Before the
FCC Intergovernmental Advisory Committee

"Protecting Consumers"

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RECOMMENDATIONS:

Support FCC efforts to steamline webpage access to consumer data as per NARUC's resolution.
Support FCC efforts to monitor/analyze data for trends demonstrating market failures/fraud.
Support FCC efforts to strengthen the State partnership.
- *Maintain/strengthen SNAP partnership/coordination initiatives.*
- *Press for streamlined State access to data provided to the FCC.*
- *Suggest the proactive approach pioneered by the commission in the Lifeline proceeding be expanded to other obvious areas of joint State-Federal interests.*
- *Support FCC resolve to routinely specify concurrent enforcement authority in relevant orders to keep State "cops" on the beat. Silence is an absolute guarantee of wasteful litigation.*

Support FCC resolve to take technology–neutral approaches to regulatory and deregulatory action.
Support FCC resolve to make politically difficult decisions.

APPENDIX A - Basic Elements of the State Process:

A. Tasks of State Consumer Offices (not all States' offices have all these tasks.)

Mediate consumer issues with utility.
Monitor company adherence to basic service rules.
Collect and analyze PUC complaint data for trends/market failures/bad actors.
Conduct Customer Service Audits.
Where there is jurisdiction – recommend minimum service standards.
Assist with low income programs.

B. The Mediation Function Prerequisite - Consumer Awareness & Feedback.

[1] This is a big FCC Problem area –

WHO IS THE FCC? I suspect most consumers think the FCC just deals with spectrum, profanity on the radio/TV or costume malfunctions. Would like to see a study on this – the last one I saw was done by the NYS Chapter of AARP and suggested it was a big problem. Do people know to call the FCC?

FEEDBACK MECHANISM? State agencies/authorities have a built in- sometimes harsh feedback mechanism to make sure they handle abuses – the newpaper – the television – the VOTERS. At the FCC, there simply is no comparable feedback mechanism. So there is no way to correct this problem, but to ameliorate it the FCC must be encouraged at every opportunity to continue a strong partnership with State authorities.

[2] How do States make sure Consumers know to call them & get "feedback"?

Media/Newpaper articles on PSC Actions
Commission initiated Radio & TV PSAs.
Requirements for complaint contact information in Bills.
Consumer Education Efforts
Presentations to outside groups/Workshops
Commission Webpage Consumer Bill of Rights Statement
- How complaints will be addressed;
- How deposits are assessed;
- Installation/repair timeframe expectations;
- Disconnection/service termination rules;
- Service connection fees;
- Access/distribution of account information

FAQ Sheets on common problems
FAQ Sheets on complaint process
Consumer Service Quality Audits

C. How do States get complaints?

Web interface for Complaints directly – entered online/submitted by consumer (complaint forms often can be downloaded & fax or e-mailed to Commission)

Usually, the Commission needs a copy of the disputed bill.

Call Centers [NY gets 300,000 calls a year – not all complaints – CA gets about 100,000 – even smaller states, like West Virginia handle 10,000 or so calls a year.]

In person/walk-ins.

D. Some Comments:

Some like NY, will not help consumers until they have first tried to solve the problem with the company. Others, like ND simply encourage that before invoking the Commission process.

The better webpages tell the consumer up front if they are dealing with the right entity by outlining jurisdiction. Such notifications are more useful if they include contact information for others involved in the transaction – like New Hampshire which has extensive in-State and federal contact information on the website.

E. The Process:

States have different definitions for what is a complaint – for whether their process is "informal" or "formal" – and the process differs abit from state to state - but the overall pattern is generally the same.

After the consumer has failed to resolve the dispute with the company – they contact the Commission.

If it's a phone contact – often the Commission will try to get a person designated by the subject company to take PUC calls on complaints – that has authority to settle - on the phone and resolve it via a three way call. Otherwise, the Commission will notify the company that there is a complaint/investigate and ask them to resolve it and/or provide a written decision/proposed resolution.

After a set time frame, several days to two weeks, if the customer still isn't happy, he can have an "informal hearing" or a meeting with a Commission officer and a company representative to settle the problem.

If that doesn't satisfy the customer, there is typically a procedural vehicle to get formal commission action on the complaint. In NY, for example, it can be appealed to the full commission for a decision provided the consumer can make certain evidentiary showings. In CA, the complaints resolutions process is done by a separate division that ostensibly has no enforcement authority, but the process

looks a lot like the NY procedure. There if the process does not result in a satisfactory outcome, then a formal complaint is filed which can go to the full commission.

F. PROBLEMS:

What happens when States handle bundled service complaints that use both regulated and "unregulated" services – where do partial payments get credited first, etc? *There are only two options:*

Consumer Affairs staff attempts to resolve both the jurisdictional and non-jurisdictional aspects to the complaint. (Oregon, Texas, Tennessee, Georgia, Wyoming and Montana - non-exhaustive/illustrative listing)

Consumer Affairs staff handles the jurisdictional piece and forwards the non-jurisdictional piece to the appropriate company entity. (Ohio, Alabama, Missouri, South Carolina, Alaska – non-exhaustive/illustrative listing)

In some cases, parts of the complaint can also be referred to the State AG.

What happens when the States have no jurisdiction?
(Depending on State – Cell phones, VoIP providers, Toll rates, Cable TV, ISPs, BB)

Company, State AG and/or FCC referrals.

E. The Canary in the Coalmine – State Action as a precursor to federal initiative.

AGENCYS HAVE TO HAVE GOOD DATA/HAVE TO COLLECT THE RIGHT DATA TO MAKE GOOD DECISIONS (ongoing role for IAC here....)

NEED TO MAKE DATA FREELY AVAILABLE TO AT LEAST CO-ENFORCERS AT STATE LEVEL (PUCs, State AGS)

MUST ANALYZE DATA TO LOOK FOR TRENDS – DEFECTS OR FAILURES IN THE MARKET – AND/OR ID BAD/FRAUDULENT ACTORS.

Resolution Regarding the FCC's Complaint Procedure

WHEREAS, A competitive marketplace benefits consumers by offering the ability to choose between competing services and providers based on many factors; *and*

WHEREAS, True competition requires consumer access to all pertinent information about the price, quality and service plans available so potential customers can make informed decisions; *and*

WHEREAS, The Federal Communications Commission (FCC) posts a copy on its Website of the "Report of Consumer Inquiries and Informal Complaints" approximately four months after each quarter for wireline and wireless telecommunications services, cable and satellite television services, bundled and Voice over Internet Protocol (VoIP) services, and radio and television broadcast services; *and*

WHEREAS, It is often difficult for consumers to research information regarding complaint data on services regulated by the FCC because the relevant information is currently not publicly available in an online searchable database; *and*

WHEREAS, The FCC clearly has the legal authority, pursuant to §4(m) of the Communications Act of 1934, as amended, to create an online publicly searchable database of consumer service complaints; *and*

WHEREAS, A publicly available, searchable database on the FCC website that is user friendly and is capable of sorting consumer service complaints by date filed, topic of complaint, location of complaint, service provider, and related issues would be a useful tool for consumers to use when choosing between service providers; *and*

WHEREAS, An online publicly searchable database of consumer service complaints would also be useful to the FCC and to other State and federal agencies to detect systemic anticompetitive and/or anti-consumer behavior by service providers; *and*

WHEREAS, An online publicly searchable database of consumer service complaints would also promote competition and allow service providers with fewer complaints to promote their services; *now, therefore be it*

RESOLVED, That the Board of Directors of the National Association of Regulatory Utility Commissioners, convened at its 2012 Winter Committee Meetings in Washington, D.C., urges the FCC to create an online publicly searchable database of its consumer service complaints as soon as possible; *and be it further*

RESOLVED, That NARUC supports federal legislation to require the FCC to present its consumer service complaint information in a publicly available, searchable database on its website that is easily accessible by consumers and that enables public research comparisons.

Sponsored by the Committees on Consumer Affairs and Telecommunications
Adopted by the NARUC Board of Directors February 8, 2012

SURVEY ON REPORTING OF COMPLAINT DATA TO THE PUBLIC 2012

NARUC
Subcommittee on Consumer Affairs

Revised: March 7, 2012

Arkansas

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
The APSC reports both formal and informal complaints (verbal and written by:
1) By industry,
2) Company name,
3) Number of complaints per company,
4) Correct/incorrect company action,
5) Company action modification, and
6) Percent of complaints per 1000 customers.

2. How often do you report the complaint data?
Annually.

3. Please provide the link if your complaint data is online or attach the report.
1) APSC 2010 Annual Report - Page 41-48:
http://www.apscservices.info/AnnualReports/2010AR.pdf

2) APSC Consumer Services also files annually a report on complaints received concerning utility customer call centers:
http://www.apscservices.info/pdf/01/01-156-r_53_1.pdf

4. What are your concerns that are keeping you from posting data or data on a more granular level?
None.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
None.

Colorado

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
Complaints are categorized by industry and name of business. Our 2 primary reports show all of the "Fixed utilities" (i.e. telecom, gas, electric and water) and the other report shows all transportation related (i.e. taxi, towing, limos etc.) We also break out the 2 largest Fixed utilities (Xcel and Qwest) with more details by category type. They are closed as an information request, objection or non-compliant.

2. How often do you report the complaint data?
Reports are compiled and uploaded to our web monthly and then a fiscal summary is also tallied and uploaded.

3. Please provide the link if your complaint data is online or attach the report.
http://www.dora.state.co.us/puc/publications/ConsumerReports.htm

4. What are your concerns that are keeping you from posting data or data on a more granular level?
N/A

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
N/A

Connecticut

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
   The score card is done yearly by Utility and Company. Complaints are posted on our website by utility type and complaint category. There are 10 different categories for the scorecard, they are; Billing, Deposit, General Complaint, Installation, Meter test, Outages, Payment Arrangement, Quality of Service, Slamming and Termination.

2. How often do you report the complaint data?
   We have a yearly scorecard and complaints are also on the PURA website.

3. Please provide the link if your complaint data is online or attach the report.
   Complaint data http://www.ct.gov/pura/cwp/view.asp?a=3352&q=404038 and scorecard http://www.ct.gov/pura/cwp/view.asp?a=3352&q=404074

4. What are your concerns that are keeping you from posting data or data on a more granular level?
   One concern would be privacy issues with customers personal information.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
   Companies periodically check their complaint data and have stated they find it useful.

Delaware

1. What complaint data do you report to the public? Please be specific—by company, by utility sector, justified etc.
Delaware currently does not report any complaint data publicly.

2. How often do you report the complaint data?
N/A

3. Please provide the link if your complaint data is online or attach the report.
N/A

4. What are your concerns that are keeping you from posting data or data on a more granular level?
1. There hasn't been any demand for this data historically.
2. Data is recorded manually but not stored in a centralized location.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.

Florida

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
The Florida Public Service Commission (FPSC) publically reports complaints received on a monthly basis by company, by county, by industry, and by complaint issue (under two categories: "service" or "billing"). The FPSC also reports data about the number of information requests, the number of complaints about non-certificated companies, and
the number of complaints received and transferred (either by telephone or e-mail) directly to the utilities for processing within the parameters of the FPSC's administrative rules.

2. How often do you report the complaint data?
The FPSC reports the complaint data monthly.

3. Please provide the link if your complaint data is online or attach the report.
The link for the complaint data reported is: http://www.floridapsc.com/publications/pdf/general/car/car-01-12.pdf
The name of the report is: "Consumer Activity Report."

4. What are your concerns that are keeping you from posting data or data on a more granular level?
At this time, the data provided in the "Consumer Activity Report," has been useful to FPSC staff, to the regulated companies, to the interveners', to the media, and to consumers seeking more information. We have no concerns that keep us from posting data on a more granular (or disaggregated) level. Currently, we have had no such requests for more detailed information or disaggregated data. If a specific request for additional information should arise, we would handle on a case-by-case basis.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
We have had no problems arise with our posting of complaint data for public access.

Georgia

1. What complaint data do you report to the public? Please be specific—by company, by utility sector, justified etc.
The Georgia Public Service Commission reports complaint data in an annual report to the Governor and the Legislature. The report is a public document and is made available on our website. The report includes the number of complaints received by the Commission broken down by electric, gas and telecommunications. The report lists the most common complaints by industry and highlights any significant changes in the level of complaints by company The report also lists the Transportation contacts and a section detailing the Consumer Affairs Outreach Program.

2. How often do you report the complaint data?
The annual report is prepared in January of each year.

3. Please provide the link if your complaint data is online or attach the report.
http://www.psc.state.ga.us/pscinfo/annual_reports/2010Annual.pdf

4. What are your concerns that are keeping you from posting data or data on a more granular level?
There has been no interest generated in providing more data.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
No additional information.

Indiana

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
Indiana does not send complaint data to the general public. Reports are emailed to the utility industry and entities that work closely with the utility industry. The report shows all entered complaints by industry for the month, graph of complaints that fall in general complaint categories, and the report highlights pending complaints within our Consumer Affairs Division.

2. How often do you report the complaint data?
The report is sent out on a monthly basis.

3. Please provide the link if your complaint data is online or attach the report.
I have attached our January Monthly Utility Report.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
The public may misinterpret the data.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.

Iowa

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
a) The Iowa Utilities Board (IUB) produces an Annual Report, which includes a summary of both verbal and written complaints by utility type. It's posted online in both PDF and Word file formats at:
http://www.state.ia.us/government/com/util/about_iub/annual_reports.html

b) While not really a report, the Iowa Utilities Board website provides a link to our Electronic Filing System (EFS) https://efs.iowa.gov/efs/. Created in January 2009, the EFS went digital (from paper) to provide the public, a list of all written informal "Complaint dockets. These are filed by docket number and include the customer name, utility name and complaint type. Any further information can be requested from Customer Service. If a "C" docket has a request for a formal proceeding, and is granted by the IUB Board, it will receive a new docket number "FCU". All the documents from the "C" docket will be uploaded to the EFS, but any privacy information is redacted. Example, account #, telephone number, etc.

2. How often do you report the complaint data?
a) Once a year in the annual report and the Electronic Filing System is updated as new written informal complaints are received.
b) Updated as a new written complaint is received.

3. Please provide the link if your complaint data is online or attach the report.
a) Attached is the Iowa Consumer Complaint 2010 Year End Summary Report (2011 data being compiled and will be available soon).
b) https://efs.iowa.gov/efs/ is our online complaint data.
c) Users can do a search for "C" dockets under the "Search" tab at the top of the page.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
All of our complaints are available to the public, and are provided "in person" at our office as part of the "Iowa Open Record Law". For identity theft reasons, some of this information is not provided online.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
Our website is handled in-house and most of our feedback is positive. Our main challenge has been losing key IT staff who maintain our databases, however, a new IT staffer has just joined us this week, and will address this issue. In addition, the IUB, along with other State of Iowa agencies, are currently in on-going "Web Standardization" discussions concerning website design. The IUB has initiated a website redesign to provide improved data organization and ease of search for all of our information, including consumer complaints. Some updates have already been implemented and the goal for completion is end of first quarter 2012.

