

# Monthly Report on Consumer Complaint Activity



**July 2009**

*Garry A. Brown, Chairman*

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

*August 10, 2009*



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August 10, 2009

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.state.ny.us](mailto:Barry_Bedrosian@dps.state.ny.us).

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.state.ny.us">www.dps.state.ny.us</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

July 2009

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson	50	17.1	0	0.0	0%	0.6
Con Edison	503	13.2	79	2.1	16%	2.1
National Grid-Long Island	22	4.0	4	0.7	18%	0.6
NYSEG	195	20.0	14	1.4	7%	0.7
National Grid-Upstate	380	22.3	19	1.1	5%	1.1
Orange & Rockland	38	17.0	3	1.3	8%	0.7
RG & E	189	47.3	8	2.0	4%	1.6
National Grid-Metro NY	137	11.5	14	1.2	10%	1.0
National Fuel Gas	151	29.4	3	0.6	2%	0.6
AT&T of New York	26		1		4%	
Citizens Telecommunications of NY	12	4.8	2	0.8	17%	0.7
Frontier Communications of NY	3	5.3	1	1.8	33%	1.0
Frontier Telephone of Rochester	17	5.5	1	0.3	6%	0.8
Optimum Voice	7		1		14%	
Time Warner Res-Com	25		4		16%	
Windstream Communications	4	5.6	0	0.0	0%	0.1
Verizon	509	7.3	75	1.1	15%	0.7
Cablevision Systems	41		5		12%	
Time-Warner Cable	96		17		18%	
United Water - Westchester	0	0.0	0	0.0	#DIV/0!	0.0
Long Island Water	11	15.1	1	1.4	9%	1.6
Aqua NY fka New York Water	0	0.0	0	0.0	#DIV/0!	2.1
United Water - New Rochelle	2	6.4	0	0.0	0%	1.9
United Water - New York	4	5.7	0	0.0	0%	1.5

All complaint rates are initially based on Dec. 2008 customer populations. Updates occur in April.

\* - 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 July 2009

<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>
Central Hudson Gas & Electric Corp.	50	0	5.0	3.8	2.0	4.8	2.0	3.0	1.0	10.0
U.S. Energy Savings Corp	11	0	5.0	10.9	2.0	0.0	2.0	2.2	1.0	10.0
National Fuel Gas Distribution	151	3	4.8	4.6	2.0	2.9	2.0	5.3	1.0	9.8
Rochester Gas & Electric Corp.	189	8	4.6	3.2	2.0	6.7	2.0	7.0	1.0	9.6
National Grid - Upstate	380	19	4.5	4.3	2.0	8.6	2.0	8.5	1.0	9.5
Orange & Rockland	38	3	4.2	7.3	2.0	4.9	2.0	5.0	1.0	9.2
Long Island Water Corporation D/b/a Lo	11	1	4.1	7.0	2.0	0.0	2.0	3.5	1.0	9.1
National Grid - Metro Ny	137	14	4.0	3.1	2.0	4.3	2.0	8.3	1.0	9.0
New York State Electric & Gas Corp.	195	14	4.3	3.8	2.0	14.1	1.6	5.4	1.0	8.9
Hudson Energy Services, LLC	17	2	3.8	8.9	2.0	7.5	2.0	10.4	1.0	8.8
Cablevision of New York City	19	1	4.5	12.9	2.0	19.3	1.1	9.4	1.0	8.6
Spark Energy, L.P.	10	1	4.0	18.5	1.5	0.0	2.0	6.9	1.0	8.5
Verizon Communications (LEC)	509	75	3.5	8.7	2.0	10.2	1.9	7.5	1.0	8.4
Time Warner ResCom of New York, LLC	25	4	3.4	8.8	2.0	0.0	2.0	10.2	1.0	8.4
National Grid - L I	22	4	3.2	4.0	2.0	8.3	2.0	4.4	1.0	8.2
Cablevision of Long Island	11	2	3.2	13.4	2.0	9.6	2.0	2.0	1.0	8.2
Time Warner - Albany Division	11	0	5.0	6.7	2.0	33.9	0.0	20.0	0.9	7.9
AT&T (C)	26	1	4.6	4.8	2.0	31.4	0.0	8.5	1.0	7.6
Broadview Networks	11	3	2.3	4.9	2.0	2.0	2.0	3.5	1.0	7.3
Time Warner - New York City Division	64	15	2.7	15.4	1.8	11.3	1.9	21.8	0.8	7.2
Citizens Communications (ILEC)	12	2	3.3	14.0	2.0	22.7	0.6	13.6	1.0	6.9
Con Edison of New York	503	79	3.4	10.5	2.0	52.6	0.0	25.1	0.7	6.1
Frontier Telephone of Rochester, Inc.	17	1	4.4	24.4	0.8	27.5	0.0	17.9	0.9	6.1
MXenergy	11	6	0.0	13.4	2.0	10.0	2.0	6.4	1.0	5.0

