

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of October 2009

1	OH	COH	PUCO	Rate Dispute	Customer requesting a rate change without paying ETF.	Son disputes father rate. Account auto renewed no change to rate per this dispute.
2	MI	MCG-G	MI PSC	Enrollment Dispute	Customer claims that MXE agent identified himself as DTE	ETF dispute- ETF stands as a decision to enroll was completed by the Vice President of the Company.
3	NY	O&R-G	PSC	ETF	Waive ETF	ETF will not be waived - account disconnected by utility
4	NY	NatGrid	Internal	Budget Bill	Budget Bill	Provided a credit due to a conversion error.

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Complaints for the Month of October 2009

Case No.	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney General, and other state complaint avenue	Customer File Case	Summary of Complaint	Resolution
5	GA	AGL	Regulatory	Delayed Cancellation	Customer claims that she sent a fax requesting Turn Offs for these account. Customer is also disputing the AGL charges billed	No cancellation request located, charges stand
6	CT	UI	State of Connecticut	Enrollment Dispute	Re-enrollment	Reviewed call customer shopping. Re enrolled account.
7	GA	AGL	Regulatory	SONP	Customer was shut off for non pay	Payment received late. Took payment and reenrolled the account.
8	NY	KeyNy	Internal	refund	Refund	Refunded customer

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Complaints for the Month of October 2009

Complaint ID	State	Utility	Regulatory Body	Complaint Category	Complaint Description	Resolution
9	GA	AGL	Regulatory	AGL Reconnection	Customer requesting earlier turn on	Escalated reconnect for the customer
10	GA	AGL	Regulatory	ETF	Customer disputing ETF charge	ETF charge is valid
11	NJ	PSEG	BPU	Cancellation	Cancellation	Cancelled the account
12	MI	MCG-G	BBB	Enrollment Dispute	Cancellation	Cancelled the account

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of October 2009

Complaint #	State	Utility	Category	Sub-Category	Issue	Resolution
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13	GA	AGL	Escalated	AGL Reconnection	Customer requested an earlier activation date	Expedited reconnect
14	NY	ConEd-E	PSC	ETF	ETF	ETF charge is valid
15	GA	AGL	Escalated	ETF	Customer disputing ETF. Customer emailed Jeff Mayer and Greta responded to the customers issue	Waived ETF as a courtesy
16	NY	PSEG	Internal	High Bill	High Bill	Adjusted the Bill

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Complaints for the Month of October 2009

Case No.	State	Case Description	Escalated, Regulatory, BBB, Attorney General, etc. (note the complainant's name)	Customer Name	Nature of Complaint	Resolution
17	CT	UI	State of Connecticut		Unauthorized Enrollment	Utility controls cancellation no action on MXenergy part
18	GA	AGL	Regulatory		Payment Arrangement	Customer wanted a payment plan to prevent disconnection of service Held the account from disconnect
19	MI	CEC	MI PSC		Cancellation	ETF Credited the ETF
20	OH	DEO	PUCO		Rate Dispute	New Rate Request and ETF Waived fees

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Complaints for the Month of October 2009

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, General, and, note the complaint avenue.	Customer Root Cause	Nature of Complaint	Resolution
21	IN	NIPSCO	Regulatory	DNC	DNC	Placed customer on the Internal Do Not Call list
22	IN	NIPSCO	Regulatory	Enrollment Dispute	ETF dispute	Waived ETF as a courtesy
23	NY	KeyNy	PSC	ETF	ETF	Provided a credit due to a BB reconciliation.
24	IN	NIPSCO	OUCC	Billing Dispute	Customer claimed she was being billed incorrect rate.	Customer on correct rate explained

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Complaints for the Month of October 2009

Count	State	Utility Jurisdiction	Regulation, Regulator, BBB, Attorney General, etc. Note the complaint's venue.	Customer Root Cause	Nature of Complaint	Resolution
25	GA	AGL	BBB	ETF	Customer cancelled account that was on a fixed rate.	ETF stands
26	OH	COH	OCC/BBB	ETF	Customer disputes \$150.00 early termination fee	Waived ETF as a courtesy
27	GA	AGL	Regulatory	AGL Reconnection	Account was shut off for non-payment. Customer is requesting an expedited AGL turn on .	Re enrolled account after payment made
28	NY	NatGrid	PSC	Refund	Refund	Credit adjustment provided then refund

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Complaints for the Month of October 2009

Case #	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney General, and other complaint avenues	Customer's Root Cause	Nature of Complaint	Resolution
29	IN	NIPSCO	IURC	Renewal notice not received	Customer claims did not receive renewal letter. ETF waived as courtesy	Waived ETF as a courtesy
30	GA	AGL	BBB	Billing Dispute	Customer is disputing the AGL charge for Sept	AGL fees charged correctly explained
31	MA	MAS-E	Attorney General	Unauthorized Enrollment	Unauthorized Enrollment	Verified enrollment
32	IN	NIPSCO	Escalated	Renewal notice not received	Customer is disputing the ETF on the account	Explained process to customer

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Complaints for the Month of October 2009

Count	State	Utility Jurisdiction	Regulated, Regulatory, BBB, Attorney General, and note the complaint venue.	Customer Track Case	Nature of Complaint	Resolution
33	IN	NIPSCO	Attorney General	Renewal notice not received	Customer is disputing the ETF on the account	Explained process to customer
34	IN	NIPSCO	IURC	Renewal notice not received	Customer claims he did not receive renewal letters	Explained process to customer
35	IN	NIPSCO	Regulatory	ETF	Customer went all electric. No gas at location	Waived ETF as a courtesy
36	GA	AGL	Regulatory	Disconnect in error	Customers payment was applied to the incorrect account (COM) which cause her RES to be SONP	Apply payment to the correct account

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Complaints for the Month of October 2009

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, General, and, note the complaint avenue,	Customer Root Cause	Nature of Complaint	Resolution
37	IN	NIPSCO	Escalated	Enrollment Dispute	Customer disputed the enrollment of the account	Unable to waive the deposit
38	NY	NatGrid	PSC	Unauthorized Enrollment	Unauthorized Enrollment	re rated account
39	MI	CEC	MI PSC	Misrepresentation	Agent's misleading information about prospect current suppliers situation, UNG.	Unable to substantiate - stressed to vendor retraining of agents
40	IN	NIPSCO	Regulatory	ETF	Disputing ETF	Offered to reduce the ETF customer declined

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Complaints for the Month of October 2009

Compl. #	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, General, etc. note the complainant's name	Customer Root Cause	Nature of Complaint	Resolution
41	IN	NIPSCO	Regulatory	Delayed Cancellation	Customer called twice to cancel his account but was never processed	Provided a re rate
42	GA	AGL	Regulatory	Enrollment Dispute	Customer required to pay \$400.00 deposit to establish a new account.	Waived ETF as a courtesy
43	OH	DEO	PUCO	ETF	Renewal \$25.00 ETF vs. New Rate Request \$150.00 ETF	Charged renewal
44	IN	NIPSCO	OUCG	Renewal notice not received	Customer does not like that he was renewed automatically	Explained process to customer

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Complaints for the Month of October 2009

Case No.	State	Case Description	Escalated, Regulatory, E&E, Attorney General, B&B, and Compliance	Customer Root Cause	Issue of Concern	Resolution
45	CT	UI	State of Connecticut	Unauthorized Enrollment	Unauthorized Enrollment	Rate Change
46	TX	AEP	PUCT	Rate Dispute	Charges, Unauthorized Enrollment	Charges valid verified through TPV
47	GA	AGL	Regulatory	Refund	Customer requesting expedited refund	Expedited Refund
48	GA	AGL	Regulatory	Refund	Customer requesting expedited refund	Expedited Refund

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Complaints for the Month of October 2009

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Account, General, etc, how the complaint ended	Customer Root Cause	Nature of Complaint	Resolution
49	IN	NIPSCO	Regulatory	ETF	ETF will be waived as a courtesy	Waived ETF as a courtesy
50	GA	AGL	Regulatory	AGL Reconnection	Account was shut off for non-payment. Customer is requesting an expedited AGL turn on .	Escalated reconnect for the customer
51	GA	AGL	Regulatory	Renewal Dispute	Customer states that she was not informed that when she did a courtesy PP change that her term would start over	Explained process to customer

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Complaints for the Month of October 2009

Complaint #	State	Utility	Regulatory Authority	Dispute Type	Details of Dispute	Resolution
52	NJ	PSEG	Utility	Unauthorized Enrollment	Unauthorized Enrollment	Verified enrollment
53	OH	COH	PUCO	Rate Dispute	Customer disputes current rate	Waived fees
54	IN	NIPSCO	IURC	Billing Dispute	Customer sent letter to NIPSCO's 3rd party collection agency requesting refund	Customer will be provided a re rate due to incorrect billing
55	NY	NatGrid		Budget Bill	Budget Bill	24 month reconciliation credit provided

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Complaints for the Month of October 2009

Complaint Count	State	Utility	Escalated, Regulator, BBB, Attorney General, and other complaint sources	Complaint Type	Details of Complaint	Resolution
56	GA	AGL	Regulatory	AGL Reconnection	Account was shut off for non-payment. Customer is requesting an expedited AGL turn on .	Escalated reconnect for the customer
57	NY	ConEd-E	PSC	Refund	Refund	Issued refund
58	IN	NIPSCO	Escalated	Enrollment Dispute	Attorney requesting enrollment information	Provided enrollment information
59	IN	NIPSCO	Escalated	ETF	Customer disputing ETF on the account because the house was sold.	ETF stands

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Complaints for the Month of October 2009

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney General, and complaints filed	Customer Problem	Result of Investigation	Resolution
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60	NY	NatGrid	PSC	Unauthorized Enrollment	Unauthorized Enrollment	ETF stands
61	GA	AGL	Escalated	AGL Reconnection	Customer requesting earlier turn on	Earliest reconnect
62	OH	DEO	PUCO	ETF	Customer received ETF notification after paying ETF back in April 2009.	ETF sent in error apologized to customer
63	NY	KeyNy	PSC	High Bill	High Bill	Offered a payment plan

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Complaints for the Month of October 2009

Complaint ID	State	Utility	Regulatory Body	Complaint Category	Issue Description	Resolution
64	IL	Nicor	ICC	Credit	Collections	Set up payment arrangements for the customer
65	MI	CEC	MI PSC	Misrepresentation	Agent's approach identifying as DTE	Unable to substantiate - stressed to vendor retraining of agents
66	OH	DEO	PUCO	Enrollment Dispute	Rate Quoted	Rate expired
67	IN	NIPSCO	Regulatory	Delayed Cancellation	Customer claims cancellation was delayed	Provided a re rate