Kentucky

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
The Kentucky Consumer Services Division produces a quarterly report of all complaints received by industry sector.

2. How often do you report the complaint data?
Reports are produced quarterly and at year end.

3. Please provide the link if your complaint data is online or attach the report.
The report is located on the PSC website: http://psc.ky.gov/. Click on For Consumers, on the drop down menu click on Consumer Information, then click on reports. This information is produced quarterly.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
None.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
We have had no problems arise with our posting of complaint data for public access.

State

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
Answer

2. How often do you report the complaint data?
Answer.

3. Please provide the link if your complaint data is online or attach the report.
Answer.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
Answer.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
Answer.

Maine

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
We list the following information on our website for all electric, gas, telephone (ILECs), and water utilities in Maine: total complaints rec'd by year; total complaints rec'd by year by industry; total complaints rec'd by year by individual utility; total complaints rec'd by year for each utility broken down by complaint categories (service, disconnection, billing and misc.); and complaint rate per 1,000 customers by year for each utility.

2. How often do you report the complaint data?
Annually. Though we stopped posting the information on our website after 2008 due to lack of interest by the public (very small number of hits).

3. Please provide the link if your complaint data is online or attach the report.
http://www.maine.gov/mpuc/consumer/complaint_statistics.html

4. What are your concerns that are keeping you from posting data or data on a more granular level?
See answer #2.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
Once the various web pages were created, it was fairly easy to maintain the complaint statistics. We were surprised, though, at the lack of interest in this information by the public.

Maryland

1. What complaint data do you report to the public? Please be specific—by company, by utility sector, justified etc.
A: We report some limited Annual complaint statistics to the Maryland General Assembly. It is in paragraph form, and is not broken out by utility or type of complaint. It is publicly available. We have also provided the numbers to media outlets upon request.

2. How often do you report the complaint data?
A: Annually.

3. Please provide the link if your complaint data is online or attach the report.
http://webapp.psc.state.md.us/intranet/info/complaintfront_new.cfm

4. What are your concerns that are keeping you from posting data or data on a more granular level?
A: It's never been fully vetted or considered.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
A: None to report at this time.

Michigan

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
The Michigan Public Service Commission reports complaint data in an annual report to the Governor and the Legislature. The report is a public document and is made available on our website.

The report includes the number of complaints received by the Commission broken down by electric, gas, combined service, telecommunications, video/cable, and small business. The report lists the most common complaints by industry and highlights any significant changes in the level of complaints by company.

2. How often do you report the complaint data?
The report is delivered annually to the Governor and Legislature. The MPSC also responds to any Freedom of Information Act (FOIA) requests for complaint data.

3. Please provide the link if your complaint data is online or attach the report.
2010 Annual Report http://www.michigan.gov/documents/mpsc/MPSC_2010_Annual_Report_346978_7.pdf
2011 will be posted on our website in early March http://www.michigan.gov/mpsc/0,4639,7-159-16400---,00.html

4. What are your concerns that are keeping you from posting data or data on a more granular level?
There has been little interest expressed in posting additional data on a more granular level. Any individual requests are typically met in a timely manner.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
Nothing to report at this time.

Minnesota

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
Minnesota does not report complaint data to the public

2. How often do you report the complaint data?
N/A

3. Please provide the link if your complaint data is online or attach the report.
N/A

4. What are your concerns that are keeping you from posting data or data on a more granular level?
1. Lack of staff resources to collect and prepare summary data.
2. Little to no demand for the data.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
N/A

Missouri

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
Missouri reports annual complaint data in our annual report by formal or informal, type of contact, utility sector, savings received by the consumer and top complaint issues by sector.

2. How often do you report the complaint data?
Complaint data is collected weekly, monthly, quarterly and annually. Weekly data is shared with our division directors and used to monitor complaint trends. Monthly data is used to monitor complaint trends by complaint issue and utility for internal use only. Annual information is published in our annual report which is issued annually in January.

3. Please provide the link if your complaint data is online or attach the report.
http://psc.mo.gov/consumer-information/FY09%20CSI%20Summary.pdf. Also attached is a PDF copy.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
Generally creates concerns from the utilities.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
None at this time.

Montana

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
The number of complaints by company is reported whether refunds or company action was required or not. Additionally, the category of complaint is reported as well, such as slamming, cramming, business office, billing and rates, etc.

2. How often do you report the complaint data?
This data is reported quarterly and annually.

3. Please provide the link if your complaint data is online or attach the report.
www.psc.mt.gov

4. What are your concerns that are keeping you from posting data or data on a more granular level?
No concerns. We do report the complaint's category that was filed against the company.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
No problems experienced in doing so.

New York

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
New York reports the following information by utility:

Complaint Activity – reports on the volume of complaints received against the largest utilities in each industry. The two measures of complaints reported are initial complaints and escalated complaints. These 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.

Customer Service Response Index (CSRI) – reports on the level of customer service and responsiveness delivered by each service provider. The CSRI is determined by measuring four metrics.

- Consumer Satisfaction Metric (CSM) is a ratio of the number of initial complaints to the number of escalated complaints in the reporting month;
- 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;
- 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; and
- The Pending Case Metric (PCM) is the average age of all cases awaiting response, determined on the last day of the reporting month.

2. How often do you report the complaint data?
This data is reported monthly and is posted on our Commission web site.

3. Please provide the link if your complaint data is online or attach the report.
http://www3.dps.ny.gov/W/PSCWeb.nsf/All/448C499468E952C085257687006F3A82?OpenDocument

4. What are your concerns that are keeping you from posting data or data on a more granular level?
No concerns.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
No problems experienced.

North Dakota

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
We used to put it out to the internet every month (along with end of month Regular Commission Meetings) with Type of Utility, Company, and reason for complaint along with if a resolution if one was found.
We no longer have a specific link to it on web page. When we redesigned our web page (year ago) we decided to take it off and see if anyone noticed. No one did. We do still have it attached to the regular agenda which people can still view if they click on entire Commission packet.

2. How often do you report the complaint data?
Every month the numbers are calculated.

3. Please provide the link if your complaint data is online or attach the report.
PDF is attached. Now these are only the ones (8) that were put into the system as "official" complaints. Inquiries or just basic questions are answered and then put into a "quick referral" report. This better tracks the total amount of calls we receive.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
No concerns. It is included in packet if public would like to see it. Just did not have spot for is specifically on the website and we have not had any calls, to my knowledge. I feel this is more of a "Biannual Report number"/or a report for me to follow to see if any trends in complaints need attention; brought to the Commissioners; brought to the companies attention.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.

Ohio

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
None

2. How often do you report the complaint data?
N/A

3. Please provide the link if your complaint data is online or attach the report?
N/A

4. What are your concerns that are keeping you from posting data or data on a more granular level?
We do not review cases and determine if it is a complaint or inquiry and if it is a complaint is it justified. We consider all information we receive as contacts. Some of our contact codes can be considered a "complaint" but we do not go the next step to determine if it is a "justified" complaint. No one has ever requested any data and I am not sure it is worth the effort to create some sort of public access. All our information is available through a public records request.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
N/A

Oklahoma

1. What complaint data do you report to the public? Please be specific—by company, by utility sector, justified etc.
Most data is collected for internal use, but will respond to "open records" requests.

2. How often do you report the complaint data?
We produce a quarterly and annual report.

3. Please provide the link if your complaint data is online or attach the report.
There is no web-site for public use; however I have attached the most recent quarterly report.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
N/A

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback
N/A

Oregon

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
None.

2. How often do you report the complaint data?
We don't.

3. Please provide the link if your complaint data is online or attach the report.
NA

4. What are your concerns that are keeping you from posting data or data on a more granular level?
It generates complaints from utilities about what we call a complaint, and how and when we cite a rule fault. The utilities are constantly whining about it.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
We used to post monthly complaint stats by utility - it was very time consuming. Due to a system problem, we quit posting the report for almost a year. In that time, we did not receive a single inquiry about what happened to the report, so we decided that it must not be important. As such, we stopped doing it.

Pennsylvania

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
The Pennsylvania Public Utility Commission (PAPUC) provides quarterly updates and annual data on customer service performance for jurisdictional utilities in the electric, gas, water and telephone industries. Quarterly updates provide a snapshot of overall Bureau of Consumer Services' activity including the volume of consumer complaints; payment agreement requests (PARs) and inquiries. Industry specific tables show the volume of activity for the major utilities within the electric, gas, water and telephone industries. The quarterly update contains the most current information. The annual Utility Consumer Activities Report & Evaluation (UCARE) report provides more detailed information including the following performance measures: consumer complaint rate, justified consumer complaint rate, response time, payment arrangement request rate, infraction rate, and service termination rate, etc.

2. How often do you report the complaint data?
Generally, the PAPUC reports the UCARE data quarterly and annually on our website. The Bureau of Consumer Services (BCS) provides a monthly summary of complaint activity to Commission management. BCS also provides complaint data upon request to individual companies and Commission staff, legislators, advocates, etc.

3. Please provide the link if your complaint data is online or attach the report.
http://www.puc.state.pa.us/general/publications_reports/consumer_activities_report_and_evaluations.aspx

4. What are your concerns that are keeping you from posting data or data on a more granular level?
We currently do not post individual informal complaints because of privacy. Also, we do not post information on complaints about non- major utilities companies, electric suppliers or gas suppliers unless they have five or more residential complaints.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback?
Generally, the feedback has been very positive. We do not offer any rankings in terms of companies' overall customer service performance.

South Dakota

1. What complaint data do you report to the public? Please be specific--by company, by utility sector, justified etc.
A consumer report is given at the beginning of each commission meeting. The report includes the number of complaints received since the last report was given and are broken down by type of service the complaint was about. (Electrical, natural gas, telephone, cellular and so on).

An annual report (http://puc.sd.gov/commission/Publication/Annualreport/2010AnnualReport.pdf) is delivered to the Governor and member of the legislature with complaint data.

2. How often do you report the complaint data?
As stated above, semi-monthly at Commission meetings and annually to the Governor and members of the legislature.

3. Please provide the link if your complaint data is online or attach the report.
2010 Annual Report: http://puc.sd.gov/commission/Publication/Annualreport/2010AnnualReport.pd
Commission Meeting Reports: go to http://puc.sd.gov ; click on Commission Action at the top of the page, then click on Commission Minutes, select the year, then select meeting date for reports.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
There has not been interest expressed in posting data on a more granular level. Individual requests for information is provided as needed and in a timely manner.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
There is nothing to report at this time.

Vermont

1. What complaint data do you report to the public? Please be specific—by company, by utility sector, justified etc.
In the past, it has been the practice of the Vermont DPS to report information on complaints per 1,000 customers for all utilities. The complaints reported are only complaints in which, after DPS investigation, it was determined that there was something the company reasonable could or should have done to resolve the consumer complaint prior to the consumer having to contact the DPS.

2. How often do you report the complaint data?
It used to be annually, at the end of each calendar year, the information was updated on the DPS website. In recent years, due to complaint numbers skyrocketing due to a variety of reasons, the DPS has not been able to keep up with this practice, but we have recently begun compiling the information to update on our web page, so the information will again soon be available to consumers.

3. Please provide the link if your complaint data is online or attach the report.
There are a number of pages on the website where this information is/will be available, as each utility type may appear on a different page.

4. What are your concerns that are keeping you from posting data or data on a more granular level?
I believe our information, while not current at this time, is on as granular level as possible, but am always willing to consider how we may provide even more granular information to the consumers, if that information is available.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
Our only challenge has been in terms of staffing levels for the number of complaints we receive. With sustained adequate staffing levels (currently we have been at full staff since November, but we've been unable to sustain staffing levels – for a variety of reasons – over the past 3 years), we should be able to get caught up and continue to provide this information to consumers through our website.

West Virginia

1. What complaint data do you report to the public? Please be specific—by company, by utility sector, justified etc.
The PSC of West Virginia has reported the total annual complaint information by utility type to the West Virginia Legislature as part of the Commission's annual Management Summary Report. This Report is a public document. Commission Staff may use company specific complaint data in a formal proceeding such as a quality of service general investigation. Summary complaint data has been made available to various parties upon request.

2. How often do you report the complaint data?
Formally, once per year.

3. Please provide the link if your complaint data is online or attach the report.
The Commission's 2011 Management Summary Report is available at www.psc.state.wv.us

4. What are your concerns that are keeping you from posting data or data on a more granular level?
There are relatively few public requests for such data and such requests that are received are met timely. Thus, supplying data not in general demand is not the best use of Staff resources. Public access to some types of individual complaint records are limited by Commission policy where customer privacy would be an issue.

5. Please provide any additional information on your state's experience in posting data including problems, challenges or positive feedback.
Not applicable.

FCC's Home Page

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- Improving Spectrum Efficiency in the 4.9 GHz Band 06.13.2012
- Public Discussion of Literature Review of Research on Critical Needs 06.13.2012
- Grantee Codes Order 06.13.2012
- Grantee Codes 06.13.2012
- FCC Proposes Plan to Improve Spectrum Efficiency

Events

More Events »

Open Commission Meeting
June 13th 2012

Consumer Advisory Committee
June 15th 2012

FCC Blog

More Blog »

Thoughts on the Digital Government Strategy

On a regular basis, I find myself working with increasingly bigger datasets, and investigating

Quick Links

- Universal Licensing System (ULS)
- Latitude/Longitude Converter
- Equipment Authorization (OET-EAS)
- File a Consumer Complaint
- Do-Not-Call List
- FCC Rules & Regulations (CFR 47)
- The Daily Digest
- Public Comment (ECFS)
- EDOCS
- Budget and Performance Reports

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Transition FCC.gov

Home / File Complaint

File Complaint

Complaint Type | Category | Filing Method

- Disability Access to Communications Services and Equipment — Details
- Junk Fax — Details
- Telemarketing, Prerecorded Messages, Caller ID Spoofing, and Do-Not-Call — Details
- Wired Telephone — Details
- Wireless Telephone — Details
- Broadband Service and VOIP — Details
- Broadcast (TV and Radio), Cable, and Satellite Issues — Details
- Tower Light Outages or Signal Interference — Details
- Open Internet (Net Neutrality)

PREVIOUS | NEXT

3

File Complaint

Complaint Type > Category > Filing Method

To help us deal with your complaint efficiently, select the option that best relates to your complaint (click on Details for more information):

- ○ **Slamming: Occurs when your authorized wireline telephone company for local, local toll or long distance service is switched without your permission** — Details
- ○ **Telemarketing calls (including Do-Not-Call) and prerecorded messages received on a wired phone**
- ◉ **Telephone company advertising and promotion of local and long-distance service**
- ○ **Billing, Service, Privacy, Number Portability and other issues** — Details
- ○ **Disability access to communications services and equipment**
- ○ **Identity theft involving a telecommunications company**

PREVIOUS | NEXT

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Take Action Comment, Complain, Discuss | Transition FCC.gov

File Complaint

Complaint Type > Category > Filing Method

Based on the information you provided, you need to file . Please choose a convenient method to file your complaint. We highly recommend using our online form. This will ensure that all required information is received.

