

April 8, 2013

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

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APR 08 2013

Re: Docket #A-2009-2118836  
Quarterly Report on PUC complaints for Q1 2013

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

Dear Secretary Chiavetta,

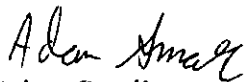
The following is a report that captures (i) the complaints by category; (ii) the resolution for each complaint and (iii) process improvements/changes implemented to reduce and/or eliminate similar complaints going forward.

- (i) There were three (3) complaints filed against Major Energy during the first quarter of 2013.
  - 1. On February 4, 2013 a complaint was filed because the customer wanted to cancel her service and got the company voicemail when she tried calling. Our representative replied to the complaint shortly after we received the complaint, in a timely manner.
  - 2. On February 27, 2013 a complaint was filed because the customer claimed they thought a door-to-door representative was from their local utility and they used profane language. Our representative replied to the complaint on the very same day, in a timely manner.
  - 3. On March 25, 2013 a complaint was filed because the customer canceled his service but Major Energy was still on his bill. 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's service had already been canceled by the utility. Therefore no further action was needed and the complaint was closed by the PUC in agreement with the customer.
  - 2. The second complaint was resolved when we contacted the customer and our independent contractor contacted the customer. The independent door-to-door representatives always wear Major Energy logos on their uniforms and it is against all company rules and regulations to deceive a customer into thinking they are from the local utility. In addition the use

of profane language is not acceptable for our contractors. This was explained to the customer as well as a further investigation that would lead to the dismissal of an agent for this behavior. The complaint was closed by the PUC in agreement with the customer.

3. The third complaint was resolved because we had already canceled the customer's account and this was just a matter of cancellation timing. As is noted on the PUC website when referring to switching suppliers, "The effective date of your choice depends on your next meter read date and can take three to eight weeks." The customer called us to cancel on February 28, 2013 and the complaint was filed less than 3 weeks after the request to cancel. The complaint was closed by the PUC
- (iii) We have implemented new procedures for our customer service department in order to answer more inbound calls before they go to voicemail. We have also informed our independent contractors that more and better training must be utilized on their agents.

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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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

From: (845) 480-7430  
Adam Small  
Major Energy Services  
100 Dutch Hill Road



Orangeburg, NY 10962

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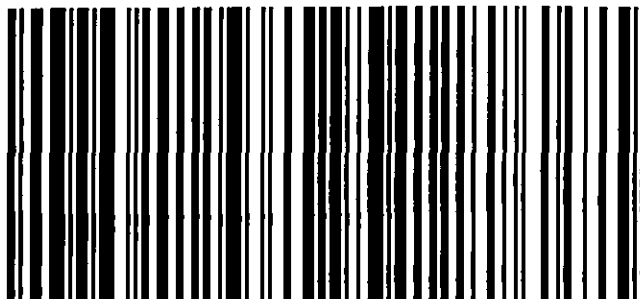
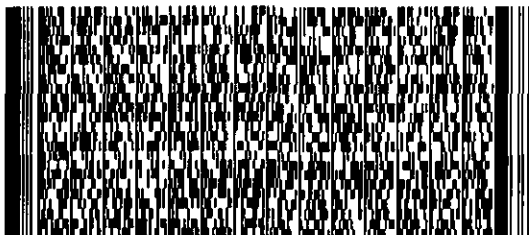
APR 08 2013

SHIP TO: (717) 772-7777

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

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**400 NORTH ST**  
**Commonwealth Keystone Building**  
**HARRISBURG, PA 17120**



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