**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 July 2009

<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>
Accent Energy Midwest, LLC	4	0		7.3		0.0		6.0		
ACN Communication Services, Inc.	3	0		0.5		0.0		4.0		
Advantage Telecommunications Corp.	1	0		4.0		0.0		0.0		
Agway Energy Services, LLC.	0	0		17.0		0.0		0.0		
Allegiance Telecom of New York, Inc.	1	0		1.0		0.0		0.0		
AllTel Direct	0	0		0.0		0.0		38.0		
Ambit Energy	2	0		4.3		0.0		0.0		
Americatel Corporation	0	0		27.0		0.0		0.0		
Aqua New York - Sea Cliff	0	0		47.0		0.0		0.0		
Aqua Ny	4	2		35.3		0.0		25.2		
AT&T Payphones	0	1		0.0		0.0		0.0		
Ausable Acres, Inc.	1	0		0.0		0.0		19.0		
Avalon On The Sound East	0	0		0.0		0.0		96.0		
BluCo Energy, LLC	1	1		67.0		0.0		2.5		
Bristol Water Works Corporation	1	0		8.0		0.0		0.0		
Cablevision - MediaOne - Rockland	0	0		0.0		3.1		0.0		
Cablevision - MediaOne - Westchester	1	0		0.0		0.0		2.0		
Cablevision Lightpath, Inc.	1	0		0.0		0.0		23.0		
Cablevision of Brookhaven	1	0		16.0		0.0		0.0		
Cablevision of Dutchess County	2	1		0.0		19.2		4.0		
Cablevision of East Hampton	1	0		11.0		0.0		0.0		
Cablevision of Port Chester	0	0		7.4		0.0		0.0		
Cablevision of Rockland	2	1		5.0		0.0		4.0		
Cablevision of Rockland/Ramapo, Inc.	0	0		0.0		0.0		66.0		
Cablevision of Westchester	4	0		8.6		1.2		14.0		
Callicoon Water Company, The	1	0		1.0		0.0		0.0		
Chautauqua & Erie Telephone Corp.	2	0		1.5		0.0		0.0		
Cheap2dial Telephone, Llc	1	0		1.0		0.0		0.0		
Choice One Communications of New Yc	1	0		0.0		0.0		9.0		
Citizens Telephone Company of Hammc	1	0		2.0		0.0		0.0		
City of Jamestown Board of Public Utiliti	1	0		1.0		0.0		0.0		
Clinton Hills Owners Corp	0	0		0.0		0.0		30.5		
Columbia Utilities Power, Llc (gas)	2	0		2.5		0.0		0.0		
Comcast Cable of New York - CATV	0	0		35.0		0.0		0.0		
Con Edison Solutions	0	0		17.0		0.0		0.0		
Constellation NewEnergy	1	0		28.0		0.0		0.0		
Consumer Telcom, Inc.	1	0		10.0		0.0		0.0		
Cordia Communications Corp	8	3		1.9		0.2		1.0		
CornerStone Telephone Company, LLC	1	0		3.0		0.0		0.0		
Corning Natural Gas Corp.	4	1		7.0		15.0		0.0		
Covad Communications Company	0	1		24.0		0.0		9.0		
Covista Communications, Inc.	2	1		22.5		0.0		3.0		
CTC Communications Corp.	4	0		12.0		0.0		12.5		
Direct Energy Services LLC	2	1		22.0		0.0		4.0		
Dominion Retail, Inc.	0	0		55.0		0.0		0.0		
Dynalink Communications, Inc.	1	0		8.0		0.0		0.0		
Empire One Telecommunications, Inc.	0	0		37.0		0.0		0.0		
Energy Plus Holdings LLC	0	0		0.0		0.0		0.0		
FFC Energy	0	0		0.0		0.0		65.0		
Frawley Plaza, Llc	1	0		0.0		0.0		17.0		
Frontier Communications of NY/fka High	3	1		36.9		19.0		18.3		
Frontier Communications of Rochester,	1	0		0.0		0.0		0.0		
Frontier Communications of Seneca-Go	1	0		4.0		0.0		0.0		
Gateway Energy Services Corp.	7	2		4.7		0.1		4.0		
Global Tel*Link Corporation	1	0		0.0		0.0		10.0		
Great Expectations LLC	0	0		0.0		0.0		0.0		
Greentree Water Co.	0	0		0.0		0.0		39.0		
Grenadier Realty Corp	0	0		0.0		0.0		22.0		
Hazel Towers Co., L.P.	0	0		0.0		0.0		115.0		
Heritage Hills Water Works	0	0		0.0		0.0		0.0		
IDT America, Corp.	6	2		15.0		0.0		1.0		
IDT Energy, Inc.	8	1		8.1		4.4		8.0		
Integrys Energy Services, Inc.	1	0		0.0		0.0		0.0		
InterGlobe Communications	0	0		36.0		0.0		0.0		
Interstate Gas Supply of New York, Inc.	0	0		0.0		0.0		1.0		
Jack Parker Corporation	0	0		0.0		1.9		32.0		
Kiamesha Artesian Spring Water Co., In	0	0		0.0		0.0		17.0		
Knolls Water Co.	0	0		0.0		0.0		0.0		
Level 3 Communications, LLC	1	1		9.5		0.0		0.0		
Liberty Power Corp.	4	1		9.0		6.1		1.5		
M & L Milevoi	0	0		0.0		0.0		8.0		

