

# Monthly Report on Consumer Complaint Activity



## January 2014

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Office of Consumer Services*

*February 25, 2014*



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February 25, 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, appearing to read "Sandra S. Sloane".

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, 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

January 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.	29	9.5	1	0.3	3%	0.4
Con Edison of New York	556	14.2	72	1.8	13%	1.8
PSEG Long Island	64	5.7	3	0.3	5%	0.3 <sup>i</sup>
National Grid - L I	102	20.1	6	1.2	6%	0.8
New York State Electric & Gas Corp.	56	5.6	4	0.4	7%	0.3
National Grid-Upstate	202	13.5	8	0.5	4%	0.7
Orange & Rockland	39	17.2	0	0.0	0%	0.5
Rochester Gas & Electric Corp.	57	13.9	2	0.5	4%	0.4
National Grid-Metro NY	92	8.1	4	0.4	4%	0.7
National Fuel Gas Distribution	34	6.5	0	0.0	0%	0.0
Citizens Communications	1	0.6	1	0.6	100%	0.4
Frontier Communications of NY	1	2.8	0	0.0	0%	0.5
Frontier Telephone of Rochester, Inc.	9	4.6	2	1.0	22%	0.6
Windstream Communications, Inc.	2	5.5	1	2.7	50%	1.4
Verizon Communications	336	9.9	48	1.4	14%	2.0
AT&T	20		6		30%	
Optimum Voice	4		0		0%	
Time Warner Cable Information Services	7		2		29%	
Verizon Digital Voice	36		3		8%	
Cablevision Systems	20		3		15%	
Time-Warner Cable	125		17		14%	
Verizon New York, Inc. (CATV)	19		0		0%	
Long Island Water Corp.	11	9.0	1	0.8	9%	1.3
United Water - New Rochelle	7	22.5	0	0.0	0%	4.8
United Water - New York	4	5.5	3	4.1	75%	4.2
United Water - Westchester	2	16.5	0	0.0	0%	0.0

All complaint rates are based on December 2013 customer populations.

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

<sup>i</sup> - Monthly average escalated 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 January 2014

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
Orange & Rockland	39	0	5.0	2.5	2.0	0.0	2.0	1.5	1.0	10.0
National Fuel Gas Distribution	34	0	5.0	3.6	2.0	5.6	2.0	1.0	1.0	10.0
Verizon New York Inc.	19	0	5.0	2.8	2.0	8.5	2.0	1.0	1.0	10.0
Kiwi Energy Inc.	14	0	5.0	5.6	2.0	0.0	2.0	2.5	1.0	10.0
Central Hudson Gas & Electric Corp.	29	1	4.7	5.9	2.0	7.0	2.0	3.0	1.0	9.7
National Grid - Upstate	202	8	4.6	7.1	2.0	6.8	2.0	3.8	1.0	9.6
Rochester Gas & Electric Corp.	57	2	4.6	2.9	2.0	2.7	2.0	1.7	1.0	9.6
PSEG Long Island	64	3	4.5	2.2	2.0	3.9	2.0	1.0	1.0	9.5
National Grid - Metro Ny	92	4	4.6	8.4	2.0	8.8	2.0	24.5	0.8	9.4
New York State Electric & Gas Corp.	56	4	4.3	7.0	2.0	4.9	2.0	5.4	1.0	9.3
Just Energy New York Corp	15	1	4.3	11.4	2.0	7.6	2.0	7.6	1.0	9.3
Verizon Digital Voice	36	3	4.2	7.2	2.0	3.1	2.0	2.7	1.0	9.2
National Grid - L I	102	6	4.4	6.0	2.0	7.6	2.0	27.4	0.7	9.1
Verizon Communications	336	48	3.6	9.1	2.0	11.4	1.9	3.6	1.0	8.5
Eligo Energy Ny, Llc	14	2	3.6	9.7	2.0	1.4	2.0	20.0	0.9	8.5
Hiko Energy, Llc	25	4	3.4	15.6	1.8	3.6	2.0	4.2	1.0	8.2
Major Energy Services LLC	10	2	3.0	4.3	2.0	0.1	2.0	16.7	0.9	7.9
XChange Telecom	17	4	2.6	1.8	2.0	9.6	2.0	0.0	1.0	7.6
AT&T	20	6	2.0	7.3	2.0	10.1	1.9	6.1	1.0	6.9
Time Warner - Syracuse Division	31	2	4.4	21.3	1.2	39.8	0.0	8.3	1.0	6.6
Time Warner - Albany	18	2	3.9	18.7	1.5	36.1	0.0	17.5	0.9	6.3
Long Island Water Corporation D/b/a L I	11	1	4.1	30.0	0.0	7.4	2.0	65.7	0.0	6.1
Con Edison of New York	556	72	3.7	16.4	1.7	56.5	0.0	32.6	0.6	6.0
Time Warner - Buffalo	15	1	4.3	25.7	0.6	34.4	0.0	23.8	0.8	5.7
Time Warner - New York City	55	9	3.4	26.4	0.4	52.4	0.0	22.2	0.8	4.6

*This table reports on the current 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 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.

