

# Monthly Report on Consumer Complaint Activity



**April 2013**

*Garry A. Brown, Chairman*

*Sandra S. Sloane, Director  
Office of Consumer Services*

*May 15, 2013*

*Revised June 12, 2013*



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May 15, 2013

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 under the Commission's jurisdiction.

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,

Sandra S. Sloane  
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, the Public Service Commission 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 to the Public Service Commission. Your appeal must be in writing and must contend that there was an error made by the hearing officer that affected the decision or that evidence not previously available would affect the decision. The Commission will make a decision on the appeal and notify you in writing of their decision.

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 Public Service Commission 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 Public Service Commission 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 under the Commission'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 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 PSC 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

**April 2013**

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson Gas & Electric Corp.	53	17.4	0	0.0	0%	0.3
Con Edison of New York	511	13.1	67	1.7	13%	1.3
National Grid - L I	53	10.6	3	0.6	6%	0.5
New York State Electric & Gas Corp.	82	8.2	3	0.3	4%	0.2
National Grid-Upstate	266	17.8	11	0.7	4%	0.5
Orange & Rockland	32	14.2	1	0.4	3%	0.4
Rochester Gas & Electric Corp.	51	12.5	0	0.0	0%	0.4
National Grid-Metro NY	102	8.6	14	1.2	14%	0.6
National Fuel Gas Distribution	57	11.0	0	0.0	0%	0.0
Citizens Communications	5	3.1	0	0.0	0%	0.3
Frontier Communications of NY	0	0.0	0	0.0	0%	0.4
Frontier Telephone of Rochester, Inc.	15	7.5	2	1.0	13%	0.5
Windstream Communications, Inc.	2	4.0	1	2.0	50%	0.5
Verizon Communications	350	9.0	63	1.6	18%	1.7
AT&T	12		3		25%	
Optimum Voice	1		0		0%	
Time Warner ResCom of New York, LLC	6		1		17%	
Verizon Digital Voice	3		2		67%	
Cablevision Systems	28		2		7%	
Time-Warner Cable	73		12		16%	
Verizon New York, Inc. (CATV)	5		0		0%	
Long Island Water Corp.	40	32.3	3	2.4	8%	0.7
United Water - New Rochelle	2	6.4	1	3.2	50%	3.2
United Water - New York	3	4.1	5	6.8	167%	4.0
United Water - Westchester	1	8.2	0	0.0	0%	1.4

All complaint rates are based on December 2012 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 April 2013

<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	57	0	5.0	1.8	2.0	3.8	2.0	3.2	1.0	10.0
Central Hudson Gas & Electric Corp.	53	0	5.0	4.8	2.0	6.1	2.0	7.4	1.0	10.0
Rochester Gas & Electric Corp.	51	0	5.0	3.8	2.0	4.5	2.0	7.2	1.0	10.0
Orange & Rockland	32	1	4.7	7.7	2.0	0.5	2.0	2.5	1.0	9.7
National Grid - Upstate	266	11	4.6	4.0	2.0	5.4	2.0	4.1	1.0	9.6
New York State Electric & Gas Corp.	82	3	4.6	3.7	2.0	5.8	2.0	5.7	1.0	9.6
Long Island Water Corporation D/b/a LI	40	3	4.2	3.3	2.0	0.0	2.0	13.1	1.0	9.2
Direct Energy Services LLC	12	1	4.2	13.4	2.0	0.0	2.0	13.9	1.0	9.2
Frontier Telephone of Rochester, Inc.	15	2	3.7	3.8	2.0	4.5	2.0	15.0	0.9	8.6
National Grid - L I	53	3	4.4	5.8	2.0	20.7	1.0	27.8	0.7	8.1
Just Energy New York Corp	23	2	4.1	23.2	1.0	10.7	1.9	7.2	1.0	8.0
Cablevision of Long Island	12	0	5.0	4.4	2.0	174.8	0.0	5.8	1.0	8.0
AT&T	12	3	2.5	9.1	2.0	2.3	2.0	3.0	1.0	7.5
National Grid - Metro Ny	102	14	3.6	7.4	2.0	20.0	1.1	31.9	0.6	7.3
Ambit Energy	11	3	2.3	13.5	2.0	0.0	2.0	4.0	1.0	7.3
Family Energy, Inc.	10	2	3.0	21.0	1.3	0.0	2.0	47.4	0.3	6.6
Time Warner - New York City	45	5	3.9	19.0	1.5	33.5	0.0	25.4	0.7	6.1
Verizon Communications	350	63	3.1	12.8	2.0	24.7	0.2	33.9	0.6	5.9
Con Edison of New York	511	67	3.7	17.8	1.6	45.1	0.0	38.8	0.5	5.8
Time Warner - Albany	12	3	2.5	21.0	1.3	61.8	0.0	10.9	1.0	4.8