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Complaints for the Month of October 2009

Case No.	State	Utility Jurisdiction	Escalated, Regulator, BBB, Attorney General, and, note the complainant's name.	Customer Root Cause	Nature of Complaint	Resolution
68	GA	AGL	Regulatory	ETF	Customer was billed ETF 6 months after cancelling account	Customer was in rollover. ETF should not have been billed
69	GA	AGL	Regulatory	AGL Reconnection	Customer wanted an earlier reconnect date	Earliest reconnect
70	IN	NIPSCO	Regulatory	Renewal notice not received	Customer is disputing the ETF on the account	Waived ETF as a courtesy
71	IN	NIPSCO	Regulatory	Cancellation	Customer wants to know when her account will be cancelled	Account cancelled per the customer request

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Complaints for the Month of October 2009

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, General, etc. note the complaint venue	Customer Root Cause	Nature of Complaint	Resolution
72	NY	NatGrid	Utility	Misrepresentation	Misrepresentation	Unable to substantiate - stressed to vendor retraining of agents
73	GA	AGL	Regulatory	Refund	Customer is requesting expedited refund	Expedited Refund
74	NJ	PSEG	BPU	No Savings Realized	No Savings	Informed customer we offer price protection not savings
75	GA	AGL	BBB	Refund	Customer due refund of 156.85	Process refund faster

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Complaints for the Month of October 2009

Case No.	State	Utility Jurisdiction	Escorted, Regulatory, BBB, Attorney, General, and/or, not the complaint avenue.	Customer/Case Cause	Nature of Complaint	Resolution
76	GA	AGL	Regulatory	Billing Dispute	Customer made a payment to incorrect account. Account was closed	Opened another account for customer
77	IN	NIPSCO	Regulatory	Renewal notice not received	Customer does not like that he was renewed automatically	Explained process to customer
78	IN	NIPSCO	Regulatory	Renewal notice not received	Customer claims he did not receive renewal letters	Explained process to customer
79	GA	AGL	Regulatory	Call	Customer does not want to receive collection calls	Placed customer on the Internal Do Not Call list

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Complaints for the Month of October 2009

Count	State	Utility Company	Escalated, Regulatory, B.B.E., Arbitration, General and other complaints complaints	Internal Complaint	Internal Complaint	Resolution
80	NY	CNH-G	Internal	Rate Dispute	Rate change Fee	Waived fee as a courtesy to customer
81	IN	NIPSCO	Regulatory	DNC	DNC	Placed customer on the Internal Do Not Call list
82	MI	COH	CGO	Rate Dispute	Cancel Drop Notification	ETF not charged on account
83	NY	O&R-G	PSC	Rate Dispute	Rate Dispute	Rate Change

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Complaints for the Month of October 2009

84	KY	CKY	KY AG	Renewal Dispute	Customer cancelled and disputes ETF assessed on the account	ETF stands
85	TX	AEP	PUCT	Unauthorized Enrollment	Customer disputes \$299.00 ETF	ETF valid
86	MI	MCG-G	MCG-G	Misrepresentation	Agent identifying MXE as MCG-G subsidiary	Unable to substantiate - stressed to vendor retraining of agents
87	MI	MCG-G	MCG-G	Misrepresentation	Agent's approach identifying as DTE	Unable to substantiate - stressed to vendor retraining of agents

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Complaints for the Month of October 2009

Case #	State	Utility	Escalated, Regulator, BBB, Attorney, General, etc. Note the complainant's name	Customer Problem Cause	Nature of Complaint	Resolution
88	MI	CEC	MI PSC	Re-enrollment	ETF	re enrolled account
89	GA	AGL	Escalated	Billing Dispute	Customer has been billed incorrect AGL base charge for almost 10 years	AGL fee contacted AGL no refund due customer
90	GA	AGL	Regulatory	Billing Dispute	Customer is disputing the AGL base charges on the account	AGL fees charged correctly explained
91	NY	KeyNy	PSC	High Bill	High Balance	Correct balance

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Complaints for the Month of October 2009

Case#	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, General, etc. (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
92	TX	Oncor	BBB	DNP	DNP without notice	Advised customer that notice was provided to address on file
93	GA	AGL	Escalated	ETF	Customer requests a copy of their signed contract within 30 day or waive the ETF on the account	Send AGL renewal T&Cs
94	GA	AGL	Regulatory	AGL Reconnection	Customer SONP	Earliest reconnect
95	GA	AGL	BBB	ETF	Customer disputing ETF on the account because she claimed we did not allow her to cancel within 3 day rescind period.	ETF stands

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Complaints for the Month of October 2009

96	OH	DEO	PUCO	Enrollment Dispute	Customer claimed that he enrolled via web, no record of it	Unable to locate enrollment provided customer with enrollment options
97	OH	DEO	OCC	Enrollment Dispute	Rate Transfer	Waived rate change fee
98	GA	AGL	Regulatory	Billing Dispute	Customer was billed consumption after account was closed.	Contact the customer after the BCE was corrected so the customer can know the outcome of the issue
99	GA	AGL	Regulatory	AGL Reconnection	Customer is requesting expedited refund	Expedited refund

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Complaints for the Month of October 2009

Count	State	Utility Jurisdiction	Escalated Regulatory, BBB, Attorney General, and state complaint agencies	State Market Watch	Complaint Category	Resolution
100	NJ	PSEG	BBB	Unauthorized Enrollment	Unauthorized Enrollment	Authorized account holder
101	NY	NatGrid	PSC	refund	Bad Invoice	sent credit to utility
102	NY	NatGrid	PSC	Budget Bill	High BB Balance	24 month reconciliation credit provided
103	IL	Nicor	State of Illinois	Unauthorized Enrollment	Spouse Enrollment	Authorized account holder

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Complaints for the Month of November 2009

1	NY	Natgrid	PSC	Re-enrollment	Re-enrollment	Re enrolled account
2	NY	Natgrid	PSC	refund	refund	No credit on account no refund due
3	NY	Natgrid	PSC	Billing Dispute	Budget Bill	24 month reconciliation
4	NY	KeyNY	PSC	refund	refund	Manual Refund
5	NY	KeyNY	PSC	Billing Dispute	Budget Bill	Refund

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Complaints for the Month of November 2009

6	IL	Nicor	ICC	Billing Dispute	Delayed Billing	Delayed billing- offered payment plan
7	NJ	Pseg	Internal Issue	Unauthorized Enrollment	Unauthorized Enrollment	Cancelled by customers request
8	NJ	NJNG	Utility	Marketing	Marketing	Provided marketing material
9	IL	Nicor	ICC	DNP	disconnect	No action - Customer opened envelope address to a neighbor
10	NJ	Pseg	BBB	ETF	ETF	Valid ETF charge

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Complaints for the Month of November 2009

11	NJ	SJG	BBB	High Bill	high Bill	Customer billed correctly
12	NY	O&R-G	PSC	Renewal notice not received	renewal notification not received	Valid renewal explained to customer
13	NJ	Pseg	BBB	Unauthorized Enrollment	Unauthorized Enrollment	Cancelled by customers request
14	NY	Natgrid	PSC	Billing Dispute	high Bill	Billing verified as correct - explained to customer
15	NJ	Pseg	Internal Issue	Marketing	Marketing	ETF Waived

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Complaints for the Month of November 2009

16	NY	RGE-E	PSC	Budget Bill	Budget Bill	24 month reconciliation
17	NY	O&R-G	Internal Issue	Renewal notice not received	renewal Notification not received	Waived half ETF
18	NJ	Pseg	BPU	Marketing	Marketing	Provided marketing material
19	NY	ConEd-G	PSC	Renewal notice not received	ETF	Valid ETF charge
20	NY	ConEd-G	PSC	Renewal notice not received	ETF	Valid ETF charge

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Complaints for the Month of November 2009

Case No.	State	Utility	Complaint Category	Issue	Resolution	Outcome
21	MI	MCG-G	MI PSC	Enrollment Dispute	ETF	Valid enrollment
22	MI	MCG-G	MI PSC	Enrollment Dispute	ETF	Valid enrollment
23	MI	CEC	BBB	Unauthorized Enrollment	Cancellation	Cancelled by customers request
24	OH	COH	Internal Issue	Rate Dispute	Rescind Issue	Customer changed rate
25	TX	Oncor	PUCT	ETF	Consumption and ETF Charges	Valid ETF charge advised customer

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Complaints for the Month of November 2009

Count	State	Utility	Complaint Description	Category	Amount	Resolution
26	OH	VEDO	Internal Issue	ETF	\$25.00 vs. \$150.00	Waived half ETF
27	TX	Centerpoint	PUCT	ETF	\$150.00	Valid ETF charge advised customer
28	OH	COH	PUCO	Cancellation	Refund	Refunded customer
29	MI	CEC	MI PSC	ETF	\$211.00	ETF valid
30	OH	COH	OCC	ETF	\$25.00	ETF valid

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Complaints for the Month of November 2009

Count	State	Utility	Complaint Description	Category	Amount	Resolution
31	OH	COH	PUCO	ETF	\$22,687.00	Valid ETF charge
32	TX	Centerpoint	PUCT	ETF	\$299.00	Valid ETF charge advised customer
33	OH	VEDO	PUCO	ETF	\$150.00	No ETF was charged to account
34	OH	DEO	Internal Issue	ETF	\$25.00	Waived Elf
35	OH	DEO	PUCO/Atty	ETF	\$25.00	Waived elf

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Complaints for the Month of November 2009

36	TX	Oncor	PUCT	Refund	\$330.56	Refunded Deposit
37	TX	Centerpoint	PUCT	ETF	\$150.00	Waived Elf
38	OH	COH	PUCO	Cancellation	Written cancellation request	Valid cancellation
39	OH	VEDO	PUCO	Enrollment Dispute	Deceptive marketing approach	unable to substantiate redirected agents
40	MI	CEC	MI PSC	Misrepresentation	TM Sales Approach	Provided marketing material

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Complaints for the Month of November 2009

41	GA	AGL	Regulatory	ETF	Customer was billed ETF in error	Not bill ETF. Customer was informed at the time of cancellation that there would be no ETF.
42	IN	NIPSCO	Regulatory	ETF	Customer disputing the ETF on the account because the account was	Valid ETF
43	IN	NIPSCO	IURC	ETF	Customer disputing ETF on the account	Valid ETF
44	IN	NIPSCO	Regulatory	Renewal notice not received	Customer disputing the renewal of his account	Valid renewal explained to customer
45	IN	NIPSCO	Escalated	Enrollment Dispute	Customer disputing the enrollment of account	Verified enrollment

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Complaints for the Month of November 2009