## Customer Service Response Index July 2009

<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>
Major Energy Services LLC	6	0		2.2		0.0		0.0		
Matrix Telecom, Inc.	0	1		8.5		0.0		2.0		
MCI	9	0		8.8		12.2		32.3		
Metropolitan Telecommunications	4	2		7.0		2.0		15.3		
MIG Communications, Inc	0	1		0.0		0.0		11.0		
My Tel Co, Inc.	1	0		0.0		0.0		0.0		
National Aqueous	2	1		5.5		0.0		4.0		
Nationwide Long Distance Service, Inc.	0	0		3.0		0.0		0.0		
Next Gen Telephone Co.	1	0		15.0		0.0		1.0		
Northland Networks, Ltd.	1	1		28.0		0.0		0.0		
Northstar Telecom, Inc.	1	1		9.5		0.0		0.0		
NYSEG Solutions, Inc.	2	0		7.0		0.0		0.0		
Ogden Telephone	0	0		0.0		0.0		32.0		
OneLink Communications, Inc.	1	1		6.0		0.0		0.0		
Optimum Voice	7	1		16.8		0.0		15.5		
Pabst Water Company, Inc.	1	0		7.0		0.0		0.0		
PAETEC Communications, Inc.	4	1		6.7		0.0		3.0		
Phipps House Services, Inc	0	0		0.0		0.0		1.0		
RCN Telecom Services, Inc.	2	0		9.3		0.0		0.0		
Resdntl Comms. Netwrk of NY	4	0		8.3		0.0		4.0		
RGT Utilities, Inc.	1	0		10.0		0.0		0.0		
Riverstone Residential Group, LLC	0	0		0.0		0.0		0.0		
Riverview Development Co Lp, C/o Star	0	0		0.0		0.0		8.0		
Roosevelt Island Associates	0	2		0.0		0.0		55.5		
Rowlands Hollow Water Works, Inc.	1	0		3.0		0.0		0.0		
Saratoga Water Services, Inc.	1	0		0.0		0.0		0.0		
Silv Communication Inc.	0	0		37.0		0.0		0.0		
Spectrotel, Inc.	0	0		14.0		0.0		0.0		
Sprint Communications	4	0		6.6		0.0		12.0		
St. Lawrence Gas	1	0		0.4		0.0		0.0		
Stellar Management Company	0	0		0.0		0.0		2.0		
Taconic Telephone Corp.	5	1		4.4		0.0		0.0		
Talkspan Inc.	0	0		0.0		0.0		33.0		
Tech Valley Communications	1	0		7.0		0.0		0.0		
Telecarrier Services, Inc.	0	0		0.0		0.0		39.0		
Telecon Communications Corp	0	0		41.0		0.0		0.0		
TeleDias Communications, Inc.	1	0		0.0		0.0		3.0		
Teleport Communications	1	0		0.0		0.0		26.0		
