

Direct Energy Business Marketing, LLC

Count of Escalated From

Row Labels	Column Labels		
	NY	Grand Total	
PUC			
Billing Dispute	Billing	1	1
PUC Total		1	1
Grand Total		1	1

Direct Energy Business, LLC

Row Labels	CT	DC	IL	MA	MD	MI	NJ	NY	OH	PA	RI	TX	Grand Total
Attorney General													
Customer Service										1			1
Billing										1			1
Termination									1	1			2
Attorney General Total									1	3			4
PUC													
Billing		1	0	12	0	1	0	0	3	4	6	0	39
Customer Service		3	0	20	3	6	0	1	5	12	7	0	66
Slamming/Cramming		0	0	3	0	0	0	0	2	2	3	0	17
Termination/Disconnect		3	1	13	0	2	1	1	8	14	12	1	63
Other											6		6
PUC Total		7	1	49	3	9	1	2	18	32	34	1	201
Grand Total		7	1	49	3	9	1	2	19	35	34	1	205

WTU Business

Count of Escalated From

Row Labels	Column Labels		
	TX	Grand Total	
PUC			
Customer Service		1	1
Billing		1	1
Slamming/Cramming		1	1
PUC Total		3	3
Grand Total		3	3

CPL Business

Count of Escalated From

Row Labels	Column Labels		
	TX	Grand Total	
PUC			
Termination/Disconnect		2	2
Other		1	1
PUC Total		3	3
Grand Total		3	3

Direct Energy Services, LLC

Row Labels	CT	DC	DE	IL	MA	MD	MI	NH	NJ	NY	OH	PA	RI	Grand Total
Attorney General				77	41			4	5	41	66	35		269
Billing	0	0	0	20	8	0	0	4	0	32	4	0	0	68
Customer Service	0	0	0	13	7	0	0	0	0	0	13	0	0	33
Slamming/Cramming	0	0	0	26	19	0	0	0	5	4	21	14	0	89
Termination/Disconnect	0	0	0	18	7	0	0	0	0	5	28	21	0	79
PUC/PSC/OEB	441	61	17	983	206	285	5	138	149	1673	640	775	208	5581
Billing	154	17	11	215	68	117	0	31	42	1090	110	192	0	2047
Customer Service	51	4	0	66	40	10	0	20	12	5	36	25	0	269
Slamming/Cramming	132	32	6	431	42	118	5	58	59	326	266	420	208	2103
Termination/Disconnect	104	8	0	271	56	40	0	29	36	252	228	138	0	1162
Grand Total	441	61	17	1060	247	285	5	142	154	1714	706	810	208	5850

Energetix

Row Labels	NY	Grand Total
PUC/PSC/OEB	31	31
Billing	31	31
Grand Total	31	31

First Choice Power

Row Labels	TX	Grand Total
Attorney General	4	4
Customer Service	4	4
PUC/PSC/OEB	1029	1029
Billing	557	557
Customer Service	63	63
Slamming/Cramming	48	48
Disconnect/Termination	361	361
Grand Total	1033	1033

Direct Energy Solutions, LLC

Row Labels	NY	Grand Total
Attorney General	32	32
Billing	28	28
Slamming/Cramming	4	4
PUC/PSC/OEB	282	282
Billing	208	208
Termination/Disconnect	27	27
Slamming/Cramming	47	47
Grand Total	314	314

WTU

Row Labels	TX	Grand Total
PUC/PSC/OEB	145	145
Customer Service	12	12
Billing	104	104
Termination	29	29
Grand Total	145	145

Gateway Energy Service Corporation

Row Labels	MD	NJ	NY	Grand Total
PUC/PSC/OEB	18	62	159	239
Customer Service			8	8
Billing	18	55	101	174
Termination/Disconnect	0	7	19	26
Slamming/Cramming			31	31
Grand Total	18	62	159	239