You are about to file

5

Online Form - Recommended Method

- Complete the form

We encourage you to read this notice which explains how we collect and use your personal information: FCC notice required by the Privacy Act and the Paperwork Reduction Act

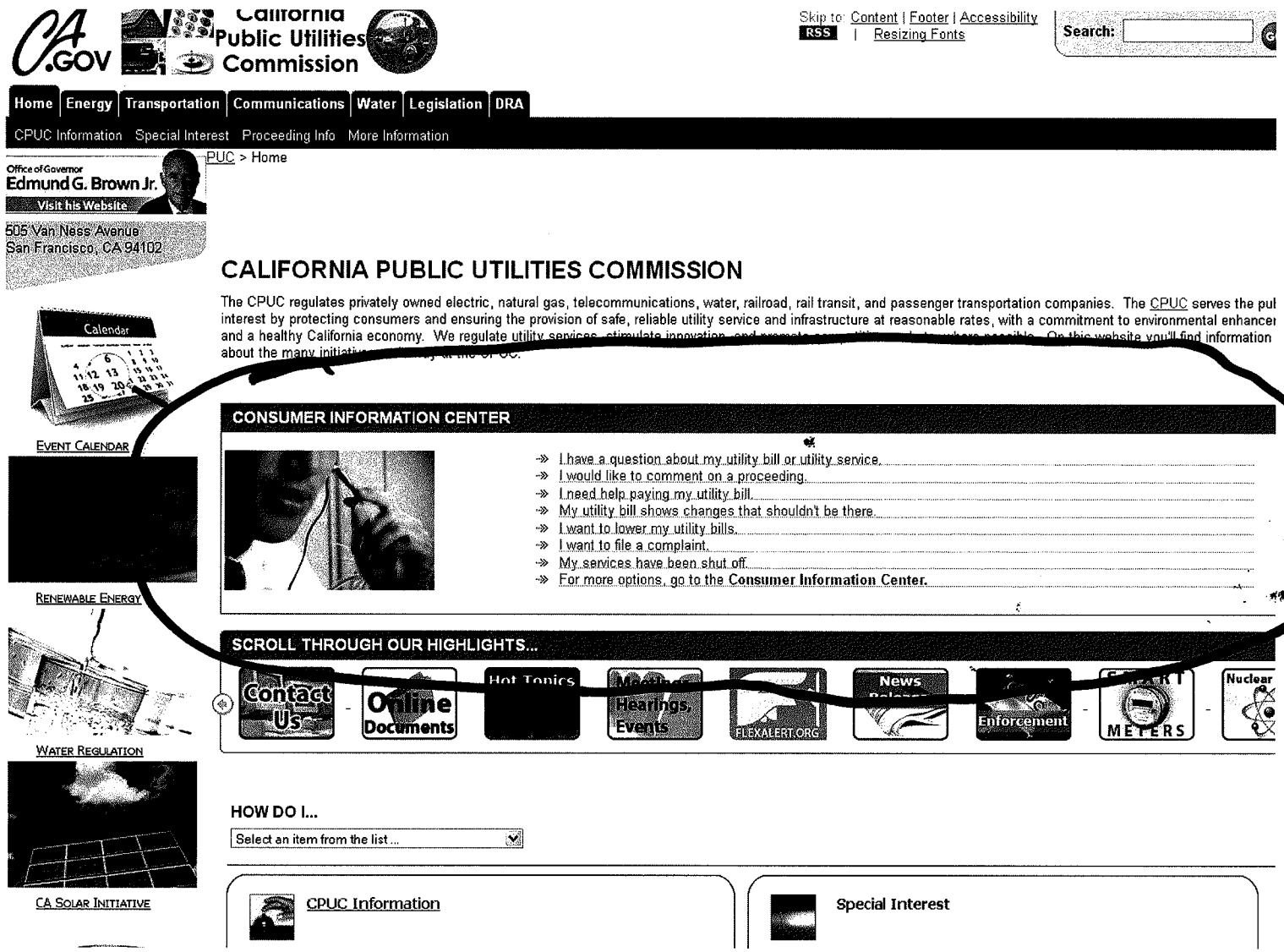
Phone

Our Consumer & Mediation Specialists are available Monday through Friday, 8 a.m. to 5:30 p.m. ET to answer your questions and assist you in filing a complaint. Call toll-free at 1-888-CALL-FCC (1-888-225-5322) voice or 1-888-TELL- FCC (1-888-835-5322) TTY.
For all the other methods, download/print the complaint form:

- (PDF)
- Español (PDF)

Huh?

CPUC HOMEPAGE



2

Office of Governor
Edmund G. Brown Jr.
Visit his Website

Public Utilities Commission
505 Van Ness Avenue San Francisco, CA 94102

File A Complaint

en espa

The CPUC can help you file a complaint against a utility, moving company, or "passenger carrier" (such as a limousine, airport shuttle, or charter bus company).

PUBLIC SAFETY COMPLAINTS

If you notice a public safety problem – such as a dangling wire or a gas leak – **dial 911 and report the problem**. After your call, you also have the option to file a complai with the CPUC. For more information, please see Public safety complaints.

OTHER COMPLAINTS

If you are a utility employee with a whistleblower complaint, please see our Whistleblower FAQs to find out how to file.

For all other complaints, your first step is to contact the company directly. To contact an electric, gas, telephone, or water utility, use the customer service phone number printe on the front page of your bill. Be sure to have a complete copy of your bill in front of you.

If you cannot resolve the problem after talking with the company's customer service representative, you can file a complaint with the CPUC.

For further instructions on filing a complaint, please select a type of complaint:

- Utility complaint (a problem with your energy, telephone, or water bill or services)
- Moving company complaint
- Limo, shuttle, or bus complaint

For more information on how the CPUC can help you resolve issues, please see Do You Have a Question or Complaint?

If you want to ask a question or submit a complaint about your phone, electricity, gas or water company in Spanish, please call 1-800-649-7570, so that a Consum Affairs Representative can assist you.

Si usted tiene alguna pregunta o desea presentar una queja en contra de la compañía telefónica, luz, gas o agua, por favor llame al 1-800-649-7570, y un representante de Asuntos del Consumidor le atenderá en español.

如果你对你的电话，电力， 煤气， 自来水 公司 有任何疑问 或意见， 请打中文服务电话1-800-649-7570。 我们的消费者服务代表可以帮你解决。

如果你對你的電話，電力， 煤氣，或自來 水 公司 有任何疑問 或投訴，要講中文請電 1-800-649-7570。我們的消費者服務代表可以幫助你解決。

FILE A COMPLAINT

- Utility Complaint
- Public Safety Complaint
- Moving Company Complaint
- Limo, Shuttle, or Bus Complaint

3

Public Utilities Commission
505 Van Ness Avenue San Francisco, CA 94102

Utility Complaint

en esp

If you have a complaint about your utility bill or services and talking with your utility company does not resolve the problem, you can file a complaint with the CPUC.

The fastest way to file a complaint is using our online complaint form. If possible, please scan a copy of your bill and attach it to your online complaint.

Please be aware that the CPUC cannot help you resolve issues with:

- Publicly owned or municipal utilities, such as SMUD or the Los Angeles Department of Water and Power
- Federal, city, or county taxes and surcharges on your bills.
- Long-distance telephone, cable TV, cellular phone rates, paging, or Internet rates and services.

The CPUC also cannot award claims for damages or help you determine a utility's alleged negligence or liability. If you cannot resolve this type of problem with the utility direct you can file a claim in civil court.

If you do not want to file your complaint online, download our complaint form with instructions. It includes information on our informal and formal complaint procedures, along wi Alternative Dispute Resolution program.

If you have any questions about the complaints process, you can call us at 1-800-649-7570.

For more information on how the CPUC can help you resolve issues, please see Do You Have a Question or Complaint?

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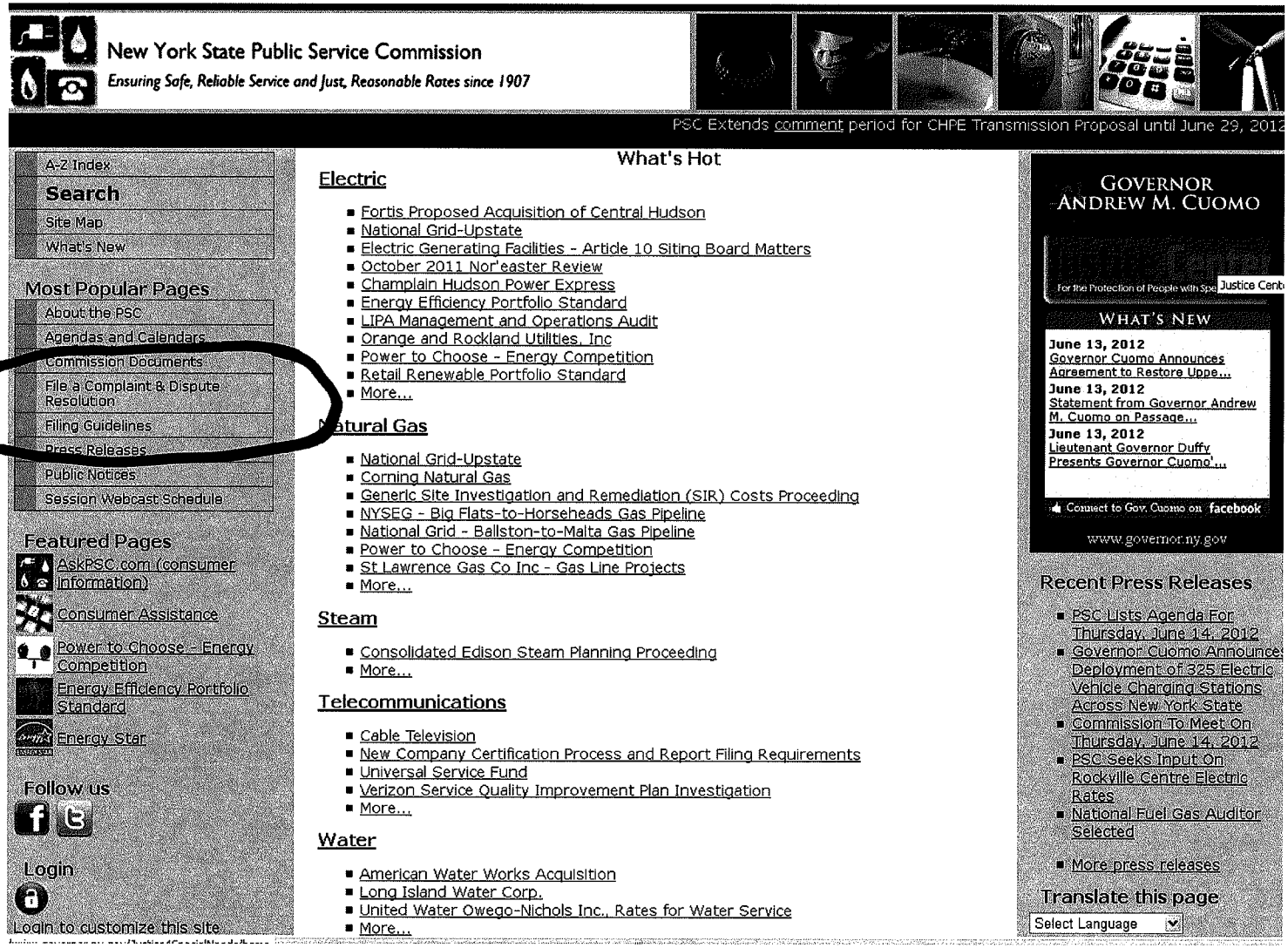
FILE A COMPLAINT

- Utility Complaint
- Public Safety Complaint
- Moving Company Complaint
- Limo, Shuttle, or Bus Complaint

NEW YORK'S HOME PAGE



New York State Public Service Commission

Ensuring Safe, Reliable Service and Just, Reasonable Rates since 1907

PSC Extends comment period for CHPE Transmission Proposal until June 29, 2012

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GOVERNOR ANDREW M. CUOMO

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Statement from Governor Andrew M. Cuomo on Passage...

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Lieutenant Governor Duffy Presents Governor Cuomo'...

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Recent Press Releases
- PSC Lists Agenda For Thursday, June 14, 2012
- Governor Cuomo Announces Deployment of 325 Electric Vehicle Charging Stations Across New York State
- Commission To Meet On Thursday, June 14, 2012
- PSC Seeks Input On Rockville Centre Electric Rates
- National Fuel Gas Auditor Selected
- More press releases

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Consumer Assistance and AskPSC.com

The **Office of Consumer Services** provides a variety of services to protect and assist utility customers. Its **Consumer Assistance and Consumer Education and Advocacy** sections seek to ensure that the Department and the utility companies it regulates are responsive to the needs and concerns of individual consumers and to the public.

The Office maintains the www.AskPSC.com web site with information on shopping for your utility service, tips on saving energy and reducing your utility bills, consumer assistance programs and how to participate in Department proceedings.

AskPSC
The NYS Public Service Commission's Consumer Web Site

ASKPSC.COM

Consumer Assistance

The **Office of Consumer Services** provides direct and timely assistance to consumers in resolving disputes with utilities. The Office also provides statistical information with regard to customer complaints and analyzes customer concerns and brings them to the attention of the Commission. There are several ways that consumers can contact the Department with complaints, inquiries or comments about their utility service:

- On-line: You can file a complaint or review complaint statistics comment on Commission proceedings, or Ask-A-Question about your utility service
- By Telephone: Helpline (general complaints and inquiries): 1-800-342-3377 (8:30 am - 4:00 pm) Competitive Energy Hotline complaints about Energy Service Companies: 888-697-7728 (8:30 am - 4:00 pm) Hotline for terminations of gas or electric service: 800-342-3355 (7:30 am - 7:30 pm)
- By Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223

Call Center

Information regarding filing a complaint about your utility service, complaint determinations and Complaint Statistics.

PSC Comment Form

- We want to know what you think about utility issues!

Summer Energy Conservation Program

WASHINGTON UTC HOMEPAGE

WASHINGTON

UTC
UTILITIES AND TRANSPORTATION COMMISSION

File a Complaint
We'll take action

Submit a Comment
We're listening

Request Records
We'll provide them

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Protecting consumers.

PLAY

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Search Docket | Enter docket number

The UTC regulates the rates and services of private or [illegible] owned utility and transportation companies. Our staff [illegible]sures that services are fairly priced, available, reliable and safe.

- Consumers can find information on utility services and assistance, file a complaint, lookup a moving company, learn how to save on utility bills, and more on our **Consumer pages**.
- Regulated Industry representatives and stakeholders can find forms, laws and rules, company information, staff contacts and more on our **Regulated Industry pages**.
- Find information on rail safety, pipeline safety, safe logging, and motor carrier safety on our **Public Safety pages**.