## Customer Service Response Index January 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>
3462 Third Avenue Owner Realty LLC	0	0		0.0		0.0		600.0		
ABN Energy, LLC DBA GreatEnergy	0	0		28.0		0.0		0.0		
ACN Communication Services, Inc.	0	0		11.0		0.0		121.0		
Adams Cable, Inc.	0	0		45.0		0.0		285.0		
Aggressive Energy, LLC	0	0		0.0		0.0		96.0		
Agway Energy Services, LLC.	4	0		9.7		210.1		0.0		
Alpha Gas And Electric, Llc	5	0		0.4		0.0		1.0		
Ambit Energy	8	1		8.7		2.1		9.0		
Amerada Hess Corp.	1	0		8.0		295.9		0.0		
American Power & Gas, LLC	2	1		14.5		0.8		66.0		
Ameristar Energy, LLC	0	0		0.0		0.0		1.0		
Amplified Power & Gas, LLC	2	0		0.0		0.0		0.0		
Apartment Management Associates Llc	0	0		0.0		0.0		149.0		
Arbor Hills Waterworks	0	0		0.0		0.0		115.0		
Astral Energy LLC	0	1		71.0		0.9		0.0		
Birch Communications, Inc.	2	0		12.5		37.1		0.0		
BluCo Energy, LLC	4	1		9.0		0.0		6.0		
BlueRock Energy, Inc.	1	0		1.0		0.0		0.0		
Bounce Energy NY, LLC	2	1		5.0		0.0		6.5		
BridgeCom International, Ltd.	1	1		3.0		10.7		0.0		
Broadview Networks	3	0		33.2		16.1		25.0		
Brown's Fuel	5	1		9.2		0.7		2.0		
BTI Communications, Inc. d/b/a TELZE	1	1		7.0		0.0		5.0		
BUY ENERGY DIRECT, LLC	2	0		28.0		0.0		49.3		
C&C Affordable Management LLC	0	0		0.0		0.0		3.0		
Cablevision - MediaOne - Westchester	0	0		13.0		0.0		0.0		
Cablevision Lightpath, Inc.	1	0		0.0		0.0		9.0		
Cablevision of Brookhaven	0	0		14.0		0.0		0.0		
Cablevision of Dutchess County	1	0		14.0		0.0		11.0		
Cablevision of Long Island	6	2		18.8		11.1		7.5		
Cablevision of New York City	9	0		11.0		0.0		10.0		
Cablevision of Rockland/Ramapo, Inc.	2	0		12.0		0.0		11.0		
Cablevision of Southern Westchester	0	0		10.0		0.0		0.0		
Cablevision of Westchester	2	1		28.7		9.3		10.0		
Censtar Energy Corp.	2	0		0.0		0.1		1.0		
Charter Communications	1	0		0.0		0.0		11.0		
Chief Energy Gas, Llc.	1	0		2.0		0.0		0.0		
Chief Energy Power, Llc	3	0		11.0		1.2		9.0		
Citizens Choice Energy, LLC	1	0		2.0		14.9		0.0		
Citizens Communications	1	1		14.5		1.1		0.0		
City of Jamestown Board of Public Utiliti	1	0		1.0		4.0		150.0		
City Power & Gas, LLC	2	0		7.5		0.0		3.0		
Clinton Hills Owners Corp	0	0		0.0		0.0		341.0		
Collins Yonkers II LLC	0	0		0.0		0.0		504.0		
Columbia Utilities Power, Llc (electric)	2	0		1.0		0.0		5.0		
Columbia Utilities Power, Llc (gas)	6	0		2.2		0.0		0.0		
Comcast Cable of New York - CATV	2	1		7.3		7.9		0.0		
Commerce Energy, Inc	0	0		0.0		372.0		0.0		
Con Edison Solutions	1	0		19.0		0.0		0.0		
Constellation NewEnergy	0	0		0.0		0.0		36.0		
Cooper Square Realty	0	0		0.0		0.0		784.5		
CornerStone Telephone Company, LLC	1	0		23.0		0.0		67.0		
Corning Natural Gas Corp.	0	0		11.0		0.0		0.0		
CTC Communications Corp.	0	0		0.0		3.9		32.0		
DigiZip.Com, Inc.	1	0		0.0		0.0		17.0		
Direct Energy Business, LLC	3	1		15.2		73.6		48.5		
Direct Energy Services LLC	5	1		11.0		0.0		30.9		
Emerald Green-Lake Louise Marie Wat	0	0		0.0		0.0		79.0		
Empire One Telecommunications, Inc.	0	0		30.0		0.0		58.0		
Energetix, Inc.	4	0		41.2		0.0		23.3		
ENERGY DISCOUNTERS, LLC	0	0		0.0		225.2		0.0		
Energy Plus Holdings LLC	1	0		2.0		0.0		0.0		
Energy Service Providers, Inc.	0	0		0.0		0.0		144.0		
Ethical Electric Benefit Co.	0	0		0.0		0.0		53.0		
Family Energy, Inc.	4	1		17.0		0.0		7.3		
First Energy Solutions, Inc.	0	0		0.0		347.1		0.0		