TeleUno, Inc.	1	0		0.0		0.0		8.0		
Tiffany Mews	0	0		0.0		62.0		0.0		
Time Warner - Binghamton	1	1		13.0		0.0		0.0		
Time Warner - Buffalo Division	8	0		9.1		0.0		3.0		
Time Warner - Rochester	3	1		14.7		1.0		16.5		
Time Warner - Syracuse Division	9	0		3.9		0.0		2.0		
Titan Gas, LLC	3	0		15.0		0.0		15.0		
Top O' The World Water Co Inc	1	0		0.0		0.0		3.0		
Trinsic	2	2		12.0		0.0		17.0		
Tristate Bell Inc	4	1		4.8		0.0		0.0		
Tri-Tel Communications, Inc.	1	0		1.0		0.0		0.0		
U.S. Gas & Electric, Inc.	1	0		33.5		0.0		4.0		
United Telecom, LLC	0	1		13.0		0.0		81.0		
United Water-New Rochelle	2	0		29.3		0.0		22.0		
United Water-New York	4	0		0.3		0.0		11.5		
USA Datanet Corporation	0	1		56.0		0.0		3.0		
VarTec Telecom, Inc. dba Clear Choice	2	1		11.5		0.0		0.0		
Vectren Retail, Llc D/b/a Vectren Source	2	0		8.0		0.0		3.0		
Verizon Communications (LD)	2	0		7.5		0.0		1.0		
Verizon Communications (PayPhones)	4	0		7.4		0.0		0.0		
Veza Telecom, Inc.	1	0		0.0		0.0		0.0		
Village of Arcade	0	1		1.0		0.0		31.0		
Village of Frankfort	2	0		1.0		0.0		10.0		
Village of Freeport Electric	1	0		5.0		0.0		0.0		
Village of Green Island Power Authority	1	0		3.0		7.9		0.0		
Village of Ilion	1	0		0.0		0.0		0.0		
Village of Solvay, Electric Department	1	0		0.0		0.0		16.0		
Wellesley Island Water Corp.	1	1		1.0		0.0		0.0		
Windstream Communications, Inc.	4	0		4.5		0.0		9.0		
World-Link Solutions, Inc	0	1		0.0		0.0		29.0		
XChange Telecom	5	0		1.8		0.0		16.3		
XO Communications, Inc.	2	0		7.5		0.0		0.0		
Zoom-I-Net Communications, Inc.	1	0		5.0		0.0		0.0		

**2009**  
**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.*

JAN '09	\$	214,982.94
FEB '09	\$	133,061.32
MAR '09	\$	412,974.01
APR '09	\$	482,377.84
MAY '09	\$	181,789.36
JUNE '09	\$	160,864.19
JULY '09	\$	187,106.27
AUG '09		
SEPT '09		
OCT '09		
NOV '09		
DEC '09		
<b>2009 Total</b>	<b>\$</b>	<b>1,773,155.93</b>

