

100 Dutch Hill Rd • Suite 310
Orangeburg, New York 10962
TEL: 888-MAJOR-60
FAX: 718-228-2552
www.majorenergy.com



January 4, 2013

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

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JAN - 4 2013

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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) Major Energy received zero (0) complaints from the PUC during the fourth quarter of 2012.
- (ii) There were no complaints to resolve during this quarter.
- (iii) We continue to improve our customer experience in order to prevent complaints.

Very truly yours,

A handwritten signature in black ink that reads 'Adam Small'.

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

From: (845) 480-7430
Adam Small
100 Dutch Hill Road
Orangeburg, NY 10962



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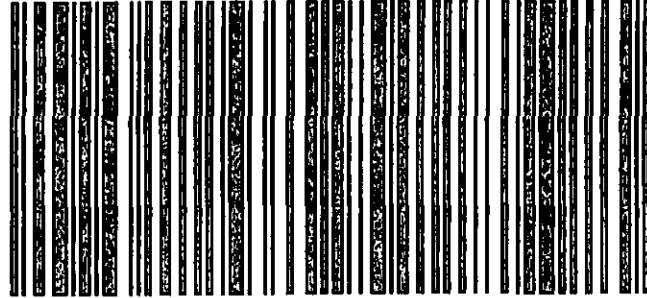
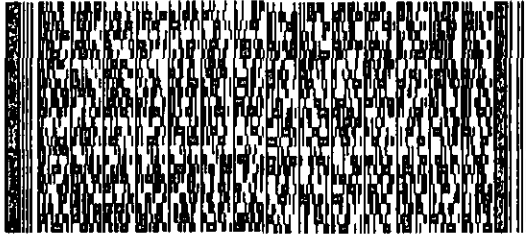
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Rosemary Chiavetta, Secretary
PA Public Utility Commission

400 NORTH ST
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