## Customer Service Response Index January 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>
Frontier Communications of AuSable V	1	0		9.8		0.0		0.0		
Frontier Communications of NY/aka Hiç	1	0		2.1		0.0		0.0		
Frontier Communications of Rochester,	4	1		2.6		1.3		0.0		
Frontier Telephone of Rochester, Inc.	9	2		5.0		9.6		3.5		
FTR Energy Services, LLC	2	0		37.0		0.0		11.0		
Galaxy Energy Llc	0	0		0.0		0.0		187.0		
Gateway Energy Services Corp.	4	1		27.7		16.1		43.2		
Gateway Plaza Management	0	0		0.0		0.0		71.0		
Green Mountain Energy	1	0		14.5		0.0		0.0		
Greenlight Energy Inc.	4	1		7.4		0.1		62.0		
Grenadier Realty Corp	0	0		0.0		0.0		467.0		
Heywood Towers Associates	0	0		0.0		0.0		262.0		
Hudson Energy Services, Llc	4	1		9.5		7.6		18.0		
IDT America Corp.	2	1		11.2		5.0		0.0		
IDT Energy, Inc.	9	0		2.6		0.0		2.3		
IGS Energy	1	0		3.0		0.0		3.0		
InfoHighway Solutions	0	0		84.0		0.0		0.0		
Iron Energy LLC	1	0		0.0		0.0		3.0		
Jet Wave Corp.	0	0		35.0		0.0		0.0		
JJT Energy, LLC	0	0		0.0		0.0		25.0		
King Tract Utilities c/o Melohn Propertie	0	0		0.0		111.0		0.0		
Knolls Water Co.	2	1		0.0		0.0		39.0		
Legacy Long Distance International, Inc	0	0		0.0		0.0		58.0		
Liberty Power Corp.	1	0		14.0		4.0		0.0		
MCI	1	0		14.2		0.0		0.0		
Meadow Wood at Gateway	0	0		0.0		0.0		714.5		
Metropolitan Telecommunications	3	0		0.0		298.7		69.0		
Mid Hudson Cablevision, Inc.	1	0		0.0		0.0		2.0		
Mpower Energy LLC	6	0		10.2		0.1		16.4		
MXenergy	0	0		0.0		0.0		2.0		
MyGrid Energy, Inc.	0	0		0.0		0.0		40.0		
Network Billing Systems, LLC	1	0		0.0		0.0		30.0		
New Wave Energy Corp.	1	0		0.0		0.0		0.0		
New York Coin Telephone Company, Ir	0	0		0.0		0.0		185.0		
NextEra Energy Resources, LLC	0	1		52.0		15.0		0.0		
Noco Natural Gas, Llc	1	0		0.0		0.0		2.0		
North American Power & Gas LLC	8	0		10.2		0.0		2.0		
North Energy LLC	2	1		3.0		0.0		9.0		
NYSEG Solutions, Inc.	5	2		28.3		12.9		18.5		
One Touch Communications	0	0		0.0		0.0		40.0		
Optimum Voice	4	0		11.0		3.9		11.5		
Paetec Communications, Inc. Dbawin	1	0		4.0		48.8		0.0		
People's Power & Gas, Llc	5	2		13.0		0.0		21.5		
Perigee Energy, LLC	0	0		11.0		10.0		0.0		
PG&E Energy Trading	1	0		0.0		0.0		16.0		
Pheasant Hill Developers.	0	0		0.0		0.0		388.0		
Plymouth Rock Energy LLC	2	1		16.7		2.9		0.0		
Public Power Llc	1	1		30.7		2.8		41.5		
Queens Fresh Meadow Electric	0	0		0.0		0.0		9.0		
Rcn Telecom Services Of New York, L	0	0		0.0		0.0		0.0		
Resdntl Comms. Netwrk of NY	2	0		14.0		0.0		1.0		
Riverview II Preservation Lp	0	0		0.0		0.0		15.0		
Robison Energy Of Westchester	2	0		23.0		0.0		15.0		
Roosevelt Island Associates	0	0		0.0		0.0		698.0		
SBR Energy, LLC	0	0		0.0		2.8		0.0		
Sea Park West Lp	0	0		0.0		0.0		447.5		
Smart One Energy, LLC	0	1		45.5		0.0		131.3		
SouthStar Energy Services LLC	2	1		10.0		0.0		5.0		
Spark Energy, L.P.	3	1		12.5		0.0		1.0		
Sprague Energy Corp.	0	0		0.0		0.0		54.0		
Sprint Communications	1	1		75.0		0.9		0.0		
St. Lawrence Gas	0	0		0.0		0.0		0.0		
Starion Energy NY, Inc.	1	1		42.0		0.0		24.3		
Stellar Management Company	0	1		45.0		0.0		15.0		
Stream Energy New York LLC.	0	0		9.0		0.0		0.0		

## Customer Service Response Index January 2014

<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>
Strivers Gardens Realty LLC	0	1		0.0		0.0		131.0		
Superior Plus Energy Services Inc.	2	0		3.0		0.0		0.0		
Taconic Telephone Corp.	1	0		28.0		0.0		0.0		
Talk America, Inc., Db a CavalierTeleph	0	0		0.0		0.1		0.0		
TDS Telecom-Port Byron Office	1	0		0.0		0.0		10.0		
The Chaffe Water Works Company	0	0		0.0		0.0		233.0		
The Future Condominium	0	0		0.0		0.0		1228.3		
Time Warner - Rochester	6	3		35.0		18.0		35.0		
Time Warner Cable Information Service	7	2		22.0		7.7		32.9		
U.S. Gas & Electric, Inc.	2	1		19.3		0.0		1.0		
United Energy Supply Corporation	1	0		1.0		0.0		0.0		
United Water Owego	1	0		0.0		0.0		15.0		
United Water Westchester Inc.	2	0		0.5		0.0		0.0		
United Water-New Rochelle	7	0		4.2		112.0		90.8		
United Water-New York	4	3		16.9		164.0		162.0		
Utility Expense Reduction LLC	1	2		19.5		1.4		0.0		
Verde Energy USA New York, LLC	4	0		1.4		0.0		8.0		
Verizon Long Distance Llc (ld)	0	1		20.0		6.5		0.0		
Village of Arcade	0	0		0.0		0.0		548.0		
Village of Freeport Electric	1	0		16.0		0.0		0.0		
Viridian Energy NY, LLC	4	0		43.3		42.0		12.3		
Vonage Communications	0	0		35.0		0.0		0.0		
Watertree of Dewitt HOA, Inc.	0	0		0.0		0.0		568.0		
West Valley Crystal Water Co Inc.	1	0		0.0		0.0		0.0		
Whistle Tree Development Co, Inc.	1	0		0.0		0.0		26.0		
Windstream Communications, Inc.	2	1		8.7		42.4		0.0		
XOOM Energy New York, LLC	5	1		13.3		0.0		7.7		
YesTel, Inc.	0	0		0.0		0.0		88.0		
YMax Communications Corp.	1	0		0.0		0.0		11.0		