## Number of Initial Complaints Received Against ESCO's

FULL NAME	2008	2009	Dec-09	Nov-09	Oct-09	Sep-09	Aug-09	Jul-09	Jun-09	May-09	Apr-09	Mar-09	Feb-09	Jan-09
Accent Energy Midwest, LLC	214	54						4	4	9	4	9	8	16
ACN Energy, Inc.	2	0						0	0	0	0	0	0	0
Agway Energy Services, LLC	4	3						0	1	1	0	0	0	1
Ambit Energy	82	55						2	7	5	22	7	6	6
Amerada Hess Corp.	1	0						0	0	0	0	0	0	0
Ameristar Energy, LLC	1	0						0	0	0	0	0	0	0
BluCo Energy, LLC	6	10						1	1	1	1	4	1	1
BlueRock Energy, Inc.	1	0						0	0	0	0	0	0	0
Brown's Fuel	2	1						0	0	0	1	0	0	0
Colonial Energy, Inc.	0	1						0	0	0	1	0	0	0
Columbia Utilities Power, LLC	338	13						0	0	1	4	5	2	1
Columbia Utilities, LLC - gas	50	8						1	1	2	1	1	1	1
Con Edison Solutions	17	5						0	2	1	0	0	2	0
Constellation NewEnergy	0	1						1	0	0	0	0	0	0
Direct Energy Services, LLC	38	39						2	7	3	4	6	5	12
Dominion Retail, Inc.	0	1						0	0	1	0	0	0	0
Energetix, Inc.	3	10						0	2	3	2	2	1	0
Energy Cooperative of New York	1	0						0	0	0	0	0	0	0
Energy Plus Holdings	30	18						0	4	4	2	3	2	3
Energy Service Providers	13	3						0	0	1	1	0	1	0
FFC Energy	0	1						0	0	1	0	0	0	0
Gateway Energy fka Econergy	53	22						7	1	2	4	2	4	2
Great Eastern Energy	6	3						0	2	1	0	0	0	0
Green Mountain Energy	1	0						0	0	0	0	0	0	0
Hudson Energy Services, LLC.	232	124						17	11	16	10	24	20	26
IDT Energy, Inc.	286	115						8	7	13	16	26	24	21
Infinite Energy, Inc.	16	16						0	3	1	4	4	1	3
Integrus Energy Services, Inc.	0	4						1	0	0	0	1	1	1
Interstate Energy Resources Inc.	1	0						0	0	0	0	0	0	0
Interstate Gas Supply of New York	5	15						0	0	1	0	6	8	0
Liberty Power Corp.	105	34						4	5	7	3	5	7	3
Major Energy Services, LLC	26	30						6	6	1	6	3	5	3
MX Energy, Inc.	135	114						11	8	8	13	25	20	29
Natgasco, Inc.	1	1						0	0	0	0	0	1	0
National Fuel Resources, Inc.	1	1						0	0	0	0	1	0	0
NOCO Natural Gas LLC	4	1						0	0	0	0	1	0	0
NYSEG Solutions, Inc.	19	7						2	1	0	0	2	2	0
Plymouth Rock Energy, LLC	11	5						0	0	1	1	2	1	0

Not all ESCO's listed above are operating in New York. ESCO's not listed have no complaints for the current year covered by the chart

## Number of Initial Complaints Received Against ESCO's

FULL NAME	2008	2009	2009											
			Dec-09	Nov-09	Oct-09	Sep-09	Aug-09	Jul-09	Jun-09	May-09	Apr-09	Mar-09	Feb-09	Jan-09
Pro-Energy Marketing, LLC	1	0						0	0	0	0	0	0	0
Robison Energy of Westchester	0	0						0	0	0	0	0	0	0
S.J. Fuel Co., Inc.	4	1						0	0	0	0	1	0	0
Spark Energy, L.P.	255	99						10	8	6	19	23	12	21
Strategic Energy, LLC	6	0						0	0	0	0	0	0	0
Stuyvesant Energy, LLC	1	1						0	0	0	0	0	1	0
Suez Energy Resources Na, Inc	0	3						0	1	0	1	0	0	1
Titan Gas, LLC	12	16						3	1	1	6	1	3	1
U.S. Energy Savings Corp.	209	157						11	21	25	29	23	23	25
U.S. Gas & Electric, Inc.	40	60						1	2	3	9	8	21	16
Vectren Retail, LLC	5	10						2	1	4	2	1	0	0
Wholesale Energy New York, Inc	0	3						0	0	0	0	2	0	1
<b>Total</b>	<b>2238</b>	<b>1065</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>94</b>	<b>107</b>	<b>123</b>	<b>166</b>	<b>198</b>	<b>183</b>	<b>194</b>

