

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of May 2010

Complaint ID	State	Utility	Escalated, Regulatory, BBB, Article, Service, and other complaint avenue	Customer Issue Cause	Issue of Complaint	Resolution
21	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing meter reading	Verified reading through AGL
22	GA	AGL	Georgia Public Service Commission	Billing Dispute	Catalyst customer disputing final bill	Final bill verified correct
23	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Payment arrangement	Set up payment arrangements

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Count	State	Utility Jurisdiction	Escalated, Regulator, BBB, Attorney, General, and notes the complaint agency	Customer Issue Category	Number of Complaints	Resolution
24	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing meter reading	Verified reading through AGL
25	NJ	PSEG	Escalated	Budget Bill	Escalated from Jeff Mayer. Customer did not receive BB variance credit	Customer did not receive BB variance credit
26	GA	AGL	Georgia Public Service Commission	Budget Bill	Customer was billed BB variance when the account was cancelled.	Customer requested to be removed from BB

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Count	State	Utility Jurisdiction	Escalated, Regulator, BBB, Arbitrator, Settlement, etc. (note the complaint source)	Customer Issue Category	Nature of Complaint	Resolution
27	GA	AGL	Georgia Public Service Commission	ETF	Customer disputing ETF	ETF Valid
28	GA	AGL	Georgia Public Service Commission	Budget Bill	Customer paying the incorrect BB amount	Explained the BB amount to the customer
29	GA	AGL	Georgia Public Service Commission	ETF	Customer disputing ETF	Valid ETF

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Court	State	Utility Jurisdiction	Escalated, Regulator, BBB, Arbitration, General, etc. Note the complaint areas.	Customer/Topic/Case	Nature of Complaint	Resolution
30	GA	AGL	Georgia Public Service Commission	Budget Bill	Customer was billed BB variance when the account was cancelled.	Account true up and the balance was due explained
31	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing meter reading	Verified reading through AGL
32	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing meter reading	Verified reading through AGL

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Count	State	Utility Classification	Received, Regulated, BBB, ARES, Service etc. from the Complaint Agency	Division of Reg. Date	Issue of Complaint	Resolution
33	GA	AGL	BBB	AGL Reconnection	Customer requesting expedited reconnect	Reconnected account
41	MD	BG&E	Escalated	ETF	Waive ETF due to death of account holder	Waived ETF
42	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Verified enrollment through TPV

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Case No.	State	Case Jurisdiction	Agency, Regulatory, BBB, Arbitration, etc. (note the complaint source)	Customer Issue / Cause	Number of Complaints	Resolution
43	MI	MCG-G	Michigan Public Service Commission	Misrepresentation	Agent Identification	Re-train agents
44	OH	DEO	BBB	Renewal Dispute	ETF	Renewal notification were mailed to the customer address renewal valid
45	OH	COH	Public Utility Commission of Ohio	Enrollment Dispute	ETF	Verified enrollment through TPV

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Complaint #	State	Case #	Escalated, Regulatory, BBE, Account, Billing, etc. (note the complaint details)	Dispute Amount	Amount of Dispute	Resolution
46	OH	COH	Utility	Other	LDC Update	Provided correct LDC #
47	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Verified enrollment through TPV
48	MI	CEC	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Account was cancelled and did not bill with MXenergy

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Count	State	Case Jurisdiction	Escalated Regulator, BBB, ARES, State, etc. (not the complainant's name)	Complaint Description	Issue(s)	Resolution
49	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Verified enrollment through TPV
50	TX	TNMP	Public Utility Commission of Texas	DNP	Customer claims enrolled with Reliant until 03/2010	Valid enrollment
51	PA	PPL	Pennsylvania Public Utility Commission	Payment Arrangement	Avoid DISCO of service for non payment	Set up payment arrangements

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Count	State	Case Jurisdiction	Regulator, Regulatory Body, Agency, etc. (note the complaint source)	Complaint Issue	Amount of Complaint	Resolution
52	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Verified enrollment through TPV
53	OH	COH	Public Utility Commission of Ohio	ETF	\$25.00	ETF Valid
54	MI	CEC	Michigan Public Service Commission	Cancellation	Customer alleges mistakenly signing up	Customer enrollment did not occur

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Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney General, etc. (note the complaint arena)	Customer Issue Cause	Nature of Complaint	Resolution
55	PA	PPL	Pennsylvania Public Utility Commission	Budget Bill	Setup	Set up BB for customer
56	PA	PPL	Pennsylvania Public Utility Commission	Budget Bill	Setup	Set up BB for customer
57	OH	DEO	Public Utility Commission of Ohio	Marketing	Agent misrepresentation	Redirected vendor

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Count	State	Utility Participant	Regulatory Authority	Complaint Type	Complaint Description	Resolution
58	MD	BG&E	Public Utility Commission of Maryland	ETF	Disputes Renewal	Renewal Valid
59	PA	PPL	Pennsylvania Public Utility Commission	Budget Bill	High Budget Billing	Lowered BB amount
60	MI	CEC	Michigan Public Service Commission	Misrepresentation	Agent identifying with CEC	Re-train agents

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Complaint #	State	Utility Jurisdiction	Escalated, Regulated, BBB, Attorney General, etc. (not the complaint source)	Customer Issue/Complaint	Details of Complaint	Resolution
61	MI	CEC	Michigan Public Service Commission	Misrepresentation	Agent identifying with CEC/MCG	Re-train agents
62	OH	COH	Public Utility Commission of Ohio	ETF	Disputes Renewal	Cancelled account customer request
63	OH	COH	Utility	Cancellation	Delayed cancellation	Monitor Failed Trans

