637PL	Planet Energy (NY) Corp.	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0

### Number of Initial Complaints Received Against ESCO's

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D237	Platinum Plus Energy Resources, Inc.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	57	47	2	3	3	11	28	8	2	2	0	5	5	5	4
D263	Public Power Llc	18	24	2	5	4	1	4	1	1	2	1	0	1	1	2
6616RE	Renaissance Power & Gas, Inc.	4	0	2	2	0	0	0	0	0	0	0	0	0	0	0
6574RE	Residents Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D093	Robison Energy Of Westchester	5	1	1	0	0	0	1	1	2	0	0	0	1	0	0
D160	S.J. FUEL CO., INC.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	5	34	1	1	0	1	0	2	0	0	0	0	1	2	2
5481SJ	SJ Energy Partners	3	2	0	0	1	1	1	0	0	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	16	7	1	5	2	1	3	4	0	1	1	1	0	0	1
6216SO	South Bay Energy Corp.	19	2	1	6	3	1	6	2	0	0	1	0	0	0	0
5577SO	SouthStar Energy Services LLC	4	3	0	0	0	1	1	0	2	0	0	0	0	0	0
D186	Spark Energy, L.P.	10	12	2	1	0	1	1	2	3	1	0	1	1	1	3
7397SP	Sperian Energy Corp.	11	0	11	0	0	0	0	0	0	0	0	0	0	0	0
D157	Sprague Energy Corp.	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	27	66	9	1	3	4	7	2	1	2	2	6	10	9	16
6809ST	Stream Energy New York LLC.	0	2	0	0	0	0	0	0	0	1	0	1	0	0	0
D121	Stuyvesant Energy, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
6394SU	Superior Plus Energy Services Inc.	5	0	0	2	0	0	1	0	2	0	0	0	0	0	0
D223	Titan Gas, LLC	4	16	1	1	0	0	2	0	0	0	1	0	0	2	7
D166	U.S. Energy Partners Llc And EnviroGen	3	0	0	0	0	2	0	1	0	0	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	213	39	9	5	14	32	102	49	2	1	0	2	1	3	3
D500	Unidentified ESCO	2	7	0	0	0	0	0	2	0	0	0	0	0	2	2
6008UN	United Energy Supply Corporation	6	11	1	0	1	1	0	2	1	0	4	1	1	0	0
5461UT	Utility Expense Reduction LLC	22	47	0	1	3	5	6	6	1	4	2	5	1	2	2
6894VE	Verde Energy USA New York, LLC	14	31	1	1	1	2	4	1	4	4	2	3	6	5	9
5391VI	Viridian Energy NY, LLC	79	29	11	5	10	13	27	9	4	3	4	6	4	5	1
6668XO	XOOM Energy New York, LLC	74	37	9	8	13	17	17	5	5	1	8	4	4	5	1
6689YO	Your Energy Holdings, LLC	0	12	0	0	0	0	0	0	0	0	0	0	0	1	0
	Total	3214	2384	318	288	330	535	932	576	235	153	127	199	180	250	208

ESCO's with no complaints on file since January 2013 are not listed on this report.

