

October 4, 2012

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

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**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 third quarter of 2012.
 1. On August 1, 2012 a complaint was filed because a UGI customer who had participated in a telemarketing call did not want our services and felt the marketer was deceptive in stating an affiliation between Major and UGI. Our representative replied to the complaint on the very same day, in a timely manner.
 2. On July 25, 2012 a complaint was filed by a customer because of confusion with his CPA bill and with our telemarketer. Our representative replied to the complaint on the very same day, in a timely manner.
 3. On August 20, 2012 a complaint was filed because a customer wanted to cancel his account and called an incorrect number in order to do so. 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. In addition, the phone conversation was recorded and showed no deceptive language regarding Major's and UGI's affiliation. The case was closed without any infractions.
 2. The second complaint was resolved in a written agreement between Major and the customer. Major had a verification of the original phone call and the phone conversation when customer had called our customer service

number a few months after he originally signed up and agreed to stay on longer. The case was closed without any infractions.

3. The third complaint was resolved when we canceled the customer's account having one of our customer service representatives call him. It was determined that the customer had originally called an automated phone line dedicated to verifications of door-to-door sales instead of our customer service phone number. The case was closed without any infractions.
- (iii) We have instituted clearer guidelines for all our telemarketing scripts and stricter quality assurance.

Very truly yours,



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

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From: (845) 480-7430
Adam Small
Major Energy Services
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Orangeburg, NY 10962

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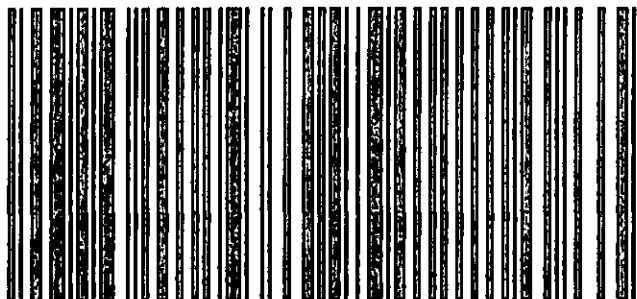
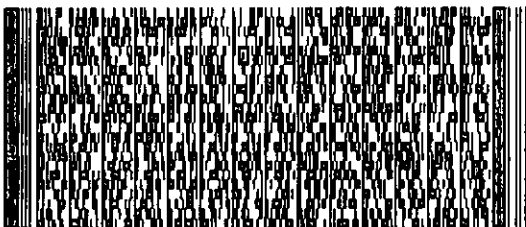
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SECRETARY'S BUREAU

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**Rosemary Chiavetta, Secretary
PA Public Utility Commission**

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