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Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, etc. state or the complaint agency	Complaint Issue	Name of Complainant	Resolution
64	TX	Oncor	Public Utility Commission of Texas	Other	Customer Service	Reviewed customer service call
65	MI	CEC	Michigan Public Service Commission	Misrepresentation	Agent identified with CEC	Re-train agents
66	OH	COH	Ohio Consumer Council	Cancellation	ETF	Commission request to waive ETF granted

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalation Authority, ADB Number, or other Agency	Complaint Type	Category of Complaint	Resolution
67	MI	CEC	Michigan Public Service Commission	ETF	Customer claims switched in error	Valid enrollment
68	OH	COH	Public Utility Commission of Ohio	Cancellation	ETF	Customer enrollment did not occur
69	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	Account trued up provided a refund

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70	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	Account trued up provided a refund
71	MI	MCG-G	Michigan Public Service Commission	Marketing	Marketing	No marketing issues
72	OH	COH	Utility	Billing Dispute	Wrong Rate	Correct rate verified through TPV

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Count	State	Utility Jurisdiction	Escalated, Regulator, BBB, Attorney General, etc. (note the complaint avenue)	Customer First Issue	Nature of Complaint	Resolution
73	TX	Oncor	Public Utility Commission of Texas	Billing Dispute	DRG	Discussed billing with customer
#REF!	NJ	SJG	New Jersey Board of Public Utilities	Unauthorized enrollment	Unauthorized Enrollment	Enrollment validated per TPV
#REF!	NY	NatGrid	Internal	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalated, Regulator, BBB, Attorney General, etc. (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
#REF!	NJ	NJNG	New Jersey Board of Public Utilities	High Bill	Customer claims was promised savings	MXenergy does not promise savings only price protection for a fixed rate product Verified enrollment via TPV
#REF!	NJ	PSEG	New Jersey Board of Public Utilities	Marketing	Deceptive marketing	MXenergy does not provide deceptive marketing practices - escalated the complaint to D2D Manager
#REF!	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized enrollment	Unauthorized Enrollment	Enrollment validated per TPV

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Complaints for the Month of May 2010

Count	State	Unit Classification	Escalation, Regulatory, DMR, Audits, State or other regulatory agency	Complaints Root Cause	Amount of Complaint	Resolution
#REF!	CT	UI	State of Connecticut	Cancellation	Delayed cancellation	Customer did not cancel timely
#REF!	NY	RGE-E	New York Public Service Commission	ETF	Disputing Early termination fee	ETF Valid
#REF!	NY	RGE-E	Internal	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit

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Count	State	Utility	Escalation Regulatory Body, Agency, District or State and Complaint Category	Complaint Category	Amount of Dispute	Resolution
#REF!	NJ	SJG	New Jersey Board of Public Utilities	ETF	Customer disputes ETF	ETF Valid
#REF!	NJ	SJG	New Jersey Board of Public Utilities	Rate dispute	No savings realized	Rate change not updated timely re rate account
#REF!	NJ	PSEg	New Jersey Board of Public Utilities	High Bill	Customer claims was promised savings	MXenergy does not promise savings only price protection for a fixed rate product Verified enrollment via TPV

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Case #	State	Utility Jurisdiction	Escalated, Regulatory, AEB, Appeals, Complaints and other rate complaints, etc.	Customer Issue/Complaint	Utility's Response	Resolution
#REF!	NJ	NJNG	New Jersey Board of Public Utilities	Rate dispute	Delayed Rate Change	Resubmitted rate change
#REF!	NJ	NJNG	New Jersey Board of Public Utilities	Rate dispute	Customer claims rate too high	Waived ETF
#REF!	NJ	NJNG	Ocean County Department of Consumer Affairs	Rate dispute	Customer claims rate too high	Waived ETF

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County	State	Utility	Complaint Category	Complaint Type	Complaint Description	Resolution Status
#REF!	NY	RGE-E	Internal	ETF	Promised Savings	ETF Valid
#REF!	NY	RGE-E	Internal	ETF	ETF	ETF Valid
#REF!	NY	NatGrid	Internal	Budget Bill	281 Budget Billing duplicate credit	requesting for open bill window from utility

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Complaints for the Month of May 2010

Search: 8/29/10
 Filter: All
 Sort: Ascending
 Columns: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113, 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130, 131, 132, 133, 134, 135, 136, 137, 138, 139, 140, 141, 142, 143, 144, 145, 146, 147, 148, 149, 150, 151, 152, 153, 154, 155, 156, 157, 158, 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 172, 173, 174, 175, 176, 177, 178, 179, 180, 181, 182, 183, 184, 185, 186, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, 201, 202, 203, 204, 205, 206, 207, 208, 209, 210, 211, 212, 213, 214, 215, 216, 217, 218, 219, 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1846, 1847, 1848, 1849, 1850, 1851, 1852, 1853, 1854, 1855, 1856, 1857, 1858, 1859, 1860, 1861, 1862, 1863, 1864, 1865, 1866, 1867, 1868, 1869, 1870, 1871, 1872, 1873, 1874, 1875, 1876, 1877, 1878, 1879, 1880, 1881, 1882, 1883, 1884, 1885, 1886, 1887, 1888, 1889, 1890, 1891, 1892, 1893, 1894, 1895, 1896, 1897, 1898, 1899, 1900, 1901, 1902, 1903, 1904, 1905, 1906, 1907, 1908, 1909, 1910, 1911, 1912, 1913, 1914, 1915, 1916, 1917, 1918, 1919, 1920, 1921, 1922, 1923, 1924, 1925, 1926, 1927, 1928, 1929, 1930, 1931, 1932, 1933, 1934, 1935, 1936, 1937, 1938, 1939, 1940, 1941, 1942, 1943, 1944, 1945, 1946, 1947, 1948, 1949, 1950, 1951, 1952, 1953, 1954, 1955, 1956, 1957, 1958, 1959, 1960, 1961, 1962, 1963, 1964, 1965, 1966, 1967, 1968, 1969, 1970, 1971, 1972, 1973, 1974, 1975, 1976, 1977, 1978, 1979, 1980, 1981, 1982, 1983, 1984, 1985, 1986, 1987, 1988, 1989, 1990, 1991, 1992, 1993, 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 22