**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 \$	-	
Mar-14 \$	-	
Apr-14 \$	-	
May-14 \$	-	
Jun-14 \$	-	
Jul-14 \$	-	
Aug-14 \$	-	
Sep-14 \$	-	
Oct-14 \$	-	
Nov-14 \$	-	
Dec-14 \$	-	
<b>2014 Total</b> \$	<b>756,152.63</b>	<b>122</b>

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

CODE	FULL NAME	2014	2013	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
				Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
4877GR	Greenlight Energy Inc.	4	64	4	5	1	6	2	7	6	5	6	8	4	7	7
4920FA	Family Energy, Inc.	4	64	4	1	2	7	2	3	2	1	1	10	13	12	10
4921OA	Oasis Power LLC, d/b/a Oasis Energy	0	14	0	1	0	0	2	1	1	2	1	1	3	1	1
4976SM	Smart One Energy, LLC	0	7	0	1	1	1	0	0	1	1	1	0	0	0	1
4987NE	NextEra Energy Resources, LLC	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0
5008BO	Bounce Energy NY, LLC	2	5	2	0	1	1	1	1	0	0	1	0	0	0	0
5009JJ	JJT Energy, LLC	0	5	0	0	0	0	0	2	0	0	0	2	0	0	1
5020AG	Aggressive Energy, LLC	0	1	0	0	0	1	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	1	0
5246BU	BUY ENERGY DIRECT, LLC	2	53	2	1	2	6	5	10	8	7	5	1	1	3	4
5302PR	Hiko Energy, Llc	25	69	25	11	7	9	6	8	3	7	7	5	2	1	3
5308DI	Direct Energy Business, LLC	3	45	3	4	4	7	2	6	5	2	5	5	4	1	0
5325CI	Citizens Choice Energy, LLC	1	31	1	0	1	1	2	2	1	1	2	6	7	4	4
5349GL	Glacial Natural Gas, Inc.	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
5370SB	SBR Energy, LLC	0	34	0	0	0	0	1	2	2	1	1	3	9	7	8
5388NE	New Energy Services Llc	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	4	29	4	3	4	6	4	5	1	2	0	3	1	0	0
5411AM	American Power & Gas, LLC	2	40	2	2	3	4	2	4	2	2	7	1	8	0	5
5424EN	Energy Solutions Co. LLC	0	4	0	0	0	2	1	1	0	0	0	0	0	0	0
5436NE	New Wave Energy Corp.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	1	47	1	4	2	5	1	2	2	1	4	4	8	8	6
5463ST	Starion Energy NY, Inc.	1	66	1	2	2	6	10	9	16	13	5	3	0	0	0
5479NO	North Energy LLC	2	6	2	1	1	0	1	0	1	0	0	0	2	0	0
5481SJ	SJ Energy Partners	0	2	0	0	0	0	0	0	0	0	0	2	0	0	0
5520LE	Lexington Power & Light, LLC	0	7	0	0	1	2	3	1	0	0	0	0	0	0	0
5567AB	ABN Energy, LLC DBA GreatEnergy	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
5577SO	SouthStar Energy Services LLC	2	3	2	0	0	0	0	0	0	0	0	1	0	1	1
5592CI	City Power & Gas, LLC	2	34	2	0	2	2	1	2	1	2	3	4	4	4	9
5637PL	Planet Energy (NY) Corp.	0	2	0	0	0	0	0	0	0	0	0	0	1	0	1
5773CH	Chief Energy Power, Llc	3	10	3	1	0	2	3	1	2	0	1	0	0	0	0
5787NO	North American Power & Gas LLC	8	30	8	3	6	0	2	7	3	1	3	1	0	2	2
5985AL	Alpha Gas And Electric, Llc	5	74	5	6	3	14	5	11	4	3	3	3	7	9	6
6007MA	Marathon Energy Corporation	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
6008UN	United Energy Supply Corporation	1	11	1	0	4	1	1	0	0	2	0	3	0	0	0
6011GL	GL Energy Inc.	0	5	0	1	0	0	0	3	1	0	0	0	0	0	0
6023AP	Ap Gas & Electric (ny), Llc	0	6	0	0	0	0	1	0	0	1	0	0	0	1	3
6024PE	People's Power & Gas, Llc	5	6	5	1	0	2	0	0	0	0	0	1	2	0	0
6031EN	ENERGY DISCOUNTERS, LLC	0	25	0	3	1	0	1	0	0	2	4	4	2	4	4
6216SO	South Bay Energy Corp.	0	2	0	0	1	0	0	0	0	0	1	0	0	0	0
6394SU	Superior Plus Energy Services Inc.	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
6424GD	GDF Suez Retail Energy Solutions, LLC	0	2	0	0	0	0	0	0	0	1	0	1	0	0	0
6481AT	Atlantic Energy, LLC	0	2	0	1	0	0	0	0	0	0	0	1	0	0	0
6551EN	Entra Energy LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
6574RE	Residents Energy, LLC	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
6643GA	Galaxy Energy Llc	0	16	0	0	0	1	5	5	4	0	1	0	0	0	0
6646KI	Kiwi Energy Inc.	14	62	14	6	3	5	9	9	5	1	6	4	8	1	5
6647IR	Iron Energy LLC	1	3	1	0	0	0	1	1	1	0	0	0	0	0	0
6668XO	XOOM Energy New York, LLC	5	37	5	1	8	4	4	5	1	4	5	3	2	0	0

