

**CONFIDENTIAL**

**Ambit Northeast, LLC**

**REG 2022-002**

Triennial CEPS Registration Renewal

**Attachment O**

Provide a list disclosing the number and type of customer complaints concerning the applicant or its principals and affiliates filed with or by any commission or regulatory agency, attorney general's office, or other governmental consumer protection regulatory authority, for the most recent 2 calendar years in every state or other jurisdiction in which the applicant has conducted business relating to the sale of electricity.

Complaint Type	CA	CT	DC	DE	IL	IN	ME	MD	MA	NH	NJ	NY	OH	PA	RI	TX	Total
Billing/Rates	2	0	0	0	47	1	3	7	0	0	2	2	3	17	0	133	217
Cancellation Request	0	0	0	0	16	10	0	3	1	3	2	1	0	2	0	13	51
Disconnect for Non-Pay	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	81	81
Enrollment	1	0	1	0	15	0	0	0	0	0	0	0	1	2	0	22	42
ETF Dispute	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	7	9
Payment Arrgmt/Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	32	32
Quality of Service	0	0	0	0	0	1	0	2	0	0	0	0	0	1	0	19	23
Refund	0	1	0	0	2	0	0	1	0	1	0	1	0	0	0	10	16
Meter Issues	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	5	7
Switch Hold	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	33	33
Notification Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	9
<b>TOTAL</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>80</b>	<b>12</b>	<b>3</b>	<b>13</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>25</b>	<b>0</b>	<b>364</b>	<b>520</b>