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalated, Regulator, BBB, Alternative Dispute Resolution, etc. (note the complaint & status)	Complaint Category	Nature of Complaint	Resolution
#REF!	NJ	PSEG	BBB	High Bill	High Budget Billing	Valid BB
#REF!	NY	NatGrid	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
#REF!	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized enrollment	Unauthorized Enrollment	Enrollment validated per TPV

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Complaints for the Month of May 2010

Case #	State	Utility Jurisdiction	Escalation, Regulator, BBB, Actions, Settlement Status	Customer Issue Cause	Nature of Complaint	Resolution
#REF!	NY	PSEG	Internal	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
#REF!	NJ	NJNG	New Jersey Board of Public Utilities	Rate dispute	Promised Savings	MXenergy does not promise savings only price protection for a fixed rate product Verified enrollment via TPV
#REF!	NJ	PSEG	Internal	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, Internal, or New York Public Service	Complaint Type	Number of Complaints	Resolution
#REF!	NJ	PSEG	Internal	Refund	Refund Request	Mailed refund
#REF!	NY	RGE-G	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	Mailed incorrect settlement amount
#REF!	NY	NatGrid	BBB	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit

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Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalated, Regulatory, BBB, Attorney, General, and other non-regulatory venues	Customer Issue Cause	State of Resolution	Resolution
#REF!	NJ	NatGrid	BBB	Unauthorized enrollment	Enrollment dispute	Enrollment validated per TPV
#REF!	CT	UI	Connecticut Department of Public Utility Control	Unauthorized enrollment	Unauthorized Enrollment	Unauthorized enrollment not the account holder re rate waived elf
#REF!	NY	NatGrid	New York Public Service Commission	Delayed Cancellation	Delayed cancellation	Refund

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of May 2010

Case No.	State	Utility	Escalated, Regulatory, BBB, Website, or other	Complaint Category	Complaint Description	Resolution
#REF!	NY	NatGrid	BBB	Unauthorized enrollment	Enrollment dispute	Unauthorized enrollment not the account holder re rate waived elf
#REF!	CT	UI	Connecticut Department of Public Utility Control	Rate dispute	High rate	Waived ETF
#REF!	NJ	PSEG	BBB	Marketing	Deceptive marketing	MXenergy does not provide deceptive marketing practices - escalated the complaint to D2D Manager

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of May 2010

Case #	State	Utility	Received Regulatory EBB, ARES, or Other Regulatory Action	Complaint Issue	Value of Complaint	Resolution
#REF!	NY	NatGrid	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
#REF!	CT	UI	Connecticut Department of Public Utility Control	Unauthorized enrollment	Enrollment dispute	Valid enrollment
#REF!	CT	UI	Connecticut Department of Public Utility Control	Marketing	Deceptive marketing	MXenergy does not provide deceptive marketing practices - escalated the complaint to D2D Manager

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of May 2010

Count	State	Utility Jurisdiction	Escalation, Regulatory, BBE, Utility or State Board	Subject of the Issue	Number of Complaints	Description
#REF!	NY	NatGrid	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
#REF!	NJ	SJG	New Jersey Board of Public Utilities	Cancellation	Delayed cancellation	Refund
#REF!	NY	NatGrid	New York Public Service Commission	Unauthorized enrollment	Enrollment dispute	Unauthorized enrollment not the account holder re rate waived elf

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of May 2010

Count	State	Utility	Complaint Category	Complaint Type	Complaint Description	Resolution
#REF!	NY	NatGrid	Internal	ETF	ETF Dispute	ETF Valid
#REF!	NY	NatGrid	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
#REF!	NY		Attorney General	Unauthorized enrollment	Enrollment dispute	Account was cancelled and did not bill with MXenergy

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of May 2010

Court	State	Unit/Case/Ref	Associated Regulation, BEB, Attorney General, etc. (not the complaint area)	Customer Issue/Case	Amount of Dispute	Resolution
#REF!	NY	RGE-G	Attorney General	ETF	ETF Dispute	ETF Valid
#REF!	NY	RGE-G	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
#REF!	NY	ConEd-G	New York Public Service Commission	Unauthorized enrollment	Enrollment dispute	Account was cancelled and did not bill with MXenergy

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of May 2010

Court	State	Utility Jurisdiction	Escalated, Regulator, BBB, Awwma, General, etc. Note the complaint avenue.	Customer Root Cause	Nature of Complaint	Resolution
#REF!	NY	NatGrid	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	requesting for open bill window from utility