News

- State approves funds to improve safety at a Franklin County railroad crossing
- State approves rate decrease for Northwest Natural Gas customers
- State considers rule to raise threshold requirements before water companies become regulated
- Puget Sound Energy electric and natural gas customers to pay more for energy service

More...

Commission Calendar

- June 14 - Open Meeting
- June 14 - Waste Management - Initial briefs due on preliminary legal issue
- June 18 - Todd Gillhoover d/b/a Extraordinary Moving - Hearing
- June 18 - Joint CLECs v. Qwest/CenturyLink - Response to Bench Request No. 3 due

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Quick Links

- Annual Report Forms
- American Recovery Reinvestment Act
- Make a Payment
- Open Meeting Agenda
- Records Center
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WASHINGTON

UTC
UTILITIES AND TRANSPORTATION COMMISSION

File a Complaint
We'll take action

Submit a Comment
We're listening

Request Records
We'll provide them

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- Garbage and Recycling
- Movers
- Pipeline Safety
- Rail Safety
- Telephone
- Transportation
- Water

Enter docket number

Consumers

The UTC offers assistance and information for customers of private and investor-owned utilities and transportation companies in Washington.

For more information, select an industry below:

Energy | Garbage and Recycling | Movers | Telephone | Transportation | Water

Call Before You Dig

Need Help Paying Your Phone Bill?

When to call the Commission

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WASHINGTON

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Home > Consumers > Telephone

Telephone

The commission regulates companies offering landline telephone services.

The commission does not regulate wireless, Voice Over Internet Protocol (VOIP), Internet or cable.

Companies We Regulate

- List of Regulated Telecommunication Companies
- Company Complaint Stats
- Company Tariffs

Consumer News

- Read recent news headlines

Consumer Publications

- Telephone factsheets and guides

Consumer Rights

- About My Bill
- Back Billing
- Deposits
- Disconnections
- Reconnection / Starting Service
- Service Complaints

Telephone Assistance Program

- Washington Telephone Assistance Program (WTAP)
- Community Voice Mail
- Tribal Lifeline and Link-Up Program

MORE INFORMATION

- Publications
- File a Complaint

EXTERNAL RESOURCES

- Federal Communications Commission (FCC)
- Tips for Communicating Before, During and After Disasters

CONTACTS

- Consumer Help Line
- Consumer Staff Contacts

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Company Complaint Stats

The UTC's Consumer Protection Help Line receives complaints from customers who have been unable to resolve an issue with their utility company. These informal complaints are investigated by UTC staff and recorded in the Consumer Complaint Database.

MORE INFORMATION

File a Complaint

Publications

CONTACTS

Staff Contact by Division

Complaints By Company or Industry

To look up the complaint history and recorded violations for a regulated utility or transportation company, search below by industry or company name.

- Complaints by Industry

  This shows the number of complaints received by the UTC for each industry. By clicking on the industry, you can see the number of complaints received for each industry by year.

- Complaints by Company

  This shows the number of complaints each company received by year. By clicking on the year, you can see a summary of the types of complaints received by the UTC in each year.

- Complaint Types

  This page details the types of complaints the UTC investigates.

Violations

When UTC staff investigate an informal complaint, there is a requirement to make sure the company is following the rules. If the investigation finds the company did not follow the rules, staff will record an alleged violation(s) of the law, rules, or the company's approved tariff provisions. The statistics provided is this section show the number of alleged violations recorded against each regulated company by year.

- Alleged Violations by Company

Outcomes

What does company upheld and customer upheld mean?

- **Consumer Upheld:** This means UTC staff found the actions of the company to be improper and staff is

Consumer Complaints
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Enter docket number

Complaints By Company

Please choose the first letter of the company name: 0 1 3 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Company / Year	Total Complaints	Outcomes: Consumer Upheld	Company Upheld	Company with Arrangements	Other
AAA Half Price Moving	1	0	0	0	1
AAA Half Price Moving Company (Unregistered))	1	1	0	0	0
AAA MOVING & STORAGE, INC.	1	0	1	0	0
AAA Rich's Reliable Movers	1	0	0	0	1
AboveNet Communications, Inc.	1	0	1	0	0
Acceris Management and Acquisition LLC	1	1	0	0	0
AccessLine Communications Corporation	5	2	0	1	2
Access Gentle Moving Corp.	4	2	2	0	0
Access One, Inc.	1	0	0	0	1
ACCXX COMMUNICATIONS, LLC	6	5	0	0	1
ACC National Long Distance Corp.	8	6	1	1	0
ACE RELOCATION SYSTEMS, INC.	4	1	2	1	0
ACN Communication Services, Inc.	22	16	2	3	1
ACTION MOVING SERVICES, INC.	2	2	0	0	0
ADA-LIN WASTE SYSTEMS, INC.	9	2	5	0	2
ADAM'S MOVING AND DELIVERY SERVICE, LLC	1	1	0	0	0
Adelphia Business Solutions Operations, Inc.	1	0	0	0	1
Advanced TelCom Group, Inc.	67	44	11	7	5
Advanced Telcom, Inc.	10	5	1	2	2
Advanced Telecommunication Network, Inc.	1	1	0	0	0
Advanced Telemanagement Group, Inc.	2	1	0	0	1
ADVANCE RELOCATION EXPERT, LLC	1	1	0	0	0
Advantage Telecommunications Corporation	3	1	1	1	0
Advantage Telecommunications, Corp.	69	26	11	31	1
Affinity Corporation	4	2	2	0	0
Affinity Network Incorporated	1	1	0	0	0

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(208) 334-0300

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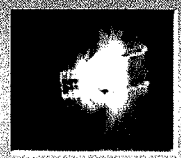
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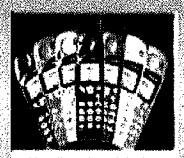
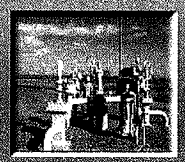
GAS


TELEPHONE

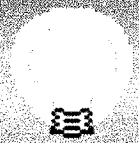
WATER


PIPELINE SAFETY

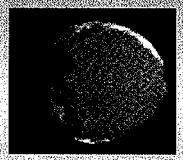
RAIL

COMMISSION

CONSUMER ASSISTANCE & COMPLAINTS


ENERGY ISSUES

SEARCH


RELATED SITES

COMMENTS & QUESTIONS ABOUT A CASE

LIST OF ITEMS ON THIS WEBSITE

ALL HERE

O Box 83720
:oise, Idaho 83720-0074
AX: (208) 334-4045

You may also contact our office at (208) 334-0369 or 1-800-432-0369

STEP 1

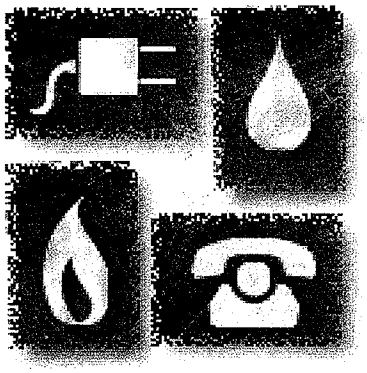
Please visit this link to determine if this utility company is regulated. If you have already contacted your utility and are no fill out the form below.

Use the "Tab" key, not the "Enter" key, to navigate the form
** Required Fields*

*Your name:	
Address:	
*City:	
*State:	
ZIP:	
Daytime Telephone:	
*Email Address:	
*If this concerns your business, business name:	
Business Address:	
*Business Phone:	
*Name of Utility Company:	
*Have you contacted the utility: regarding your concern?	○ Yes ○ No

Monthly Report
on
Consumer Complaint Activity

New York State



Office of Consumer Services

Public Service Commission

April 2012

Garry A. Brown, Chairman

Sandra S. Sloane, Director
Office of Consumer Services

May 24, 2012

New York State Office of Consumer Services
Public Service Commission

Monthly Report on Consumer Complaint Activity

April 2012

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New York State
Office of Consumer Services
Public Service Commission

May 24, 2012

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

Sincerely,

Sandra S. Sloane
Director
Office of Consumer Services

New York State
Office of Consumer Services
Public Service Commission

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:

By Telephone	Monday thru Friday 8:30am – 4:00pm	800-342-3377
Via the Internet	24 hours a day	www.dps.ny.gov *Click the Consumer Assistance Link*
In Writing	Please be sure to include as much detail as possible, including your account number, service address, telephone number and the specifics of your complaint.	NYS Public Service Commission Office of Consumer Services Three Empire State Plaza Albany, NY 12223-1350

New York State
Office of Consumer Services
Public Service Commission

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 2012

Utility Companies	Initial Complaints (QRS)		Escalated Complaints (SRS)		Escalation Rate	12 Month Escalated Complaint Rate
	No.	Rate*	No.	Rate*		
Central Hudson Gas & Electric Corp.	40	13.1	0	0.0	0%	0.2
Con Edison of New York	361	9.3	35	0.9	10%	1.5
National Grid - L I	12	2.2	0	0.0	0%	0.4
New York State Electric & Gas Corp.	55	5.5	5	0.5	9%	0.3
National Grid-Upstate	168	10.0	8	0.5	5%	0.6
Orange & Rockland	32	14.2	1	0.4	3%	0.6
Rochester Gas & Electric Corp.	54	13.3	2	0.5	4%	0.4
National Grid-Metro NY	109	9.0	6	0.5	6%	0.5
National Fuel Gas Distribution	60	11.6	0	0.0	0%	0.1
Citizens Communications	4	2.0	0	0.0	0%	0.4
Frontier Communications of NY	1	2.6	0	0.0	0%	0.9
Frontier Telephone of Rochester, Inc.	5	1.9	0	0.0	0%	0.2
Windstream Communications, Inc.	1	1.8	0	0.0	0%	0.5
Verizon New York, Inc.	310	6.3	35	0.7	11%	2.3
AT&T	15		5		33%	
Optimum Voice	4		2		50%	
Time Warner ResCom of New York, LLC	12		0		0%	
Verizon Digital Voice	9		1		11%	
Cablevision Systems	20		3		15%	
Time-Warner Cable	35		10		29%	
Verizon Cable	6		1		17%	
Aqua New York	2	4.5	1	2.3	50%	1.3
Aqua Sea Cliff	0	0.0	0	0.0	#DIV/0!	0.0
Long Island Water Corp.	2	2.7	0	0.0	0%	0.9
United Water - New Rochelle	5	15.9	2	6.4	40%	5.8
United Water - New York	6	8.2	3	4.1	50%	3.3
United Water - Westchester	2	16.3	0	0.0	0%	1.4

All complaint rates are based on December 2011 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 2012

Service Provider	Initial Complaints	Escalated Complaints	CSM Index	Complaint Response Time	CRM Index	E. Complaint Response Time	ERM Index	Avg. Age of Cases Pending	PCM Index	CSRI
National Fuel Gas Distribution	60	0	5.0	2.3	2.0	8.8	2.0	5.0	1.0	10.0
Central Hudson Gas & Electric Corp.	40	0	5.0	4.1	2.0	4.3	2.0	6.1	1.0	10.0
Time Warner ResCom of New York,LL(	12	0	5.0	10.2	2.0	4.1	2.0	8.0	1.0	10.0
Orange & Rockland	32	1	4.7	2.4	2.0	0.7	2.0	5.8	1.0	9.7
Rochester Gas & Electric Corp.	54	2	4.6	1.9	2.0	9.5	2.0	5.8	1.0	9.6
National Grid - Upstate	168	8	4.5	3.0	2.0	4.1	2.0	7.0	1.0	9.5
Just Energy New York Corp	22	1	4.5	9.8	2.0	0.0	2.0	6.7	1.0	9.5
National Grid - Metro Ny	109	6	4.4	4.5	2.0	3.4	2.0	14.4	0.9	9.3
New York State Electric & Gas Corp.	55	5	4.1	4.9	2.0	3.4	2.0	9.2	1.0	9.1
Verizon Communications	310	35	3.9	6.6	2.0	17.5	1.3	8.7	1.0	8.2
XChange Telecom	14	3	2.9	1.9	2.0	0.0	2.0	0.0	1.0	7.9
National Grid - L I	12	0	5.0	8.4	2.0	34.2	0.0	38.3	0.5	7.5
Cablevision of New York City	11	1	4.1	6.3	2.0	31.9	0.0	7.0	1.0	7.1
Con Edison of New York	361	35	4.0	8.7	2.0	60.0	0.0	28.0	0.7	6.7
AT&T	15	5	1.7	13.9	2.0	4.5	2.0	2.5	1.0	6.7
Hiko Energy, Llc	12	4	1.7	12.2	2.0	0.0	2.0	1.0	1.0	6.7
Mpower Energy LLC	16	4	2.5	21.3	1.2	0.0	2.0	15.4	0.9	6.6
Time Warner - New York City	27	5	3.1	16.6	1.7	26.3	0.0	34.9	0.6	5.4
Liberty Power Corp.	10	1	4.0	26.5	0.4	53.2	0.0	9.1	1.0	5.4

