

We feel that it is important that the Commission has some balance in understanding that the number of complaints we have is versus a high customer acquisition rate. On a weekly average, HIKO is signing up a few thousand customers from our ongoing marketing campaigns.

Every company will have complaints from their customers, what's important is how they deal with each complaint. HIKO takes all complaints, of any level of importance, very seriously. We are constantly addressing each and every complaint that comes in, immediately.

Since we have increased the marketing for HIKO, we have noticed that there were two main complaints coming in from our customers. Below is a list of the complaints and how we responded.

1. Customers had a difficult time reaching our customer service.

Our response: We increased the customer service hours by being open six days a week from 8:30 am until 9:00 pm. Additionally we have an afterhours voicemail system and agents return all calls by the opening of the next business day. We also increased the number of customer service agents to handle all of our customers' needs.

Since we've implemented this new program, the number of complaints regarding this issue has dropped tremendously.

2. Recently, customers felt unsure when talking to our sales people whether they were talking to a representative from their utility, or an alternative supplier.

Our response: We have revised the script of our telemarketers so that they open the conversation with a clear message that they are from HIKO Energy and not their utility. We have retrained all of our telemarketers to enhance the quality of their sales and we have increased the monitoring of sales calls.

This is a newer program so we are closely monitoring its process. We have received very positive feedback so far.

Below is the New York PSC's website which rates companies like our own. It shows how we make resolving customers' complaints our priority.

The most recent monthly Public Service Commission (<http://www.dps.ny.gov>) report HIKO's ratings:

HIKO's overall customer service was rated 8.5 (with 10 as a perfect score). We received a 2.0 (perfect score) to our response time to all complaints.

Customer satisfaction is the key to success in any business and HIKO takes this very seriously. No complaint is taken lightly. That's why the majority of our complaints are responded to by the President of our company. This way he can get a feel of where improvements are needed. He personally follows up with customers who have complaints, and he listens to recordings of sales calls.

At HIKO, we try to make every customer happy and resolve all issues in an efficient and timely manner. We are always looking to improve ourselves so that customers stay with us and refer us to family and friends.

| Case Number | Date/time complaint received | Complaint | Date/time of response | Resolution |
|-------------|------------------------------|---|-------------------------|---|
| 152300 | 5/27/2011 11:21 | Customer was approached by a door to door salesperson. Felt pressured into signing up. Customer couldn't reach HIKO to cancel. Customer does not want to sign up with HIKO. | 5/27/2011 11:21 | Switched her back to her utility with no fees imposed. Customer was satisfied. |
| 155128 | 6/13/2011 10:14 | Elderly customer was solicited about her energy bill. Customer signed up because she thought it was her utility. Wants to cancel. | 6/13/2011 11:01 | Could not reach customer to resolve issues. We have cancelled her account immediately. |
| 165369 | 11/1/2011 15:47 | Customer cannot get in touch with HIKO to cancel services. | Tue 11/1/2011 6:38 PM | left a voice mail for the customer and we will block the customer from our system immediately. |
| 166728 | 8/19/2011 12:15 | HIKO Energy started servicing him on 9/30/2010 From 9/30/2010 – 6/05/2011 we had a billing error which caused him not to receive any bills for that time period. The total usage from 9/30 – 6/05 was 898 therm's at a price 0.7894 comes out to \$708.88 The first bill he received was for time period 9/30 - 6/05 and included 6/6 – 7/5 which was for 38 therm's at 0.7989 which comes out to \$30.35. The totals were \$708.88 + \$30.35 + tax of \$33.27 = 772.51 Which was not paid. His next bill 7/06 – 8/04 was for 32 therm's at 0.7991 for totaled \$25.57. His new total \$772.51 + \$25.57 = 799.23. Mr Frankel paid the bill at that time He received one other bill for 8/05 – 8/30 for 25 therm's at 0.7992 for a total of \$19.98 not including tax Which was paid. Mr. Frankel wanted a full refund for all service. | Tue 1/31/2012 4:20 | We had contacted the utility to set up a payment plan and after the utility agreed to it he declined the offer. we offered him a discount for the inconvenience that he went through, which he declined as well. Asked why he didn't call us when he saw no supply charges on his bill and he declined to answer. He kept reiterating that we made a mistake and he should get it for free. I explained to him that we did supply him gas for those months and he knew he wasn't being billed. I was willing to give him a nice discount and we got him a payment plan and I didn't feel we would have to take a complete loss on his account . |
| 166861 | 11/17/2011 11:02 | Customer received call from HIKO and the agent said that since the customer is over 65, the NYS government agency will give discount. | Thu 11/17/2011 12:28 PM | I left a voicemail for the customer. I will make sure that he is not enrolled |
| 166903 | 11/17/2011 1:33 | Was switched to HIKO without authorizing it. Wants HIKO to cancel her. | Thu 11/17/2011 2:47 PM | spoke to the customer and we will remove her from our service |
| 167589 | 12/8/2011 10:59 | Wants to cancel his account with HIKO. Called in September to cancel but HIKO is still on bill. | Thu 12/8/2011 3:38 PM | spoke to the customer and I am helping her resolve her issue |
| 168009 | 12/22/2011 8:54 | Misled by HIKO rep. Was told that the sales call was from her utility. | Fri 1/20/2012 10:38 AM | This customer was spoken to on 12/22 and a response was sent to Staff. The person who put in the complaint and the account number are not in our system which would tell that they never became a customer. |
| 168165 | 12/27/2011 4:03 | Customer did not authorize a switch to HIKO. Wants service to be cancelled. | Tue 12/27/2011 4:37 PM | spoke to the customer and her account is canceled. We resolved the issue, it was a misunderstanding. |