*This table reports on the current level of customer service and responsiveness delivered by each service provider under the Commission'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 PSC 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.

## Customer Service Response Index April 2013

<b>Service Provider</b>	<b>Initial Complaints</b>	<b>Escalated Complaints</b>	<b>CSM Index</b>	<b>Complaint Response Time</b>	<b>CRM Index</b>	<b>E. Complaint Response Time</b>	<b>ERM Index</b>	<b>Avg. Age of Cases Pending</b>	<b>PCM Index</b>	<b>CSRI</b>
3462 Third Avenue Owner Realty LLC	0	0		0.0		0.0		324.0		
430 Realty LLC	0	0		0.0		0.0		313.0		
Accent Energy Midwest, LLC	1	0		5.0		0.0		0.0		
Adams Cable, Inc.	0	0		0.0		0.0		9.0		
Agway Energy Services, LLC.	7	1		6.9		0.0		0.0		
Alpha Gas And Electric, Llc	3	0		0.3		0.0		0.0		
Amerada Hess Corp.	0	0		0.0		0.0		42.0		
American Power & Gas, LLC	1	0		1.0		3.0		15.0		
Amplified Power & Gas, LLC	2	0		0.0		0.0		0.0		
Ap Gas & Electric (ny), Llc	0	0		0.0		0.0		57.0		
Arrow Park, Inc	1	0		0.0		0.0		22.0		
Atlantic Energy, LLC	1	0		0.0		0.0		0.0		
B&G Holding Corp.	0	0		0.0		0.0		0.0		
Bath Municipal Electric & Gas	2	0		5.0		0.0		0.0		
Berkshire Telephone Corp.	1	0		14.0		0.0		0.0		
Birch Communications, Inc.	0	0		0.0		0.0		48.0		
BluCo Energy, LLC	2	1		89.0		0.0		18.0		
BlueRock Energy, Inc.	1	0		9.0		0.0		0.0		
Broadview Networks	5	1		17.0		3.9		3.8		
Brown's Fuel	1	0		1.0		0.0		0.0		
BTI Communications, Inc. d/b/a TELZE	1	0		12.0		0.0		0.0		
BUY ENERGY DIRECT, LLC	1	0		0.0		0.0		0.0		
C&C Affordable Management LLC	0	0		0.0		0.0		595.0		
Cablevision - MediaOne - Rockland	1	0		0.0		0.0		8.0		
Cablevision - MediaOne - Westchester	0	0		0.0		0.0		0.0		
Cablevision of Dutchess County	2	0		2.7		0.0		0.0		
Cablevision of Hauppauge	3	1		18.3		1.7		6.0		
Cablevision of New York City	7	1		10.3		7.1		8.8		
Cablevision of Riverhead	1	0		0.0		0.0		2.0		
Cablevision of Westchester	2	0		2.8		0.0		45.0		
Censtar Energy Corp.	1	0		0.0		0.0		0.0		
Champlain Telephone Co.	1	0		1.0		0.0		0.0		
Charter Comm. - Plattsburgh	1	0		0.0		0.0		0.0		
Charter Communications	0	0		0.0		26.1		0.0		
Chief Energy Gas, Llc.	1	0		5.0		0.0		0.0		
Citizens Choice Energy, LLC	6	0		11.1		0.0		15.0		
Citizens Communications	5	0		6.3		0.0		2.0		
City of Jamestown Board of Public Utiliti	1	2		46.5		0.0		1.0		
City Power & Gas, LLC	4	0		7.2		0.0		122.1		
Clinton Hills Owners Corp	0	0		0.0		0.0		65.0		
Collins Yonkers II LLC	0	0		0.0		0.0		228.0		
Columbia Utilities Power, Llc (electric)	2	0		1.0		0.0		0.0		
Commerce Energy, Inc	1	0		30.8		0.0		112.0		
Con Edison Solutions	0	0		0.0		0.0		0.0		
Constellation NewEnergy	0	0		0.0		0.0		0.0		
Constellation NewEnergy - Gas Division	1	0		7.0		0.0		0.0		
Cooper Square Realty	0	0		0.0		0.0		508.5		
CornerStone Telephone Company, LLC	1	0		0.0		0.0		0.0		
Corning Natural Gas Corp.	2	0		0.0		0.0		0.0		
CTC Communications Corp.	2	0		6.0		0.0		30.5		
DFT Local Service Corporation d/b/a D	1	0		7.0		0.0		0.0		
DigiZip.Com, Inc.	1	0		2.0		0.0		0.0		
Direct Energy Business, LLC	5	0		25.0		0.0		11.0		
Empire One Telecommunications, Inc.	0	0		13.0		0.0		0.0		
Energetix, Inc.	2	0		1.0		0.0		0.0		
ENERGY DISCOUNTERS, LLC	4	0		2.2		0.0		0.0		
Energy Plus Holdings LLC	4	0		5.7		0.0		1.0		
EnergyMark, LLC	0	0		0.0		0.0		71.0		
Fillmore Gas Company Inc.	1	0		0.0		0.0		5.0		
First Energy Solutions, Inc.	0	0		0.0		0.0		89.0		
Frontier Communications of NY/fka Hig	0	0		10.2		0.0		0.0		
Frontier Communications of Rochester,	1	0		3.0		0.0		0.0		
Frontier Communications of Sylvan Lak	1	1		14.0		2.0		0.0		
Gateway Energy Services Corp.	8	3		19.0		0.0		11.4		
GDF Suez Retail Energy Solutions, LLC	1	0		2.0		0.0		0.0		
GL Energy Inc.	0	0		0.0		0.0		0.0		
Green Meadow Park Water Co	0	0		33.0		0.0		0.0		
Green Mountain Energy	0	0		14.0		0.0		77.0		
Greenlight Energy Inc.	8	0		4.1		8.9		85.8		
Grenadier Realty Corp	0	0		0.0		0.0		191.0		
Gumley Haft	0	0		0.0		0.0		7.0		