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 2012

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
3462 Third Avenue Owner Realty LLC	0	0		0.0		0.0		231.0		
Accent Energy Midwest, LLC	5	1		8.0		0.0		5.5		
Access Point, Inc.	0	0		0.0		0.0		68.0		
ACN Communication Services, Inc.	0	0		3.0		0.0		0.0		
Affordable Power, L.P.	2	0		7.0		0.0		1.0		
Agway Energy Services, LLC.	3	1		13.0		0.0		0.0		
Ambit Energy	9	1		2.6		0.0		6.0		
Ameristar Energy, LLC	1	0		1.0		0.0		0.0		
Aqua New York	2	1		10.5		0.0		35.5		
Birch Communications, Inc.	0	2		24.5		0.0		12.0		
BluCo Energy, LLC	1	0		15.0		0.0		0.0		
Broadview Networks	2	0		9.3		0.0		1.0		
Brown's Fuel	1	0		3.5		0.0		0.0		
BTI Communications, Inc. d/b/a TELZE	2	1		0.5		0.0		0.0		
C&C Affordable Management LLC	0	0		0.0		0.0		230.0		
Cablevision Lightpath, Inc.	1	0		13.0		0.0		0.0		
Cablevision of Brookhaven	1	0		8.0		0.0		6.0		
Cablevision of Long Island	5	0		5.5		0.0		4.0		
Cablevision of Riverhead	1	1		10.0		0.3		0.0		
Cablevision of Rockland	0	1		36.5		0.0		13.0		
Cablevision of Southern Westchester	1	0		15.2		0.0		0.0		
Cablevision of Westchester	0	0		18.8		0.0		0.0		
Charter Communications	1	0		22.0		0.0		271.0		
Chautauqua & Erie Telephone Corp.	2	1		33.5		0.0		14.5		
Citizens Choice Energy, LLC	6	1		1.9		0.0		0.0		
Citizens Communications	4	0		15.5		0.0		1.0		
City of Jamestown Board of Public Utili	3	0		8.5		0.0		4.0		
City Power & Gas, LLC	1	0		0.0		0.0		8.0		
Clearview Energy, Inc.	0	0		37.0		0.0		0.0		
Columbia Utilities Power, Llc (gas)	1	0		1.0		0.0		0.0		
Comcast Cable of New York - CATV	0	0		23.0		0.0		0.0		
Comcast Phone of New York, LLC D/B/	1	0		0.0		0.0		19.5		
Con Edison Solutions	0	0		31.0		0.0		0.0		
Cooper Square Realty	0	0		0.0		0.0		143.5		
Corning Natural Gas Corp.	1	1		29.5		2.9		1.0		
Covista Communications, Inc.	1	0		0.0		157.8		0.0		
Devon Farms Water Works Inc.	1	0		0.0		0.0		14.0		
DigiZip.Com, Inc.	1	1		14.0		0.0		0.0		
Direct Energy Services LLC	3	1		12.3		0.0		10.0		
Empire One Telecommunications, Inc.	0	0		23.0		0.0		56.0		
Energetix, Inc.	1	0		6.0		0.0		0.0		
Energy Plus Holdings LLC	4	0		5.7		0.0		58.5		
Energy Solutions Co. LLC	1	0		2.0		0.0		0.0		
Fairfield Towers Condominium Corpora	0	0		0.0		0.0		413.0		
Family Energy, Inc.	5	0		2.5		0.0		14.0		
Frontier Communications of NY/fka Hig	1	0		3.8		0.0		0.0		
Frontier Telephone of Rochester, Inc.	5	0		6.1		0.0		0.0		
Gateway Energy Services Corp.	4	3		20.2		0.0		23.0		
Gateway Plaza Management	0	0		0.0		0.0		7.0		
Granite Telecommunications, LLC	1	0		0.0		0.0		0.0		
Great Eastern Energy	0	0		0.0		0.0		141.0		
Green Mountain Energy	1	0		6.0		0.0		432.0		
Greenlight Energy Inc.	1	0		0.0		0.0		0.0		
Grenadier Realty Corp	0	0		0.0		0.0		330.0		
Gumley Haft	0	0		0.0		0.0		36.0		
Heritage Hills Water Works	2	0		0.0		0.0		13.5		
High Rise Energy Group, LLC	1	0		16.5		0.0		0.0		
Hopewell Service Corporation	0	0		0.0		0.0		286.0		
IDT America Corp.	2	1		50.0		0.0		5.0		
IDT Energy, Inc.	3	0		1.0		0.0		0.0		
IGS Energy	0	0		37.0		0.0		0.0		
INDEPENDENCE ENERGY GROUP, L	1	0		26.0		0.0		0.0		
Infinite Energy, Inc.	2	0		4.5		0.0		0.0		
LDC Telecommunications, Inc.	1	0		1.0		0.0		0.0		
Legacy Long Distance International, Inc	1	0		14.0		0.0		0.0		
Line Systems, Inc.	0	0		0.0		0.0		36.0		
Long Island Water Corporation D/b/a L	2	0		0.5		0.2		47.0		
Major Energy Services LLC	0	0		0.0		0.0		232.0		
Massena Electric Department	1	0		5.0		0.0		0.0		
Matrix Telecom, Inc Dba Trinsic Comm	0	0		124.5		0.0		0.0		
MCI	1	0		12.4		0.0		0.0		

Customer Service Response Index
April 2012

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
Meadow Wood at Gateway	0	0		0.0		0.0		305.0		
Metropolitan Telecommunications	1	2		34.3		0.0		28.2		
MXenergy	3	1		7.8		0.0		0.0		
New York Coin Telephone Company, Ir	0	0		0.0		0.0		434.0		
NorthEastern Energy Corporation	0	0		0.0		0.0		76.0		
Oasis Power LLC, d/b/a Oasis Energy	3	1		13.3		0.0		7.5		
Optimum Voice	4	2		6.0		0.0		8.2		
Painted Apron Water Co.	0	0		0.0		0.0		131.0		
Penelec (A First Energy Company)	1	0		0.0		0.0		0.0		
Pioneer Telecom, Inc.	1	0		0.0		0.0		29.0		
Plymouth Rock Energy LLC	1	0		2.0		0.0		0.0		
Public Power Llc	2	0		33.0		0.0		19.0		
Resdntl Comms. Netwrk of NY	2	0		13.0		0.0		4.0		
Riverview II Preservation Lp	0	1		0.0		0.0		19.0		
Roosevelt Island Associates	0	0		0.0		0.0		410.0		
S.J. FUEL CO., INC.	1	0		4.0		0.0		0.0		
Spark Energy, L.P.	1	1		17.5		0.0		201.0		
Spectrotel, Inc.	0	1		25.0		15.2		0.0		
Sprint Communications	2	0		0.0		0.0		13.5		
State Telephone Company, Inc.	1	0		1.0		0.0		0.0		
Taconic Telephone Corp.	1	0		14.0		0.0		69.0		
Talk America, Inc., Dba CavalierTeleph	1	0		0.0		0.0		5.0		
Talkspan Inc.	0	0		23.0		0.0		32.0		
TeleUno, Inc.	1	0		3.0		0.0		0.0		
The Chaffe Water Works Company	1	0		0.0		0.0		50.0		
The Future Condominium	0	0		0.0		0.0		587.3		
The Middleburgh Telephone Co.	2	0		0.0		0.0		0.0		
Time Warner - Albany	3	2		10.9		13.0		1.0		
Time Warner - Buffalo	2	0		10.6		0.0		6.0		
Time Warner - Rochester	0	1		17.9		9.6		0.0		
Time Warner - Syracuse Division	3	2		9.1		2.5		0.0		
Titan Gas, LLC	1	0		0.0		0.0		8.0		
Trinsic Dba Matrix Telecom, Inc Dba Ei	1	0		2.0		0.0		0.0		
Tristate Bell Inc	2	1		8.0		0.0		319.5		
Twin City Capital, Llc D/b/a Small Busir	1	0		8.0		0.0		0.0		
U.S. Gas & Electric, Inc.	1	1		15.0		0.0		6.0		
United Water Owego	1	1		2.0		0.0		4.0		
United Water Westchester Inc.	2	0		0.0		0.0		72.5		
United Water-New Rochelle	5	2		21.3		0.0		159.9		
United Water-New York	6	3		8.2		0.0		59.6		
Utility Expense Reduction LLC	2	3		16.5		0.0		0.0		
Verizon Communications (LD)	1	0		0.0		0.0		245.5		
Verizon Digital Voice	9	1		2.1		9.8		3.5		
Verizon New York Inc.	6	1		4.5		4.8		4.5		
Village of Arcade	0	0		0.0		0.0		28.0		
Village of Churchville	1	0		13.0		0.0		0.0		
Village of Frankfort	0	0		0.0		0.0		22.0		
Village of Freeport Electric	1	0		0.0		0.0		0.0		
Village of Wellsville	1	0		0.0		0.0		0.0		
Willsboro Bay Water Supply	0	0		0.0		0.0		0.0		
Windstream Communications, Inc.	1	0		0.0		0.0		5.0		
XO Communications, Inc.	1	0		0.0		0.0		0.0		

2012
Credit Adjustments Received
For Consumers

As a result of our investigation into consumers' complaints, when staff determines that a consumer was overbilled, the utility is directed to refund to the consumer, any monies it collected above and beyond what was allowed by tariffs, rules and regulations.
The chart below identifies the credits obtained on behalf of consumers.

		Total	Consumers
Jan-12	$	273,258.75	115
Feb-12	$	242,397.38	110
Mar-12	$	115,500.48	101
Apr-12	$	160,978.59	128
May-12	$	-	-
Jun-12	$	-	-
Jul-12	$	-	-
Aug-12	$	-	-
Sep-12	$	-	-
Oct-12	$	-	-
Nov-12	$	-	-
Dec-12	$	-	-
2012 Total	**$**	**792,135.20**	**454**

Number of Initial Complaints Received Against ESCO's

CODE	FULL NAME	2012	2011	Apr-12	Mar-12	Feb-12	Jan-12	Dec-11	Nov-11	Oct-11	Sep-11	Aug-11	Jul-11	Jun-11	May-11	Apr-11
5567AB	ABN Energy, LLC DBA Great Energy	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
D128	Accent Energy Midwest, LLC	17	28	5	3	7	2	1	0	1	3	2	3	2	3	2
D249	Affordable Power, L.P.	11	3	2	4	2	3	0	0	0	1	0	0	0	0	0
D001	Agway Energy Services, LLC	9	41	3	2	2	2	2	1	2	2	5	3	5	4	2
5985AL	Alpha Gas and Electric, LLC	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
D230	Ambit Energy	30	62	9	9	6	6	8	6	8	5	4	0	1	8	4
D002	Amerada Hess Corp.	1	1	0	1	0	0	0	0	0	0	0	0	0	1	0
D240	Ameristar Energy, LLC	1	1	1	0	0	0	0	0	0	0	0	0	1	0	0
6023AP	AP Gas & Electric	6	2	0	2	3	1	0	2	0	0	0	0	0	0	0
D222	BluCo Energy, LLC	3	4	1	2	0	0	0	1	1	0	1	0	0	0	0
D217	BlueRock Energy, Inc.	0	3	0	0	0	0	2	0	0	0	0	0	0	0	0
D113	Brown's Fuel	12	32	1	3	3	5	2	0	3	3	2	1	2	2	7
5246BU	Buy Energy Direct, LLC	0	2	0	0	0	0	0	1	0	0	1	0	0	0	0
D262	Censtar Energy Corp.	0	2	0	0	0	0	1	1	0	0	0	0	0	0	0
5325CI	Citizens Choice Energy, LLC	20	33	6	2	5	7	4	5	4	5	3	3	2	2	1
5592CI	City Power & Gas, LLC	4	7	1	0	1	2	0	1	1	1	0	0	2	0	1
D238	Clearview Energy, Inc.	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D231	Columbia Utilities Power, LLC - elec	5	31	0	2	1	2	0	2	2	1	1	4	0	1	4
D040	Columbia Utilities, LLC - gas	4	13	1	1	1	1	0	1	1	2	1	0	0	0	0
D086	Con Edison Solutions	2	4	0	1	0	1	0	0	1	0	1	0	0	0	0
5308DI	Direct Energy Business, LLC	2	11	0	0	2	0	1	1	1	1	3	0	2	0	0
D176	Direct Energy Services, LLC	11	35	3	3	2	3	2	0	4	4	5	2	1	3	5
D251	Discount Energy, LLC	0	3	0	0	0	0	0	0	0	1	1	0	0	0	0
D087	Energetix, Inc.	4	12	1	3	0	0	0	1	0	0	1	1	0	1	1
D183	Energy Cooperative of New York	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
6031EN	Energy Discounters, LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
D243	Energy Plus Holdings	29	127	4	4	6	15	4	8	6	11	13	10	3	10	13
5424EN	Energy Solutions Co. LLC	1	2	1	0	0	0	0	0	0	0	1	0	0	0	0
4920FA	Family Energy, Inc.	16	40	5	3	2	6	4	3	4	4	0	4	1	4	4
4664FR	Frontier Utilities	0	12	0	0	0	0	0	1	2	2	1	1	3	1	1
D046	Gateway Energy fka Econnergy	32	27	4	9	12	7	3	4	4	1	2	1	2	1	1
D104	Great Eastern Energy	0	23	0	0	0	0	5	2	0	3	1	2	3	0	3
4877GR	Greenlight Energy, Inc.	4	9	1	0	1	2	1	1	0	0	0	0	1	2	1
D127	Green Mountain Energy	3	5	1	1	0	1	0	1	0	0	0	1	0	0	2
5112GR	Gridway Energy Corp.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
4925GR	Griffith Energy, Inc.	0	2	0	0	0	0	0	0	1	0	0	0	0	0	1
D254	High Rise Energy Group, LLC	6	6	1	1	0	4	0	0	0	0	0	1	0	2	2
5302PR	Hiko Energy, LLC	98	79	12	32	26	28	21	13	24	12	4	3	1	1	0
D120	Hudson Energy Services, LLC.	8	68	0	4	1	3	0	0	3	2	3	2	6	6	7
D177	IDT Energy, Inc.	18	64	3	6	2	7	5	6	8	7	8	4	3	11	6
6130IN	Independence Energy Group, LLC	2	1	1	1	0	0	1	0	0	0	0	0	0	0	0
D167	Infinite Energy, Inc.	2	6	2	0	0	0	0	1	0	1	0	2	0	0	0
D188	Interstate Gas Supply of New York, Inc.	1	4	0	0	1	0	1	0	0	1	0	0	0	1	0
D213	Just Energy (fka U.S. Energy Savings Con	53	180	22	13	10	8	5	10	12	19	14	7	15	9	19
5520LE	Lexington Power & Light, LLC.	2	1	0	0	0	2	0	0	0	0	0	1	0	0	0
D117	Liberty Power Corp.	24	26	10	6	1	7	1	2	3	3	1	1	3	2	4
D060	Main Care Energy	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0
D214	Major Energy Services, LLC	5	38	0	0	0	5	3	2	3	2	1	3	4	4	3
6007MA	Marathon Energy Corp.	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
D267	Mpower Energy LLC	44	7	16	13	7	8	4	2	1	0	0	0	0	0	0
D032	MX Energy, Inc.	16	59	3	1	4	8	3	1	1	4	5	2	8	7	5
D021	National Fuel Resources	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
5388NE	New Energy Services, LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
4987NE	NextEra Energy Resources, LLC	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0
D148	Noco Natural Gas, LLC	1	1	0	0	1	0	0	0	0	0	1	0	0	0	0
D239	NorthEastern Energy Corp.	4	0	0	0	3	1	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	1	24	0	0	0	1	1	3	1	0	2	1	2	2	4
4921OA	Oasis Power, LLC	12	29	3	2	2	5	2	1	2	3	2	0	5	1	2
5637PL	Planet Energy (NY) Corp.	7	0	0	0	5	2	0	0	0	0	0	0	0	0	0
D171	Plymouth Rock Energy, LLC	10	8	1	3	1	5	2	0	1	0	1	0	0	1	0
D263	Public Power & Utility of NY	10	2	2	4	2	2	0	0	0	0	0	0	0	1	0
D093	Robison Energy of Westchester	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
5370SB	SBR Energy, LLC	0	23	0	0	0	0	0	3	2	2	0	4	2	7	1
D160	S.J. Fuel Co., Inc.	2	2	1	1	0	0	0	0	1	0	1	0	0	0	0
4976SM	Smart One Energy, LLC	1	4	0	0	1	0	1	0	0	0	0	0	1	0	1
D186	Spark Energy, L.P.	11	62	1	5	0	5	6	4	3	5	7	2	1	2	7
5463ST	Starion Energy NY, Inc.	0	11	0	0	0	0	1	0	0	1	1	1	0	1	2
D162	Suez Energy Resources Na, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
D223	Titan Gas, LLC	2	12	1	0	0	1	1	0	2	0	0	1	1	1	0
D119	U.S. Gas & Electric, Inc.	6	49	1	1	2	2	0	2	2	1	2	1	0	2	7
6008UN	United Energy Supply Corp.	2	0	0	2	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction LLC	10	4	2	6	1	1	0	0	1	3	0	0	0	0	0
	Total	589	1356	132	158	128	171	101	94	116	117	102	72	83	105	125

ESCO's with no complaints on file since January 2011 are not listed on this report.