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of June 2010

Count	State	Utility	Category	Issue	Resolution	Notes
1	IN	NIPSCO	Utility	ETF	ETF	Valid ETF
2	IN	NIPSCO	Utility	Marketing	Cari asked if MXenergy was currently marketing D2D	No marketing
3	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer cancelled account but is still requesting a payment arrangement	Unable to provide payment arrangement on an inactive account.
4	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer disputing bill because of AGL base charges	Customer received consumption after his requested turn off date and was billed correctly
5	GA	AGL	Internal	AGL Reconnection	Customer requesting expedited reconnect of service	Escalated reconnect
6	GA	AGL	Georgia Public Service Commission	AGL Reconnection	Customers service SONP. Wants to establish another account because account has been TOFF'd	Reestablished service
7	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing consumption on the account	Incorrect billing by AGL provided 25 Concession credit

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of June 2010

Count	State	Utility	Regulation Authority	Complaint Type	Customer Issue	Resolution
8	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer wanted an explanation of account activity	Explained account billing to customer
9	IN	NIPSCO	Utility	Renewal Dispute	Customer disputing renewal of the account	Provided courtesy rate change
10	IN	NIPSCO	Indiana Office of Utility Consumer Counselor	Renewal notice not received	Renewal notice not received	Renewal notice mailed to the address on file
11	MI	MCG-G	Michigan Public Service Commission	Unauthorized enrollment	Agent tried to impersonate customer's husband. Account was never enrolled	Better screening of D2D agents
12	GA	AGL	Georgia Public Service Commission	AGL Reconnection	Customer wanted and expedited reconnect	Escalated reconnect
13	GA	AGL	BBB	AGL Consumption	Customer disputing the consumption on the account	Delayed billing due to AGL allowed payment arrangements for the customer
14	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer disputing APP payments on the account	Valid payments
15	IN	NIPSCO	Indiana Office of Utility Consumer Counselor	ETF	Commercial account was told the ETF on the account was only \$150.00	Given correct ETF information-waived elf as a courtesy

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of June 2010

16	IN	NIPSCO	Utility	Delayed Cancellation	Customer states that he cancelled his account 2 years ago	No indication that the customer called 2 years ago to cancel
17	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Customer enrolled account in 2001. Did not remember	Customer enrolled account in 2001. Did not remember
18	IN	NIPSCO	Utility	ETF	Customers fathers account was terminated when the account switched into his name	Waived ETF
19	IN	NIPSCO	Internal	Other	Customer received incorrect letter when price plan changed	Should have suppressed fulfillment for rate change
20	GA	AGL	Georgia Public Service Commission	SONP	Customer wanted to prevent disconnection	Payment not received account disconnected
21	GA	AGL	Georgia Public Service Commission	Budget Bill	Budget Billing was the wrong amount	Reset the BB
22	GA	AGL	Georgia Public Service Commission	SONP	Customer states service was disconnected in error	Payment not received account disconnected
23	GA	AGL	BBB	SONP	Customer states service was disconnected in error	Payment not received account disconnected
24	IN	NIPSCO	Utility	Marketing	Cari asked if MXenergy was currently marketing D2D	No marketing

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of June 2010

Complaint ID	State	Company	Regulatory Body	Issue Category	Customer Description	Resolution
25	GA	AGL	Georgia Public Service Commission	Rate dispute	Customer wants new rate	Set up new rate no fee charged
26	IN	NIPSCO	Utility	ETF	Customers account was terminated by NIP for DQ	Valid ETF
27	GA	AGL	Georgia Public Service Commission	AGL Consumption	Customer disputing consumption on the account	AGL verified reading billed correctly
28	GA	AGL	BBB	SONP	Customer was disconnected for non-pay	Payment not received account disconnected
41	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
42	MI	MCG-G	BBB	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
43	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Agent used a different voice to enroll this customer. Agent released
44	OH	COH	Public Utility Commission of Ohio	Billing Dispute	Refund	Provided refund to customer
45	OH	COH	Utility	Delayed Cancellation	Refund	No refund to provide no delay in cancellation
46	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	BB valid customer request removal from BB
47	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	BB valid customer request removal from BB
48	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment

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Complaints for the Month of June 2010

49	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
50	PA	PPL	Pennsylvania Public Utility Commission	ETF	41.56	Waived ETF
51	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
52	OH	COH	Ohio Consumer Council	Renewal Dispute	Early Termination Fee	ETF valid
53	PA	PPL	Internal	Billing Dispute	Budget Billing	BB cancelled per the customers
54	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
55	OH	DEO	Public Utility Commission of Ohio	Enrollment Dispute	Unauthorized Enrollment	Valid SCO enrollment
56	OH	COH	Public Utility Commission of Ohio	ETF	\$25.00	Waived ETF
57	TX	Oncor	BBB	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
58	KY	CKY	Utility	Other	LDC # update	LDC # update
59	KY	CKY	Utility	Other	LDC # update	LDC # update
60	OH	DEO	BBB	Enrollment Dispute	Unauthorized Enrollment	Customer never enrolled
61	OH	COH	Public Utility Commission of Ohio	ETF	\$25.00	ETF valid
62	PA	CPA	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
63	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Agent acting like the customer enrolled the account. Agent released