## Customer Service Response Index April 2013

<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>
HANAC Astoria Housing Redevelopme	0	1		0.0		0.0		5.0		
Hiko Energy, Llc	5	0		5.2		0.0		0.0		
Hopewell Service Corporation	0	0		35.0		0.0		651.0		
Hudson Energy Services, Llc	2	0		100.0		0.0		10.5		
IDT America Corp.	3	2		15.3		0.0		6.0		
IDT Energy, Inc.	8	0		3.2		4.7		0.0		
IGS Energy	0	1		60.0		0.0		0.0		
InterGlobe Communications	1	1		7.0		0.0		0.0		
JJT Energy, LLC	2	1		13.0		0.0		8.5		
King Tract Utilities c/o Melohn Propertie	1	2		21.8		0.0		0.0		
Kiwi Energy Inc.	4	0		9.8		0.0		107.0		
Knolls Water Co.	0	0		49.0		0.0		0.0		
Lexington Power & Light, LLC	0	0		0.0		0.0		0.0		
Liberty Power Corp.	5	1		28.5		0.1		71.9		
Major Energy Services LLC	3	0		1.3		0.0		0.0		
Margaretville Telephone Co., Inc.	1	0		15.0		0.0		0.0		
Massena Electric Department	1	0		10.5		0.0		0.0		
Master Call Communications, Inc.	0	0		24.0		0.0		0.0		
Matrix Telecom, Inc Db a Trinsic Comm	1	0		20.5		0.0		0.0		
MCI	1	0		11.5		0.0		0.0		
Meadow Wood at Gateway	0	0		0.0		0.0		438.5		
Metropolitan Telecommunications	0	0		38.0		0.0		120.5		
Mpower Energy LLC	9	0		21.2		0.0		15.9		
Multiline Long Distance, Inc.	0	0		18.0		0.0		0.0		
New Horizons Communications Corp.	0	0		0.0		93.1		0.0		
North American Power & Gas LLC	1	0		0.0		0.0		7.0		
North Energy LLC	0	0		32.0		0.0		33.0		
NorthEastern Energy Corporation	0	0		0.0		0.0		441.0		
NYSEG Solutions, Inc.	4	0		1.2		0.0		0.0		
Oasis Power LLC, d/b/a Oasis Energy	1	0		14.0		0.0		1.0		
Optimum Voice	1	0		4.0		192.9		73.0		
Pacific Telemanagement Services Db a	1	0		0.0		0.0		7.0		
Paetec Communications, Inc. Db a Win	1	0		7.0		0.0		0.0		
Payphone Communications Inc.	0	0		0.0		0.0		0.0		
People's Power & Gas, Llc	1	0		0.0		0.0		14.0		
Perigee Energy, LLC	0	0		0.0		0.0		5.0		
Pheasant Hill Developers.	0	0		0.0		0.0		112.0		
Plymouth Rock Energy LLC	5	2		13.4		0.0		65.4		
Public Power Llc	4	0		24.2		0.0		59.0		
Queens Fresh Meadow Electric	0	0		0.0		0.0		345.0		
Rainbow Water Co. Inc.	0	1		10.0		0.0		0.0		
Rcn Telecom Services Of New York, Lp	1	1		1.0		0.0		0.0		
Resdntl Comms. Netwrk of NY	1	0		16.0		0.0		0.0		
Roosevelt Island Associates	0	0		0.0		0.0		422.0		
Rowlands Hollow Water Works, Inc.	0	0		65.0		0.0		0.0		
SBR Energy, LLC	3	2		19.6		0.0		0.0		
Sea Park West Lp	0	0		0.0		0.0		171.5		
SJ Energy Partners	2	0		5.0		0.0		0.0		
Smart One Energy, LLC	0	0		0.0		0.0		43.0		
SouthStar Energy Services LLC	1	0		2.0		0.0		0.0		
Spark Energy, L.P.	2	1		10.0		0.0		6.0		
Spectrotel, Inc.	2	2		13.3		0.0		0.0		
Starion Energy NY, Inc.	3	0		27.0		0.0		18.5		
The Chaffe Water Works Company	1	0		0.0		0.0		94.3		
The Future Condominium	0	0		0.0		0.0		952.3		
Time Warner - Buffalo	7	2		22.9		47.9		15.4		
Time Warner - Rochester	3	1		9.7		40.8		28.0		
Time Warner - Syracuse Division	6	1		22.0		0.0		9.3		
Time Warner Cable Information Service	7	0		0.0		0.0		18.4		
Time Warner ResCom of New York,LLC	6	1		27.2		49.0		17.8		
Titan Gas, LLC	1	1		27.5		0.0		2.0		
Touchtone Communications	0	0		0		0		146		
Tristate Bell Inc	0	0		31		0		191		
U.S. Gas & Electric, Inc.	5	0		18.7		0		21.2		
United Energy Supply Corporation	3	0		0.7		0		0		
United Water Westchester Inc.	1	0		0		0		350		
United Water-New Rochelle	2	1		5.7		0		71		
United Water-New York	3	5		41.7		0		54.5		
Utility Expense Reduction LLC	4	0		6		0		30.5		
Verizon Digital Voice	3	2		26.3		43		20.2		
Verizon New York Inc.	5	0		15.9		79.2		90		