**Number of Escalated Complaints Received Against ESCO's**

CODE	FULL NAME	2014	2013	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13
D128	Accent Energy Midwest, LLC	0	3	0	0	0	0	0	0	0	0	0	0	0	1	0
D001	Agway Energy Services, LLC.	29	8	3	4	2	4	12	4	0	0	0	0	1	1	0
5985AL	Alpha Gas And Electric, Llc	41	4	1	1	4	17	12	6	0	0	0	2	0	1	0
D230	Ambit Energy	43	20	8	13	3	6	10	2	1	0	0	3	1	4	1
5411AM	American Power & Gas, LLC	10	0	0	2	0	4	2	1	1	0	0	0	0	0	0
D240	Ameristar Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
6729AM	Amplified Power & Gas, LLC	6	1	1	0	1	1	3	0	0	0	0	0	0	1	0
6023AP	Ap Gas & Electric (ny), Llc	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	4	0	1	0	1	1	0	0	1	0	0	0	0	0	0
D222	BluCo Energy, LLC	1	3	0	0	0	0	0	0	1	0	0	0	0	1	0
D217	BlueRock Energy, Inc.	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0
5008BO	Bounce Energy NY, LLC	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D113	Brown's Fuel	10	5	1	3	3	2	0	0	1	1	0	0	1	1	1
5246BU	BUY ENERGY DIRECT, LLC	6	10	1	0	0	1	4	0	0	0	2	3	0	2	2
D262	Censtar Energy Corp.	3	1	0	0	0	0	2	1	0	1	0	0	0	0	0
D220	Chief Energy Gas, Llc.	2	2	0	0	0	0	2	0	0	0	0	0	0	0	2
5773CH	Chief Energy Power, Llc	0	3	0	0	0	0	0	0	0	1	1	0	0	0	1
5325CI	Citizens Choice Energy, LLC	4	2	0	2	0	1	1	0	0	0	0	0	0	0	0
5592CI	City Power & Gas, LLC	5	5	1	1	0	1	1	1	0	0	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	5	2	0	2	0	1	1	1	0	0	0	0	0	1	1
D040	Columbia Utilities Power, Llc (gas)	2	1	0	0	0	1	1	0	0	0	0	0	0	0	1
D208	Commerce Energy, Inc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0
D084	Constellation NewEnergy	2	2	0	1	1	0	0	0	0	0	0	0	0	0	1
D221	Constellation NewEnergy - Gas Division,	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
5308DI	Direct Energy Business, LLC	6	8	1	0	3	1	0	0	1	0	1	0	3	1	0
D176	Direct Energy Services LLC	13	11	0	5	0	3	2	2	1	0	0	0	2	2	1
6922EL	Eligo Energy NY, Llc	4	1	0	0	0	2	0	0	2	1	0	0	0	0	0
D087	Energetix, Inc.	14	6	3	6	1	2	2	0	0	1	1	0	0	2	1
D183	Energy Cooperative of New York	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	1	5	0	1	0	0	0	0	0	0	0	1	0	0	0
D243	Energy Plus Holdings LLC	1	1	0	1	0	0	0	0	0	0	0	0	0	0	0
4920FA	Family Energy, Inc.	1	7	0	1	0	0	0	0	0	0	0	0	0	0	0
6781FT	FTR Energy Services, LLC	4	1	0	1	1	1	1	0	0	0	0	0	0	1	0
6643GA	Galaxy Energy Llc	4	3	0	0	1	0	3	0	0	0	0	0	1	1	1
D046	Gateway Energy Services Corp.	17	15	3	2	1	6	3	1	1	0	1	0	1	0	1
5349GL	Glacial Natural Gas, Inc.	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D127	Green Mountain Energy	0	3	0	0	0	0	0	0	0	0	1	0	0	1	1
4877GR	Greenlight Energy Inc.	3	9	0	0	0	1	0	1	1	0	0	1	0	2	0
D254	High Rise Energy Group, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
5302PR	Hiko Energy, Llc	65	3	0	0	3	14	27	17	4	0	1	0	1	0	0
D120	Hudson Energy Services, Llc	3	2	0	0	0	1	0	1	1	1	0	0	0	1	0
D177	IDT Energy, Inc.	9	2	0	1	0	5	3	0	0	0	0	1	0	0	1
D188	IGS Energy	3	1	1	0	0	0	0	2	0	0	0	0	0	0	0
6647IR	Iron Energy LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
5009JJ	JJT Energy, LLC	0	3	0	0	0	0	0	0	0	0	0	0	1	0	0
7041JO	JOSCO Energy Corp	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0