Complaints for the Month of November 2009

46	GA	AGL	Regulatory	Billing Dispute	Customer disputing a fee	The CSR should have been the customer the correct payment amount before the initial payment was made so the customer would not have to make two payments
47	GA	AGL	Regulatory	Billing Dispute	Customer disputing a \$10.00 LPC	Credited the late fee
48	GA	AGL	Regulatory	Billing Dispute	Customer was billed a high estimated bill because account and had the	Fix error on the account. Customer's AGL account number was linked to another account which over estimated his consumption
49	IN	NIPSCO	Regulatory	Budget Bill	Customer wanted removal of BB to be expedited	Unable to expedite BB
50	IN	NIPSCO	Regulatory	Payment Arrangement	Customer requesting payment arrangement	Set up payment arrangement

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Complaints for the Month of November 2009

Count Sales

51	GA	AGL	BBB	Refund	Customer requesting refund for overpayment	Refunded overpayment
52	GA	AGL	Regulatory	Reconnect	Customer did not want to have credit check to establish new account	Accepted payment - restored services
53	GA	AGL	Escalated	SONP	Customer received a SONP letter in error and was charge a \$25.00 NSF fee	Customer check was returned informed customer
54	IN	NIPSCO	Regulatory	Delayed Cancellation	Delayed Cancellation	Submit Request per customers request
55	GA	AGL	Regulatory	Billing Dispute	Customer wanted an explanation of Charges	Explained Charges

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Complaints for the Month of November 2009

Count	State	Utility	Category	Issue	Resolution	Disposition
56	GA	AGL	Regulatory	Billing Dispute	Customer received a SONP letter in error and was charge a \$25.00 NSF fee	Credited the NSF charge
57	IN	NIPSCO	Regulatory	ETF	ETF	Valid ETF
58	GA	NIPSCO	Regulatory	Cancellation	Customer wanted to cancel his account	Cancelled ETF
59	GA	AGL	Regulatory	ETF	Customer disputing ETF on the account	Waived ETF
60	IN	NIPSCO	Regulatory	Enrollment Dispute	Customer disputing the enrollment of his account.	Valid ETF charge

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Complaints for the Month of November 2009

Case No.	State	Utility	Complaint Category	Complaint Description	Customer Issue	Resolution
61	IN	NIPSCO	Regulatory	Enrollment Dispute	Customer disputing the enrollment of her account	Valid ETF charge
62	GA	AGL	BBB	Refund	Customer requesting refund for overpayment	Refunded overpayment
63	GA	AGL	Regulatory	Refund	Customer requesting refund for deposit	refunded deposit
64	GA	AGL	Regulatory	AGL Reconnection	Customer wanted services restore but has not made a payment on the account	Accepted payment - restored services
65	IN	NIPSCO	Regulatory	Delayed Cancellation	Customer requesting cancellation of his account	cancelling account

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66	IN	NIPSCO	Regulatory	Renewal notice not received	Customer wants to cancel account	Cancelled account
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Complaints for the Month of December 2009

1	NJ	PSEG	Internal	High Bill	Rate change fee dispute	Charges valid
2	NY	NatGrid	Internal	High Bill	BB	Adjustment sent to utility
3	NJ	PSEG	BPU	Misrepresentation	Misrepresentation	Unable to substantiate redirect agents
4	NJ	PSEG	BPU	Refund	Refund	Credit used by utility
5	NY	NatGrid	PSC	ETF	ETF	Waived ETF due to delayed cancel rerate
6	NY	NatGrid	Internal	Budget Bill	Incorrect BB Amount	Adjustment sent to utility
7	NJ	PSEG	BPU	Enrollment Dispute	Enrollment Dispute	Informed valid enrollment spouse enrolled account
8	NJ	PSEG	BPU	Enrollment Dispute	Enrollment Dispute	Valid enrollment

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9	NY	NatGrid	PSC	Credit	Collections	No credit due customer failed to pay billing to utility
10	NY	O&R-G	Utility	Rate Dispute	rate change dispute	Performed rate change.
11	NY	NatGrid	PSC	High Bill	High Bill	Valid charges
12	NY	NatGrid	PSC	Budget Bill	Budget Bill	24 Month Reconciliation
13	NJ	NJNG	Utility	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
14	NJ	SJG	BBB	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
15	NY	NatGrid	PSC	Renewal notice not received	Renewal notice not received	Explained renewal process letter mailed
16	NJ	PSEG	BPU	Delayed Cancellation	Delayed cancellation	MXenergy submitted cancellation timely. Pseg did not cancel any refund will be from PSEG

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17	NJ	PSEG	BPU	Enrollment Dispute	Unauthorized Enrollment	Explained the enrollment process to the customer
18	OH	COH	OCC	Billing Dispute	Over Billed	Provided a refund
19	OH	COH	PUCO	Cancellation	Refund	Provided Re rate
20	OH	COH	PUCO	Cancellation	Sales Agent going thru her belongings	Suspend agent of duty
21	TX	AEP	Internal Issue	Billing Dispute	DNP Fee	Waived disconnect notice fee
22	TX	AEP	Internal Issue	Billing Dispute	DNP Fee	Waived disconnect notice fee
23	MI	MCG-G	MI AG & MI PSC	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
24	OH	DEO	PUCO	Rate Dispute	Billed Wrong Rate	Re rate

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Complaints for the Month of December 2009

25
 26
 27
 28
 29
 30
 31

25	OH	DEO	PUCO	Pressure Tactics	Customer is currently on PIPP and agent still enrolled her account	Retrain agents on non solicitation to PIPP Customers
26	TX	Centerpoint	PUCT	Billing Dispute	TDSP Charges	Explained the TDSP charges to the customer
27	TX	Centerpoint	Internal Issue	Billing Dispute	Meter Readings	Contacted utility will rebill account based upon meter issue
28	OH	DEO	Internal Issue	Enrollment Dispute	Failed Enrollment	Corrected LDC # was not submitted for re-enrollment
29	OH	COH	CGO	Rate Dispute	Over Billed	Re rate
30	MI	CEC	CEC	Pressure Tactics	IGS marketing practices used during sales pitch	Unable to substantiate -Inform vendor - Agents must not use IGS name or legal issues as part of sales approach
31	PA	CPA	PAPUC	Cancellation	Failed Drop	Customer cancelled due to delay in cancellation

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of December 2009

32	KY	CKY	CKY	ETF	\$150.00	Waived ETF
33	OH	COH	PUCO	Pressure Tactics	Agent providing legal information to the customer	Unable to substantiate -Inform vendor - Agents must not use IGS name or legal issues as part of sales approach
34	OH	COH	CGO	Pressure Tactics	Customer felt Harassed by MXE agent	Redirect agents on selling tactics
35	OH	DEO	PUCO	Rate Dispute	Rate change fee dispute	Explained process to customer
36	OH	COH	PUCO	Rate Dispute	Failed rate change request	Valid rate
37	TX	Centerpoint	PUCT	Billing Dispute	Payment posted late	Billed correctly informed customer
38	TX	Centerpoint	Internal Issue	Refund	Customer requested \$350.00 paid directly to agent	Provided refund of deposit

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of December 2009

Complaint #	State	Utility	Category	Issue	Resolution	Outcome
39	GA	AGL	Escalated	Billing Dispute	Complaint addressed by Greta	Credited Disconnect fee as a courtesy
40	IN	NIPSCO	Regulatory	Delayed Cancellation	Customer claims that we will not cancel the account	Cancellation was not delayed informed customer
41	IN	NIPSCO	Regulatory	ETF	ETF	Drop request was not submitted per the customers request. Customer requested that contract be terminated at the end the
42	IN	NIPSCO	Regulatory	DNC	DNC	Added customer to the internal DNC list
43	IN	NIPSCO	Regulatory	ETF	ETF	Waived ETF
44	IN	NIPSCO	Regulatory	ETF	ETF	Waived ETF as a courtesy
45	GA	AGL	Regulatory	ETF	ETF	Bill ETF in a timely fashion. We waited 6 months to bill ETF
46	GA	AGL	Regulatory	Billing Dispute	Customer requested that she be refunded the difference between	Credited account for the senior rate

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of December 2009

47	IN	NIPSCO	Regulatory	ETF	Customer did not call by the time stated in the renewal letter to	Waived ETF as a courtesy
48	GA	AGL	Regulatory	Payment Arrangement	Customer requesting payment extension	Set up payment arrangements
49	GA	AGL	Escalated	AGL Reconnection	Customer upset that the AGL reconnection is too far out.	AGL fees are assessed by the Utility unable to credit
50	IN	NIPSCO	Regulatory	Dropped in error	Customer was dropped by the utility for delinquency	Received a utility drop explained to customer
51	GA	AGL	Regulatory	Refund	Customer overpaid account seeking refund	Customer allowed credit to remain on the account
52	GA	AGL	Regulatory	ETF	Customer moving outside the AGL service area	CRS should have informed the customer that the ETF would NOT be charged if moving out AGL's service area
53	GA	AGL	Escalated	Billing Dispute	Customer disputing bill	Explained estimated billing to the customer
54	IN	NIPSCO	Regulatory	Delayed Cancellation	Account was not delayed dropped. Cancellation was	Cancellation was not delayed informed customer

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of December 2009

55	IN	NIPSCO	Regulatory	Cancellation	Account was cancelled	account cancelled no ETF
56	IN	NIPSCO	Regulatory	Renewal notice not received	Renewal notice not received	Explained renewal process letter mailed
57	GA	AGL	Regulatory	Re-enrollment	Customer wants earlier reconnect day	Provided earliest reconnect date available
58	GA	AGL	Regulatory	SONP	Customer service was shut off because the customer sent a	Customer did not update her account and the payment posted to the prior account. Explained
59	GA	AGL	Escalated	Billing Dispute	Customer disputing AGL charges for the life of the account	AGL credited the base charges for the customer
60	GA	AGL	Regulatory	ETF	Customer charged ETF for switching to another marketer in contract	Waived ETF as a courtesy
61	IN	NIPSCO	Regulatory	Delayed Cancellation	Account was not cancelled per customers request	Re rate due to delayed cancellation
62	GA	AGL	Regulatory	Enrollment Dispute	Customer enrolled by husband in Zurvita	Valid enrollment