## Customer Service Response Index April 2013

<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>
Village of Andover	1	0		11		0		68		
Village of Arcade	0	0		0		0		272		
Village of Endicott	1	0		2		0		0		
Village of Freeport Electric	1	0		7		0		0		
Village of Penn Yan	0	0		0		0		0		
Viridian Energy NY, LLC	3	0		13.7		0		0		
Watertree of Dewitt HOA, Inc.	0	0		0		0		292		
West Valley Crystal Water Co Inc.	3	1		2.5		0		22.3		
Whitlock Farms Water Corp.	0	0		19		0		0		
Windstream Communications, Inc.	2	1		2.5		0		0		
XChange Telecom	9	2		6.3		1.8		18		
XO Communications, Inc.	1	0		3		0		0		
XOOM Energy New York, LLC	3	1		5		0		0		
Your Energy Holdings, LLC	2	0		6.5		0		0		

**2013  
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-13 \$	411,416.51	154
Feb-13 \$	322,543.36	118
Mar-13 \$	128,738.66	122
Apr-13 \$	334,001.38	132
May-13		
Jun-13		
Jul-13		
Aug-13		
Sep-13		
Oct-13		
Nov-13		
Dec-13		
<b>2013 Total</b> \$	<b>1,196,699.91</b>	<b>526</b>

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

CODE	FULL NAME	2013	2012	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12	Nov-12	Oct-12	Sep-12	Aug-12	Jul-12	Jun-12	May-12	Apr-12
5567AB	ABN Energy, LLC DBA GreatEnergy	0	2	0	0	0	0	0	0	1	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	10	32	1	2	4	3	4	2	2	2	2	1	1	1	5
D249	Affordable Power, L.P.	0	19	0	0	0	0	0	0	0	1	0	1	4	2	2
D001	Agway Energy Services, LLC.	38	18	7	15	6	10	2	0	2	2	0	3	0	0	3
5435AL	Allied Consolidated Energy, LLC	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
5985AL	Alpha Gas And Electric, Llc	25	9	3	7	9	6	3	6	0	0	0	0	0	0	0
D230	Ambit Energy	43	85	11	10	10	12	6	9	6	9	8	9	4	4	9
D002	Amerada Hess Corp.	1	2	0	0	1	0	0	0	0	0	0	1	0	0	0
5411AM	American Power & Gas, LLC	14	0	1	8	0	5	0	0	0	0	0	0	0	0	0
D240	Ameristar Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
6729AM	Amplified Power & Gas, LLC	13	0	2	8	1	2	0	0	0	0	0	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	4	17	0	0	1	3	3	2	3	1	1	0	1	0	0
6481AT	Atlantic Energy, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D222	BluCo Energy, LLC	4	7	2	0	1	1	0	0	0	0	2	0	1	1	1
D217	BlueRock Energy, Inc.	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	5	52	1	0	2	2	3	4	6	8	6	9	1	3	1