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D213	Just Energy New York Corp	12	24	1	2	2	1	3	2	1	0	1	1	1	2	2
6646KI	Kiwi Energy Inc.	16	6	1	1	2	5	5	2	0	0	1	0	1	1	2
5520LE	Lexington Power & Light, LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D117	Liberty Power Corp.	4	8	0	0	0	1	2	1	0	0	0	0	2	0	0
D214	Major Energy Services LLC	51	3	2	3	11	17	12	4	2	0	1	0	1	0	0
6007MA	Marathon Energy Corporation	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D107	Metro Energy Group, LLC	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D098	Metromedia Energy	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D267	Mpower Energy LLC	4	20	1	0	0	2	1	0	0	0	1	3	3	2	3
D032	MXenergy	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
6807MY	MyGrid Energy, Inc.	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D020	Natgasco, Inc. - A Mitchell-Supreme Com	2	0	1	0	1	0	0	0	0	0	0	0	0	0	0
5436NE	New Wave Energy Corp.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	19	3	0	1	3	2	7	6	0	0	2	0	1	0	0
5479NO	North Energy LLC	21	2	3	0	2	8	6	1	1	0	1	0	0	0	0
D103	NYSEG Solutions, Inc.	24	14	3	6	0	2	7	4	2	3	2	6	0	2	1
4921OA	Oasis Power LLC, d/b/a Oasis Energy	1	1	0	0	0	0	1	0	0	0	0	0	0	0	1
6024PE	People's Power & Gas, Llc	10	0	0	0	1	5	2	0	2	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
D171	Plymouth Rock Energy LLC	7	5	0	1	0	2	3	0	1	0	0	0	0	1	0
D263	Public Power Llc	7	1	1	2	2	0	1	0	1	0	0	0	0	0	0
D160	S.J. FUEL CO., INC.	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	1	8	1	0	0	0	0	0	0	0	0	0	0	2	0
5481SJ	SJ Energy Partners	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	8	1	3	1	1	0	1	1	1	0	0	0	0	1	0
5577SO	SouthStar Energy Services LLC	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
D186	Spark Energy, L.P.	3	4	1	0	0	0	1	0	1	0	0	0	1	0	0
7397SP	Sperian Energy Corp.	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
D157	Sprague Energy Corp.	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	6	11	4	1	0	0	0	0	1	0	2	1	1	3	2
6394SU	Superior Plus Energy Services Inc.	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0
D223	Titan Gas, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	1	0
D119	U.S. Gas & Electric, Inc.	40	3	2	1	4	13	9	10	1	0	0	0	0	1	0
6008UN	United Energy Supply Corporation	0	2	0	0	0	0	0	0	0	0	1	0	0	0	0
5461UT	Utility Expense Reduction LLC	3	3	0	0	1	0	0	0	2	0	1	0	0	0	0
6894VE	Verde Energy USA New York, LLC	0	3	0	0	0	0	0	0	0	1	0	0	0	0	2
5391VI	Viridian Energy NY, LLC	15	3	4	1	2	3	1	4	0	1	0	0	1	0	1
6668XO	XOOM Energy New York, LLC	16	3	2	4	1	5	3	0	1	0	1	0	0	1	0
6689YO	Your Energy Holdings, LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
	Total	619	289	59	77	65	145	159	78	36	11	22	24	26	41	30