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of December 2009

63	GA	AGL	Regulatory	Billing Dispute	Customer disputing BB increase	Explained Budget Billing to the customer
64	IN	NIPSCO	BBB	Billing Dispute	disputing ETF and rate charged on the account	Rerate refund
65	GA	AGL	BBB	ETF	Customer disputing ETF.	Explained cancellation and outstanding balance on account
66	IN	NIPSCO	Regulatory	Misrepresentation	Customer claims D2D rep came to home but we have not been in	Unable to substantiate redirect agents
67	IN	NIPSCO	IURC/ Regulatory	Renewal notice not received	Customer extended contract by accepting Blend and Extend offer	Explained renewal process letter mailed
68	IN	NIPSCO	Regulatory	Cancellation	Customer wants account cancelled	Cancelled account delay in drop and re rated account
69	IN	NIPSCO	Regulatory	Cancellation	Customer wanted cancellation expedited	Cancelled account delay in drop and re rated account
70	IN	NIPSCO	Regulatory	Cancellation	Customer wanted cancellation expedited	Cancelled per customers request

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Complaints for the Month of December 2009

71	GA	AGL	Regulatory	ETF	Customer wanted ETF waived	Waived ETF
72	GA	AGL	Regulatory	Delayed Cancellation	Customer states that account was cancelled by no record of call	Waived charges as a courtesy
73	GA	AGL	Regulatory	Credit	Waiting on EA voucher	Offered Payment arrangement

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Complaints for the Month of January 2010

Complaint #	State	Utility	Regulatory Body	Complaint Description	Customer Issue	Resolution
1	NJ	PSEG	BPU	Rate relief	High Rate	Provided Rate relief refund
2	NJ	PSEG	BPU	Enrollment Dispute	unauthorized enrollment	Account was not enrolled
3	NJ	NJN-G	BPU	Enrollment Dispute	unauthorized enrollment	Valid enrollment
4	NY	ConEd-E	PSC	Enrollment Dispute	unauthorized enrollment	Waived ETF as a courtesy
5	NY	ConEd-E	PSC	ETF	ETF associated with alleged enrollment dispute.	Waived ETF as a courtesy
6	NY	NatGrid	PSC	Rate relief	Rate dispute	Provided Rate relief refund
7	NJ	NJNG	Utility	Enrollment Dispute	Enrollment Dispute	Customer confusion waived ETF
8	NJ	NJNG	Utility	Rate relief	Rate dispute	Provided Rate relief refund

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Complaints for the Month of January 2010

9	NY	ConEd-E	Consumer Protection	Rate relief	Rate dispute	Provided Rate relief refund
10	NJ	NJNG	Internall Issue	ETF	ETF	Waived ETF as a courtesy
11	NY	NatGrid	PSC	Enrollment Dispute	Rate dispute	Enrollment Valid
12	NJ	PSEG	BPU	Consumption High Bill	High Consumption	Requested re read from the utility
13	NY	RGE-G	Utility	ETF	ETF	Adjustment processed
14	NJ	PSEG	BPU	ETF	elf	Valid ETF
15	NY	ConEd-E	PSC	ETF	ETF	Waived ETF as a courtesy
16	NY	conEd-G	psc	DELAYED CANCELLATION	DELAYED CANCELLATION	Cancellation valid

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Complaints for the Month of January 2010

Count	State	Utility	Regulatory Body	Complaint Category	Resolution	Disposition
17	NJ	NJNG	BPU	ETF	ETF	Valid ETF
18	NY	NatGrid	PSC	credit	credit adjustment	Meter read is correct no credits or refund to apply
19	IL	Nicor	State of Illinois	unauthorized enrollment	Enrollment Dispute	Valid enrollment Waived ETF as a courtesy
20	NJ	ETOWN	PSC	Cancellation	Cancellation Dispute	Billed correctly - no waiver of ETF
21	NY	conEd-G	Internal	Cancellation	Cancellation Dispute	Valid charge
22	NY	NatGrid	PSC	High Bill	High Bill	Concession credit provided
23	NY	ConEd-E	PSC	re-enrollment	RE-Enrollment dispute	Re enrolled account waived ETF
24	NJ	NJNG	Utility	Rate Dispute	Rate dispute	Rerated and provided refund to customer

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of January 2010

Case No	State	Utility	Regulatory Body	Complaint Description	Dispute Category	Resolution
25	NY	ConEd-E	PSC	unauthorized enrollment	Enrollment Dispute	Auto renewal waived half of ETF as a courtesy
26	ny	NatGrid	psc	unauthorized enrollment	Enrollment Dispute	Waived ETF as a courtesy
27	NY	NatGrid	PSC	Cancellation	Cancellation Dispute	Credit customer due to delayed cancellation
28	NY	Nicor	State of Il	unauthorized enrollment	Enrollment Dispute	Waived ETF as a courtesy
29	NJ	PSEG	BPU	unauthorized enrollment	Enrollment Dispute	Valid enrollment
30	NJ	PSEG	BPU	DELAYED CANCELLATION	DELAYED CANCELLATION	Utility corrected the reads and backdated the cancellation
31	NY	NatGrid	PSC	Budget Bill	Delayed Payments	Credited customer
32	NJ	PSEG	BPU	unauthorized enrollment	Enrollment Dispute	Valid enrollment

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Complaints for the Month of January 2010

33	FL	TECO	BBB	Refund	Delayed Refund	Refund check mailed
34	NJ	PSEG	BPU	Marketing	Claims was promised \$40 discount by sales agent.	Unable to substantiate conversation with customer and agent credited account
35	MI	CEC	MI PSC	Misinformation	ETF associated with current supplier prior to switch	Returned customer to the utility
36	OH	COH	OCC	Cancellation	Unable to reach MXE call center for cancellation	Customer was unable to contact our call center canceled the account per the
37	TX	Centerpoint	PUCT	Rate Dispute	Contract Dispute	Explained the contract to the customer
38	OH	COH	PUCO	Rate Dispute	Failed Rate Change	Credited rate change fee
39	TX	AEP	Internal Issue	DNP	Payment Arrangement	Explained disconnect notice fee
40	MD	BG&E	MD PSC	ETF	Customer disputes \$150.00 ETF	Valid ETF

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Complaints for the Month of January 2010

Count	State	Plant	Agency	Category	Amount	Resolution
41	OH	DEO	PUCO	ETF	\$150.00	Valid ETF
42	PA	CPA	PAPUC	ETF	\$150.00	Valid ETF
43	MI	MCG-G	MI PSC	Cancellation	Cancellation Dispute	Valid charge
44	MI	MCG-G	MI PSC	Billing Dispute	Consumption Charges	Waived the ETF as a courtesy
45	OH	VEDO	PUCO	Rate Dispute	Winback Rate	Credited rate change fee
46	MD	BG&E	MD PSC	Rate Dispute	Consumptions Charges and ETF	ETF is valid
47	Ontario	ENB	OEB	Rate Dispute	Refund	Valid Rate
48	MI	MCG-G	MI PSC	Misinformation	Sales Tactic	Unable to substantiate customer complaint provided gift card

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Complaints for the Month of January 2010

Complaint #	State	Utility	Customer	Issue	Resolution	Outcome
49	OH	COH	PUCO	Cancellation	Failed Cancellation	Credited Elf per Puce request
50	MI	CEC	MI PSC	Enrollment Dispute	unauthorized enrollment	Enrollment Valid
51	MI	CEC	MI PSC	Enrollment Dispute	unauthorized enrollment	Enrollment Valid
52	MI	MCG-G	MI PSC	Rate Dispute	Switched to another supplier and requesting previous rate	Rate is valid
53	MI	CEC	MI PSC	Enrollment Dispute	unauthorized enrollment	Unauthorized enrollment terminated agent
54	MI	COH	OCC	ETF	Customer disputes not receiving renewal notifications and ETF	Waived ETF as a courtesy
55	OH	COH	Internal Issue	Rate Dispute	Original rate vs. current rates	Rate is valid
56	PA	PPL	Paul Lavelle	Pressure Tactics	Agent's approach	Unable to substantiate conversation with customer provided gift card to

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Complaints for the Month of January 2010

57	TX	Oncor	Internal Issue	Billing Dispute	Consumption Charges	Utility corrected issue
58	TX	Oncor	Internal Issue	DNP	RECON date	Explained disconnect notice fee
59	TX	Centerpoint	Internal Issue	Billing Dispute	Monthly Service Charge	Valid charge
60	OH	COH	PUCO	ETF	Customer requesting previous rate after drop due to switch request	Waived ETF as a courtesy
61	OH	DEO	PUCO	ETF	Customer disputes commercial ETF	Set customer on another price plan based on usage
62	PA	PPL	Internal Issue	Misinformation	Agent's wearing PPL badge	Unable to substantiate customer complaint provided gift card
63	MI	MCG-G	MI PSC	ETF	\$50.00	Customer was not charged an ETF
64	OH	COH	PUCO	Cancellation	Failed Cancellation	PUCO notified MXE back 2007 of change of LDC, never updated in the sys

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Complaints for the Month of January 2010

65	OH	DEO	PUCO	Enrollment Dispute	ETF	Valid enrollment
66	Ontario	TER-G	BCUC	Cancellation	Courtesy Drop	Submitted courtesy drop
67	TX	AEP	PUCT	Enrollment Dispute	Unauthorized Enrollment	TM agent identified himself calling from the customer's current REP.
68	GA	AGL	Escalated	Access to Marketer		High call volume issue resolved
69	GA	AGL	Regulatory	Budget Bill	Billed more than once in 30 day period. AGL change the cycle date for the account	Changes in meter read cycle provided courtesy credit
70	IN	NIPSCO	Regulatory	Renewal Dispute	Customer disputing renewal of the account	Waived ETF as a courtesy
71	IN	NIPSCO	IURC	Renewal notice not received	Customer disputing renewal of the account because notification was not received	Renewal notice mailed to correct address informed customer
72	GA	AGL	Regulatory	DNC	Asked if our call centers were outsourced to other countries	Placed customer on the internal DNC listing

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Complaints for the Month of January 2010

Count	State	Company	Category	Issue	Customer Description	Resolution
73	IN	NIPSCO	Regulatory	Enrollment Dispute	Customer disputing enrollment of the account	Valid auto renewal
74	GA	AGL	Regulatory	Billing Dispute	Customer did not know if they were supposed to remit payment	Send the correct notification to customer so they know if they are required to send in a
75	GA	AGL	Regulatory	Billing Dispute	Customer wants to be set up on APP	Charges Valid
76	IN	NIPSCO	Regulatory	Billing Dispute	Customers new rate did not change when it was supposed to	Verified enrollment dates tied to rate
77	IN	NIPSCO	Regulatory	Billing Dispute	Customers new rate did not change when it was supposed to	Verified enrollment dates tied to rate
78	IN	NIPSCO	Regulatory	Enrollment Dispute	Customer disputed enrollment of account	Enrollment Valid
79	IN	NIPSCO	Regulatory	Enrollment Dispute	Customer	Enrollment Valid
80	GA	AGL	BBB	Billing Dispute	Payment was reversed over a year later	Make sure payments are reversed and charges are applied to the account in a