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

CODE	FULL NAME	2014	2013	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
				Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
6689YO	Your Energy Holdings, LLC	0	12	0	0	0	0	0	1	0	2	1	2	1	1	4
6729AM	Amplified Power & Gas, LLC	2	27	2	0	1	2	1	1	1	4	4	2	8	1	2
6781FT	FTR Energy Services, LLC	2	17	2	0	1	0	0	9	7	0	0	0	0	0	0
6807MY	MyGrid Energy, Inc.	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
6809ST	Stream Energy New York LLC.	0	2	0	1	0	1	0	0	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	0	4	0	0	2	2	0	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	0	17	0	2	0	0	5	2	3	1	4	0	0	0	0
6894VE	Verde Energy USA New York, LLC	4	31	4	4	2	3	6	5	9	2	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	14	18	14	10	5	3	0	0	0	0	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	0	2	0	1	0	0	1	0	0	0	0	0	0	0	0
7398EM	Empire Energy Services, Inc.	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	4	68	4	5	2	1	4	6	2	6	4	7	15	6	10
D002	Amerada Hess Corp.	1	6	1	2	1	0	2	0	0	0	0	0	0	1	0
D021	National Fuel Resources	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
D032	MXenergy	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
D040	Columbia Utilities Power, Llc (gas)	6	5	6	0	0	1	0	0	1	0	1	0	1	1	0
D046	Gateway Energy Services Corp.	4	82	4	10	1	3	4	6	10	5	7	8	17	5	6
D067	PG&E Energy Trading	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D084	Constellation NewEnergy	0	7	0	2	0	0	1	1	0	1	0	0	1	0	1
D086	Con Edison Solutions	1	6	1	1	0	1	0	0	1	2	1	0	0	0	0
D087	Energetix, Inc.	4	30	4	3	0	3	3	1	1	1	6	2	4	3	3
D093	Robison Energy Of Westchester	2	1	2	0	0	0	1	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	5	65	5	7	8	8	10	8	4	4	4	4	5	1	2
D104	Great Eastern Energy	0	2	0	0	0	0	0	0	0	0	1	0	0	0	1
D113	Brown's Fuel	5	24	5	4	3	0	2	2	3	3	2	1	0	2	2
D117	Liberty Power Corp.	1	60	1	1	0	1	1	2	4	6	2	5	4	16	18
D119	U.S. Gas & Electric, Inc.	2	39	2	1	0	2	1	3	3	6	5	5	6	3	4
D120	Hudson Energy Services, Llc	4	19	4	2	2	3	2	1	1	0	1	2	0	1	4
D127	Green Mountain Energy	1	27	1	1	5	4	2	1	3	2	3	0	2	2	2
D128	Accent Energy Midwest, LLC	0	15	0	0	1	0	1	1	0	1	1	1	2	4	3
D137	Energy Service Providers, Inc.	0	4	0	0	0	0	0	2	1	1	0	0	0	0	0
D148	Noco Natural Gas, Llc	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
D157	Sprague Energy Corp.	0	1	0	1	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	0	1	0
D171	Plymouth Rock Energy LLC	2	47	2	2	0	5	5	5	4	1	4	5	2	6	8
D175	Dominion Retail, Inc.	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
D176	Direct Energy Services LLC	5	68	5	2	2	1	7	8	5	5	9	12	4	8	5
D177	IDT Energy, Inc.	9	115	9	5	4	16	14	11	4	10	10	8	10	8	15
D183	Energy Cooperative of New York	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D186	Spark Energy, L.P.	3	12	3	1	0	1	1	1	3	1	0	2	1	1	0
D188	IGS Energy	1	3	1	0	0	0	0	0	1	0	1	0	0	1	0
D208	Commerce Energy, Inc	0	9	0	0	0	0	0	0	0	1	0	1	3	3	1
D213	Just Energy New York Corp	15	174	15	9	5	10	11	12	20	16	24	23	15	14	15
D214	Major Energy Services LLC	10	42	10	4	5	8	2	7	3	3	2	3	2	1	2
D217	BlueRock Energy, Inc.	1	4	1	0	0	1	0	0	0	0	1	1	1	0	0
D220	Chief Energy Gas, Llc.	1	8	1	0	2	1	1	0	2	1	0	1	0	0	0
D221	Constellation NewEnergy - Gas Division	0	3	0	1	1	0	0	0	0	0	0	1	0	0	0
D222	BluCo Energy, LLC	4	9	4	0	0	1	0	2	1	0	1	2	0	1	1

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

CODE	FULL NAME	2014	2013	Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
				Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
D223	Titan Gas, LLC	0	16	0	0	1	0	0	2	7	2	0	1	1	1	1
D230	Ambit Energy	8	102	8	4	5	7	2	11	8	12	10	11	10	10	12
D231	Columbia Utilities Power, Llc (electric)	2	19	2	0	0	1	1	3	3	3	1	2	3	1	1
D238	Clearview Energy, Inc.	0	2	0	0	0	0	1	0	0	0	1	0	0	0	0
D240	Ameristar Energy, LLC	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0
D243	Energy Plus Holdings LLC	1	21	1	0	0	1	1	0	2	1	2	4	4	2	4
D251	Discount Energy Llc	0	2	0	0	0	0	0	1	0	0	0	0	0	0	1
D254	High Rise Energy Group, LLC	0	4	0	0	0	0	0	1	0	1	1	0	0	1	0
D262	Censtar Energy Corp.	2	10	2	0	2	1	0	1	1	2	0	1	0	2	0
D263	Public Power Llc	1	24	1	2	1	0	1	1	2	1	3	4	4	3	2
D267	Mpower Energy LLC	6	152	6	4	3	10	6	21	12	5	8	9	35	16	23
D500	Unidentified ESCO	0	7	0	0	0	0	0	2	2	0	0	2	0	1	0
	Total	235	2384	235	153	127	199	180	250	208	177	198	212	249	196	235