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

CODE	FULL NAME	2014	2013	Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13
6898AB	ABC Energy LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	0	9	0	0	0	0	0	0	0	0	1	0	1	2	0
5020AG	Aggressive Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
D001	Agway Energy Services, LLC.	66	43	2	3	4	13	19	23	2	3	2	1	2	2	0
5985AL	Alpha Gas And Electric, Llc	90	61	4	0	7	24	34	17	4	6	2	8	2	5	3
D230	Ambit Energy	94	38	25	15	6	16	24	5	3	0	2	2	2	4	4
D002	Amerada Hess Corp.	2	4	0	0	0	0	0	1	1	1	0	0	2	0	0
5411AM	American Power & Gas, LLC	52	48	5	5	5	13	13	10	1	0	2	3	2	4	3
D240	Ameristar Energy, LLC	1	2	0	0	0	0	0	1	0	0	0	2	0	0	0
6729AM	Amplified Power & Gas, LLC	28	21	1	1	2	2	7	14	1	0	1	1	0	2	1
6023AP	Ap Gas & Electric (ny), Llc	1	5	0	0	0	1	0	0	0	0	0	0	1	0	0
6818AS	Astral Energy LLC	12	5	2	2	5	1	1	1	0	0	1	3	1	0	0
6481AT	Atlantic Energy, LLC	4	2	0	1	0	2	0	1	0	1	0	0	0	0	0
D222	BluCo Energy, LLC	2	7	0	0	0	2	0	0	0	0	0	1	0	0	0
D217	BlueRock Energy, Inc.	4	2	0	0	0	0	1	2	1	0	0	0	0	0	0
5008BO	Bounce Energy NY, LLC	3	2	1	1	0	0	0	0	1	0	0	0	1	1	0
D113	Brown's Fuel	23	12	3	5	6	3	5	0	1	4	1	0	0	0	1
5357BU	Buffalo Energy, Inc.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5246BU	BUY ENERGY DIRECT, LLC	9	36	0	0	1	1	4	2	1	0	2	6	3	1	5
D262	Censtar Energy Corp.	10	8	0	1	0	1	3	3	2	2	2	1	0	0	0
D220	Chief Energy Gas, Llc.	3	5	0	0	0	0	0	3	0	0	0	0	1	0	3
5773CH	Chief Energy Power, Llc	3	7	0	0	0	0	1	0	2	0	1	1	2	0	2
5325CI	Citizens Choice Energy, LLC	9	14	0	0	0	3	2	4	0	0	0	1	0	1	1
5592CI	City Power & Gas, LLC	20	18	5	3	0	4	5	3	0	0	0	2	0	1	1
D238	Clearview Energy, Inc.	3	2	1	1	0	1	0	0	0	0	0	0	1	0	0
D231	Columbia Utilities Power, Llc (electric)	10	10	2	1	1	1	4	0	1	0	0	1	0	1	4
D040	Columbia Utilities Power, Llc (gas)	11	4	0	0	2	1	5	1	2	0	0	2	0	0	2
D208	Commerce Energy, Inc	2	7	2	0	0	0	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	2	5	1	0	1	0	0	0	0	0	0	0	0	0	1
D084	Constellation NewEnergy	2	1	1	0	1	0	0	0	0	0	0	0	0	0	0
D221	Constellation NewEnergy - Gas Division,	1	1	0	0	0	0	0	1	0	0	1	0	0	0	0
5308DI	Direct Energy Business, LLC	19	17	2	2	4	3	3	3	2	0	3	2	1	2	1
D176	Direct Energy Services LLC	27	32	1	2	3	3	4	11	3	0	1	0	6	4	3
D251	Discount Energy Llc	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
D175	Dominion Retail, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	24	17	3	1	1	7	1	5	6	12	3	2	0	0	0
D087	Energetix, Inc.	18	8	3	7	2	2	4	0	0	0	0	0	2	0	0
D183	Energy Cooperative of New York	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	6	12	1	0	0	2	3	0	0	2	1	0	0	0	0
D243	Energy Plus Holdings LLC	3	11	0	1	1	0	0	0	1	0	0	0	1	0	1
D265	Energy Reducing Technologies, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D137	Energy Service Providers, Inc.	0	4	0	0	0	0	0	0	0	0	0	0	0	2	1
5424EN	Energy Solutions Co. LLC	3	3	0	0	0	0	3	0	0	0	0	1	1	0	0
5182EN	EnergyMark, LLC	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
6551EN	Entra Energy LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
7005ET	Ethical Electric Benefit Co.	5	1	0	0	0	4	1	0	0	0	0	0	1	0	0
4920FA	Family Energy, Inc.	41	62	4	6	6	11	7	5	2	0	1	7	2	2	1
D126	First Energy Solutions, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0

