

	CA	CT	DC	DE	IL	MA	MD	ME	MI	NH	NJ	NY	OH	OR	PA	RI	TX	VA	Total
2021 Winter Storm/High Bill	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	51	0	51
Billing Dispute	0	3	0	0	9	0	1	0	0	0	5	4	4	0	3	0	40	0	69
Cancellation	0	1	0	0	2	0	1	0	0	0	0	1	2	0	0	0	0	0	7
Contract	0	2	0	0	0	0	0	0	0	0	1	0	1	0	2	0	5	0	11
Disconnection/Reconnection	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	2
Enrollment Dispute	0	2	0	0	12	4	1	0	0	0	2	8	19	0	4	0	8	0	60
ETF Dispute	0	1	0	0	7	2	2	0	0	1	3	4	13	0	6	0	0	0	39
Marketing Dispute	0	0	0	0	3	0	0	0	0	0	0	0	0	0	1	0	0	0	4
Payment/Refund Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	5	0	5
Product Dispute	0	2	0	0	1	0	0	0	0	0	2	0	0	0	0	0	0	0	5
Rate Dispute	0	0	0	0	1	0	2	0	0	0	1	2	0	0	0	0	1	0	7
Reinstatement	0	0	0	0	2	1	0	0	0	0	0	1	3	0	0	0	0	0	7
Renewal Dispute	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	3
Other	0	4	0	0	2	3	16	0	0	0	3	2	8	0	9	0	31	0	78
Total	0	15	0	0	39	10	23	0	0	1	17	24	51	0	25	0	143	0	348