5246BU	BUY ENERGY DIRECT, LLC	9	3	1	1	3	4	0	0	1	0	2	0	0	0	0
D262	Censtar Energy Corp.	3	5	1	0	2	0	2	0	1	0	1	1	0	0	0
D220	Chief Energy Gas, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5773CH	Chief Energy Power, Llc	0	3	0	0	0	0	1	0	1	1	0	0	0	0	0
5325CI	Citizens Choice Energy, LLC	21	54	6	7	4	4	3	1	4	5	9	6	3	3	6
5592CI	City Power & Gas, LLC	21	21	4	4	4	9	6	0	5	4	0	0	1	1	1
D238	Clearview Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	7	8	2	3	1	1	1	0	1	0	0	1	0	0	0
D040	Columbia Utilities Power, Llc (gas)	2	6	0	1	1	0	0	0	0	0	0	0	0	2	1
D208	Commerce Energy, Inc	8	0	1	3	3	1	0	0	0	0	0	0	0	0	0
D086	Con Edison Solutions	0	5	0	0	0	0	0	0	0	0	1	0	0	2	0
D084	Constellation NewEnergy	2	4	0	1	0	1	0	0	0	1	1	2	0	0	0
D221	Constellation NewEnergy - Gas Division,	1	1	1	0	0	0	1	0	0	0	0	0	0	0	0
5308DI	Direct Energy Business, LLC	10	4	5	4	1	0	0	0	0	1	1	0	0	0	0
D176	Direct Energy Services LLC	29	35	12	4	8	5	2	2	1	2	6	4	5	2	3
D251	Discount Energy Llc	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D256	East Coast Power, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D087	Energetix, Inc.	12	5	2	4	3	3	0	1	0	0	0	0	0	0	1
D183	Energy Cooperative of New York	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	14	2	4	2	4	4	1	0	0	1	0	0	0	0	0
D243	Energy Plus Holdings LLC	14	48	4	4	2	4	3	3	4	2	3	2	0	2	4
D137	Energy Service Providers, Inc.	0	3	0	0	0	0	1	0	0	0	0	0	1	1	0
5424EN	Energy Solutions Co. LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
5182EN	EnergyMark, LLC	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
4920FA	Family Energy, Inc.	45	93	10	13	12	10	16	8	7	5	14	8	11	8	5
D046	Gateway Energy Services Corp.	36	71	8	17	5	6	6	4	5	2	7	1	6	8	4
6424GD	GDF Suez Retail Energy Solutions, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D104	Great Eastern Energy	1	5	0	0	0	1	2	0	0	1	1	0	0	1	0
D127	Green Mountain Energy	6	12	0	2	2	2	2	1	0	4	1	0	1	0	1
4877GR	Greenlight Energy Inc.	26	18	8	4	7	7	4	2	2	2	1	2	1	0	1
D254	High Rise Energy Group, LLC	1	15	0	0	1	0	2	0	1	1	2	2	0	1	1
5302PR	Hiko Energy, Llc	11	171	5	2	1	3	0	1	12	11	5	8	14	22	12
D120	Hudson Energy Services, Llc	7	20	2	0	1	4	3	0	0	1	3	2	1	2	0
D177	IDT Energy, Inc.	41	82	8	10	8	15	9	4	10	8	10	6	3	14	3

