

July 10, 2012

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

RECEIVED

JUL 11 2012

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Docket #A-2009-2118836
Quarterly Report on PUC complaints

Dear Secretary Chiavetta,

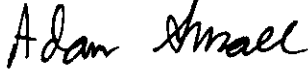
The following is a report that captures (i) the complaints by category; (ii) the resolution for each complaint and (iii) process improvements/changes implemented to reduce and/or eliminate similar complaints going forward.

- (i) There were three (3) complaints filed against Major Energy during the second quarter of 2012.
 - 1. On May 10, 2012 a complaint was filed because the customer found out that her low income residence does not allow a change of supplier and she wanted to cancel her service. Our representative replied to the complaint on the very same day, in a timely manner.
 - 2. On May 11, 2012 a complaint was filed because the customer claimed they thought the door-to-door representative was from their local utility and they tried to cancel their services, but were enrolled anyway. The customer wanted the account canceled and no fees. Our representative replied to the complaint on the very same day, in a timely manner.
 - 3. On May 30, 2012 a complaint was filed because the customer wanted to cancel his service and said he tried to call and cancel but no one returned his messages. Our representative replied to the complaint on the very same day, in a timely manner.
- (ii) All three (3) of the complaints have been resolved.
 - 1. The first complaint was resolved because the customer was never enrolled with Major Energy. Therefore no further action was needed.
 - 2. The second complaint was resolved when we canceled the customer. The customer has claimed confusion over whether our contracted door-to-door salesman said he was from the local utility. However, we have a signed statement saying she knew the representative was from Major Energy and

not the utility as well as a phone verification stating the same. In addition, the door-to-door representatives always wear Major Energy logos on their uniforms and the Major Energy logo is on the application. There was an error in our EDI process with the Utility, who also had an error in their own system. This confusion required Major Energy to enroll some customers twice and that is what happened in this scenario. Major Energy was cited for an inaccurate report because of this confusion and we have since updated our client tracking system.

3. The third complaint was resolved when we canceled the customer's account. We also noted that we had a record of the customer calling our customer service department and agreeing to continue with our services after he found out he would only receive one bill.
- (iii) We have implemented a new computer system to track our clients. This new system is more efficient and streamlined appropriately for our business needs.

Very truly yours,



Adam Small

General Counsel

Major Energy Services, LLC
100 Dutch Hill Rd., Suite 310
Orangeburg, New York 10962

From: (845) 480-7430
Adam Small
Major Energy Services
100 Dutch Hill Road
Suite 310
Orangeburg, NY 10962

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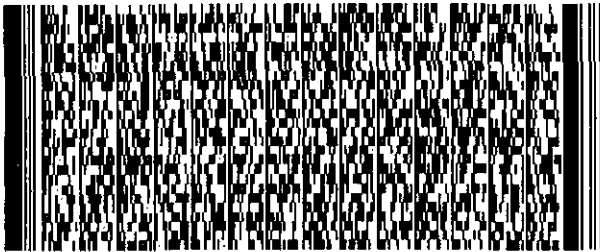
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SHIP TO: (717) 772-7777
Rosemary Chiavetta, Secretary
PA Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120



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FedEx is not obligated to act on any claim until all transportation charges have been paid. The claim amount may not be deducted from those charges. If the recipient accepts the shipment without noting any damage on the delivery record, FedEx will assume the shipment was delivered in good condition. In order for us to consider a claim for damage, the contents, original shipping carton and packing must be made available to us for inspection. Right to inspect: Your shipments may, at FedEx's option, or at the request of customs or other regulatory or government authorities, be opened and inspected by FedEx or such authorities at any time. 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It is your responsibility to provide proper documentation and confirmation, when required. You are responsible for and warrant your compliance with all applicable laws, rules and regulations, including but not limited to customs laws, import, export and re-export laws and government regulations of any country to, from, through or over which your shipments may be carried. You agree to furnish such information and complete and attach to this Air Waybill such documents as are necessary to comply with such laws, rules and regulations. FedEx assumes no liability to you or any other person for any loss or expense due to your failure to comply with this provision. You are also responsible for all charges, including transportation charges, and all duties, customs assessments, governmental penalties and fines, taxes, and FedEx's fees and legal costs, related to any shipment. 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