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	2013												
				Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
4877GR	Greenlight Energy Inc.	1	9	1	0	0	1	0	2	0	1	1	0	2	2	0
4920FA	Family Energy, Inc.	0	7	0	0	0	0	0	0	0	0	1	2	3	0	1
4921OA	Oasis Power LLC, d/b/a Oasis Energy	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
4976SM	Smart One Energy, LLC	1	1	1	0	0	0	0	1	0	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5008BO	Bounce Energy NY, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5009JJ	JJT Energy, LLC	0	3	0	0	0	0	1	0	0	0	1	1	0	0	0
5246BU	BUY ENERGY DIRECT, LLC	0	10	0	0	2	3	0	2	2	1	0	0	0	0	0
5302PR	Hiko Energy, Llc	4	3	4	0	1	0	1	0	0	1	0	0	0	0	0
5308DI	Direct Energy Business, LLC	1	8	1	0	1	0	3	1	0	0	3	0	0	0	0
5325CI	Citizens Choice Energy, LLC	0	2	0	0	0	0	0	0	0	1	0	0	1	0	0
5370SB	SBR Energy, LLC	0	8	0	0	0	0	0	2	0	0	1	2	2	0	1
5391VI	Viridian Energy NY, LLC	0	3	0	1	0	0	1	0	1	0	0	0	0	0	0
5411AM	American Power & Gas, LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	2	3	2	0	1	0	0	0	0	0	1	0	1	0	0
5463ST	Starion Energy NY, Inc.	1	11	1	0	2	1	1	3	2	2	0	0	0	0	0
5479NO	North Energy LLC	1	2	1	0	1	0	0	0	0	0	0	0	1	0	0
5577SO	SouthStar Energy Services LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5592CI	City Power & Gas, LLC	0	5	0	0	0	0	0	0	0	0	0	0	2	2	1
5773CH	Chief Energy Power, Llc	0	3	0	1	1	0	0	0	1	0	0	0	0	0	0
5787NO	North American Power & Gas LLC	0	3	0	0	2	0	1	0	0	0	0	0	0	0	0
5985AL	Alpha Gas And Electric, Llc	0	4	0	0	0	2	0	1	0	1	0	0	0	0	0
6008UN	United Energy Supply Corporation	0	2	0	0	1	0	0	0	0	1	0	0	0	0	0
6024PE	People's Power & Gas, Llc	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	0	5	0	0	0	1	0	0	0	1	1	0	1	1	0
6643GA	Galaxy Energy Llc	0	3	0	0	0	0	1	1	1	0	0	0	0	0	0
6646KI	Kiwi Energy Inc.	0	6	0	0	1	0	1	1	2	0	0	0	1	0	0
6668XO	XOOM Energy New York, LLC	1	3	1	0	1	0	0	1	0	0	0	1	0	0	0
6689YO	Your Energy Holdings, LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
6729AM	Amplified Power & Gas, LLC	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
6781FT	FTR Energy Services, LLC	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
6894VE	Verde Energy USA New York, LLC	0	3	0	1	0	0	0	0	2	0	0	0	0	0	0
6922EL	Eligo Energy NY, Llc	2	1	2	1	0	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	0	8	0	0	0	0	1	1	0	0	3	1	0	1	1
D032	MXenergy	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
D040	Columbia Utilities Power, Llc (gas)	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
D046	Gateway Energy Services Corp.	1	15	1	0	1	0	1	0	1	2	2	3	2	2	1
D084	Constellation NewEnergy	0	2	0	0	0	0	0	0	1	0	0	0	1	0	0
D086	Con Edison Solutions	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
D087	Energetix, Inc.	0	6	0	1	1	0	0	2	1	1	0	0	0	0	0
D103	NYSEG Solutions, Inc.	2	14	2	3	2	6	0	2	1	0	0	0	0	0	0
D113	Brown's Fuel	1	5	1	1	0	0	1	1	1	0	0	0	0	0	1
D117	Liberty Power Corp.	0	8	0	0	0	0	2	0	0	0	0	1	1	3	1
D119	U.S. Gas & Electric, Inc.	1	3	1	0	0	0	0	1	0	0	1	0	0	0	1
D120	Hudson Energy Services, Llc	1	2	1	1	0	0	0	1	0	0	0	0	0	0	0
D127	Green Mountain Energy	0	3	0	0	1	0	0	1	1	0	0	0	0	0	0