Number of Escalated Complaints Received Against ESCO's

CODE	FULL NAME	2012	2011	Apr-12	Mar-12	Feb-12	Jan-12	Dec-11	Nov-11	Oct-11	Sep-11	Aug-11	Jul-11	Jun-11	May-11	Apr-11
D128	Accent Energy Midwest, LLC	2	1	1	1	0	0	0	0	0	0	1	0	0	0	0
D249	Affordable Power, L.P.	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC	2	7	1	0	1	0	0	0	0	0	1	1	2	0	1
D230	Ambit Energy	4	8	1	2	0	1	1	1	1	1	0	0	0	1	0
D222	BluCo Energy, LLC	2	2	0	1	0	1	0	0	0	2	0	0	0	0	0
D217	BlueRock Energy, Inc.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D113	Brown's Fuel	2	4	0	2	0	0	0	0	0	0	0	0	0	1	1
5325CI	Citizens Choice Energy, LLC	3	1	1	0	0	2	0	0	0	0	1	0	0	0	0
D231	Columbia Utilities Power, LLC - elec	1	3	0	1	0	0	0	0	1	0	0	0	0	0	1
D040	Columbia Utilities Power, LLC - gas	1	2	0	1	0	0	0	0	1	0	0	0	0	0	0
D086	Con Edison Solutions	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5308DI	Direct Energy Business, LLC	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0
D176	Direct Energy Services, LLC	2	2	1	1	0	0	0	0	0	0	1	0	0	0	0
D087	Energetix, Inc.	0	4	0	0	0	0	0	0	0	0	0	0	0	1	1
D243	Energy Plus Holdings, LLC	0	6	0	0	0	0	0	0	0	0	1	1	1	1	0
4920FA	Family Energy, Inc.	1	1	0	1	0	0	0	0	0	1	0	0	0	0	0
4664FR	Frontier Utilities	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
D046	Gateway Energy fka Econnergy	6	2	3	2	1	0	1	1	0	0	0	0	0	0	0
D104	Great Eastern Energy	0	2	0	0	0	0	2	0	0	0	0	0	0	0	0
D127	Green Mountain Energy	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
4877GR	Greenlight Energy, Inc.	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
D254	High Rise Energy Group, LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
5302PR	Hiko Energy, LLC	12	6	4	3	5	0	1	2	1	1	0	1	0	0	0
D120	Hudson Energy Services, LLC.	1	6	0	1	0	0	0	0	0	0	0	1	1	1	1
D177	IDT Energy, Inc.	1	2	0	0	1	0	0	0	0	0	1	0	1	0	0
D167	Infinite Energy, Inc.	0	2	0	0	0	0	0	0	1	0	0	0	0	0	1
D213	Just Energy (fka U.S. Energy Savings (	3	26	1	1	0	1	2	1	1	2	1	0	3	2	3
D117	Liberty Power Corp.	5	7	1	0	1	3	0	0	0	0	0	0	1	1	1
D214	Major Energy Services LLC	2	4	0	1	0	1	0	2	0	0	0	0	0	1	1
D267	Mpower Energy LLC	8	3	4	2	0	2	2	1	0	0	0	0	0	0	0
D032	MX Energy, Inc.	2	10	1	0	1	0	0	0	0	0	2	0	1	1	0
D239	North Eastern Energy Corp.	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	0	2	0	0	0	0	0	0	0	0	0	0	1	0	0
4921OA	Oasis Power, LLC	2	5	1	0	1	0	0	1	0	0	1	0	1	0	1
D171	Plymouth Rock	3	0	0	1	2	0	0	0	0	0	0	0	0	0	0
D263	Public Power LLC	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
5370SB	SBR Energy, LLC	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0
D186	Spark Energy, L.P.	5	15	1	0	1	3	0	1	1	2	0	1	0	1	2
5463ST	Starion Energy NY, Inc.	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0
D223	Titan Gas, LLC	0	2	0	0	0	0	1	0	0	0	0	0	1	0	0
D119	U.S. Gas & Electric, Inc.	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0
5461UT	Utility Expense Reduction, LLC	3	0	3	0	0	0	0	0	0	0	0	0	0	0	0
	Total	81	145	25	22	18	16	10	11	7	9	10	5	13	11	16

ESCO's with no complaints on file since January 2011 are not listed on this report.

Consumer Complaints Statistics

Regulated Utilities

- Electricity
- Telecommunications
- Gas
- Water
- Ferries

Doing Business with the MPUC

- About MPUC
- Consumer Services & Information
  -
  - File a Consumer Complaint
  - Frequently Asked Questions
- Online Filing, Docketed Cases, Forms & RFPs
- Legislative: Rules, Laws & Activities
- News, Calendar & Live Audio

Consumer Complaints as of 12/31/08

Year	Totals	Service	Disconnect/ Notice	Billing	Miscellaneous
2008 (PDF)	1,621	182	827	543	69
2007 (PDF)	1,293	179	796	311	7
2006 (PDF)	1,248	267	518	399	64
2005 (PDF)	1,789	428	609	642	110
2004 (PDF)	2,116	310	554	989	263
2003 (PDF)	2,079	297	686	807	289
2002 (PDF)	2,734	285	794	927	728
2001 (PDF)	2,212	242	823	722	425
2000 (PDF)	1,645	182	905	456	102
1999 (PDF)	1,464	293	802	301	68
1998 (PDF)	853	143	412	234	64

Consumer Complaints as of 12/31/08, broken down by Utility Type

Year	Utility Type	Totals	Service	Disconnect/Notice	Billing	Miscellaneous
2008 (PDF)	Telephone*	210	71	32	105	2
2008 (PDF)	Electric	953	45	650	255	3
2008 (PDF)	Gas	48	4	12	32	0
2008 (PDF)	Water	150	19	94	37	0

- **Service:** This category includes complaints about line extensions, outages, damage claims, and service delays.
- **Disconnect/Notice:** This category includes complaints where customers were threatened with disconnection or were actually disconnected.
- **Billing:** This category includes complaints about disputed bills and deposits, and customers who cannot pay their bills.
- **Miscellaneous:** This category includes complaints about rates, unauthorized charges on bills (cramming), and unauthorized changes in service (slamming).

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Incumbent Telephone Complaints Received in 2008

as of 1/2/2009

Utility Type	Company	Service #	Service %	Disconnect/ Notice #	Disconnect/ Notice %	Billing #	Billing %	Miscellaneous #	Miscellaneous %	Total Complaints	Rate per 1000 Customers
COMMUNICATIONS	CHINA TELEPHONE COMPANY		0%	2	100%		0%		0%	2	0.0
	COBBOSSEECONTEE TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	COMMUNITY SERVICE TELEPHONE COMPANY	2	50%		0%	2	50%		0%	4	0.0
	HAMPDEN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)		0%	1	100%		0%		0%	1	0.0
	ISLAND TELEPHONE CO. (TDS)		0%		0%		0%		0%	0	0.0
	LINCOLNVILLE NETWORKS, INC		0%		0%	1	100%		0%	1	0.0
	MAINE TELEPHONE COMPANY		0%		0%	2	100%		0%	2	0.0
	MID MAINE TELECOM	1	100%		0%		0%		0%	1	0.0
	NORTHERN NEW ENGLAND TEL D/B/A FAIRPOINT	47	37%	17	13%	62	49%	1	1%	127	0.0
	NORTHLAND TELEPHONE COMPANY OF MAINE	1	8%	3	23%	9	69%		0%	13	0.0
	OXFORD TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	OXFORD WEST TELEPHONE COMPANY		0%		0%	1	100%		0%	1	0.0
	PINE TREE TEL AND TEL COMPANY	1	33%		0%	2	67%		0%	3	0.0
	SACO RIVER TEL AND TEL COMPANY		0%		0%		0%		0%	0	0.0
	SIDNEY TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	SOMERSET TELEPHONE COMPANY (TDS)	2	50%	1	25%	1	25%		0%	4	0.0
	STANDISH TELEPHONE COMPANY	1	100%		0%		0%		0%	1	0.0
	TIDEWATER TELECOM, INC.	1	20%		0%	4	80%		0%	5	0.0
	UNION RIVER TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	UNITEL, INC.	1	100%		0%		0%		0%	1	0.0
	VERIZON NEW ENGLAND INC. D/B/A VERIZON MAINE	14	33%	8	19%	20	47%	1	2%	43	0.0
	WARREN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)		0%		0%	1	100%		0%	1	0.0
Industry Totals	**24**	**71**	**34%**	**32**	**15%**	**105**	**50%**	**2**	**1%**	**210**	**0.0**

Electric Apples to Apples Chart

Current Supplier Rate Offers

The chart below reflects the current supplier rate offers provided by the suppliers to *residential customers* in the AEP, Dayton Power and Light, Duke Energy and First Energy service areas.

Please refer to your most recent bill for your current **price to compare**.

Price to Compare

In order for you to save money, the new supplier's rate needs to be lower than the Price to Compare rate shown on your bill. The Price to Compare is calculated based on the total amount you would no longer pay your utility company for the generation portion of your electric supply if you choose another supplier, divided by the kilowatt hours used.

The calculation determining the Price to Compare varies by utility company. As always, you will still be responsible for the utility company distribution charges and any related riders on your utility bill. Please consult the utility's web site for specific information. As with any contract, read and understand all terms and conditions before signing up with a supplier.

Electric Apples to Apples Charts

Publication Date: June 11, 2012

Published offers are subject to change without prior notice. Consumers should verify offers with the supplier before signing a contract. As with all contracts, consumers should carefully read and understand all terms and conditions before signing any forms or agreeing to enroll with a supplier for electric service.

Before choosing a supplier, please review the information on the **Choosing an Electric Supplier** page.

The PUCO is not responsible for selections you make based on the information contained herein.

Step 1: Compare the supplier offers contained in the chart with the "Price to Compare" shown on your electric bill.

Note: The "Tariff" code referenced in some of the Offer Details can be found on your monthly electric bill, under the charges from the utility.

Step 2: In order for you to save money, the new supplier's rate needs to be lower than the Price to Compare rate shown on your bill.

American Electric Power Service Area Offers

Supplier Name	Current Offer	Contract Term	Offer Details

AEP Retail Energy PO Box 1415 Columbus, OH 43215 (855) 300-7192 **www.aepretailenergy.com**.	$0.0669 per kWh	24 Months	Enroll online at **http://www.aepretailenergy.com/enroll** This offer is limited to residential customers of AEP Ohio. Early Termination Fee: $150
AEP Retail Energy PO Box 1415 Columbus, OH 43215 (855) 300-7192 **www.aepretailenergy.com**	100% Wind Product, 7.49 ¢ per kWh through May 2014 billing cycle,	Through May 2014	Enroll only online at **http://www.aepretailenergy.com/green** This offer is limited to residential customers of AEP Ohio. Early Termination Fee: $150
Border Energy Electric Services, Inc. 888-901-8461 **http://www.borderenergyelectric.com/**	Guaranteed 10% discount off the AEP price-to-compare through May 31, 2013	Through May 31, 2013	Enroll online at **http://signup.borderenergyinc.com /AEPOhio_ex.aspx** Early Termination Fee: $100 This offer is limited to residential customers of AEP.
Duke Energy Retail Sales 800-920-5039 **http://www.dukeenergyretail.com**	Fixed Price of $0.0630	Through May 2013	Online-only offer: AEP Residential customer in Ohio Power and Columbus Southern Power Early Termination Fee: $50 **http://www.dukeenergyretail.com**
Duke Energy Retail Sales 800-920-5039 **http://www.dukeenergyretail.com**	Fixed Price of $0.0650	Through May 2014	Online-only offer: AEP Residential customer in Ohio Power and Columbus Southern Power Early Termination Fee: $50 **http://www.dukeenergyretail.com**
FirstEnergy Solutions 877-635-0495 **www.fes.com**	Fixed Price of $0.0600 per kwh through December 2012, then $0.0665 per kwh through March 2015	Through March 2015	AEP Residential customer in Ohio Power rate zone (rate code 015 and 022) and Columbus Southern Power (rate codes 013 and 014): **https://www.fes.com/aep** Early Termination Fee: $150
IGS Energy 6100 Emerald Pkwy Dublin, OH 43016 (888) 995-0992 **http://www.igsenergy.com/**	Low 12-Month Fixed Offer of 6.85¢ per kWh	12-Month Fixed Offer	Enroll Online at **http://www.igsenergy.com/** This offer is limited to residential cust

AEP Ohio.
Early Termination Fee: None

Dayton Power and Light Service Area Offers.

Supplier Name	Current Offer	Contract Term	Offer Details
AEP Retail Energy PO Box 1415 Columbus, OH 43215 (877) 9-AEPSAVE or (877) 923-7728 **www.aepretailenergy.com**	Fixed Price of $0.0689 per kwh.	24 Months	This offer is for residential RS and RH customers of Dayton Power and Light utility only. Enroll online at **http://aepretailenergy.com/save20**. Early Termination Fee: $150
Border Energy Electric Services, Inc. 888-901-8461 **http://www.borderenergyelectric.com/**	Fixed Price of $0.0699 per kwh through December 2013.	Through December 31, 2013	This offer is for DP&L Residential Customers only. Enroll online at **http://signupdpl.borderenergyinc.com /DPL_ex.aspx** Early Termination Fee: $75
DP&L Energy 1065 Woodman Drive Dayton, OH 45432 800-319-1356 **www.dplenergy.com**	Fixed Price of $0.0699 per kwh. Loyalty Payment of $75	18 Months	This offer is for DP&L Residential Customers only. Enroll online at **http://dplenergygo.com/** or call 800-319-1356 Early Termination Fee: None
DP&L Energy 1065 Woodman Drive Dayton, OH 45432 800-319-1356 **www.dplenergy.com**	Fixed Price of $0.065 per kwh.	18 Months	Online Only Offer. This offer is for DP&L Residential Customers only. Must enroll online at **http://dplenergy.com /dplonlinehome** Early Termination Fee: $75
DP&L Energy 1065 Woodman Drive Dayton, OH 45432 800-319-1356 **www.dplenergy.com**	Fixed Price of $0.065 per kwh.	Through the May 2014 meter read	Online Only Offer. This offer is for DP&L Residential Customers only. Must enroll online at **http://dplenergy.com /dplonlinehome** Early Termination Fee: $75
DP&L Energy 1065 Woodman Drive Dayton, OH 45432 800-319-1356 **www.dplenergy.com**	Fixed Price of $0.0699 per kwh. Loyalty Payment of $75	Through the May, 2014 meter read	This offer is for DP&L Residential Customers only. Enroll online at **http://dplenergygo.com/** or call 800-319-1356 Early Termination Fee: None