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Complaints for the Month of January 2010

Complaint #	State	Utility	Category	Issue	Customer Description	Resolution
89	GA	AGL	Regulatory	Refund	Customer requesting refund on the account	Process refunds in a timely manner
90	IN	NIPSCO	Regulatory	Re-enrollment	Customer wanted account to be re-enrolled	Re enrolled account waived ETF
91	IN	NIPSCO	Regulatory	Enrollment Dispute	Customer was thought the account enrollment was not authorized	Waived ETF as a courtesy
92	GA	AGL	Regulatory	Billing Dispute	Customer needed explanation of charges	Explained estimated versus actual consumption
93	IN	NIPSCO	Regulatory	Delayed Cancellation	Customer thought that he called to cancel account years ago	Valid renewal no delay
94	GA	AGL	Escalated	Billing Dispute	Customer wants bill to be due on 15th of the month	Charges Valid
95	IN	NIPSCO	Regulatory	Rate dispute	Customers new rate did not change when it was supposed to	Rate is valid
96	GA	AGL	Regulatory	Payment Arrangement	Customer requesting a payment extension	Set up payment arrangement for customer

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Complaints for the Month of January 2010

97	IN	NIPSCO	Regulatory	D2D	Wanted to know if we were active in the Gary, IN area	Added to the internal DNC list
98	GA	AGL	Regulatory	Billing Dispute	Customer disputing the AGL base charges for June 2009	Charges Valid
99	GA	AGL	BBB	Billing Dispute	Customer disputing the AGL base charges for June 2009	Charges Valid
100	IN	AGL	Regulatory	Billing Dispute	Customer thought that she was double billed	Charges Valid
101	IN	NIPSCO	Regulatory	Enrollment Dispute	Enrollment Dispute	Auto renewal valid
102	IN	NIPSCO	Regulatory	Delayed Cancellation	Customer called in January of 2008 to cancel account but was never cancelled	Cancellation was delayed re rate account
103	GA	NIPSCO	Regulatory	Consumption High Bill	Customer is disputing AGL consumption	Consumption in line
104	GA	AGL	Regulatory	Consumption High Bill	Customer is disputing AGL consumption	Requested re read from the utility

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Complaints for the Month of January 2010

105	GA	AGL	Regulatory	Refund	Customer wants refund	Send refund in timely manner
106	GA	AGL	Regulatory	Refund	Customer wants refund	Send refund in timely manner
107	IN	NIPSCO	Regulatory	Re-enrollment	Customer wanted account to be re-enrolled	Re enrolled account waived ETF
108	IN	NIPSCO	Regulatory	Refund	Customer wants refund for the October billing cycle	Account auto renewed waived ETF as a courtesy
109	IN	NIPSCO	Regulatory	Re-enrollment	Customer wanted account to be re-enrolled	Re enrolled account waived ETF
110	IN	NIPSCO	Regulatory	Enrollment Dispute	Customer disputing enrollment of the account	Enrollment Valid
111	GA	AGL	Regulatory	Payment Arrangement	Customer wants payment arrangement	Set up payment arrangement for customer
112	GA	AGL	Regulatory	Payment Arrangement	Customer wants payment arrangement	Set up payment arrangement for customer

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of January 2010

Case #	State	Company	Category	Issue	Resolution	Outcome
113	IN	NIPSCO	Regulatory	Enrollment Dispute	Customer disputing enrollment of the account	Enrollment Valid
114	GA	AGL	BBB	Billing Dispute	Customer disputing charges	Charges Valid
115	GA	AGL	BBB	Refund	Refund	Expedited refund
116	IN	NIPSCO	BBB	Refund	Customer billed Incorrect rate for Jan statement	Bill correct rate

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Complaints for the Month of Febuary 2010

1	NY	NatGrid	New York Public Service Commission	High Bill	High Bill	Issued Credit Adjustment
2	NY	NatGrid	New York Public Service Commission	High Bill	Complaining about his high bill	corrected Billing
3	NJ	SJG	BBB	High Bill	High Bill	Waived ETF as a courtesy
4	NJ	NJNG	BBB	Rate dispute	Customer feels his rates should have gone down based on the	Advised the customer that variable rates on based on the market at any given time and
5	NJ	PSEG	BBB	Delayed Cancellation	DELAYED CANCELLATION	Cancellation is not delayed
6	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized Enrollment	unauthorized Enrollment	Valid enrollment
7	NJ	SJG	New Jersey Board of Public Utilities	High Bill	High Bill	Billing valid
8	IL	Nicor	BBB	High Bill	High Bill	24 month reconciliation

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Complaints for the Month of Febuary 2010

Case #	State	Company	Complainant	Issue	Resolution	Outcome
9	NJ	SJG	Internal	Refund	Billed at incorrect rate	Issued Credit Adjustment
10	NJ	Pseg	New Jersey Board of Public Utilities	Access to Marketer	Cannot reach a customer service agent.	Waived ETF as a courtesy
11	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized Enrollment	Claims did not authorize enrollment	Waived ETF as a courtesy
12	NY	natgrid	New York Public Service Commission	Budget Bill	Customer still disputing 12 month credit adjustment	Account not reconciled timely
13	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized Enrollment	Customer request to listen to TPV	Valid enrollment
14	NY	RGE-G	Internal	Refund	Customer received a credit adjustment on account.	24 month reconciliation credit
15	NY	NYS-G	Internal	Budget Bill	Account not reconciled	Account not reconciled timely
16	GA	AGL	BBB	Refund	Delayed Refund	Refund re-mailed to customer

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Complaints for the Month of February 2010

17	NY	KeyNY	Internal	Consumption High Bill	Customers not sure why she owes the utility an outstanding balance of	Customer dual billed provided credit to customer from one acct to another
18	NJ	PSEG	New Jersey Board of Public Utilities	ETF	Customer claims wasn't advised of ETF during enrollment.	Verified through TPV enrollment was valid
19	NJ	SJG	BBB	Rate dispute	Customer was billed at an incorrect rate.	rate corrected/refund issued
20	NY	NatGrid	New York Public Service Commission	Consumption High Bill	Question about why his bill was so high. MXenergy sent a credit	Received concession credit
21	IL	nicor	State of Illinois	High Bill	High Bill	24 month reconciliation
22	NY	ConEd-E	BBB	ETF	Customer claims wasn't advised of ETF	Customer was informed of ETF in TPV
23	NY	ConEd-E	New York Public Service Commission	ETF	ETF	ETF valid waived as a measure of good faith
24	NJ	SJG	BBB	Rate dispute	Customer was billed at an incorrect rate.	rate corrected/refund issued

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Complaints for the Month of Febuary 2010

Complaint ID	State	Company	Complaint Type	Category	Description	Resolution
25	NY	NatGrid	Internal	Rate dispute	Customer disputes terms of agreement	Working on new rate for customer.
26	NJ	PSEG	New Jersey Board of Public Utilities	ETF	Customer claims no savings realized as promised by the sales	We explained to customer we do not promise savings only price protection. Waived ETF
27	NJ	SJG	BBB	Rate dispute	Customer billed at incorrect rates	refund issued/rate corrected
28	NJ	SJG	Consumer Protection	High Bill	High Bill	Waived ETF as a courtesy
29	NY	CNH-G	New York Public Service Commission	ETF	Customer disputes ETF.	We explained to customer we do not promise savings only price protection. Waived ETF
30	NY	O&R-G	New York Public Service Commission	Budget Bill	Account not reconciled timely	Credit Adjustment
31	NJ	NJNG	BBB	Misrepresentation	customer claims MXenergy misrepresented itself to	Valid enrollment - no indication of misrepresentation
32	NJ	SJG	New Jersey Board of Public Utilities	Delayed Cancellation	Account not cancelled timely	RE-rate issued

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Complaints for the Month of Febuary 2010

Count	State	Company	Regulatory Body	Complaint Category	Resolution	Outcome
33	IL	Nicor	State of Illinois	Payment Arrangement	Collections	reversed collection letter
34	NY	NYS-G	New York Public Service Commission	Budget Bill	Budget Bill	Account not reconciled timely
35	NY	KeyNY	New York Public Service Commission	Refund	Refund	24 month reconciliation credit
36	NY	RGE-G	Utility	Switched Without Authorization	switch	Customer was switched away from MXenergy due to a utility error. Customer declined re
37	NY	ConEd-E	BBB	Unauthorized Enrollment	unauthorized Enrollment	Valid enrollment
38	IL	NICOR	State of Illinois	Rate dispute	Incorrect rate	Provided a rate change as a courtesy
39	NY	ConEd-E	New York Public Service Commission	Delayed Cancellation	DELAYED CANCELLATION	cancelled account and re-rated
40	NY	KeyNY	New York Public Service Commission	Budget Bill	Budget Bill	Account not reconciled timely

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Complaints for the Month of Febuary 2010

41	OH	COH	Utility	Cancellation	DELAYED CANCELLATION	Waived ETF as a courtesy
42	OH	COH	Utility	Rate Dispute	Failed Rate Change	Provided a re rate then refund
43	OH	COH	Utility	No Solicitation	DNC	Placed on the internal DNC listing
44	OH	COH	Public Utility Commission of Ohio	ETF	ETF	Valid ETF
45	TX	AEP	Internal	Enrollment Dispute	unauthorized Enrollment	Verified through TPV enrollment was valid
46	OH	COH	Ohio Consumer Council	ETF	ETF	Waived ETF as a courtesy
47	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Valid Enrollment
48	TX	Oncor	Public Utility Commission of Texas	Billing Dispute	Meter Readings	Requested meter reread

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Complaints for the Month of Febuary 2010

Complaint ID	State	Complaint Type	Regulatory Body	Issue Category	Issue Description	Resolution
49	OH	CMD	Utility	Enrollment Dispute	unauthorized Enrollment	Waived ETF as a courtesy
50	OH	DEO	Public Utility Commission of Ohio	Enrollment Dispute	Agent pretending MXE provides HEAP program	Monitor agents sales pitch and approach to prospects.
51	OH	COH	Utility	Cancellation	DELAYED CANCELLATION	Drop was not delayed
52	OH	COH	Public Utility Commission of Ohio	Rate Dispute	Auto renewal	Valid auto renewal
53	OH	VEDO	Public Utility Commission of Ohio	Enrollment Dispute	Unauthorized Enrollment	Customer is currently enrolled in PIPP.
54	TX	Centerpoint	Internal	Contract	Other	Customer requested that we remove her husband name off her billing
55	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Valid Enrollment
56	MI	CEC	Michigan Public Service Commission	Cancellation	DELAYED CANCELLATION	Valid cancellation