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

CODE	FULL NAME	2014	2013	2013												
				Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
D128	Accent Energy Midwest, LLC	0	3	0	0	0	0	0	1	0	0	0	0	1	0	1
D171	Plymouth Rock Energy LLC	1	5	1	0	0	0	0	1	0	1	1	2	0	0	0
D176	Direct Energy Services LLC	1	11	1	0	0	0	2	2	1	1	2	1	2	0	0
D177	IDT Energy, Inc.	0	2	0	0	0	1	0	0	1	0	0	0	0	0	0
D186	Spark Energy, L.P.	1	4	1	0	0	0	1	0	0	1	0	1	0	0	1
D188	IGS Energy	0	1	0	0	0	0	0	0	0	0	0	1	0	0	0
D208	Commerce Energy, Inc	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
D213	Just Energy New York Corp	1	24	1	0	1	1	1	2	2	4	4	2	2	3	2
D214	Major Energy Services LLC	2	3	2	0	1	0	1	0	0	0	1	0	0	0	0
D220	Chief Energy Gas, Llc.	0	2	0	0	0	0	0	0	2	0	0	0	0	0	0
D222	BluCo Energy, LLC	1	3	1	0	0	0	0	1	0	0	0	1	0	1	0
D223	Titan Gas, LLC	0	2	0	0	0	0	0	1	0	0	0	1	0	0	0
D230	Ambit Energy	1	20	1	0	0	3	1	4	1	3	2	3	0	2	1
D231	Columbia Utilities Power, Llc (electric)	0	2	0	0	0	0	0	1	1	0	0	0	0	0	0
D240	Ameristar Energy, LLC	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
D243	Energy Plus Holdings LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D262	Censtar Energy Corp.	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
D263	Public Power Llc	1	1	1	0	0	0	0	0	0	1	0	0	0	0	0
D267	Mpower Energy LLC	0	20	0	0	1	3	3	2	3	2	0	0	2	3	1
	Total	36	289	36	11	22	24	26	41	30	27	25	23	25	20	15

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

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

CODE	FULL NAME	2014	2013	2013												
				Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13
4877GR	Greenlight Energy Inc.	4	50	4	3	1	4	1	3	5	4	3	5	6	6	9
4920FA	Family Energy, Inc.	2	62	2	0	1	7	2	2	1	0	4	7	14	13	11
4921OA	Oasis Power LLC, d/b/a Oasis Energy	0	10	0	1	0	0	1	0	2	1	1	0	3	0	1
4976SM	Smart One Energy, LLC	0	2	0	0	0	1	0	0	0	1	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	1	1	1	0	1	0	0	0	0	0	0	0	0	0	0
5008BO	Bounce Energy NY, LLC	1	2	1	0	0	0	1	1	0	0	0	0	0	0	0
5009JJ	JJT Energy, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
5020AG	Aggressive Energy, LLC	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0
5246BU	BUY ENERGY DIRECT, LLC	1	36	1	0	2	6	3	1	5	5	4	2	1	3	4
5302PR	Hiko Energy, Llc	13	57	13	6	4	7	5	3	0	7	6	10	5	2	2
5308DI	Direct Energy Business, LLC	2	17	2	0	3	2	1	2	1	1	3	1	2	1	0
5325CI	Citizens Choice Energy, LLC	0	14	0	0	0	1	0	1	1	0	0	2	3	2	4
5349GL	Glacial Natural Gas, Inc.	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0
5370SB	SBR Energy, LLC	0	19	0	0	0	0	0	2	0	1	2	4	4	2	4
5388NE	New Energy Services Llc	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
5391VI	Viridian Energy NY, LLC	3	18	3	2	2	3	3	3	2	1	0	2	0	0	0
5411AM	American Power & Gas, LLC	1	48	1	0	2	3	2	4	3	1	6	7	11	1	8
5424EN	Energy Solutions Co. LLC	0	3	0	0	0	1	1	0	0	0	1	0	0	0	0
5436NE	New Wave Energy Corp.	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	0	30	0	3	1	3	0	1	0	1	2	3	3	4	9
5463ST	Starion Energy NY, Inc.	0	41	0	1	1	5	3	3	9	9	5	3	0	2	0
5479NO	North Energy LLC	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
5520LE	Lexington Power & Light, LLC	0	6	0	0	1	0	2	1	0	0	0	1	1	0	0
5577SO	SouthStar Energy Services LLC	1	1	1	0	0	0	0	0	0	0	0	1	0	0	0
5592CI	City Power & Gas, LLC	0	18	0	0	0	2	0	1	1	0	0	0	3	6	5
5637PL	Planet Energy (NY) Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
5773CH	Chief Energy Power, Llc	2	7	2	0	1	1	2	0	2	0	1	0	0	0	0
5787NO	North American Power & Gas LLC	5	29	5	0	5	0	3	7	3	1	2	2	0	3	3
5985AL	Alpha Gas And Electric, Llc	4	61	4	6	2	8	2	5	3	1	1	3	11	9	10
6008UN	United Energy Supply Corporation	2	10	2	0	5	2	0	0	0	0	0	3	0	0	0
6011GL	GL Energy Inc.	0	6	0	1	0	0	0	2	1	0	0	1	1	0	0
6023AP	Ap Gas & Electric (ny), Llc	0	5	0	0	0	0	1	0	0	0	0	0	1	0	3
6024PE	People's Power & Gas, Llc	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
6031EN	ENERGY DISCOUNTERS, LLC	0	12	0	2	1	0	0	0	0	1	3	0	1	3	1
6481AT	Atlantic Energy, LLC	0	2	0	1	0	0	0	0	0	0	0	1	0	0	0
6551EN	Entra Energy LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
6574RE	Residents Energy, LLC	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
6643GA	Galaxy Energy Llc	1	10	1	0	0	0	4	3	3	0	0	0	0	0	0
6646KI	Kiwi Energy Inc.	6	46	6	3	1	4	8	2	5	1	7	1	9	4	1
6647IR	Iron Energy LLC	0	2	0	0	0	0	1	0	1	0	0	0	0	0	0
6668XO	XOOM Energy New York, LLC	2	20	2	1	5	1	3	4	0	1	4	0	1	0	0
6689YO	Your Energy Holdings, LLC	0	12	0	0	0	0	0	0	0	1	0	3	1	3	4
6729AM	Amplified Power & Gas, LLC	1	21	1	0	1	1	0	2	1	4	3	1	4	2	2
6781FT	FTR Energy Services, LLC	2	14	2	0	1	0	0	9	4	0	0	0	0	0	0
6809ST	Stream Energy New York LLC.	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
6818AS	Astral Energy LLC	0	5	0	0	1	3	1	0	0	0	0	0	0	0	0
6893PE	Perigee Energy, LLC	0	12	0	0	0	1	3	1	3	1	2	1	0	0	0
6894VE	Verde Energy USA New York, LLC	1	29	1	2	2	3	7	6	7	2	0	0	0	0	0