Duke Energy Service Area Offers

Supplier Name	Current Offer	Contract Term	Offer Details
AEP Retail Energy PO Box 1415 Columbus, OH 43215 1-855-285-9013 **www.aepretailenergy.com**	$0.0529 per kwh	For 3 months and after that variable month to month	This offer is for residential RS customers of Duke Energy only. Special Web Offer at **http://www.aepretailenergy.com/lowprice** Early Termination Fee: $0
AEP Retail Energy PO Box 1415 Columbus, OH 43215 1-855-285-9013 **www.aepretailenergy.com**	Price of $0.0559 per kWh	12 months	This offer is for residential RS customers of Duke Energy only. Special Web Offer at **http://www.aepretailenergy.com/lowprice12** Early Termination Fee: $150
AEP Retail Energy PO Box 1415 Columbus, OH 43215 1-855-285-9013 **www.aepretailenergy.com**	Price of $0.0569 per kWh	24 Months	This offer is for residential RS customers of Duke Energy only. Special Web Offer at **http://www.aepretailenergy.com/lowprice24** Early Termination Fee: $150
Border Energy Electric Services, Inc. 888-901-8461 **http://www.borderenergyelectric.com/**	Fixed rate of $0.0585 per kWh for the period of 1/1/12 through 12/31/13	Through December 31,2013	Enroll online at: **http://signup.borderenergyinc.com /DUKE_ex.aspx** Early Termination Fee: $75 This offer is for residential RS customers of Duke Energy only.
Cincinnati Bell Energy (866)852-6849 **www.cincinnatibellenergy.com**	Variable Price of $0.0590 per kwh	Month to month	This offer is for residential RS customers of Duke Energy only, 100% renewable and Green-E Certified. Early Termination Fee: None
Cincinnati Bell Energy (866)852-6849 **www.cincinnatibellenergy.com**	Fixed Price of $0.0542 per kwh	12 Month	This offer is for residential RS customers of Duke Energy only, 100% renewable and Green-E Certified. Early Termination Fee: None
Cincinnati Bell Energy (866)852-6849 **www.cincinnatibellenergy.com**	Fixed Price of $0.0542 per kwh	24 Month	This offer is for residential RS customers of Duke Energy only, 100% renewable and Green-E Certified. Early Termination Fee: None

FirstEnergy Service Area Offers

Supplier Name	Current Offer	Contract Term	Offer Details
AEP Retail Energy PO Box 1415 Columbus, OH 43215 (855) 300-7191 **www.aepretailenergy.com**	Price of $0.0569 per kWh	24 Month	This offer is for residential customers of Ohio Edison, The Illuminating Company, and Toledo Edison only. Enroll online at **http://www.aepretailenergy.com/save24** Early Termination Fee: $100
Constellation Energy 1-866-577-4700 **www.home.constellation.com**	Fixed price plan at $0.0609 per kWh.	12 month term	This offer is for electric residential customers in Ohio Edison, Cleveland Electric Illuminating, and Toledo Edison. Early Termination Fee: $25
DP&L Energy 1065 Woodman Drive Dayton, OH 45432 800-319-1356 **www.dplenergy.com**	Fixed Price of $0.0610 per kwh	24 months	This offer is for residential customers of Ohio Edison, The Illuminating Company, and Toledo Edison only. Enroll online at **http://www.dplenergygo.com** Early Termination Fee: $75
Duke Energy Retail Sales 855-999-8817 **www.dukesavings.com**	Guaranteed fixed price plan that is designed for all electric residential customers with high winter usage. $0.0535 per kWh from November to March. $0.0575 per kWh for April through October.	Through May 2014 Meter Read	On-line offer only. This offer is for residential customers with all electric homes in Ohio Edison, The Illuminating Company, and Toledo Edison. This offer is available to the first 10,000 customers who sign up. Go to **http://www.dukeenergyretail.com/** to sign up for this offer. Early Termination Fee: $50
Duke Energy Retail Sales 877-331-3045 **www.dukesavings.com**	12% discount off the price-to-compare	Through July 2013 Meter Read	On-line only offer. This offer is for all residential customers of Ohio Edison, The Illuminating Company, and Toledo Edison. This offer is available to the first 10,000 customers who sign up. Go to **http://www.dukeenergyretail.com** to sign up for this offer. Early Termination Fee: $100
FirstEnergy Solutions 1-888-254-6359 **www.fes.com**	6% discount off the price-to-compare	Through December 31,	This offer is for residential RS customers of Ohio Edison, The Illuminating Com and Toledo Edison only.

		2013	Early Termination Fee: $100
FirstEnergy Solutions 1-888-254-6359 **www.fes.com**	Electric heating customers get a price of $0.0575 per kilowatt-hour (kWh) on electric generation during the winter months (October through March) and $0.0630 per kWh during the summer months (April through September).	Through May 2014	This offer is for residential electric heating customers of Ohio Edison, The Illuminating Company and Toledo Edison. This offer ends June 30, 2012. To enroll, go to **https://www.fes.com/electric-heat** or call 1-888-254-6359. Early Termination Fee: $100.

I. New York

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:

By Telephone	Monday thru Friday 8:30am – 4:00pm	800-342-3377
Via the Internet	24 hours a day	www.dps.ny.gov *Click the Consumer Assistance Link*
In Writing	Please be sure to include as much detail as possible, including your account number, service address, telephone number and the specifics of your complaint.	NYS Public Service Commission Office of Consumer Services Three Empire State Plaza Albany, NY 12223-1350

II. Texas

What Happens After You File a Complaint With the PUC?

- The complaint is reviewed and the process begins.
- The complaint is sent to your electric or telephone company.

- The company has 21 days to investigate and respond to the PUC.
- After receiving the company's response, an investigator makes an evaluation to determine if the company has failed to follow the law.
- The PUC will send both you and your company a letter with the investigator's resolution.
- A formal complaint at the PUC is similar to a court case and may result in a hearing, which is much like a trial. You will be called a complainant and you will be a party to the case with certain legal rights and obligations. As a complainant, you must respond to requests for information, you must send copies of any documents you submit to the PUC to every party in the case, you must provide the necessary number of copies to the PUC's Central Records Office, and, if the case is referred for a hearing, you must appear at the hearing so you can be questioned.
- If you decide to file a formal complaint, you may want to contact an attorney to help you understand the procedures and the applicable laws and rules that are relevant to the complaint.
- You will be required to follow certain procedural rules if you decide to file a formal complaint. These procedures can be found in Procedural Rule 22.242.
- The formal complaint process starts when either you or your electric or telephone company files a formal complaint with the PUC.

III. Pennsylvania

There are two types of complaints that can be filed with the PUC, an ***informal complaint*** and a ***formal complaint***. The PUC recommends that you use the informal complaint process first, since many issues are resolved sooner through this simpler process.

Filing Informal Complaints

The consumer MUST first contact the company to give them an opportunity to resolve the issue before filing an informal complaint. If the issue is not resolved to the consumer's satisfaction, an informal complaint may be filed through the PUC's Bureau of Consumer Services (BCS).

The informal complaint may be filed in the following ways:
By Mail at:

PUC
Bureau of Consumer Services
P.O. Box 3265
Harrisburg, PA 17105-3265
e complaint hotline

Toll free at 1-800-692-7380

By the It at:

www.puc.state.pa.us

Once the informal complaint is received, a BCS investigator will work as a mediator between the parties in order to resolve the complaint. This process is much less time consuming than the formal complaint process and usually results in a quicker resolution to the case. Informal complaints against utilities are confidential and not available for public inspection.

Filing Formal Complaints

The formal complaint process is different from the informal because it involves a legal proceeding before a Commission administrative law judge. This means that you and the utility must present facts on issues raised in your complaint to a PUC administrative law judge. However, this should not discourage you from filing a complaint.

Individuals or companies may file formal complaints. Individuals do not need a lawyer to file a formal complaint. However, companies must be represented by an attorney. Complaints are assigned to PUC administrative law judges, who hold hearings to gather evidence and then render decisions. The five PUC commissioners may then rule on the decisions at a public meeting.

Formal complaints must be filed using a "Formal" complaints form. The form can be obtained by calling the complaint hotline toll free at 1-800-692-7380 and request that one be mailed to you or downloaded by selecting Online Forms from the main menu at: www.puc.state.pa.us. The form is set up in Adobe Acrobat, so you can type on the screen to fill out the form and then print it out.

- Have you called the company about this complaint? The Commission may accept complaints only from customers who have first contacted the company about their complaint. We may close your informal complaint without investigation if it is determined that you did not contact your company about this matter before filing an informal complaint.

- Informal complaints must be filed by the customer of record, the person applying for service in their name, or an adult occupant whose name appears on the mortgage, deed or lease of the property for the residential utility service in question. If you are not the customer of record, the applicant for service, or an adult occupant whose name appears on the mortgage, deed or lease of the property for the residential utility service in question, you must state and subsequently verify that you have legal authority to act on behalf of the customer of record or applicant (i.e. power of attorney, legal guardian, etc.)

- If you have a Protection From Abuse (PFA) order, please indicate that on the form or letter when you provide a summary of your problem. After we confirm that you have a PFA order, we will make sure your account receives the special protections entitled under law.

- By filing an informal complaint you are automatically giving permission to the Commission to contact the utility to review the account information concerning your complaint. If you do not want the Commission to have access to your account information, please do not file an informal complaint.

- If your consumer complaint involves money owed to the utility you must pay all current bills (bills for usage each month that you receive after filing an informal complaint) while BCS investigates your complaint. If you do not pay the current bills, the utility may shut off your service for nonpayment of these undisputed charges.

- The Commission is authorized to make payment agreements within limits established by law. The law requires set payback periods based upon income level. The law also limits the number of payment agreements that the Commission may establish on an account by setting conditions that must be met before the Commission may establish more than one agreement.

The law prohibits the Commission from ordering a payment agreement for an outstanding balance resulting from customer assistance program (CAP) rates. Each company has a different name for its CAP. A customer assistance program provides a reduced monthly bill based on household size and income. While the Commission cannot make CAP charges the subject of payment agreements, we can review your account to make sure the company applied its CAP rules correctly; to verify that the CAP balance is accurate; and to make sure CAP is the most beneficial option for your situation.

IV. California

If you have a complaint about your utility bill or services and talking with your utility company does not resolve the problem, you can file a complaint with the CPUC.

The fastest way to file a complaint is using our online complaint form. If possible, please scan a copy of your bill and attach it to your online complaint.
Please be aware that the CPUC cannot help you resolve issues with:

- Publicly owned or municipal utilities, such as SMUD or the Los Angeles Department of Water and Power
- Federal, city, or county taxes and surcharges on your bills.
- Long-distance telephone, cable TV, cellular phone rates, paging, or Internet rates and services.

The CPUC also cannot award claims for damages or help you determine a utility's alleged negligence or liability. If you cannot resolve this type of problem with the utility directly, you can file a claim in civil court.
If you do not want to file your complaint online, download our complaint form with instructions. It includes information on our informal and formal complaint procedures, along with Alternative Dispute Resolution program.
If you have any questions about the complaints process, you can call us at 1-800-649-7570.
For more information on how the CPUC can help you resolve issues, please see Do You Have a Question or Complaint?

V. Arizona

Step-by-Step Complaint Process

The First Step: If you have a complaint about a regulated utility, and have already attempted to resolve the issue with the utility, Consumer Services staff may be able to assist you.

You can also fill out the form below and send or e-mail it to the Arizona Corporation Commission and a representative from our Consumer Services Section will contact you. They will also contact the utility for their perspective on the complaint. Current rules allow the utility 5 days to respond to the Commission. Certain circumstances require expedited handling and the Consumer Services staff will know if this applies to your complaint.

If That Doesn't Work: If after filing an informal complaint you and the company have failed to reach an agreement, you and the utility may agree to arbitrate the issue before a representative of the Commission. At arbitration you and the utility will present your respective views and proposed remedies for the problem. The

representative will write a non-binding decision reflecting what he or she believes is a fair resolution of the problem based in the information provided.

Filing a Formal Complaint: If mediation/arbitration is not the preferred method of resolution, the informal complaint may be escalated to a formal complaint. At the formal complaint level, the proceedings are much like a court case. You open your complaint by filing a detailed, written description of your dispute, what you have done to address the issues so far, the specific Commission rules or administrative codes you believe were violated and the specific resolution you are seeking.

You and the utility will testify in front of an administrative law judge. You should understand that the party filing the complaint bears the legal burden of proving its case. The judge will then prepare a recommendation for the Commissioners to review and provide copies to both you and the utility. The Commissioners will make a final decision on your case during a public open meeting.

How to Contact Us: To request help from the Arizona Corporation Commission, please call us at the numbers below between the hours of 8:00 a.m. and 5:00 p.m.

Within Metro Phoenix: 602-542-4251
Within Metro Tucson: 520-628-6550
Outside the Metro Phoenix or Tucson areas, but within Arizona, call toll free
1-800-222-7000 connects you to the Phoenix Office and
1-800-535-0148 connects you to the Tucson Office
You may also fill out the Consumer Services Assistance Form by clicking on the words below. This form contains the basic information we will need to begin helping you. Please be as complete as possible in the space provided and e-mail the form to us.

VI. Maine

My Problem Is with a Utility Regulated by the Commission

You must first contact the utility and attempt to resolve your complaint prior to contacting the Commission's Consumer Assistance Division (CAD). However, if your complaint involves an unauthorized change of your telephone service ("slamming") or unauthorized charges on your telephone bill ("cramming"), you may skip this step and contact the Commission immediately to file a complaint.
If you've contacted the utility and are unable to resolve your complaint, you can file a complaint with the CAD and a staff person will assist you by investigating your complaint. To learn more about filing a complaint with CAD, call the CAD's Consumer Assistance Hotline at 1-800-452-4699.

The Complaint Procedure

You can file a complaint with the Commission by telephone, letter, fax, in person, or by using the on-line complaint form. The Consumer Assistance Division (CAD) of the Commission has specially trained staff to assist customers with resolving their complaints with utilities. The CAD investigates complaints involving quality of service, billing disputes, appropriate application of rates, costs to extend utility lines, disconnection of utility service and deposits.
The CAD will investigate your complaint and will notify you in writing or by telephone of its decision, the rationale behind the decision, and your options for further action. While your billing complaint is being addressed by the CAD, you must pay (or enter into a payment arrangement to pay) the undisputed portions of your utility bills.

For immediate assistance regarding the termination of your utility service, call our Consumer Assistance Hotline at 1-800-452-4699.

Please provide all of the information requested below. If you cannot answer the question or do not have the information, please type "unknown" or "not applicable" as appropriate. If you do not have a forms capable browser, you can print the form, fill in the information, and mail it to the address listed below.

For more immediate assistance regarding the termination of your utility service, call our Consumer Assistance Hotline at 1-800-452-4699, Monday through Friday, 8:30 a.m. to 4:30 p.m.

Maine Public Utilities Commission
Consumer Assistance Division
18 State House Station
Augusta, ME 04333-0018

VII. West Virginia

CONSUMER COMPLAINT PROCEDURES

STEP 1 - CONTACT YOUR UTILITY

If you believe you are not receiving safe, adequate utility service at correct rates, take the matter up directly with the company that provides the services.

