

July 9, 2013

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

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JUL 10 2013

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Docket #A-2009-2118836
Quarterly Report on PUC complaints for Q2 2013

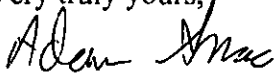
Dear Secretary Chiavetta,

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 four (4) informal complaints filed against Major Energy during the second quarter of 2013.
 - 1. On April 16, 2013 a complaint was filed because the customer claimed he never signed up for service with Major Energy and thought his rate was too high. Our representative replied to the complaint that same day, in a timely manner.
 - 2. On April 22, 2013 a complaint was filed because the customer claimed they thought a door-to-door representative misrepresented themselves. Our representative replied to the complaint that same day, in a timely manner.
 - 3. On May 30, 2013 a complaint was filed because the customer claimed they never enrolled with Major Energy. Our representative replied to the complaint the next day, in a timely manner.
 - 4. On June 6, 2013 a complaint was filed because the customer did not know she would be removed from the LIRA program if she chose a supplier. Our representative replied to the complaint that same day, in a timely manner.
- (ii) All four (4) of the informal complaints have been resolved.
 - 1. The first complaint was resolved because Major Energy had a signed application and a verification call. The customer and PUC verified this information and the customer declined to file a formal complaint. The customer was dropped by Major Energy. 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. 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 and misrepresent themselves. This was explained to the customer. The complaint was closed by the PUC in agreement with the customer.
 3. The third complaint was resolved because Major Energy refunded the customer for any costs Major Energy billed above the utility. In addition the agent who enrolled the account has been terminated for illegally *enrolling an account without the customer's permission*. The complaint was closed by the PUC.
 4. The fourth complaint was resolved because Major Energy had a proper enrollment, but has since dropped the customer. The PUC dismissed the complaint without action.
- (iii) We have also informed our independent contractors that more and better training must be utilized on their agents. In addition, Major Energy is creating new training programs for all its 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
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Orangeburg, NY 10962



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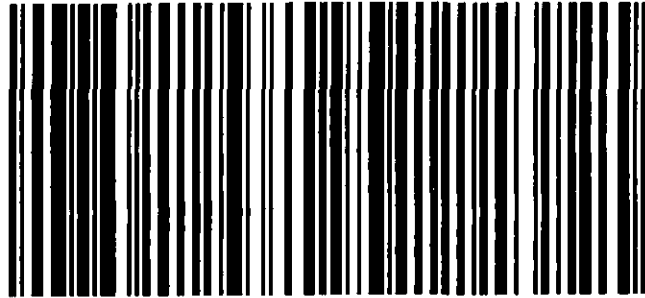
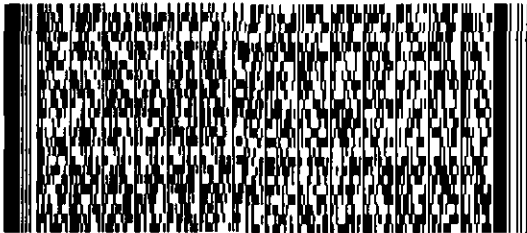
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**Rosemary Chiavetta, Secretary
PA Public Utility Commission**

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



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