## Number of Escalated Complaints Received Against ESCO's

FULL NAME	2008	2009	Dec-09	Nov-09	Oct-09	Sep-09	Aug-09	Jul-09	Jun-09	May-09	Apr-09	Mar-09	Feb-09	Jan-09
Accent Energy Midwest, LLC	40	16						0	4	1	0	3	3	5
ACN Energy, Inc.	0	0						0	0	0	0	0	0	0
Agway Energy Services, LLC	1	0						0	0	0	0	0	0	0
Ambit Energy	12	10						0	1	1	3	3	2	0
BluCo Energy, LLC	2	2						1	1	0	0	0	0	0
Brown's Fuel	0	0						0	0	0	0	0	0	0
Columbia Utilities Power, LLC - elec	58	4						0	0	1	1	1	0	1
Columbia Utilities, LLC - gas	9	0						0	0	0	0	0	0	0
Con Edison Solutions	4	0						0	0	0	0	0	0	0
Direct Energy Services, LLC	3	5						1	1	0	1	0	0	2
Energetix, Inc.	0	0						0	0	0	0	0	0	0
Energy Plus Holdings, LLC	3	1						0	0	0	0	0	0	0
Energy Service Providers	3	1						0	0	0	1	0	0	0
FFC Energy	0	0						0	0	0	0	0	0	0
Gateway Energy fka Econenergy	16	4						2	1	0	0	0	0	1
Great Eastern Energy	0	1						0	1	0	0	0	0	0
Green Mountain Energy	1	0						0	0	0	0	0	0	0
Hudson Energy Services, LLC.	70	50						2	7	6	5	9	14	7
IDT Energy, Inc.	36	14						1	3	2	1	1	3	3
Infinite Energy, Inc.	4	2						0	0	0	1	0	0	1
Interstate Gas Supply of New York, Inc.	0	5						0	0	0	1	2	2	0
Liberty Power Corp.	25	12						1	2	1	2	0	3	3
Major Energy Services LLC	1	7						0	3	0	1	0	2	1
MX Energy, Inc.	59	41						6	2	0	7	11	8	7
Natgasco, Inc.	0	1						0	0	0	0	0	1	0
National Fuel Resources, Inc.	3	0						0	0	0	0	0	0	0
NOCO Natural Gas LLC	0	0						0	0	0	0	0	0	0
NYSEG Solutions, Inc.	1	0						0	0	0	0	0	0	0
Plymouth Rock	2	0						0	0	0	0	0	0	0
S.J. Fuel Co., Inc.	6	0						0	0	0	0	0	0	0
Spark Energy, L.P.	47	20						1	3	5	4	2	1	4
Strategic Energy, LLC	1	0						0	0	0	0	0	0	0
Stuyvesant Energy, LLC	0	0						0	0	0	0	0	0	0
Titan Gas, LLC	0	4						0	2	0	2	0	0	0
U.S. Energy Savings Corp.	20	30						0	3	7	7	4	5	4
U.S. Gas & Electric, Inc.	8	5						0	0	1	0	0	4	0
Vectren Retail, LLC	0	2						0	1	1	0	0	0	0
Wholesale Energy New York, Inc.	0	3						0	3	0	0	0	0	0
Total	435	240	0	0	0	0	0	15	39	26	37	36	48	39

Not all ESCO's listed above are currently operating in New York. ESCO's not listed have no escalated complaints for the period covered by the chart.