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of June 2010

Case No.	State	Utility	Complaint Category	Issue	Resolution	Outcome
64	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	BB cancelled per the customers request
65	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
66	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	BB cancelled per the customers request
67	NY	RGE-G	BBB	High Bill	Disputes consumption	24 Month reconciliation credit duplicated - retracted credit
68	NJ	NJNG	Utility	Marketing	Misrepresentation	Customer never enrolled
69	NJ	NJNG	New Jersey Board of Public Utilities	Rate dispute	Incorrect rate	Rate verified through TPV
70	NJ	NJNG	New Jersey Board of Public Utilities	Marketing	Misrepresentation	Verified through the TPV
71	NY	KeyNY	New York Public Service Commission	Unauthorized Enrollment	Enrollment Dispute	Enrollment verified through the TPV
72	NY	RGE-G	Utility	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
73	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized Enrollment	Enrollment Dispute	Waived ETF as a courtesy
74	NY	RGE-G	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
75	CT	UI	Connecticut Department of Public Utility Control	DNC	Telemarketing Calls	Placed customer on the internal do not call list

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Complaints for the Month of June 2010

76	NY	NYS-G	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
77	IL	Nicor	State of Illinois	Consumption High Bill	Customer disputing usage	Utility to provide retraction when the account is credited we will provide a refund
78	NY	KeyNY	New York Public Service Commission	Consumption High Bill	Customer disputing usage	Utility to provide retraction when the account is credited we will provide a refund
79	NY	NatGrid	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit
80	NY	KeyLI	Internal	Unauthorized Enrollment	Enrollment Dispute	Issued Refund
81	PA	ppl	Pennsylvania Public Utility Commission	High Bill	High monthly BB amount	Will issue Refund
82	PA	ppl	Pennsylvania Public Utility Commission	Unauthorized Enrollment	Unauthorized Enrollment	Enrollment verified through the TPV
83	NY	NFG	Consumer Protection	ETF	ETF Dispute	Waived ETF
84	NJ	PSEG	New Jersey Board of Public Utilities	Marketing	Misrepresentation	Customer never enrolled
85	NJ	NJNG	New Jersey Board of Public Utilities	Unauthorized Enrollment	Enrollment Dispute	Enrollment verified through the TPV
86	NJ	PSEG	New Jersey Board of Public Utilities	Unauthorized Enrollment	Enrollment Dispute	Waived ETF per Commission request
87	NY	NatGrid	New York Public Service Commission	Budget Bill	281 Budget Billing duplicate credit	24 Month reconciliation credit duplicated - retracted credit

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
1	GA	AGL	BBB	SONP	Customers service was disconnected for non pay and the meter was removed when customer was using gas on inactive meter	Customers service was disconnected for non pay and the meter was removed when customer was using gas on inactive meter
2	IN	NIPSCO	Utility	ETF	ETF	ETF waived as a courtesy
3	IN	NIPSCO	Utility	Dropped in error	Customer asked that ETF be reversed and the account re-enrolled	Waived ETF and re enrolled the account

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
4	GA	AGL	Georgia Public Service Commission	Other	Customer did not want to establish service in her name	Required to enroll by account holder
5	IN	NIPSCO	Utility	Cancellation	Customers agreement with MXenergy was terminated by Utility for DQ	Account cancelled by utility due to delinquency
6	GA	AGL	Georgia Public Service Commission	Disconnect in error	Customer was not disconnected in error. Customer was SONP	Customer SONP reconnected after payment made

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
7	GA	AGL	Escalated	Budget Bill	Customer though her budget bill amount would decrease by \$10.00	Explained the billing on the account
8	GA	AGL	Georgia Public Service Commission	Refund	Delayed Refund	Process refunds faster
9	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer SONP wants payment arrange and gas turned back on	Set up payment arrangement

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
10	IN	NIPSCO	Utility	Delayed Cancellation	Delayed Cancellation	Provided refund due to delayed drop
11	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer disputing disconnected notice fee	Explained disconnect notice fee to customer
12	GA	AGL	Georgia Public Service Commission	Payment Arrangement	Customer requesting payment arrangement	Set up payment arrangement

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
13	GA	AGL	Escalated	AGL Reconnection	Customer wanted a faster reconnect	Escalated reconnect
14	GA	AGL	Internal	ETF	Customer mailed certified letter disputing ETF on the account	Commercial account was not sent a renewal letter.
15	GA	AGL	Internal	AGL Consumption	Customer mailed certified letter disputing the consumption reported be AGL	Received payment reconnected account

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
16	GA	AGL	Escalated	AGL Consumption	Customer mailed letter addressed to Jeff Mayer	Received payment reconnected account
17	GA	AGL	Georgia Public Service Commission	Billing Dispute	Customer had questions about the billing on the account	Explained billing to customer
18	GA	AGL	Georgia Public Service Commission	Disconnect in error	Customer was not disconnected in error. Customer was SONP	Customer SONP reconnected after payment made

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
19	GA	AGL	Internal	Refund	Refund	Provided refund
20	GA	AGL	Georgia Public Service Commission	ETF	ETF	ETF waived as a courtesy
21	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 July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
22	OH	DEO	Escalated	Elf	ETF	Waived ETF as a courtesy
23	OH	COH	Utility	Cancellation	Delayed Cancellation	Delayed cancellation provided re rate to customer
24	OH	COH	Public Utility Commission of Ohio	ETF	\$25.00	Waived ETF as a courtesy

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
25	OH	COH	Public Utility Commission of Ohio	ETF	\$25.00	ETF valid
26	OH	DEO	Public Utility Commission of Ohio	Enrollment Dispute	Unauthorized Enrollment	Account did not enroll with MXenergy
27	PA	PPL	Pennsylvania Public Utility Commission	Enrollment Dispute	Unauthorized Enrollment	Agent acting like the customer enrolled the account. Agent released customer refunded.