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

CODE	FULL NAME	2014	2013	2013													
				Jan-14	Dec-13	Nov-13	Oct-13	Sep-13	Aug-13	Jul-13	Jun-13	May-13	Apr-13	Mar-13	Feb-13	Jan-13	
6922EL	Eligo Energy NY, Llc	6	17	6	12	3	2	0	0	0	0	0	0	0	0	0	0
7005ET	Ethical Electric Benefit Co.	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC.	2	43	2	3	2	1	2	2	0	4	6	6	7	4	6	
D002	Amerada Hess Corp.	1	4	1	1	0	0	2	0	0	0	0	0	1	0	0	
D032	MXenergy	0	2	0	0	0	1	1	0	0	0	0	0	0	0	0	
D040	Columbia Utilities Power, Llc (gas)	2	4	2	0	0	2	0	0	2	0	0	0	0	0	0	
D046	Gateway Energy Services Corp.	3	39	3	4	1	2	1	1	7	3	5	2	5	4	4	
D067	PG&E Energy Trading	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	
D084	Constellation NewEnergy	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	
D086	Con Edison Solutions	0	5	0	0	0	0	0	0	1	2	1	1	0	0	0	
D087	Energetix, Inc.	0	8	0	0	0	0	2	0	0	0	3	0	1	1	1	
D103	NYSEG Solutions, Inc.	2	23	2	1	2	6	6	1	0	3	1	1	2	0	0	
D113	Brown's Fuel	1	12	1	4	1	0	0	0	1	1	1	1	1	0	2	
D117	Liberty Power Corp.	1	34	1	0	0	0	1	2	1	3	1	1	2	12	11	
D119	U.S. Gas & Electric, Inc.	0	24	0	0	0	1	1	1	2	2	6	2	4	4	1	
D120	Hudson Energy Services, Llc	0	3	0	0	0	2	0	0	0	0	0	1	0	0	0	
D126	First Energy Solutions, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	
D127	Green Mountain Energy	1	17	1	0	3	2	2	2	2	2	0	0	1	2	1	
D128	Accent Energy Midwest, LLC	0	9	0	0	1	0	1	2	0	0	0	0	2	3	0	
D137	Energy Service Providers, Inc.	0	4	0	0	0	0	0	2	1	1	0	0	0	0	0	
D171	Plymouth Rock Energy LLC	3	24	3	1	0	3	1	4	3	0	1	3	2	4	2	
D175	Dominion Retail, Inc.	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	
D176	Direct Energy Services LLC	3	32	3	0	1	0	6	4	3	0	1	3	4	5	5	
D177	IDT Energy, Inc.	7	83	7	3	4	9	11	6	4	4	5	4	10	11	12	
D186	Spark Energy, L.P.	3	9	3	1	0	1	2	0	2	1	0	0	1	0	1	
D208	Commerce Energy, Inc	0	7	0	0	0	0	0	0	0	2	0	0	1	3	1	
D213	Just Energy New York Corp	9	132	9	2	3	9	9	7	14	13	19	14	15	15	12	
D214	Major Energy Services LLC	7	27	7	2	1	4	3	6	1	2	3	2	1	0	2	
D217	BlueRock Energy, Inc.	1	2	1	0	0	0	0	0	0	0	1	0	1	0	0	
D220	Chief Energy Gas, Llc.	0	5	0	0	0	0	1	0	3	1	0	0	0	0	0	
D221	Constellation NewEnergy - Gas Division	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	
D222	BluCo Energy, LLC	0	7	0	0	0	1	0	0	0	0	1	3	0	2	0	
D223	Titan Gas, LLC	0	8	0	0	0	0	0	3	3	1	0	0	1	0	0	
D230	Ambit Energy	3	38	3	0	2	2	2	4	4	6	2	2	4	7	3	
D231	Columbia Utilities Power, Llc (electric)	1	10	1	0	0	1	0	1	4	1	1	0	2	0	0	
D238	Clearview Energy, Inc.	0	2	0	0	0	0	1	0	0	0	1	0	0	0	0	
D240	Ameristar Energy, LLC	0	2	0	0	0	2	0	0	0	0	0	0	0	0	0	
D243	Energy Plus Holdings LLC	1	11	1	0	0	0	1	0	1	0	2	0	3	1	3	
D245	Wholesale Energy New York, Inc.	0	1	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	0	0	1	0	0	1	0	
D262	Censtar Energy Corp.	2	8	2	2	2	1	0	0	0	2	0	0	1	0	0	
D263	Public Power Llc	0	21	0	2	1	0	1	3	1	1	1	5	3	1	2	
D265	Energy Reducing Technologies, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
D267	Mpower Energy LLC	3	107	3	1	1	6	7	13	7	6	9	7	19	15	16	
D500	Unidentified ESCO	17	461	17	11	9	24	22	29	33	88	49	40	45	43	68	
	Total	137	2001	137	85	82	152	148	163	164	196	181	162	225	205	238	

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.