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Complaints for the Month of Febuary 2010

57	TX	Oncor	Internal	Other	Other	Allowed customer to make changes on account in her partners name - deceased
58	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	unauthorized Enrollment	Valid Enrollment
59	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	unauthorized Enrollment	Valid Enrollment
60	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	unauthorized Enrollment	Valid Enrollment
61	PA	CPA	Pennsylvania Public Utility Commission	Cancellation	Refund	Re rated and provided a refund
62	TX	Oncor	Internal	Billing Dispute	Consumption	Valid Consumption
63	TX	AEP	Public Utility Commission of Texas	ETF	\$399.00 vs. \$1,000.00	Valid ETF
64	MI	CEC	Michigan Public Service Commission	Billing Dispute	Consumption Charges	Valid Enrollment

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Complaints for the Month of Febuary 2010

Case #	State	Utility	Complaint Type	Issue	Resolution	Outcome
65	MI	CEC	Internal	Misrepresentation	Agent identified MXE as part of Direct Energy	Monitor agents sales pitch and approach to prospects.
66	MI	MCG-G	Michigan Public Service Commission	ETF	ETF	Waived ETF as a courtesy
67	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	unauthorized Enrollment	Valid Enrollment
68	OH	COH	Utility	Cancellation	DELAYED CANCELLATION	Monitor Siebel failed outbound trans to the utility
69	OH	COH	Public Utility Commission of Ohio	Cancellation	DELAYED CANCELLATION	Explained the cancellation
70	OH	COH	Public Utility Commission of Ohio	Cancellation	DELAYED CANCELLATION	Valid cancellation
71	TX	Centerpoint	BBB	Billing Dispute	High Bill	Explained billing to customer
72	OH	DEO	BBB	Cancellation	ETF	Valid ETF

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of Febuary 2010

73	OH	DEO	Connecticut Department of Public Utility Control	Rate Dispute	Variable Rate	Valid rate
74	PA	PPL	Attorney General	Telemarketing	DNC	Placed on the internal DNC listing
75	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	ETF with current supplier	Valid Enrollment
76	MD	BG&E	Maryland Public Service Commission	Billing Dispute	Budget Billing	Customer not on BB
77	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	unauthorized Enrollment	Valid Enrollment
78	MI	CEC	Michigan Public Service Commission	Enrollment Dispute	unauthorized Enrollment	Only the account holder and spouse are legally authorized to execute transaction in behalf of
79	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	ETF	Valid ETF
80	MI	MCG-G	Michigan Public Service Commission	Cancellation	ETF	Requests an accelerated cancellation

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of Febuary 2010

Case #	State	Utility	Complainant	Issue	Resolution	Outcome
81	MI	MCG-G	Michigan Public Service Commission	Misrepresentation	Enrollment Dispute	Valid enrollment - no indication of misrepresentation
82	MI	MCG-G	Michigan Public Service Commission	Misrepresentation	Enrollment Dispute	Valid enrollment - no indication of misrepresentation
83	OH	COH	Ohio Consumer Council	Billing Dispute	High Bill	Valid billing
84	TX	AEP	Public Utility Commission of Texas	Enrollment Dispute	unauthorized Enrollment	Unacceptable Sales Pitch by TMC agent. Agent released
85	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer wanted payment extension	Allowed extension
86	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer is disputing AGL consumption	Set up payment plan
87	IN	NIPSCO	Utility	Enrollment Dispute	Customer disputing enrollment	Valid Enrollment
88	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer has questions about the bill	Answered customers questions

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of Febuary 2010

Complaint ID	State	Company	Category	Issue	Resolution	Outcome
89	IN	NIPSCO	Utility	Enrollment Dispute	Customer disputing enrollment	Valid enrollment waived ETF as a courtesy
90	IN	NIPSCO	Utility	Cancellation	Cancellation	Completed cancellation
91	GA	AGL	Georgia Public Service Commission	SONP	SONP	Valid SONP due to non payment
92	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer wants payment extension	Established Payment Arrangement
93	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer wants payment extension	Established Payment Arrangement
94	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer made double payment	Provided refunds
95	IN	NIPSCO	Utility	Dropped in error	Customer wanted to re-enroll account	Reenroll and waive ETF
96	IN	NIPSCO	Utility	ETF	ETF	Was a business account now residential ETF would be 150.00

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of Febuary 2010

Case #	State	Utility	Complainant	Category	Issue	Resolution
97	GA	AGL	Georgia Public Service Commission	DNC	Customer dialed by collections in error	Customers number was dialed due a system error
98	GA	AGL	Georgia Public Service Commission	Refund	Customer wants refund	Process and send refunds with the time quoted to the customer
99	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer has high bill	consumption valid
100	GA	AGL	Georgia Public Service Commission	Refund	Customer wants refund	Process and send refunds with the time quoted to the customer
101	IN	NIPSCO	BBB	ETF	Customer wants \$50 ETF	ETF Valid
102	IN	NIPSCO	Utility	ETF	Disputing ETF	ETF Valid will waive as a courtesy
103	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer disputing PDC	Valid charges
104	IN	NIPSCO	Utility	Delayed Cancellation	Customers account was not cancelled	Delayed cancellation rerated account

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of Febuary 2010

105	IN	NIPSCO	Utility	Enrollment Dispute	Enrollment Dispute	Valid enrollment
106	IN	NIPSCO	BBB	Renewal notice not received	Customer states that he did not receive renewal letter	Valid renewal
107	GA	AGL	Georgia Public Service Commission	DNC	Customers number was dialed in error	Customers number was dialed due a system error
108	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer disputing consumption on the account	consumption valid
109	IN	NIPSCO	Indiana Office of Utility Consumer Counselor	Renewal notice not received	Customer claims he did not receive renewal letter	Valid renewal
110	IN	NIPSCO	Utility	DNC	Customer asked to be removed from all solicitation lists from all	Placed on the internal DNC listing
111	IN	NIPSCO	Indiana Utility Regulatory Commission	Renewal Dispute	Customer disputing renewal of the account	Renewal Valid
112	IN	NIPSCO	Internal	ETF	Customer disputing the ETF	ETF Valid

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of Febuary 2010

Case #	State	Company	Category	Issue	Resolution	Status
113	NJ	PSEG	Internal	Budget Bill	Budget bill review	Working on reviewing customers BB
114	NJ	NJNG	BBB	Misrepresentati on	Misrepresentation	Unable to substantiate redirected vendor
115	NJ	PSEG	New Jersey Board of Public Utilities	Misrepresentati on	Customer claims wasn't advised about delivery charges	Customer was advised in TPV

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

1	GA	AGL	Georgia Public Service Commission	Refund	Customer requesting refund	Process and send refunds within the timeframe stated to customer
2	IN	NIPSCO	Utility	Cancellation	Customer disputing cancellation of his account	Cancelled account per customers request
3	IN	NIPSCO	Utility	Marketing	Wanted to know if we were Door to Door marketing in NIPSCO's service area	Advised that we are marketing
4	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer disputing high bill	Valid consumption explaining billing to customer
5	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer requesting payment arrangement	Set up payment arrangements
6	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer disputing rate on the account	Customer renewal valid

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

Complaint Number	State	Utility	Complaint Description	Resolution
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7	IN	NIPSCO	Utility	Enrollment Dispute	Customer's daughter is disputing the enrollment of the account	Waived ETF as a courtesy
8	IN	NIPSCO	Indiana Office of Utility Consumer Counselor	Enrollment Dispute	Customer disputing enrollment	Valid enrollment
9	IN	NIPSCO	Indiana Utility Regulatory Commission	Renewal notice not received	Customer disputing renewal of the account	Mailed renewals to the billing address on file
10	IN	NIPSCO	Indiana Office of Utility Consumer Counselor	Delayed Cancellation	Customer claims that the account should have been cancelled as of 2007	Unable to substantiate cancellation
11	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer wanted special discount on rate	Customer requested a rate for owners that rented their properties- we can only offer a fixed or variable rate product

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

12	GA	AGL	Georgia Public Service Commission	High Bill	High Bill	Verified consumption
13	IN	NIPSCO	Utility	Enrollment Dispute	Enrollment dispute	Cancelled and waived ETF as a courtesy
14	GA	AGL	Georgia Public Service Commission	SONP	Customer states she was turned off in error	Customer and agency failed to provide the LIHEAP voucher for pending payment
15	GA	AGL	Georgia Public Service Commission	ETF	ETF	Rerated account waived ETF
16	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer wanted payment arrangement	Set up payment arrangements
17	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Requested the account be placed on hold while AGL investigates consumption	Valid consumption explaining billing to customer

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

18	IN	NIPSCO	Utility	ETF	Customer wanted ETF calculated	Calculated ETF
19	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer disputing the consumption on the account	AGL change to meter reading cycle provided courtesy credit
20	IN	NIPSCO	Utility	ETF	Customer requesting that the ETF on the account be reversed	Waived ETF as a courtesy
21	GA	AGL	BBB	Refund	Customer requesting refund	Process and send refunds within the timeframe stated to customer
22	GA	AGL	BBB	Billing Dispute	Customer made a payment last year that was not reflect on the account	Post payments to accounts in a timely manner
23	IN	NIPSCO	Utility	ETF	ETF	Valid ETF charge
24	GA	AGL	BBB	Billing Dispute	Customer disputing charges	Customer was forced off by another tenant - Charges are correct

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Complaints for the Month of March 2010

25	GA	AGL	Escalated	Consumption High Bill	Customer disputing charges	Charges Valid
26	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer disputing charges	Charges Valid
27	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer disputing charges	Allowed an extension to make payment
28	IN	NIPSCO	Utility	Cancellation	Customer wants to cancel account	Cancelled account per customers request
29	IN	NIPSCO	Utility	Contract	Customer did not authorize current contract	Incorrect LDC returned customer to their marketer
30	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer disputing consumption on the account	Charges Valid
31	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer wants a payment arrangement	Set up payment arrangements

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

Case #	State	Utility	Complaint Category	Issue	Resolution	Outcome
32	GA	AGL	Escalated	Refund	Customer made an overpayment	Provided refund
33	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer disputing consumption on the account	Offered a courtesy price plan change to assist customer
34	IN	NIPSCO	Utility	Enrollment Dispute	Customer did not authorize current contract	Valid enrollment
35	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer disputing consumption on the account	Charges Valid
36	TX	AEP	Public Utility Commission of Texas	DNP	Call back	Contacted customer allowed an extension to pay
37	TX	Centerpoint	Internal	Billing Dispute	\$10.00 Monthly Service Fee	Service Fee Valid
38	MD	BG&E	Internal	Billing Dispute	Budget Billing	Waived as a courtesy

