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October 10, 2013

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

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OCT 17 2013

Re: Docket #A-2009-2118836
Quarterly Report on PUC complaints for Q3 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 six (6) informal complaints filed against Major Energy during the third quarter of 2013.
 1. On July 11, 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.
 2. On August 12, 2013 a complaint was filed because the customer claimed they had canceled our service but we were still supplying them with Gas. Our representative replied to the complaint that same day, in a timely manner.
 3. On August 21, 2013 a complaint was filed because a customer was unhappy she did not receive a 10% discount. Our representative replied to the complaint that same day, in a timely manner.
 4. On September 6, 2013 a complaint was filed because the customer thought there was a cancellation fee if she switched companies. Our representative replied to the complaint that same day, in a timely manner.
 5. On September 12, 2013 a complaint was filed because the daughter of a customer felt that Major Energy was taking advantage of her elderly mother. Our representative replied to the complaint that same day, in a timely manner.
 6. On September 13, 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.

- (ii) Two (2) of the informal complaints have been closed by the PUC and the other four (4) have been resolved on our end but because of the amount of complaints the PUC receives from other vendors, they have not been officially closed yet.
1. The first complaint was resolved because Major Energy had a signed application and the PUC agreed that there was NO Slamming. The customer and PUC verified this information and the customer declined to file a formal complaint. 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 the customer understood that they had only canceled their electric account and not their gas account. The complaint was verbally closed by the PUC in agreement with the customer.
 3. The third complaint was resolved because Major Energy has canceled the account at the request of the customer. Major Energy is still waiting for the PUC to close this complaint.
 4. The fourth complaint was resolved because this customer was pre-cancelled and never enrolled as a customer. In addition, there is no cancellation fee for variable rate customers. Major Energy is still waiting for the PUC to close this complaint.
 5. The fifth complaint was resolved because this customer was never enrolled as a customer. In addition, our contracted door-to-door salespeople wear a uniform approved by offices at the PUC and it is clear that they work for Major Energy and not the utility company. Major Energy is still waiting for the PUC to close this complaint.
 6. The sixth complaint was resolved because Major Energy cancelled this customer's account. Major Energy has a signed contract for this account, signed by the account holder's fiancé. Even though we have a signed contract, we have offered a refund for supply charges. Major Energy is still waiting for the PUC to close this complaint.
- (iii) We have informed our independent contractors that only the account holder or a relative who is authorized to make decisions may sign a contract. In addition, Major Energy is constantly updating our training programs for all its agents.

Very truly yours,



Adam Small

General Counsel
Major Energy Services, LLC
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From: (845) 480-7430
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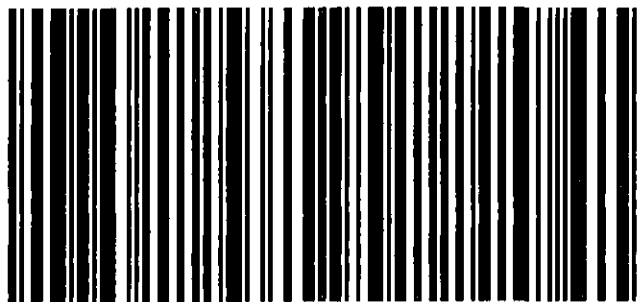
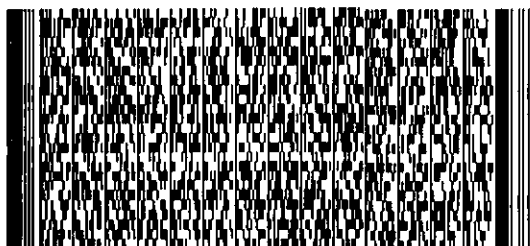
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Rosemary Chiavetta, Secretary
PA Public Utility Commission

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