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| 175510 | 9/27/2011 15:36 | Customer has already cancelled with HIKO, just would like to report that the HIKO agents are misleading because they did not make it clear that they were an ESCO. | Mon 10/24/2011 9:44 AM | left a voicemail for the customer I am making sure that he will not be enrolled as well |
| 178538 | 10/14/2011 13:17 | Customer is trying to contact HIKO to cancel but cannot get in touch with anyone. | Mon 11/14/2011 4:16 PM | The outcome of the conversation is we have put in a disconnect for the customer. I told the customer that we will doing research into her account and I would call her back to discuss The customer seemed to have been satisfied |
| 179660 | 10/21/2011 10:07 | HIKO agent called and said he was calling from the customer's utility. Customer feels misled by the phone call and cancelled with HIKO. | Mon 10/24/2011 9:47 AM | spoke to the customer and took care of his concerns |
| 179730 | 10/21/2011 2:36 | Customer only signed up with HIKO for gas. Customer noticed by first bill that HIKO was also on his electric account. Tried to get it removed. Customer could not get in touch with HIKO | 10/24/2011 9:52 | left the customer a message, I will be taking care of her issue right away. spoke to the customer early today again and she asked to stay with us with gas and asked us to stop sending her power |
| 179814 | 10/24/2011 9:36 | Customer has no memory of signing up with HIKO. Wanted to cancel with HIKO but could not get through to anyone. | Mon 10/24/2011 9:55 AM | spoke to the customer and we will be removing her has a customer |
| 179922 | 10/24/2011 12:57 | Customer was harrassed by two HIKO agents who told her she needed to switch to HIKO because she had no supplier and she needed a supplier. Customer was not signed up but she feels misled. | Mon 10/24/2011 4:34 PM | spoke to the customer and resolved the issue |
| 179960 | 10/24/2011 14:12 | Customer was intimidated by HIKO agents who came to her door. They would not leave premises until she signed up. Contract was cancelled. | Mon 10/24/2011 4:35 PM | will make sure this customer is not with us |
| 180142 | 10/25/2011 11:30 | Customer signed up with HIKO but decided to cancel. Could not get in touch with HIKO to cancel. | Tue 10/25/2011 2:00 | spoke with the customer and she decided to stay with us |
| 180258 | 10/25/2011 3:08 | Would like to cancel because rates are not cheaper like the agent promised. Rates are too high. | Tue 10/25/2011 5:08 PM | left a message for the customer and I will be sending them back to the utility |
| 181952 | 11/5/2011 9:41 | Elderly customer signed up because he thought it would be cheaper but wants to cancel without penalty. | Mon 11/7/2011 10:36 AM | called the customer and left a voicemail I will be canceling the customer from our service. I spoke to the customer and we will be removing him from our system |
| 182712 | 11/14/2011 9:28 | Customer claims she never signed up with HIKO. Could not get in touch with HIKO to cancel. | Mon 11/14/2011 10:34 AM | I called the customer and left her a voice mail. Per the complaint we will be removing her from us |
| 182834 | 11/14/2011 2:53 | Customer feels misled because HIKO agent that contacted her was not clear that he was an ESCO. | Mon 11/14/2011 4:19 PM | tried calling the number below. It does not seem to be an real number. I will make sure that this customer doesn't get enrolled |
| 182960 | 11/15/2011 12:52 | Customer signed up with HIKO because the HIKO agent made it seem like he was from her utility. Customer is very upset. | Tue 11/15/2011 2:58 PM | I spoke with the customer and we will be taking care of this. |