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

39	OH	COH	Utility	Cancellation	Delayed Cancellation	Monitor Inbound & Outbound Failed Trans File
40	TX	ONCOR	Public Utility Commission of Texas	Billing Dispute	Meter Readings	Verified reading - Valid
41	OH	COH	Utility	Enrollment Dispute	Unauthorized Enrollment	Agent was not authorized to enroll this customer. Alerted vendor. Re rated customer
42	MI	CEC	Michigan Public Service Commission	Cancellation	ETF	Valid ETF charge
43	OH	COH	Utility	Enrollment Dispute	PIPP	Customer is enrolled on PIPP and agent advised that it was ok to enroll while being on assistance.
44	OH	COH	Public Utility Commission of Ohio	Cancellation	Customer requesting refund	Waived as a courtesy

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

45	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Cancelled account and waived ETF
46	MD	BG&E	BBB	Billing Dispute	Missing Payment	Provided an itemized payment listing to customer
47	MI	MCG-G	BBB	Marketing	Agent's approach	Re directed to the vendor
48	OH	COH	Public Utility Commission of Ohio	Cancellation	Delayed Cancellation	Valid no delay
49	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Account not enrolled
50	OH	COH	Public Utility Commission of Ohio	Cancellation	Delayed Cancellation	Valid no delay
51	TX	ONCOR	Public Utility Commission of Texas	Enrollment Dispute	DNP	Disconnected due to non pay

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

52	TX	ONCOR	Public Utility Commission of Texas	Billing Dispute	High Bill	Verified reading - Valid
53	OH	VEDO	Public Utility Commission of Ohio	Billing Dispute	Failed Rate Change	Monitor failed transactions
54	MI	MCG-G	Michigan Public Service Commission	Pressure Tactics	Misrepresentation	Unable to substantiate redirected vendor
55	OH	COH	Public Utility Commission of Ohio	Enrollment Dispute	Cancellation	Cancelled account per customers request
56	PA	PPL	Attorney General	Telemarketing	DNC	Placed customer on the internal DNC listing
57	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	ETF by Previous Supplier UNG	Valid enrollment
58	MI	MCG-G	BBB	Enrollment Dispute	Unauthorized Enrollment	Returned customer to the utility redirected vendor on customer or spouse authorized to enroll acct

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

59	TX	ONCOR	BBB	ETF	Contractual Dispute	ETF valid per TPV
60	OH	DEO	Public Utility Commission of Ohio	Misinformation	Sales Tactic	Redirected to the vendor
61	MI	MCG-G	Michigan Public Service Commission	Misrepresentation	Sales Tactic	Detailed Monitoring of Sales Approach by Agents.
62	OH	COH	Public Utility Commission of Ohio	Billing Dispute	Overbilling	Renewal early. Provided a rerate for the difference in rates billed
63	PA	PPL	Attorney General	Telemarketing	DNC	Placed customer on the internal DNC listing
64	MI	MCG-G	Michigan Public Service Commission	Unauthorized enrollment	Enrollment dispute	Verified Enrollment through TPV
65	OH	COH	Utility	Billing Dispute	Drop Utility Initiated in Error	Utility dropped in error reinstated

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

66	OH	COH	Utility	Cancellation	Delayed Cancellation	Monitor failed transactions
67	OH	COH	Utility	Cancellation	Delayed Cancellation	Monitor failed transactions
68	OH	COH	Utility	Cancellation	Delayed Cancellation	Valid no delay
69	KY	CKY	Attorney General	Cancellation	Delayed Cancellation	Monitor failed transactions
70	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Discount Offered	Customer did not flow with MXenergy closed enrollment
71	PA	PPL	Pennsylvania Public Utility Commission	Cancellation	Delayed Cancellation	Valid no delay
72	OH	COH	Utility	Cancellation	Delayed Cancellation	Monitor failed transactions

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

73	MI	MCG-G	Michigan Public Service Commission	Marketing	Agent's approach	Re directed to the vendor
74	MD	BG&E	Internal	Billing Dispute	Budget Billing	Customer referred to collection in error - pulled from collections
75	TX	ONCOR	Public Utility Commission of Texas	Billing Dispute	Meter Readings	Verified reading - Valid
76	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
77	NY	RGE-G	Utility	Other	Customer transferred to third party collections in error	Error apologized to customer
78	NJ	PSEG	New Jersey Board of Public Utilities	Rate dispute	Rate dispute	Verified rate
79	NY	KeyNY	New York Public Service Commission	High Bill	High Bill	24 Month Reconciliation credit provided

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

Case No.	State	Utility	Complainant	Issue	Resolution	Resolution Status
80	NJ	PSEG	New Jersey Board of Public Utilities	Delayed Cancellation	Customer's account not cancelled timely.	Account not cancelled timely provided re rate
81	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized enrollment	Enrollment dispute	Verified Enrollment through TPV
82	NJ	PSEG	New Jersey Board of Public Utilities	High Bill	High Bill	Verified consumption
83	NY	ConEd-E	Internal	Cancellation	Cancellation	Cancelled account per customers request
84	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized enrollment	Unauthorized Enrollment	Verified Enrollment through TPV
85	CT	UI	Connecticut Department of Public Utility Control	High Bill	High Bill	Rerate
86	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized enrollment	Unauthorized enrollment	Verified Enrollment through TPV

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

87	NJ	SJG	BBB	Misrepresentation	Misrepresentation	Presented sale to customer appropriately
88	NY	NFG	BBB	Misrepresentation	Misrepresentation	Presented sale to customer appropriately
89	NY	KeyNY	New York Public Service Commission	Unauthorized enrollment	Enrollment dispute	Agent impersonation agent terminated
90	CT	PSEG	Connecticut Department of Public Utility Control	Unauthorized enrollment	Enrollment dispute	Delayed cancellation dispute re rate provided
91	CT	UI	Connecticut Department of Public Utility Control	Unauthorized enrollment	Unauthorized Enrollment	Verified Enrollment through TPV
92	NY	NFG	New York Public Service Commission	Misrepresentation	Misrepresentation	Presented sale to customer appropriately
93	NY	KeyNY	New York Public Service Commission	High Bill	High Bill	valid rate

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

Complaint ID	State	Utility	Complaint Description	Issue	Resolution	Resolution Description
94	NJ	PSEG	New Jersey Board of Public Utilities	High Bill	High Bill	Waived ETF as a courtesy
95	NJ	PSEG	New Jersey Board of Public Utilities	High Bill	High Bill	Verified consumption
96	NJ	NJNG	Utility	Misrepresentation	Misrepresentation	Presented sale to customer appropriately
97	CT	UI	Connecticut Department of Public Utility Control	Misrepresentation	Misrepresentation	Presented sale to customer appropriately
98	NJ	PSEG	New Jersey Board of Public Utilities	Misrepresentation	Misrepresentation	Presented sale to customer appropriately
99	NJ	PSEG	New Jersey Board of Public Utilities	Misrepresentation	Misrepresentation	Presented sale to customer appropriately
100	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized enrollment	Enrollment dispute	Verified Enrollment through TPV

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

101	CT	UI	Connecticut Department of Public Utility Control	Misrepresentation	Misrepresentation	Presented sale to customer appropriately
102	NJ	PSEG	BBB	Unauthorized enrollment	Enrollment dispute	Verified Enrollment through TPV
103	NY	KeyNY	New York Public Service Commission	High Bill	High Bill	Verified consumption
104	NJ	PSEG	New Jersey Board of Public Utilities	Rate dispute	Rate dispute	Verified rate
105	NY	ConEd-E	New York Public Service Commission	Delayed Cancellation	Delayed Cancellation	No delay in cancellation
106	NY	KeyNY	New York Public Service Commission	High Bill	High Bill	Valid charges
107	NY	RGE-G	New York Public Service Commission	Marketing	Deceptive Marketing	unable to substantiate claim of deceptive marketing - re directed to the vendor

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of March 2010

108	NY	ConEd-E	New York Public Service Commission	Rate dispute	Rate dispute	Verified rate
109	NJ	SJG	BBB	Unauthorized enrollment	Enrollment dispute	Verified Enrollment through TPV
110	NJ	SJG	New Jersey Board of Public Utilit	Payment Arrangement	Financial Hardship	Set up payment arrangements

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of April 2010

Count	State	Utility	Complaint Category	Complaint Type	Complaint Description	Resolution
1	GA	AGL	Escalated	Payment Arrangement		Set up payment arrangement
2	IN	NIPSCO	Utility	ETF	Customer was cancelled by the utility for delinquency and does not feel that he has to pay the ETF	Valid ETF
3	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer thinks the consumption reported is exaggerated	Consumption high re directed to AGL provided credits
4	GA	AGL	Georgia Public Service Commission	Payment Arrangement		Set up payment arrangement

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of April 2010

5	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer sending payment to incorrect account which delayed the time payments were posted to his account	Provided correct account number for the customer transferred payments applied to incorrect account
6	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer made payment to incorrect company, requested that we hold the account to allow him time to make the correction	Held account
7	IN	NIPSCO	Utility	ETF	Customer disputing ETF on the account	Waived ETF as a courtesy
8	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Payment Arrangement	Set up payment arrangement

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of April 2010

Case No.	State	Utility	Regulatory Body	Issue	Customer Description	Resolution
9	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Payment Arrangement	Set up payment arrangement
10	IN	NIPSCO	Utility	ETF	Customer moved out of the service area	Waived ETF as a courtesy
11	IN	NIPSCO	Utility	Renewal Dispute	Customer does not want to renew account	Account was auto renewed discussed with customer
12	GA	AGL	Georgia Public Service Commission	Consumption High Bill	Customer thinks the consumption reported is exaggerated	Consumption high re directed to AGL provided credits
13	IN	NIPSCO	Indiana Utility Regulatory Commission	Enrollment Dispute	Customer disputing enrollment of account	ETF valid waived as a courtesy

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of April 2010

14	IN	NIPSCO	Utility	Delayed Cancellation	Customer never called to cancel the account	Customer never called to cancel the account
15	GA	AGL	Georgia Public Service Commission	AGL Consumption	Error in consumption reported by AGL	AGL billed incorrectly hold account for 30 days
16	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer disputing details of the payment arrangement on the account	Explained payment arrangement
17	IN	NIPSCO	Utility	Delayed Cancellation	Customer claims that she contacted MXenergy to cancel 5 to 7 days after the enrollment in 2008 but we have not record of the	No cancellation request located
18	GA	AGL	Georgia Public Service Commission	Renewal Dispute	Customer disputing enrollment of fixed rate on the account	Verified through TPV