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

CODE	FULL NAME	2013	2012	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12	Nov-12	Oct-12	Sep-12	Aug-12	Jul-12	Jun-12	May-12	Apr-12
				0	0	1	0	0	0	0	1	0	0	1	0	0
D188	IGS Energy	1	2	0	0	1	0	0	0	0	0	1	0	0	0	0
6130IN	INDEPENDENCE ENERGY GROUP, LLC	0	3	0	0	0	0	0	0	0	0	1	0	0	0	1
D167	Infinite Energy, Inc.	1	3	0	0	1	0	0	0	0	1	0	0	0	0	2
5009JJ	JJT Energy, LLC	3	1	2	0	0	1	0	0	0	0	1	0	0	0	0
D213	Just Energy New York Corp	67	153	23	15	14	15	11	7	16	13	13	10	17	13	22
6646KI	Kiwi Energy Inc.	18	13	4	8	1	5	3	1	3	1	2	0	2	1	0
5520LE	Lexington Power & Light, LLC	0	4	0	0	0	0	0	0	0	1	0	0	1	0	0
D117	Liberty Power Corp.	43	186	5	4	16	18	10	3	15	21	41	22	29	21	10
D060	Main Care Energy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D214	Major Energy Services LLC	8	14	3	2	1	2	0	0	2	1	0	1	2	3	0
6007MA	Marathon Energy Corporation	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D267	Mpower Energy LLC	83	122	9	35	16	23	11	8	4	6	7	10	14	18	16
D032	MXenergy	0	20	0	0	0	0	0	0	1	0	0	1	1	1	3
D021	National Fuel Resources	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	0	2	0	0	0	0	0	1	0	1	0	0	0	0	0
D148	Noco Natural Gas, Llc	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	5	2	1	0	2	2	2	0	0	0	0	0	0	0	0
5479NO	North Energy LLC	2	1	0	2	0	0	0	1	0	0	0	0	0	0	0
D239	NorthEastern Energy Corporation	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	12	12	4	5	1	2	2	2	1	1	1	1	2	1	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	6	27	1	3	1	1	2	0	0	3	3	1	4	2	3
6024PE	People's Power & Gas, LLC	3	0	1	2	0	0	0	0	0	0	0	0	0	0	0
5637PL	Planet Energy (NY) Corp.	2	18	0	1	0	1	2	0	3	0	3	1	1	1	0
D171	Plymouth Rock Energy LLC	21	35	5	2	6	8	6	7	1	3	3	1	3	1	1
D263	Public Power Llc	13	20	4	4	3	2	3	1	0	0	0	1	4	1	2
D160	S.J. FUEL CO., INC.	0	3	0	0	0	0	0	0	0	0	0	0	1	0	1
5370SB	SBR Energy, LLC	27	25	3	9	7	8	1	0	2	3	14	5	0	0	0
5481SJ	SJ Energy Partners	2	3	2	0	0	0	0	0	0	0	1	2	0	0	0
4976SM	Smart One Energy, LLC	1	7	0	0	0	1	4	0	0	1	0	0	0	1	0
6216SO	South Bay Energy Corp.	0	2	0	0	0	0	0	0	1	0	0	0	0	1	0
5577SO	SouthStar Energy Services LLC	3	0	1	0	1	1	0	0	0	0	0	0	0	0	0
D186	Spark Energy, L.P.	4	25	2	1	1	0	1	1	2	2	1	3	2	2	1
5463ST	Starion Energy NY, Inc.	3	1	3	0	0	0	0	0	0	0	0	1	0	0	0
6809ST	Stream Energy New York LLC.	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	4	3	1	1	1	1	0	0	0	0	0	0	1	0	1
D119	U.S. Gas & Electric, Inc.	18	26	5	6	3	4	6	0	3	3	4	2	2	0	1
D500	Unidentified ESCO	3	0	2	0	1	0	0	0	0	0	0	0	0	0	0
6008UN	United Energy Supply Corporation	3	6	3	0	0	0	0	0	1	0	0	0	1	2	0
5461UT	Utility Expense Reduction LLC	26	41	4	8	8	6	10	6	7	1	4	2	0	1	2
5391VI	Viridian Energy NY, LLC	4	1	3	1	0	0	0	1	0	0	0	0	0	0	0
6668XO	Xoom Energy New York, LLC	5	0	3	2	0	0	0	0	0	0	0	0	0	0	0
6689YO	Your Energy Holdings, LLC	8	2	2	1	1	4	2	0	0	0	0	0	0	0	0
Total		892	1733	212	249	196	235	163	89	137	138	187	133	146	151	132