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| 183222 | 11/17/2011 11:04 | Received call from HIKO. Rep said he was calling from the utility and it was not a sales call. Rep promised exclusive offers so customer gave her info. When customer realized it was HIKO, she cancelled. | Thu 11/17/2011 11:50 AM | I tried calling the customer the phone just kept ringing. Per the customer's request we will make sure she is not enrolled. |
| 183982 | 12/28/2011 11:54 | Wants service to be terminated and all charges to be waived because he did not order this service. | 11/23/2011 13:40 | spoke with the customer and we will be removing him from our service |
| 184034 | 11/23/2011 3:54 | Customer feels HIKO tricked her into switching. Wants to cancel. | Wed 11/23/2011 5:29 PM | An associate spoke to the customer and it seems like she just changed her mind. We will make sure she doesn't enroll |
| 184142 | 11/25/2011 15:02 | HIKO appeared on customer's bill without any authorization. | Mon 11/28/2011 9:26 AM | left a voicemail for the customer, we will be sending him back to the utility |
| 184150 | 11/25/2011 15:29 | Received solicitation from HIKO. Customer does not want to switch to HIKO. | Mon 11/28/2011 9:33 AM | spoke with the customer. It seems like the customer changed her mind and called the utility already to stop the change. We will be putting a stop on our side as well |
| 185282 | 12/2/2011 12:59 | HIKO agent came to customer's door and said they were taking over the customer's original ESCO. Customer called his ESCO and found that it was not true. Requested a cancellation on HIKO's enrollment. | Mon 12/5/2011 12:18 PM | spoke with the customer and resolved the issue |
| 186020 | 12/7/2011 11:50 | Received solicitation from HIKO. When customer started asking questions, rep hung up. Customer | Wed 12/7/2011 2:37 PM | spoke with the customer and worked it out |
| 186340 | 12/9/2011 11:00 | HIKO called customer and stated that they were calling from the utility. Customer feels misled and wants to cancel her account. | Fri 12/9/2011 11:13 AM | spoke to the customer and we will be removing her from our system |
| 186446 | 12/9/2011 3:06 | Was signed up with HIKO in August. Cancelled within 30 days. HIKO didn't cancel her right away. Wants to be reimbursed for cancellation period. | Mon 12/12/2011 9:07 AM | Left the customer a message. We will make sure she is returned to the utility. |
| 186496 | 12/12/2011 9:04 | Solicited by HIKO. Was told that he was signing up for a discount program and not an ESCO. Signed up. Wants all enrollment to stop. Did not want to sign up with an ESCO. | Mon 12/12/2011 10:00 AM | called the customer and left a voicemail. I understand the issue and it has been resolved. |
| 186572 | 12/12/2011 11:30 | Customer was signed up without authorizing it. When HIKO called him, he said he was not interested. | Mon 12/12/2011 4:08 PM | spoke to this customer and we resolved the issue. He is already canceled in our system. |
| 186582 | 12/12/2011 11:45 | Customer signed up with HIKO after being promised a big discount. Was more expensive. Wants to go back to her utility. Wants fees and contract to be cancelled. | Mon 12/12/2011 4:17 PM | just spoke to this customer and resolved the issue. The customer is back on Con Edison's rates as she requested. No further measures need to be taken. |
| 186680 | 12/12/2011 15:06 | Customer was promised a discount on utility bill. HIKO's prices were higher and customer wants to be transferred back to her utility. | Mon 12/12/2011 4:53 PM | spoke to this customer and we resolved the issue |
| 187452 | 12/16/2011 13:58 | Was signed up to HIKO without any authorization. Customer is requesting a refund. | Mon 12/19/2011 12:25 PM | Listened to the sales recording for this customer and the customer clearly signs up with HIKO and authorizes it. |