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of April 2010

Complaint #	State	Utility	Regulatory Body	Complaint Category	Complaint Description	Resolution
19	IN	AGL	Georgia Public Service Commission	Payment Arrangement	Payment Arrangement	Set up payment arrangement
20	IN	NIPSCO	BBB	Renewal notice not received	Customer states that the renewal letter was not received	Make sure that we receive the correct customer contact info at the time of enrollment. Customers address was missing a "9"
21	GA	AGL	BBB	Billing Dispute	Customer states that 3rd party collection agency is charging more than the actual past due amount	Located customer payments and applied to correct account
22	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing DDDC charges from October 2008	AGL verified
23	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer had reoccurring charge of \$280.00 due to system error	Address system issue

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Complaints for the Month of April 2010

24	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Payment Arrangement	Set up payment arrangement
25	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing DDDC charges from October 2008	Requested special read
26	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Requesting hold on account	Held account
27	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Verified rate through TPV
28	TX	ONCOR	Public Utility Commission of Texas	Billing Dispute	High Bill	Explained billing to customer

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Complaints for the Month of April 2010

Complaint ID	State	Complaint Type	Complaint Description	Category	Resolution	Notes
29	OH	COH	Utility	Cancellation	DC in ERR by CGO	Cancelled account per customers request
30	OH	COH	Ohio Consumer Council	Cancellation	Delay of Cancellation	Monitor Failed Drop Transaction
31	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Misleading information by agent during enrollment	Restrain or monitor agents sale pitch
32	MI	MCG-G	Internal	Enrollment Dispute	Unauthorized Enrollment	Unable to speak with customer issued a drop
33	PA	CPA	Utility	Other	LDC Update	Updated rate

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of April 2010

Case No.	State	Company	Regulatory Body	Issue	Resolution	Notes
34	MD	BG&E	Maryland Public Service Commission	Billing Dispute	Missing Payments	Customer made partial payments and continued to owe a balance
35	MI	CEC	Michigan Public Service Commission	Misrepresentation	MXE agent identified with CEC	Monitor outgoing sales calls
36	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	verified enrollment through TPV
37	OH	COH	Public Utility Commission of Ohio	Cancellation	Delay of Cancellation	Monitor Failed Drop Transaction
38	TX	ONCOR	Public Utility Commission of Texas	Billing Dispute	High Bill	Explained billing to customer

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Complaints for the Month of April 2010

Complaint ID	State	Utility	Complaint Description	Resolution	Outcome
39	KY	CKY	Utility	Enrollment Dispute	Unauthorized Enrollment verified enrollment through TPV
40	TX	AEP	Public Utility Commission of Texas	Disconnect in error	Disconnected by current REP but switched away since 11/2009 Valid disconnect
41	MI	CEC	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment Cancelled enrollment account did not bill with MXenergy
42	OH	COH	Utility	Cancellation	Customer disputes ETF and non receipt of renewal notifications ETF Valid
43	OH	COH	Utility	Enrollment Dispute	Unauthorized Enrollment Account did not enroll with MXenergy

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of April 2010

44	OH	DEO	Public Utility Commission of Ohio	Contract	Auto Renewal	Valid charges
45	OH	COH	Public Utility Commission of Ohio	Cancellation	ETF	Waived ETF as a courtesy
46	MI	CEC	Michigan Public Service Commission	Misrepresentation	Agent representing as CEC agent	Monitor D2D/TM agents at all times during sales
47	MI	MCG-G	BBB	Cancellation	ETF	Waived ETF as a courtesy
48	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	verified enrollment through TPV

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Complaints for the Month of April 2010

49	OH	COH	Attorney General	Telemarketing	DNC	Placed customer on the internal DNC listing
50	OH	DEO	Public Utility Commission of Ohio	Enrollment Dispute	ETF	verified enrollment through TPV
51	OH	COH	Ohio Consumer Council	Cancellation	Delay of Cancellation	Cancellation delayed provided re rate
52	OH	VEDO	Escalated	ETF	\$25.00	Waived ETF as a courtesy
53	TX	Centerpoint	Public Utility Commission of Texas	Enrollment Dispute	\$100.00	Zurvita agent collecting deposits from prospects.

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of April 2010

Case No.	State	Case Type	Complainant	Issue	Resolution	Resolution Details
54	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	verified enrollment through TPV
55	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	verified enrollment through TPV
56	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Unauthorized enrollment provided a refund to customer and returned to utility
57	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Unauthorized enrollment provided a refund to customer and returned to utility
58	NJ	NJNG	Utility	Enrollment Dispute	Unauthorized Enrollment	Returned the customer to the utility

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Complaints for the Month of April 2010

Complaint ID	State	Utility	Complaint Category	Complaint Description	Resolution	Resolution Status
59	NJ	Pseg	BBB	ETF	ETF	ETF valid
60	NJ	NJNG	Utility	marketing	deceptive marketing	Unable to substantiate - redirected vendor
61	NY	KeyNY	New York Public Service Commission	Unauthorized enrollment	Enrollment dispute	Verified enrollment through TPV
62	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized enrollment	Unauthorized Enrollment	Verified enrollment through TPV
63	NY	KeyNY	Internal	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit

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Complaints for the Month of April 2010

Complaint ID	State	Company	Regulatory Body	Issue	Complaint Description	Resolution
64	NY	ConEd-E	New York Public Service Commission	Billing Dispute	High Rate	Verified rate through TPV
65	CT	UI	Connecticut Department of Public Utility Control	marketing	Misrepresentation	Unable to substantiate - redirected vendor
66	NJ	SJG	New Jersey Board of Public Utilities	Billing Dispute	High Rate	Verified rate through TPV
67	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized enrollment	Enrollment dispute	Verified enrollment through TPV
68	Ny	KeyNY	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit

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Complaints for the Month of April 2010

Case #	State	Utility	Complaint	Issue	Resolution	Outcome
69	NJ	Pseg	New Jersey Board of Public Utilities	Unauthorized enrollment	Unauthorized Enrollment	Verified enrollment through TPV
70	NY	KeyNY	New York Public Service Commission	High Bill	High Bill	Valid statement
71	CT	UI	Connecticut Department of Public Utility Control	Unauthorized enrollment	Enrollment dispute	Verified enrollment through TPV
72	NY	RGE-E	Internal	ETF	ETF Dispute	Waived ETF as a courtesy
73	NY	RGE-G	Internal	ETF	ETF Dispute	Waived ETF as a courtesy

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Complaints for the Month of April 2010

Complaint #	State	Complaint Category	Complaint Description	Complaint Type	Complaint Details	Resolution
74	NY	O&R-G	New York Public Service Commission	ETF	ETF Dispute	Waived ETF as a courtesy
75	CT	UI	Connecticut Department of Public Utility Control	marketing	deceptive marketing	Unable to substantiate - redirected vendor
76	NY	KeyNy	New York Public Service Commission	Unauthorized Enrollment	Unauthorized Enrollment	24 month credit provided

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Arizona, General, etc. (note the complaint status)	Customer Root Cause	Nature of Complaint	Resolution
1	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer requesting that the account be placed on hold to allow additional time for payment	Held account as a courtesy
2	IN	NIPSCO	Utility	ETF	Customer's account was dropped by the utility for DQ. Disputing the ETF	ETF Valid
3	GA	AGL	Escalated	Billing Dispute	Customer requesting that the DNC billed be waived because her purse was stolen. Fax police report	Waived ETF

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, General, etc. (note the complaint status)	Customer/Issue/Case	Nature of Complaint	Resolution
4	GA	AGL	Georgia Public Service Commission	AGL Consumption	AGL read the customers meter wrong	Verified reading through AGL
5	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Payment arrangement	Set up payment arrangements
6	GA	AGL	Georgia Public Service Commission	ETF	Inquiry- Customer questioning whether or not an ETF is valid	ETF Valid

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney General, etc. (note the complaint status)	Customer Issue Cause	Nature of Complaint	Resolution
7	NJ	ETOWN	Escalated	Billing Dispute	Escalated from Jeff Mayer. Customer not receiving statements	In this particular instance with Mrs. Daniel, the customer's bill was in a single file, separate from the bulk processed bills, and was not indicated in the email sent from billing. Hence, Fulfillment was not aware of the available text file. Due to this circumstance, I'll set a meeting with Billing to discuss options for a better process. Let me know if you have any further questions.
8	GA	AGL	Escalated	AGL Reconnection	Escalated from Robi Artman-Hodge. Customer requesting an expedited reconnection	Reconnected account

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction, etc.	Escalated, Regulatory, BBB, Attorney, General, etc. (note the complaint avenue)	Customer/Issue Cause	Nature of Complaint	Resolution
9	GA	AGL	Georgia Public Service Commission	Refund	Customer complaining that refunded amount was reduced	Subsequent statements were deducted from the credit
10	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing the consumption reported by AGL	Verified reading through AGL
11	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing the consumption reported by AGL	Verified reading through AGL

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, General, etc. (note the complaint avenue)	Customer Problem	Nature of Complaint	Resolution
12	IN	NIPSCO	Utility	Enrollment Dispute	Customer disputing the enrollment of the account. TPV and signed contract provided	Verified enrollment through TPV
13	GA	AGL	BBB	Billing Dispute	Customer questioning the amount of time it takes for a payment to post to his account	Reviewed payment posting customer paid late
14	IN	NIPSCO	BBB	Enrollment Dispute	Customer disputing enrollment of account. Enroll in 2002by CSS	Verified enrollment through TPV

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Complaints for the Month of May 2010

Court	State	Utility Jurisdiction	Escalated, Regulator, BBB, Actions, General, etc. note the complaint agency	Customer Issue Cause	Nature of Complaint	Resolution
15	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer states her payment was not posted. Pay was posted to another account. Customer still needs to send proof of payment for the account in	Payment posted to the account customer referenced which is a closed account provided correct account number
16	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing the consumption reported by AGL	Verified reading through AGL
17	IN	NIPSCO	Utility	Enrollment Dispute	Customer disputing enrollment of account. Enrolled in 2002 by CSS	Verified enrollment through TPV

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Complaints for the Month of May 2010

Case No.	State	Utility	Escalated, Regulatory, BBB, Attorney, General, etc. (note the complaint address)	Customer Root Cause	Nature of Complaint	Resolution
18	IN	NIPSCO	Utility	Delayed Cancellation	Customers enrollment was not cancelled as requested	Customer care needs to verify that the customer has no other active accounts
19	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer disputing final bill	Final bill verified correct
20	GA	AGL	Georgia Public Service Commission	Call	Customer that the CSR was rude to her	Reviewed top - redirected - employee released