

Total Residential And Business Complaints And Inquiries

Total Complaints	Total Investigated	Total Not Investigated	Total In Progress
115	9	8	98
Business Complaints	Business Investigated	Business Not Investigated	Business In Progress
68	8	3	57
Residential Complaints	Residential Investigated	Residential Not Investigated	Residential In Progress
38	1	5	32

Total Complaints And Inquiries By Company Type

Total Complaints	Telecommunication	Electric	Natural Gas	Water	Multi-Utility	Miscellaneous	No Company Type
115	5	13	10	2	66	8	11
Percent (100%)	4.35	11.30	8.70	1.74	57.39	6.96	9.57

* Unable to follow up with person who inquired or filed complaint: **2** (1.74%)

Total Complaints and Inquiries By Reason Code Class

Total	01XX	02XX	03XX	04XX	06XX	07XX	08XX	09XX	No Code
115	5	4	1	0	9	2	1	10	83
(100) %	4.35	3.48	0.87	0.00	7.83	1.74	0.87	8.70	72.17

Total Miscellaneous Complaints and Inquiries

Total Miscellaneous Items 10

09XX Miscellaneous Issues	Total per Code	% of Total
0900	10	100.00

Reason Code Breakdown of Complaints and Inquiries by Company Type

11 records with No Company*

Total Telecommunication Complaints and Reason Code Classifications	5	
ID 01XX Credit And Collection (misc.)	0	0.00 %
ID 02XX Line Extension/Installation (misc.)	0	0.00%
ID 03XX Service Outage/Repair (misc.)	0	0.00%
ID 04XX Renewables / Net Generation, misc	0	0.00%
ID 06XX Billing (misc.)	0	0.00%
ID 07XX Rates/Policies (misc.)	1	20.00%
ID 08XX Telecommunications (misc.)	1	20.00%
ID 09XX All Other	0	0.00%
No Code	3	60.00%

Total Electric Complaints and Reason Code Classifications	13	
ID 01XX Credit And Collection (misc.)	1	7.69%
ID 02XX Line Extension/Installation (misc.)	0	0.00%
ID 03XX Service Outage/Repair (misc.)	0	0.00%
ID 04XX Renewables / Net Generation, misc	0	0.00%
ID 06XX Billing (misc.)	8	61.54%
ID 07XX Rates/Policies (misc.)	0	0.00%
ID 08XX Telecommunications (misc.)	0	0.00%
ID 09XX All Other	4	30.77%
No Code	0	0.00%

Total Natural Gas Complaints and Reason Code Classifications	10	
ID 01XX Credit And Collection (misc.)	1	10.00%
ID 02XX Line Extension/Installation (misc.)	0	0.00%
ID 03XX Service Outage/Repair (misc.)	0	0.00%
ID 04XX Renewables / Net Generation, misc	0	0.00%
ID 06XX Billing (misc.)	0	0.00%
ID 07XX Rates/Policies (misc.)	1	10.00%
ID 08XX Telecommunications (misc.)	0	0.00%
ID 09XX All Other	2	20.00%
No Code	6	60.00%

Total Water Complaints and Reason Code Classifications	2	
ID 01XX Credit And Collection (misc.)	0	0.00%
ID 02XX Line Extension/Installation (misc.)	0	0.00%
ID 03XX Service Outage/Repair (misc.)	0	0.00%
ID 04XX Renewables / Net Generation, misc	0	0.00%
ID 06XX Billng (misc.)	0	0.00%
ID 07XX Rates/Policies (misc.)	0	0.00%
ID 08XX Telecommunications (misc.)	0	0.00%
ID 09XX All Other	0	0.00%
No Code	2	100.00%

Total Multi-Utility Complaints and Reason Code Classifications	66	
ID 01XX Credit And Collection (misc.)	3	4.55%
ID 02XX Line Extension/Installation (misc.)	2	3.03%
ID 03XX Service Outage/Repair (misc.)	1	1.52%
ID 04XX Renewables / Net Generation, misc	0	0.00%
ID 06XX Billng (misc.)	1	0.00%
ID 07XX Rates/Policies (misc.)	0	0.00%
ID 08XX Telecommunications (misc.)	0	0.00%
ID 09XX All Other	3	0.00%
No Code	56	100.00%

Total Miscellaneous Complaints and Reason Code Classifications	8	
ID 01XX Credit And Collection (misc.)	0	0.00%
ID 02XX Line Extension/Installation (misc.)	2	25.00%
ID 03XX Service Outage/Repair (misc.)	0	0.00%
ID 04XX Renewables / Net Generation, misc	0	0.00%
ID 06XX Billng (misc.)	0	0.00%
ID 07XX Rates/Policies (misc.)	0	0.00%
ID 08XX Telecommunications (misc.)	0	0.00%
ID 09XX All Other	1	12.50%
No Code	5	62.50%

Actions and Results Breakdown of Complaints and Inquiries by Company Type

Telephone Companies Actions and Results	Totals	Percentage
Action Modified	0	0.00%
Action Not Modified	2	100.00%
Payment Negotiated	0	0.00%
No Payment Negotiated	2	100.00%
Executive Referral	0	0.00%
No Executive Referral	2	100.00%
Was Investigated	0	0.00%
Was Not Investigated	2	100.00%
Utility at Fault	0	0.00%
Utility Not at Fault	2	100.00%
Unable to Contact Customer	0	0.00%

Electric Companies Actions and Results	Totals	Percentage
Action Modified	3	75.00%
Action Not Modified	1	25.00%
Payment Negotiated	3	75.00%
No Payment Negotiated	1	25.00%
Executive Referral	1	33.33%
No Executive Referral	2	66.67%
Was Investigated	5	83.33%
Was Not Investigated	1	16.67%
Utility at Fault	3	75.00%
Utility Not at Fault	1	25.00%
Unable to Contact Customer	0	0.00%

Natural Gas Actions and Results	Totals	Percentage
Action Modified	0	0.00%
Action Not Modified	1	100.00%
Payment Negotiated	0	0.00%
No Payment Negotiated	1	100.00%
Executive Referral	0	0.00%
No Executive Referral	1	100.00%
Was Investigated	0	0.00%
Was Not Investigated	1	100.00%
Utility at Fault	0	0.00%
Utility Not at Fault	1	100.00%
Unable to Contact Customer	0	0.00%

Water Companies Actions and Results	Totals	Percentage
Action Modified	0	%
Action Not Modified	0	%
Payment Negotiated	0	%
No Payment Negotiated	0	%
Executive Referral	0	%
No Executive Referral	0	%
Was Investigated	0	%
Was Not Investigated	0	%
Utility at Fault	0	%
Utility Not at Fault	0	%
Unable to Contact Customer	0	0.00%

Multi-Utility Actions and Results	Totals	Percentage
Action Modified	3	50.00%
Action Not Modified	3	50.00%
Payment Negotiated	3	50.00%
No Payment Negotiated	3	50.00%
Executive Referral	3	42.86%
No Executive Referral	4	57.14%
Was Investigated	4	57.14%
Was Not Investigated	3	42.86%
Utility at Fault	3	50.00%
Utility Not at Fault	3	50.00%
Unable to Contact Customer	2	3.03%

Miscellaneous Actions and Results	Totals	Percentage
Action Modified	0	%
Action Not Modified	0	%
Payment Negotiated	0	%
No Payment Negotiated	0	%
Executive Referral	0	%
No Executive Referral	0	%
Was Investigated	0	0.00%
Was Not Investigated	1	100.00%
Utility at Fault	0	%
Utility Not at Fault	0	%
Unable to Contact Customer	0	0.00%