ESCO's with no complaints on file since January 2012 are not listed on this report.

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

CODE	FULL NAME	2013	2012	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12	Nov-12	Oct-12	Sep-12	Aug-12	Jul-12	Jun-12	May-12	Apr-12
				0	1	0	1	0	0	0	0	0	0	0	1	0
D128	Accent Energy Midwest, LLC	2	4	0	1	0	1	0	0	0	0	0	0	1	1	1
D249	Affordable Power, L.P.	0	3	0	0	0	0	0	0	0	0	0	1	0	0	0
D001	Agway Energy Services, LLC.	3	4	1	0	1	1	0	0	1	0	1	0	0	0	1
D230	Ambit Energy	6	11	3	0	2	1	1	0	1	2	1	0	1	1	1
D002	Amerada Hess Corp.	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
D222	BluCo Energy, LLC	2	2	1	0	1	0	0	0	0	0	0	0	0	0	0
D217	BlueRock Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	1	7	0	0	0	1	1	0	1	0	2	0	1	0	0
5325CI	Citizens Choice Energy, LLC	1	3	0	1	0	0	0	0	0	0	0	0	0	0	1
5592CI	City Power & Gas, LLC	5	4	0	2	2	1	1	1	1	1	0	0	0	0	0
D231	Columbia Utilities Power, Llc (electric)	0	2	0	0	0	0	1	0	0	0	0	0	0	0	0
D040	Columbia Utilities Power, Llc (gas)	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0
D086	Con Edison Solutions	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D084	Constellation NewEnergy	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D176	Direct Energy Services LLC	3	3	1	2	0	0	0	0	0	0	0	0	1	0	1
6031EN	ENERGY DISCOUNTERS, LLC	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0
D243	Energy Plus Holdings LLC	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
4920FA	Family Energy, Inc.	6	2	2	3	0	1	0	0	0	1	0	0	0	0	0
D046	Gateway Energy Services Corp.	8	8	3	2	2	1	1	0	1	0	0	0	0	0	3
4877GR	Greenlight Energy Inc.	4	1	0	2	2	0	0	0	0	0	1	0	0	0	0
D254	High Rise Energy Group, LLC	0	2	0	0	0	0	0	0	0	0	1	1	0	0	0
5302PR	Hiko Energy, Llc	0	23	0	0	0	0	0	0	0	2	2	2	3	2	4
D120	Hudson Energy Services, Llc	0	3	0	0	0	0	1	0	0	0	0	1	0	0	0
D177	IDT Energy, Inc.	0	3	0	0	0	0	0	1	1	0	0	0	0	0	0
D188	IGS Energy	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D167	Infinite Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
5009JJ	JJT Energy, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D213	Just Energy New York Corp	9	12	2	2	3	2	0	2	3	0	0	2	0	2	1
6646KI	Kiwi Energy Inc.	1	1	0	1	0	0	0	0	1	0	0	0	0	0	0
5520LE	Lexington Power & Light, LLC	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0
D117	Liberty Power Corp.	6	21	1	1	3	1	2	1	3	5	1	3	1	0	1
D214	Major Energy Services LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D267	Mpower Energy LLC	6	22	0	2	3	1	0	1	1	1	2	2	4	3	4