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| 187480 | 12/16/2011 14:36 | Customer was contacted by HIKO and was put through a TPV and she didn't understand what was going on. She tried to stop the enrollment but it went through anyways. Customer wants to be cancelled. | Tue 1/3/2012 2:47 PM | This customer was spoken to and we resolved the issue. Her account was canceled immediately. |
| 187540 | 12/19/2011 9:24 | Customer was signed up without authorization. Wants to be cancelled. | Tue 1/10/2012 2:59 PM | responded to the customer on 12/22/11 and since we had a recording of the sales call we resolved the issue right away, leaving the customer very happy. |
| 187762 | 12/20/2011 10:05 | Elderly customer was solicited 3 times. HIKO switched her. Wants their service and solicitation to stop. | Tue 12/20/2011 11:57 AM | spoke to the customer's contact and we resolved all issues |
| 188986 | 12/30/2011 14:26 | Was promised a discount by someone who said they were calling from his utility but really was HIKO. Agreed to it, but then found out he had agreed to switch to HIKO and wants it to be cancelled. | Tue 1/3/2012 9:06 AM | Called customer twice to resolve issue. Customer is canceled in our system. |
| 210185 | 1/12/2012 9:56 | HIKO called customer and promised a discount. Agent tried to get customer to switch to HIKO. Customer did not want to switch. Customer wants all contracts and fees cancelled. Customer feels misinformed | Thu 1/12/2012 1:52 PM | I spoke to the customer. She is not signed up with HIKO Energy. All issues are resolved. |
| 210215 | 1/12/2012 2:41 | Wants HIKO to cancel his account. | Fri 1/13/2012 10:03 AM | Spoke to this customer and we resolved all issues. |
| 210360 | 1/4/2012 11:10 | Customer received call from HIKO and does not want to be signed up with them. | Wed 1/4/2012 11:27 AM | spoke to the customer. He is not signed up with HIKO and he will not be signed with HIKO. All issues are resolved. |
| 210494 | 1/4/2012 16:03 | Customer's tenant signed up for customer. Customer did not want HIKO's service. Wants all charges removed. | Wed 1/4/2012 4:17 PM | Spoke to the customer and resolved the issue. |
| 210618 | 1/5/2012 11:42 | Two HIKO reps approached customer and offered savings. Was also called by HIKO reps. Was told that they were from her utility. Switched to HIKO but now feels cheated because there was no discount. Wants to be cancelled. | Fri 1/6/2012 9:39 AM | The customer is not signed up in our system. We will make sure she is not signed up in the future. |
| 211059 | 2/8/2012 10:23 | Mentally disabled daughter signed up. Couldn't call HIKO because only spoke Spanish. Wants complete refund. | Fri 2/10/2012 11:54 | Based on our review we have been compliant. However, in order to maintain good customer service, we have provided a refund. Our records show us that over the 7 months Zoila |
| 211215 | 2/13/2012 3:55 | Switched without authorization. Wants to cancel without termination fee. | 2/14/2012 9:25 | We have removed this customer from our service and returned her supply account back to Con Ed (her utility) with no cancellation fees as she requested. |

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| 211280 | 1/10/2012 3:48 | HIKO led customer to believe that they would save money if signed up with HIKO. Customer signed up but changed his mind so switched back to utility. | Wed 1/11/2012 10:13 AM | I reached out to the customer and we resolved the issue. There was no disputed amount. |
| 211330 | 1/11/2012 9:14 | Received solicitation from HIKO. Customer refused to sign up. Customer did not receive contract from HIKO but was signed up with them. | Wed 1/11/2012 1:12 PM | I spoke to this customer and we resolved all issues. There was no disputed amount. |
| 211560 | 1/12/2012 12:47 | Customer was called by HIKO. Did not mention anything about HIKO, just about a discount on electric bill. During TPV, agent mumbled something about HIKO. Customer asked what he said and agent was not clear. Customer blocked account with HIKO. | Thu 1/12/2012 2:09 PM | Customer is not signed up with HIKO. I put in a block on his account with HIKO so that he will not be solicited again. |
| 211574 | 1/12/2012 1:26 | Called by HIKO. Was promised a big discount. HIKO agent had all her info so customer thought it was her utility. Customer did not want to switch. Wants all solicitation to stop. | Thu 1/12/2012 2:06 PM | Customer is not signed up with HIKO and I put a block on her account so HIKO will not sign her up again. |
| 211584 | 1/12/2012 1:54 | Called by HIKO. When she realized it was an ESCO, she said she does not want to authorize a switch. Was switched anyways. Utility told customer to file a complaint against HIKO. | Thu 1/12/2012 2:26 PM | Spoke to customer. Resolved issue. No further actions necessary. |
| 211626 | 1/12/2012 15:22 | Customer was solicited by his house. Was not given a contract. He said he was not interested. Received a letter that he was signed up with HIKO. Wants no further solicitation and does not want to be switched. | Fri 1/13/2012 10:00 AM | Spoke to this customer and we resolved all issues. |
| 212222 | 1/18/2012 3:14 | Customer was called by HIKO. Customer said she would like to get something in the mail first. She | Wed 1/18/2012 4:25 PM | spoke to this customer. She says there is no problem, she just wanted to cancel HIKO. We canceled this |
| 212410 | 1/19/2012 2:12 | HIKO called him but were not clear that they were an ESCO. Customer wants to report misrepresentation. | Thu 1/19/2012 3:09 PM | had a very nice conversation with this gentleman. Everything has been worked out and is ok |
| 212574 | 1/23/2012 12:21 | Did not know HIKO was an ESCO. Signed up. Want to be cancelled. | Mon 1/23/2012 12:57 PM | spoke to the customer at length and I was able to clear up his confusion |
| 213872 | 2/1/2012 10:08 | Customer is upset because he is getting calls from HIKO and they said they were from a utility. She requested that they stop calling. HIKO agents came to her senior citizen center and she told them to leave. She wants all solicitation to stop. | Thu 2/2/2012 11:52 AM | I called this customer multiple times to let her know that she will not be solicited anymore and to resolve all issues but she hangs up every time I call. All issues are resolved, as this customer was put on the "Do Not Call" list in all our call centers. |