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7383FR	Frontier Utilities Northeast LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6781FT	FTR Energy Services, LLC	9	14	1	2	1	0	2	1	2	0	1	0	0	9	4
6643GA	Galaxy Energy Llc	10	10	1	0	1	2	4	1	1	0	0	0	4	3	3
D046	Gateway Energy Services Corp.	30	39	3	1	5	3	12	3	3	4	1	2	1	1	7
6011GL	GL Energy Inc.	0	6	0	0	0	0	0	0	0	1	0	0	0	2	1
5349GL	Glacial Natural Gas, Inc.	1	1	0	0	0	1	0	0	0	0	0	0	0	0	1
D104	Great Eastern Energy	4	0	1	0	2	1	0	0	0	0	0	0	0	0	0
D127	Green Mountain Energy	3	17	0	0	0	0	1	1	1	0	3	2	2	2	2
4877GR	Greenlight Energy Inc.	20	50	0	3	1	1	3	8	4	3	1	4	1	3	5
D254	High Rise Energy Group, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
5302PR	Hiko Energy, Llc	105	57	1	1	6	20	35	29	13	6	4	7	5	3	0
D120	Hudson Energy Services, Llc	2	3	0	1	0	0	1	0	0	0	0	2	0	0	0
D177	IDT Energy, Inc.	58	83	5	5	6	12	20	3	7	3	4	9	11	6	4
D188	IGS Energy	2	0	0	0	0	0	1	1	0	0	0	0	0	0	0
D167	Infinite Energy, Inc.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6647IR	Iron Energy LLC	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1
5009JJ	JJT Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
7041JO	JOSCO Energy Corp	18	0	8	1	5	0	1	3	0	0	0	0	0	0	0
D213	Just Energy New York Corp	49	132	7	2	3	9	11	8	9	2	3	9	9	7	14
6646KI	Kiwi Energy Inc.	59	46	2	8	6	15	13	9	6	3	1	4	8	2	5
5520LE	Lexington Power & Light, LLC	4	6	0	1	1	1	1	0	0	0	1	0	2	1	0
D117	Liberty Power Corp.	8	34	0	0	0	0	4	3	1	0	0	0	1	2	1
D214	Major Energy Services LLC	95	27	5	5	5	24	34	15	7	2	1	4	3	6	1
6007MA	Marathon Energy Corporation	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
D267	Mpower Energy LLC	26	107	3	3	1	5	8	3	3	1	1	6	7	13	7
D032	MXenergy	0	2	0	0	0	0	0	0	0	0	0	1	1	0	0
6807MY	MyGrid Energy, Inc.	3	0	0	1	0	1	0	1	0	0	0	0	0	0	0
D020	Natgasco, Inc. - A Mitchell-Supreme Com	2	0	0	0	0	0	0	2	0	0	0	0	0	0	0
5388NE	New Energy Services Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5436NE	New Wave Energy Corp.	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	2	1	0	0	0	0	0	1	1	0	1	0	0	0	0
D148	Noco Natural Gas, Llc	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	60	29	5	1	7	11	14	17	5	0	5	0	3	7	3
5479NO	North Energy LLC	26	1	0	0	2	12	8	4	0	1	0	0	0	0	0
D103	NYSEG Solutions, Inc.	46	23	5	10	8	5	10	6	2	1	2	6	6	1	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	5	10	2	0	1	0	1	1	0	1	0	0	1	0	2
6024PE	People's Power & Gas, Llc	9	1	0	0	2	4	1	2	0	1	0	0	0	0	0
6893PE	Perigee Energy, LLC	3	12	0	1	0	0	0	2	0	0	0	1	3	1	3
D067	PG&E Energy Trading	2	0	0	0	0	0	0	0	2	0	0	0	0	0	0
5637PL	Planet Energy (NY) Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	35	24	1	4	1	4	16	6	3	1	0	3	1	4	3
D263	Public Power Llc	6	21	2	1	3	0	0	0	0	2	1	0	1	3	1
6616RE	Renaissance Power & Gas, Inc.	3	0	2	1	0	0	0	0	0	0	0	0	0	0	0
6574RE	Residents Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D093	Robison Energy Of Westchester	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	3	19	2	0	0	1	0	0	0	0	0	0	0	2	0
5481SJ	SJ Energy Partners	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	8	2	2	2	0	0	3	1	0	0	0	1	0	0	0

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

CODE	FULL NAME	2014	2013	2013												
				Jul-14	Jun-14	May-14	Apr-14	Mar-14	Feb-14	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13
6216SO	South Bay Energy Corp.	5	0	1	1	1	0	1	1	0	0	0	0	0	0	0
5577SO	SouthStar Energy Services LLC	2	1	0	0	0	0	1	0	1	0	0	0	0	0	0
D186	Spark Energy, L.P.	9	9	1	0	0	1	2	2	3	1	0	1	2	0	2
7397SP	Sperian Energy Corp.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	16	41	8	0	0	3	4	1	0	1	1	5	3	3	9
6809ST	Stream Energy New York LLC.	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
D121	Stuyvesant Energy, LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	2	8	1	0	0	0	1	0	0	0	0	0	0	3	3
D166	U.S. Energy Partners Llc And EnviroGen	2	0	0	0	0	1	0	1	0	0	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	87	24	5	3	8	21	36	14	0	0	0	1	1	1	2
D500	Unidentified ESCO	67	461	5	8	12	6	9	10	17	11	9	24	22	29	33
6008UN	United Energy Supply Corporation	4	10	0	0	0	0	0	2	2	0	5	2	0	0	0
5461UT	Utility Expense Reduction LLC	7	30	0	1	1	0	2	3	0	3	1	3	0	1	0
6894VE	Verde Energy USA New York, LLC	8	29	0	2	1	1	2	1	1	2	2	3	7	6	7
5391VI	Viridian Energy NY, LLC	44	18	4	3	6	7	12	9	3	2	2	3	3	3	2
D245	Wholesale Energy New York, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
6668XO	XOOM Energy New York, LLC	37	20	1	2	9	14	8	1	2	1	5	1	3	4	0
6689YO	Your Energy Holdings, LLC	0	12	0	0	0	0	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>1634</b>	<b>2001</b>	<b>158</b>	<b>134</b>	<b>163</b>	<b>308</b>	<b>438</b>	<b>296</b>	<b>137</b>	<b>85</b>	<b>82</b>	<b>152</b>	<b>148</b>	<b>163</b>	<b>164</b>

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.