MXenergy Electric Inc. ARES Application Response to Question 20

Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
28	OH	COH	BBB	Cancellation	Refund	COH error redirected the customer to COH for a re rate
29	PA	PPL	Pennsylvania Public Utility Commission	Cancellation	Welcome Letter	Customer cancelled account. Submitted drop to the utility
30	TX	Centerpoint	Public Utility Commission of Texas	Billing Dispute	ETF	ETF valid

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
31	KY	CKY	Utility	Enrollment Dispute	Cancellation	Cancelled account per customers request
32	OH	DEO	Public Utility Commission of Ohio	Enrollment Dispute	SCO	Scow account enrolled by the utility
33	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Consumption	Explained billing to customer

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
34	MD	BG&E	Maryland Public Service Commission	Billing Dispute	True Up	Customer moved, cancelled service caused true up. Opened a new acct and transferred balance to new account.
35	PA	PPL	Internal	Billing Dispute	Refund	Account trued up refund issues
36	TX	Oncor	BBB	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
37	OH	DEO	Public Utility Commission of Ohio	Billing Dispute	Refund	Refund issued
38	OH	DEO	Internal	Rate Dispute	Rate Change Fee	Waived fee as a courtesy
39	British Columbia	TER-G	British Columbia Utilities Commission	Cancellation	Delayed Cancellation	Customer not properly informed of drop on anniversary date. Explained to customer and dropped account.

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
40	PA	PPL	Pennsylvania Public Utility Commission	Rate Dispute	Budget Billing	explained BB to customer
41	MD	BG&E	BBB	Enrollment Dispute	Unauthorized Enrollment	Verified enrollment through TPV
42	OH	COH	Public Utility Commission of Ohio	Cancellation	Delayed Cancellation	Waived ETF

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
43	TX	Centerpoint	Public Utility Commission of Texas	DNP	Returned Mail	valid disconnect
44	MI	MCG-G	Michigan Public Service Commission	Rate Dispute	ETF	Verified rate through TPV
45	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Shut Off Notice by PPL	Explained shut off notice

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
46	MI	MCG-G	Michigan Public Service Commission	ETF	\$150.00	Waived ETF as a courtesy
47	TX	Oncor	BBB	Enrollment Dispute	Unauthorized Enrollment	Valid enrollment
48	OH	DEO	Public Utility Commission of Ohio	ETF	\$25.00	ETF valid

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
49	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Rate Dispute and Discount	Verified rate through TPV
50	PA	PPL	Internal	Billing Dispute	Budget Billing	Explained the BB process to customer
51	TX	Oncor	Internal	Unauthorized Enrollment	Fraud	Case of fraud provided information to the AG and authorities

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
52	PA	PPL	Pennsylvania Public Utility Commission	Billing Dispute	Payment Plan	Cancelled account per customers request
53	MD	BG&E	Internal	Billing Dispute	Cancellation Notice	Cancelled account per customers request
54	TX	Oncor	Internal	Contract	Contract Proposal	Contacted sales

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
55	NY	NatGrid	New York Public Service Commission	High Bill	Customer disputes balance	Explained billing to customer
56	NY	NatGrid	New York Public Service Commission	ETF	ETF	Waived ETF as a courtesy
57	NY	NatGrid	New York Public Service Commission	ETF	ETF Dispute	Waived ETF

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
58	CT	UI	Connecticut Department of Public Utility Control	DNC	DNC List	Placed on the internal DNC listing
59	NJ	NJNG	Utility	Misrepresentation	Deceptive Marketing	Unable to substantiate escalated to vendor
60	IL	Nicor	State of Illinois	Unauthorized Enrollment	Enrollment Dispute	Valid enrollment

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
61	NY	NatGrid	New York Public Service Commission	ETF	ETF Dispute	Enrollment verified through TPV
#REF!	CT	UI	Connecticut Department of Public Utility Control	Misrepresentatio n	Misrepresentation	Unable to substantiate escalated to vendor
#REF!	NY	NJNG	BBB	Misrepresentatio n	Misrepresentation	Verified sale through TPV

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
#REF!	NY	NatGrid	Internal	Budget Bill	Duplicate Credit	24 Month reconciliation credit duplicated - retracted credit
#REF!	NJ	PSEG	BBB	Misrepresentation	High Bill	Verified sale through TPV
62	NJ	PSEG	New Jersey Board of Public Utilities	ETF	ETF Dispute	Waived ETF

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
63	NY	KeyLI	Internal	High Bill	High Bill	Explained billing to customer
64	NY	NatGrid	New York Public Service Commission	High Bill	High Bill	Explained billing to customer
65	NJ	PSEG	New Jersey Board of Public Utilities	High Bill	High Bill	Explained billing to customer

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
66	CT	UI	Internal	Unauthorized Enrollment	Unauthorized Enrollment	Waived ETF as a courtesy
67	CT	UI	Connecticut Department of Public Utility Control	Unauthorized Enrollment	Enrollment Dispute	Valid enrollment
68	CT	UI	Connecticut Department of Public Utility Control	Misrepresentation	Misrepresentation	Unable to substantiate escalated to vendor

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Complaints for the Month of July 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
69	NY	NatGrid	York Public Service Commis	High Bill	High Bill	Explained billing to customer