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| 213954 | 2/1/2012 1:24 | Customer states she was contacted about a special rate for senior citizens and that the HIKO agent had all of her information. Customer was signed up. Customer tried to cancel but HIKO still keeps appearing on her bills. | Wed 2/1/2012 1:48 PM | I spoke to this customer and we resolved all issues. Listened to a sales recording of her call and we reproached the rep accordingly. |
| 213968 | 2/1/2012 13:53 | Customer switched because he thought it would be cheaper. Saw it was more expensive. Customer is upset that it took very long for his account to get cancelled. | Thu 2/2/2012 10:18 AM | I have researched this customer's claim and listened to the sales recording. The customer misunderstood the agent so we have clarified the telemarketing script so that there will be no more confusion in the future. |
| 213988 | 2/1/2012 14:54 | Customer thought that HIKO would save her money. When she saw her bill, it was much cheaper. Want to be switched back immediately. | Wed 2/1/2012 3:18 PM | Called customer. Canceled customer from our system |
| 214290 | 2/3/2012 3:39 | Customer thought the HIKO agent who called him was from his original ESCO. Does not want HIKO. | Mon 2/6/2012 10:07 AM | I cancelled this customer's account with HIKO and put him on our "Do Not Call" List so that he will not be solicited anymore. |
| 214438 | 2/6/2012 2:24 | Wants ESCO cancelled and bill adjusted to ConEd because he asked for information to be sent in the mail when he was called, but they signed him up. | 2/10/2012 9:13 | I just left a voicemail with the customer. We are assuming that his utility did not put a block on his account so he was enrolled with HIKO. His account has been cancelled 2 months ago. |
| 214540 | 2/7/2012 10:58 | HIKO's prices are too high. Wants to revert to utility. | Tue 2/7/2012 12:18 | I checked our system. Her billing cycle with us ended almost 2 months ago (12/19/11) so she will not be receiving anymore bills from us. She is now back wither utility as she requested. |
| 214556 | 2/7/2012 12:34 | Got signed up without giving authorization. | Tue 2/7/2012 1:47 | I listened to the sales recording of this customer's authorization. The HIKO representative states that the customer will be switching to HIKO and the customer agrees. We will cancel the customer as he requested. |
| 215100 | 2/13/2012 11:20 | Got signed up without authorizing. Wants to cancel. | 2/13/2012 12:36 | Cancelled this customer and I put her on the "Do Not Call list". |
| 215276 | 2/14/2012 10:13 | Did not want to sogn up but was signed up anyways. Wants to cancel with no charges. | 2/14/2012 1:17 | Customer is cancelled from all service with us and will not be charged for anything, as per his request. |
| 215394 | 2/15/2012 9:25 | Cust wants to ensure she is not enrolled or charged any cancellation fees. Cust wants PSC to be aware of marketing..the agent clearly said he was calling from O&R. | 2/15/2012 10:48 | Customer's account with us was immediately cancelled without any termination fees. |