D032	MXenergy	0	3	0	0	0	0	0	0	0	0	1	0	0	0	1
D239	NorthEastern Energy Corporation	0	3	0	0	0	0	0	0	0	0	0	0	0	0	0
5479NO	North Energy LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
4921OA	Oasis Power LLC, d/b/a Oasis Energy	0	3	0	0	0	0	0	0	0	0	0	0	1	0	1
D171	Plymouth Rock Energy LLC	2	4	2	0	0	0	1	0	0	0	0	0	0	0	0
D263	Public Power Llc	0	2	0	0	0	0	0	0	0	0	1	0	1	0	0
5370SB	SBR Energy, LLC	5	2	2	2	0	1	0	0	1	0	0	1	0	0	0
4976SM	Smart One Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D186	Spark Energy, L.P.	2	8	1	0	0	1	0	0	1	0	0	1	1	0	1
5463ST	Starion Energy NY, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	1	1	0	0	0	1	0	0	0	0	0	0	0	0	1
6008UN	United Energy Supply Corporation	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	1	6	0	1	0	0	1	0	1	0	0	1	0	0	3
6668XO	XOOM Energy New York, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
	Total	83	186	23	25	20	15	10	7	18	12	14	15	18	11	25

ESCO's with no complaints on file since January 2012 are not listed on this report.



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

CODE	FULL NAME	2013	2012	Apr-13	Mar-13	Feb-13	Jan-13	Dec-12	Nov-12	Oct-12	Sep-12	Aug-12	Jul-12	Jun-12	May-12	Apr-12
5637PL	Planet Energy (NY) Corp.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy LLC	11	9	3	2	4	2	1	1	4	1	0	1	0	0	0
D263	Public Power Llc	11	2	5	3	1	2	1	0	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	14	24	4	4	2	4	0	0	2	10	11	1	0	0	0
5577SO	SouthStar Energy Services, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D186	Spark Energy, L.P.	2	0	0	1	0	1	0	0	0	0	0	0	0	0	0
5463ST	Starion Energy NY, Inc.	5	0	3	0	2	0	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D119	U.S. Gas & Electric, Inc.	11	2	2	4	4	1	0	0	0	0	1	0	0	0	0
D500	Unidentified ESCO	196	80	40	45	43	68	32	18	30	0	0	0	0	0	0
6008UN	United Energy Supply Corp	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	19	5	3	3	4	9	3	0	2	0	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
D245	Wholesale Energy New York, Inc.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
6668XO	XOOM Energy New York, LLC	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
6689YO	Your Energy Holdings, LLC	11	0	3	1	3	4	0	0	0	0	0	0	0	0	0
	<b>Total</b>	<b>830</b>	<b>322</b>	<b>162</b>	<b>225</b>	<b>205</b>	<b>238</b>	<b>66</b>	<b>36</b>	<b>74</b>	<b>49</b>	<b>31</b>	<b>10</b>	<b>11</b>	<b>6</b>	<b>7</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.