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
1	GA	AGL-G	Internal	Billing Dispute	Customer states that a fax was sent to cancel accounts. MXenergy has no record of such fax.	Cancelled accounts
2	GA	AGL-G	Internal	AGL Reconnection	Customer wants expedited AGL reconnect	Escalated reconnect
3	GA	AGL-G	Internal	Refund	Customer requesting refund for BB surplus	Provided refund
4	GA	AGL-G	Georgia Public Service Commission	Billing Dispute	PSC asked that I call customer to explaining billing on the account	Called customer to explaining billing on the account
5	GA	AGL-G	Georgia Public Service Commission	AGL Consumption	Customer disputing the consumption reported by AGL	Verified consumption through AGL
6	GA	AGL-G	Georgia Public Service Commission	Other	Inquiry- Please provide an explanation or purpose of the Administration Fee.	Explained Administration Fee.
7	GA	AGL-G	Internal	Other	Customer wants expedited AGL reconnect	Expedited AGL reconnect
8	GA	AGL-G	Georgia Public Service Commission	Billing Dispute	Customer disputing the charges on account	Explained the charges on account
9	GA	AGL-G	Georgia Public Service Commission	SONP	Customer disputing disconnection of account	Account disconnected due to non pay
10	GA	AGL-G	Georgia Public Service Commission	Billing Dispute	Customer disputing AGL base charges	Explained AGL base charges

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
11	GA	AGL-G	Internal	Payment Arrangement	Customer requesting hold	Placed account on hold
12	GA	AGL-G	Georgia Public Service Commission	AGL Consumption	Customer disputing AGL consumption	Explained AGL base charges
13	GA	AGL-G	Georgia Public Service Commission	AGL Reconnection	Customer needs expedited reconnect. Sent medical	Escalated reconnect
14	GA	AGL-G	Georgia Public Service Commission	Billing Dispute	Customer disputing the late assessed to his account	Waived late fee as a courtesy to customer
15	GA	AGL-G	Georgia Public Service Commission	Other	Customer upset that he received a call from collections because he has 6 year perfect payment history	Customer upset that he received a call from collections because he has 6 year perfect payment history
16	IN	NIP-G	Indiana Utility Regulatory Commission	Renewal notice not received	Customer claims renewal letter was not mailed but our records indicate the letter was mailed	Customer claims renewal letter was not mailed but our records indicate the letter was mailed
17	GA	AGL-G	Georgia Public Service Commission	Billing Dispute	Customer unwilling to disclose the details of his complaint	Customer unwilling to disclose the details of his complaint
18	GA	AGL-G	BBB	AGL Consumption	Customer disputing meter readings supplied by AGL	Verified meter readings supplied by AGL

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
19	IN	NIP-G	BBB	Renewal notice not received	Customer claims renewal letter was not mailed but our records indicate the letter was mailed	Customer claims renewal letter was not mailed but our records indicate the letter was mailed
20	IN	NIP-G	Utility	Refund	Customers account was not cancelled timely and customer due a refund of DIR	Customers account was not cancelled timely and customer due a refund of DIR
21	GA	AGL-G	Georgia Public Service Commission	Billing Dispute	Customer disputing \$15.00 SONP Notice Fee	Explained disconnect notice fee to customer
22	GA	AGL-G	Georgia Public Service Commission	Billing Dispute	Customer has a billing dispute. Attempts made to contact the customer but were unsuccessful. PSC closed out complaint	Attempts made to contact the customer but were unsuccessful. PSC closed out complaint
23	GA	AGL-G	Georgia Public Service Commission	AGL Reconnection	Customer disputing AGL reconnection	Explained earliest AGL reconnection
24	GA	AGL-G	Georgia Public Service Commission	Billing Dispute	Customer scheduled a second payment on Checkfree.com. Customer upset that	Customer scheduled a second payment on Checkfree
25	IN	NIP-G	Utility	ETF	Customer disputing the ETF policy	Customer disputing the ETF policy

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
26	IN	NIP-G	Utility	Cancellation	Customer requesting that the account be cancelled. Customer	Customer requesting that the account be cancelled.
27	IN	NIP-G	Utility	Renewal notice not received	Customer does not agree with automatic renewal process	Customer does not agree with automatic renewal process
28	MD	BGE-E	Maryland Public Service Commission	Billing Dispute	True-up Amount	True-up Account
29	OH	COH-G	Utility	Cancellation	Delayed Cancellation	Delayed Cancellation
30	PA	PPL-E	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	Explained BB
31	MI	MCG-G	Michigan Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Unauthorized Enrollment
32	MI	CEC-G	Internal	Enrollment Dispute	Cancellation Request	Cancellation Request
33	TX	CNP-E	Public Utility Commission of Texas	Refund	Overpayment	Overpayment
34	OH	DEO-G	Internal	Enrollment Dispute	DEO SCO Standard Choice Offer Pool	DEO SCO Standard Choice Offer Pool
35	MI	MCG-G	Internal	ETF	\$50.00	ETF Valid
36	MI	CEC-G	Michigan Public Service Commission	Misrepresentation	Agent Misrepresentation as CEC	Agent Misrepresentation as CEC
37	PA	PPL-E	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	Explained BB