You should tell the company what your problem is and provide all necessary facts. Your complaint will be handled more quickly if you give the utility company a complete explanation of your complaint. The utility company should investigate your complaint and tell you what action it will take.

If you do not hear from the company within a reasonable time, or if you are not satisfied with the company's action, you may file an informal request for assistance by writing or calling the Public Service Commission in Charleston. The Commission has Consumer Affairs technicians that are trained to help you with utility problems.

STEP 2 - INFORMAL REQUEST TO THE PSC FOR ASSISTANCE

The informal request for assistance should be the first step taken in our complaint process. Most of the requests for assistance the PSC receives are resolved in an informal manner through discussions involving the customer, the company, and PSC staff. We have Consumer Affairs Technicians that are readily available to handle your requests for assistance. Should these efforts not be satisfactory, our staff can provide you with information on how to obtain further review of your PSC complaint, through the formal process below.

Which Utilities are Regulated by the Commission?

The PSC has the responsibility for regulation of the rates and services of electric, telephone, natural gas, water, wastewater and solid waste disposal utilities. In addition, some motor carrier operations remain under the jurisdiction of the Commission.

The Commission does not have authority to initially set the rates established by municipal utilities or

cooperatives. It does have limited jurisdiction, upon a timely petition following a rate action, to review the rates of municipal utilities and cooperatives. However, a petition asking for Commission review of municipal and coop rates must be filed within 30 days of the rate action by the utility's governing body and it must either be signed by 25% of the utility's customers or present evidence of discrimination customers seeking Commission review.

In addition to rate and service territory jurisdiction, the Commission also establishes service standards which regulated utilities must meet.

The PSC's Consumer Affairs Technicians Can Help You.

Consumer Technicians receive about 10,000 calls a year. Here are some examples of types of problems that PSC Consumer Technicians may be able to help you with:

- improper termination of your utility service
- charges on your utility bill that you believe are incorrect or unauthorized
- problems with reading your meter
- customer deposits for utility services
- poor quality of service
- high bill complaints
- problems with delaying connection of service
- problems with back billing

Filing Your Request for Assistance with the Commission.

You may submit your request for assistance by telephone or letter. You do not need an attorney to file your complaint.
You can save time for yourself and the PSC staff by providing complete information about your problem. Before your problem can be investigated, the staff needs the following information:

- Your name, mailing address, city, county, zip code and telephone number, including area code
- Your physical address, if <u>different</u> from your mailing address
- Your utility account number or work order number
- The name of the utility and company personnel you have talked with
- The complete facts of your complaint
- The action the utility took on your complaint
- A brief explanation of the solution desired
- Please be sure to indicate the following:

<u>if the customer or a member of the household is 65 years of age or older, if your complaint involves a termination of service or initiation of new service.</u>

Action on Your Complaint:

Our Consumer Affairs Technicians will review your request for assistance and discuss the problem with you. Though the PSC cannot resolve every problem to the customer's satisfaction, it does act promptly on your requests for assistance and makes every effort to see that they are handled fairly.

Most of the requests for assistance the PSC receives are resolved in an informal manner through discussions involving the customer, the company, and the PSC staff. However, if these efforts are not satisfactory, the staff can provide you with information on how to obtain further review of your PSC complaint.
The toll-free number is 1-800-642-8544.
A customer service representative will be glad to help you.
Or file a **Request for Assistance** electronically,
Or write to:
Public Service Commission of WV
c/o Customer Assistance
201 Brooks Street
PO Box 812
Charleston, WV 25323

VIII. Alaska

If you have a complaint about your utility bill or service, you must
First ...attempt to resolve with the utility. Frequently, once notified, the utility resolves the complaint immediately to your satisfaction.
Then ...if you are not satisfied with the utility's response, you may contact the RCA's Consumer Protection & Information Section for help.
The Consumer Protection & Information Section assists consumers resolve disputes with their utility service providers. To file a complaint, select the link: Submit an Informal Complaint.
To reach the consumer protection staff, contact:
(907) 276-6222
1-800-390-2782 (outside Anchorage)
Fax: (907) 276-0160
TTY or Hearing Impaired: (907) 276-4533
Email: rca.mail@alaska.gov or cp.mail@alaska.gov

IX. Hawaii

- Informal Complaints

After trying to resolve an issue directly with a public utility, you may wish to file an informal complaint with the PUC. Choose one of the following filling method.

- Formal Complaints

If your informal complaint is not resolved to your satisfaction and you wish to file a formal complaint, your pleading must be filed in accordance with the formal complaint filing procedures set forth in HAR § 6-61-67. Your filing will be subject to a $30.00 filing fee.

X. New Hampshire

Filing a Complaint

Consumer Contacts – Where do I go?

The **Office of Consumer Advocate** is charged with representing the interests of residential ratepayers as a whole, and does not represent individual customers. We do provide assistance to individual consumers by helping them navigate the system of services that may be of assistance to them. We also provide referrals and we work directly with utilities on consumer issues.

Rates and services of Public Utilities Commission:
The New Hampshire Public Utilities Commission (PUC) regulates public utilities as defined in RSA 362:2. Typically, these are investor-owned **electric, telephone, naturalgas**, and non-municipal **water** utilities. The Consumer Affairs Division of the PUC is empowered by law to assist customers of regulated utilities with complaints or inquiries about the utilities' rates and services. Among other things, the PUC Consumer Affairs Division is charged with mediating disputes between individual customers and their regulated utility, and assisting in negotiating a payment plan for outstanding balances owed to a utility. A customer of a regulated public utility should always direct their complaint or inquiry first to the public utility. If the customer is not satisfied with the utility's response, the customer should direct their complaint or inquiry to the PUC Consumer Affairs Division.
To file a complaint against a public utility online, click link -
http://www.puc.nh.gov/ConsumerAffairsForms/complaintfrm.aspx
Public Utilities Commission, Consumer Affairs Division
Phone: 800-852-3793 or 800-735-2964 (TDD Access-Relay NH)
Fax: (603) 271-3878,
Address: 21 South Fruit Street, Suite 10, Concord, N.H. 03301-2429
Website: www.puc.nh.gov
E-mail: puc@puc.nh.gov
Services not regulated by the Public Utilities Commission:
Cable Television Service – If a consumer has a complaint or inquiry about their cable services, the consumer should first contact the provider of those services. If the consumer is not satisfied with the provider's response, the consumer may direct their complaint or inquiry to the local municipality, which periodically approves the franchise of the cable operator. The Better Business Bureau may also assist consumers with complaints about cable television services. If the company has done something against NH law you should also file a complaint with the Attorney General's Office. See below for contact information.
Heating Oil/Propane – If a consumer has a complaint or inquiry about heating oil or propane services, the consumer should first contact the provider of those services. If the consumer is not satisfied with the provider's response, the consumer may direct complaints or inquiries to the New Hampshire Department of Agriculture, Division of Weights and Measures, which may investigate certain issues including whether the amount of heating oil/propane delivered corresponds to the amount charged for and whether the prices posted correspond to the prices charged. However, it is the Attorney General's Office Consumer Protection Bureau that handles complaints related to unlawful practices and/or services. See below for contact information.
Internet Services – If a consumer has a complaint or inquiry about internet services, the consumer should first contact the provider of those services. If the consumer is not satisfied with the provider's response, the consumer may direct their complaint or inquiry to the Attorney General's Consumer Protection Bureau. The PUC's Consumer Affairs Department may also be able to assist consumers with this type of complaint if the provider is willing. However, internet is an unregulated service. Even if your Internet service is provided by an affiliate of a regulated telephone company, the PUC has no jurisdiction over the Internet service. See below for contact information.
Long Distance Telephone Service: If a consumer has a complaint or inquiry about long distance telephone services, the consumer should first contact the provider of those services. If the consumer is not satisfied with the provider's response, the consumer may direct their complaint or inquiry to the Federal Trade Commission is fraud is involved or the Federal Communications Commission. See below for contact information.
Prepaid Phone Calling Cards: If a consumer has a complaint or inquiry about prepaid phone calling services, the consumer should first contact the provider of those services. If the consumer is not

satisfied with the provider's response, the consumer may direct their complaint or inquiry to the Attorney General's Consumer Protection Bureau, your local Better Business Bureau, and/or the Federal Trade Commission if there is fraud involved. See below for contact information.

Un-Solicited Telemarketing Calls– If a consumer has a complaint or inquiry about an unsolicited telemarketing call, the consumer should first request of the telemarketer to be placed on their do-not-call list. The consumer may also register on a national do-not-call list by calling 1-888-382-1222 (voice) or 1-866-290-4236 (TTY). If the unsolicited telemarketing calls continue despite these efforts, the consumer may direct complaints or inquiries to the Federal Communications Commission. See below for contact information.

Wireless telephone services – If a consumer has a complaint or inquiry about wireless telephone services, the consumer should first contact the provider of those services. If the consumer is not satisfied with the provider's response, the consumer may direct their complaint or inquiry to the Federal Communications Commission (FCC). The PUC's Consumer Affairs Department may also be able to assist consumers with this type of complaint if the provider is willing. See below for contact information.

Contact Information:

Attorney General's Office, Consumer Protection Bureau –
Phone 888-468-4454 or 800-735-2964 (TDD Access-Relay NH)
Fax (603) 271-2110
Address: 33 Capitol Street, Concord, NH 03301
Website: www.doj.nh.gov

- The Consumer Protection and Antitrust Bureau acts to protect consumers from unfair or deceptive trade practices in New Hampshire . When businesses misrepresent, do not provide, or provide poor quality services or products, the Consumer Protection and Antitrust Bureau may question the practices and seek appropriate measures to remedy the situation on behalf of the State. The Bureau's mission also includes consumer education and outreach.

Better Business Bureau -
Phone: (603)224-1991
Fax: (603)228-9035,
Address: 48 Pleasant St., Concord, NH 03301
Website: www.bbbnh.org
Email: info@bbbnh.org

- Better Business Bureau's goal is to successfully resolve complaints involving buyers and sellers in a fair and timely fashion. This includes complaints involving consumer-to-business and business-to-business transactions that involve the advertisement and/or sale of a product or service.

Department of Agriculture, Division of Weights and Measures –
Phone (603) 271-3700
Website: http://agriculture.nh.gov/divisions/weights_measures/index.htm

- The Division of Weights and Measures enforces all of the state's laws affecting the measurement of commodities moving in commerce. The purpose is to ensure consumers receive an accurate quantity and adequate information about commodities so that they can make price and quantity comparisons. It inspects meters used for delivery of fuel oil, liquid propane gas, gasoline pumps, and containers used for measuring any type of liquid or solid commodity.

Federal Communications Commission –
Phone: 1-888-CALL-FCC (1-888-225-5322),
Fax: 1-866-418-0232, TTY: 1-888-TELL-FCC (1-888-835-5322)
Address: 445 12th Street SW, Washington, DC 20554
Website: www.fcc.gov E-mail: fccinfo@fcc.gov

- The Federal Communications Commission handles a wide variety of complaints, including: telemarketing issues such as junk faxes, Do-Not-Call violations, and other issues such as pre-recorded telephone messages, automatic telephone dialing systems, and unsolicited commercial e-mail messages to cell phones, pagers, and other wireless telecommunications devices, deceptive or unlawful advertising and marketing, disability access, emergency and public safety, and others. If you provide enough information to indicate a potential violation of the Communications Act of 1934, or the Federal Communications Commission's rules, the Federal Communications Commission will use your complaint to pursue enforcement action against the violators. This enforcement action could include forfeitures.

Federal Trade Commission –
Phone: 202-326-2222
Address: 600 Pennsylvania Avenue, N.W., Washington, D.C. 20580
Website: www.ftc.gov

- While the Federal Trade Commission does not resolve individual consumer problems, your complaint helps the agency investigate fraud, and can lead to law enforcement action. The Federal Trade Commission enters Internet, telemarketing, identity theft and other fraud-related complaints into Consumer Sentinel®, a secure, online database available to hundreds of civil and criminal law enforcement agencies worldwide.

Federal Communications Commission –
Phone: 1-888-CALL-FCC (1-888-225-5322),
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XI. North Dakota

If you have a complaint about mining activities,
utility services, weights and measures, or any of the other areas regulated by the Public Service Commission (PSC), you should first take the issue up with the company involved. If the problem is not resolved, you can file an ***informal*** complaint with the PSC by calling 701-328-2400 or by sending us a letter with the complaint details.

A ***formal*** complaint is a more serious step where you allege that a company violated a state law, a tariff or price schedule, or a PSC order or rule. As the complainant, you must prove your case in a formal administrative proceeding, similar to going to court.

HOW TO FILE A FORMAL COMPLAINT

By law, formal complaints must be in writing and be clearly and concisely stated. The complaint should include the facts constituting the basis of the complaint, including relevant dates. The complaint must also include citations to the specific statutes or PSC rules involved and the relief you request. Your name and address and the name and address of your attorney, if you employ one, must appear in the complaint.

STATE LAW AND RULES

The procedural rules covering formal complaints can be found in Chapter 28-32 of the North Dakota Century Code, and Article 69-02 of the North Dakota Aministrative Code. The specific rule governing the form required for a formal complaint is North Dakota Administrative Code §69-02-02-02. Other provisions of law may also be relevant to your complaint. For instance, a complaint regarding phone service might cite the state's phone laws.

LEGAL ADVICE

You do not need an attorney to file a complaint, however, you may wish to consult legal counsel to ensure you have considered all options available to you. If not represented by an attorney, the complainant must include a statement that the complaint document is true and correct to the best of the signer's belief. PSC staff are not allowed to provide legal advice to the public.

PROCESS

After a formal complaint is filed, the first step in the process is for the PSC to serve the complaint on the company. The company has 20 days to answer the complaint, pointing out where it believes the complaint is wrong. (The company can challenge the facts alleged in the complaint, the law relied upon, the relief sought, or any combination of these.)

If the company does not respond, the PSC can decide in your favor because the company defaulted. If the company does respond, the matter will be set for hearing unless you and the company can resolve

the matter outside the hearing process. At the hearing, you will have the burden of proving what you asserted in the complaint and the company will have to defend its actions. All testimony will be sworn and subject to cross- examination by the opponent.

If the Commission finds the company violated state law or a Commission order or rule, the Commission can fine the company, revoke any operating authority previously granted by the Commission, and in some cases require the company to correct the wrong or order reparations. In most cases the Commission cannot award any other damages. If you are seeking financial compensation for damages, you would need to consider other legal remedies such as civil litigation.

XII. South Dakota

Consumer and Utility Provider Disputes and Complaints

On occasion you may have a dispute with or complaint about your electric, natural gas or telephone service or provider. Common areas of dispute include termination of utility service, billing, meter reading, deposits for utility service, quality of service and delayed connection of service. If you find yourself in such a situation, the PUC encourages you to resolve the issue with the company on your own. If that is unsuccessful, PUC consumer affairs representatives can assist you and your utility provider in reaching a resolution.