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
38	OH	DEO-G	Public Utility Commission of Ohio	Renewal notice not received	Renewal Period	Renewal Period
39	MI	MCG-G	Michigan Public Service Commission	Telemarketing	Unauthorized Enrollment	Unauthorized Enrollment
40	TX	ONC-E	Internal	ETF	\$399.00	ETF valid
41	OH	DEO-G	Public Utility Commission of Ohio	Enrollment Dispute	Failed Web Enrollment	Failed Web Enrollment
42	PA	PPL-E	Pennsylvania Public Utility Commission	Enrollment Dispute	Deceptive Advertising	Deceptive Advertising
43	MD	BGE-E	Maryland Public Service Commission	Enrollment Dispute	Unauthorized Enrollment	Unauthorized Enrollment
44	MI	CEC-G	Michigan Public Service Commission	Misrepresentation	Agent Misrepresentation	Agent Misrepresentation
45	TX	ONC-E	Public Utility Commission of Texas	Enrollment Dispute	Unauthorized Enrollment	Unauthorized Enrollment
46	PA	PPL-E	Pennsylvania Public Utility Commission	Billing Dispute	High Bill	Explained BB
47	TX	AEP-E	Public Utility Commission of Texas	Billing Dispute	ETF	ETF
48	MI	MCG-G	Internal	Enrollment Dispute	Unauthorized Enrollment	Unauthorized Enrollment
49	MI	MCG-G	Internal	Enrollment Dispute	Misrepresentation	Misrepresentation

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
50	PA	PPL-E	Pennsylvania Public Utility Commission	Billing Dispute	Con/kWh Charges	Con/kWh Charges
51	OH	COH-G	Utility	Cancellation	Delayed Cancellation	Delayed Cancellation
52	MD	BGE-E	Maryland Public Service Commission	Billing Dispute	Budget Billing	Explained BB
53	PA	PPL-E	Internal	Enrollment Dispute	Unauthorized Enrollment	Unauthorized Enrollment
54	PA	PPL-E	Internal	Billing Dispute	Budget Billing	Explained BB
55	PA	PPL-E	Pennsylvania Public Utility Commission	Billing Dispute	Budget Billing	Explained BB
56	MI	MCG-G	Michigan Public Service Commission	Cancellation	Delayed Cancellation	Delayed Cancellation
57	PA	PPL-E	Pennsylvania Public Utility Commission	No Solicitation	Marketing	Marketing
58	MI	MCG-G	Michigan Public Service Commission	Billing Dispute	Consumption Charges	Explained consumption charges
59	British Columbia	TER-G	Utility	Cancellation	Delayed Cancellation	Delayed Cancellation
60	PA	PPL-E	Pennsylvania Public Utility Commission	Billing Dispute	ON-PAR Payment Arrangement	Set up Payment Arrangement
61	MI	MCG-G	Michigan Public Service Commission	Misrepresentation	Agent Misrepresentation	Agent Misrepresentation

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
62	NJ	PSG-G	New Jersey Board of Public Utilities	Budget Bill	Duplicate Credit	24 Month reconciliation credit duplicated - retracted credit
63	NJ	PSG-G	New Jersey Board of Public Utilities	unauthorized enrollment	Enrollment dispute	Enrollment dispute
64	NJ	PSG-G	Internal	ETF	ETF	ETF
65	NJ	PSG-G	Internal	ETF	ETF Dispute	ETF Dispute
66	NY	KLI-G	New York Public Service Commission	Refund	Non timely refund	Non timely refund
67	CT	UIC-E	Connecticut Department of Public Utility Control	Cancellation	Cancellation Request	Cancelled accounts
68	NY	RGE-G	Internal	Budget Bill	12 Month Reconciliation	Provided 12 Month Reconciliation credit
69	CT	UIC-E	Connecticut Department of Public Utility Control	DNC	DNC List	DNC List
70	NY	KNY-G	Internal	Budget Bill	High Bill	Explained BB
71	NY	KLI-G	Internal	Budget Bill	High Bill	Explained BB

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
72	IL	NIC-G	State of Illinois	Budget Bill	High Settlement Amount	High Settlement Amount
73	NY	RGE-E	New York Public Service Commission	Budget Bill	Duplicate credit	24 Month reconciliation credit duplicated - retracted
74	NY	RGE-G	Internal	Budget Bill	High Monthly Amount	Explained BB
75	NJ	PSG-G	New Jersey Board of Public Utilities	ETF	ETF Dispute	ETF Dispute
76	CT	UIC-E	Connecticut Department of Public Utility Control	ETF	ETF Dispute	ETF Dispute
77	NJ	NJN-G	Utility	Misrepresentation	Misrepresentation	Misrepresentation
78	CT	UIC-E	Attorney General	ETF	ETF	ETF
79	NY	KLI-G	New York Public Service Commission	ETF	ETF	ETF
80	NY	ORU-G	New York Public Service Commission	DNC	DNC List	DNC List
81	NY	RGE-E	New York Public Service Commission	Cancellation	Delayed Cancellation	Delayed Cancellation
82	NY	ORU-G	Escalated	ETF	ETF Dispute	Waived ETF as a courtesy
83	CT	UIC-E	Attorney General	DNC	DNC List	DNC List
84	NY	CON-E	Escalated	ETF	ETF Dispute	Waived ETF as a courtesy

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Complaints for the Month of August 2010

Count	State	Utility (Jurisdiction)	Escalated, Regulatory, BBB, Attorney General etc (note the complaint avenue)	Customer Root Cause	Nature of Complaint	Resolution
85	NY	CON-E	York Public Service Commis	unauthorized enrollment	Enrollment performed by someone unauthorized to enroll the account.	Enrollment performed by someone unauthorized to enroll the account.
86	CT	UIC-E	cut Department of Public Utilit	Marketing	Customer claims MXenergy mailed a savings piece and refused to honor the price when he called the 800#	Customer claims MXenergy mailed a savings piece and refused to honor the price when he called the 800#
87	CT	UIC-E	cut Department of Public Utilit	Marketing	Marketing	Unable to substantiate dispute referred to vendor