From: 7/1/2015 00:00:00 To: 6/30/2016 23:59:59 (Total Closed: 586)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|-------------|
| ELECTRIC & GAS - BILLING | 13 | 4 | 126 | 5,156.49 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 12 | 22 | 450.01 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 3 | 0 | 54 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 39 | 229.39 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 4 | 16 | 37.60 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 2 | 4 | 74 | 16,953.72 |
| ELECTRIC & GAS - RATES | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 5 | 143 | 0.00 |
| ELECTRIC & GAS - SAFETY | 0 | 1 | 5 | 0.00 |
| ELECTRIC & GAS - SMART METER | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 5 | 12 | 0.00 |
| ELECTRIC & GAS - TREE TRIMMING | 0 | 20 | 3 | 0.00 |
| ELECTRIC & GAS - UNREGULATED | 0 | 13 | 4 | 115.92 |
| | Totals: 18 | 68 | 500 | \$22,943.13 |
| | | | | |
| | Totals: 18 | 68 | 500 | \$22,943.13 |

| d_cct_rslt_types_of_filed_contacts |
|------------------------------------|
| Prepared by: PUC - Woods, April |

From: 7/1/2015 00:00:00 To: 7/31/2015 23:59:59 (Total Closed: 50)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|----------|
| ELECTRIC & GAS - BILLING | 0 | 0 | 13 | 182.00 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 1 | 0 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 0 | 0 | 6 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 1 | 0 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 0 | 5 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 1 | 14 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - UNREGULATED | 0 | 3 | 1 | 0.00 |
| | Totals: 0 | 6 | 44 | \$182.00 |
| | | | | |
| | Totals: 0 | 6 | 44 | \$182.00 |

From: 8/1/2015 00:00:00 To: 8/31/2015 23:59:59 (Total Closed: 47)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|----------|
| ELECTRIC & GAS - BILLING | 1 | 0 | 12 | 95.54 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 1 | 2 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 0 | 0 | 7 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 4 | 229.39 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 0 | 5 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 1 | 2 | 0.00 |
| ELECTRIC & GAS - RATES | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 0 | 8 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 1 | 0 | 0.00 |
| ELECTRIC & GAS - UNREGULATED | 0 | 0 | 2 | 0.00 |
| | Totals: 1 | 3 | 43 | \$324.93 |
| | Totals: 1 | 3 | 43 | \$324.93 |

From: 9/1/2015 00:00:00 To: 9/30/2015 23:59:59 (Total Closed: 49)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|-------------|
| ELECTRIC & GAS - BILLING | 1 | 0 | 16 | 458.37 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 1 | 3 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 1 | 0 | 3 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 3 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 0 | 1 | 37.60 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 1 | 4 | 11,904.28 |
| ELECTRIC & GAS - REPAIR | 0 | 0 | 9 | 0.00 |
| ELECTRIC & GAS - SAFETY | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - UNREGULATED | 0 | 4 | 0 | 0.00 |
| | Totals: 2 | 6 | 41 | \$12,400.25 |
| | Totals: 2 | 6 | 41 | \$12,400.25 |

From: 10/1/2015 00:00:00 To: 10/31/2015 23:59:59 (Total Closed: 44)

| Subject | Not in Co | mpliance | Request for Information | Objections | \$ Saved |
|--|-----------|----------|-------------------------|------------|------------|
| ELECTRIC & GAS - BILLING | | 0 | 1 | 12 | 1,095.65 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | | 0 | 1 | 2 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | | 0 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | | 0 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | | 0 | 1 | 7 | 0.00 |
| ELECTRIC & GAS - REPAIR | | 0 | 1 | 5 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - UNREGULATED | | 0 | 2 | 1 | 0.00 |
| | Totals: | 0 | 6 | 38 | \$1,095.65 |
| | | _ | | | A |
| | Totals: | 0 | 6 | 38 | \$1,095.65 |

From: 11/1/2015 00:00:00 To: 11/30/2015 23:59:59 (Total Closed: 51)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|----------|
| ELECTRIC & GAS - BILLING | 1 | 0 | 12 | 746.84 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 0 | 3 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 0 | 0 | 8 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 0 | 3 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 0 | 5 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 1 | 9 | 0.00 |
| ELECTRIC & GAS - SAFETY | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 1 | 2 | 0.00 |
| ELECTRIC & GAS - TREE TRIMMING | 0 | 2 | 0 | 0.00 |
| | Totals: 1 | 4 | 46 | \$746.84 |
| | Totals: 1 | 4 | 46 | \$746.84 |

From: 12/1/2015 00:00:00 To: 12/31/2015 23:59:59 (Total Closed: 44)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|----------|
| ELECTRIC & GAS - BILLING | 2 | 0 | 10 | 210.71 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 3 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 1 | 1 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 0 | 14 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 1 | 8 | 0.00 |
| ELECTRIC & GAS - SAFETY | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - TREE TRIMMING | 0 | 1 | 0 | 0.00 |
| | Totals: 2 | 3 | 39 | \$210.71 |
| | Totals: 2 | 3 | 39 | \$210.71 |

From: 1/1/2016 00:00:00 To: 1/31/2016 23:59:59 (Total Closed: 27)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|------------|
| ELECTRIC & GAS - BILLING | 3 | 0 | 6 | 223.52 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 2 | 1 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 0 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 3 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 1 | 0 | 2 | 4,614.00 |
| ELECTRIC & GAS - REPAIR | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 1 | 0 | 0.00 |
| ELECTRIC & GAS - UNREGULATED | 0 | 1 | 0 | 0.00 |
| | Totals: 4 | 4 | 19 | \$4,837.52 |
| | | | | |
| | Totals: 4 | 4 | 19 | \$4,837.52 |

From: 2/1/2016 00:00:00 To: 2/29/2016 23:59:59 (Total Closed: 46)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|----------|
| ELECTRIC & GAS - BILLING | 0 | 1 | 9 | 0.00 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 1 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 1 | 6 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 1 | 0 | 0.00 |
| ELECTRIC & GAS - TREE TRIMMING | 0 | 9 | 0 | 0.00 |
| | Totals: 1 | 12 | 33 | \$0.00 |
| | Totals: 1 | 12 | 33 | \$0.00 |

From: 3/1/2016 00:00:00 To: 3/31/2016 23:59:59 (Total Closed: 100)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|----------|
| ELECTRIC & GAS - BILLING | 1 | 1 | 10 | 327.34 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 0 | 0 | 6 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 5 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 0 | 5 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 1 | 64 | 0.00 |
| ELECTRIC & GAS - SAFETY | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - TREE TRIMMING | 0 | 1 | 0 | 0.00 |
| ELECTRIC & GAS - UNREGULATED | 0 | 2 | 0 | 115.92 |
| | Totals: 1 | 5 | 94 | \$443.26 |
| | Totals: 1 | 5 | 94 | \$443.26 |

From: 4/1/2016 00:00:00 To: 4/30/2016 23:59:59 (Total Closed: 44)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|----------|
| ELECTRIC & GAS - BILLING | 1 | 1 | 7 | 0.00 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 2 | 2 | 450.01 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 1 | 1 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 0 | 10 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 0 | 10 | 0.00 |
| ELECTRIC & GAS - SMART METER | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - TREE TRIMMING | 0 | 4 | 1 | 0.00 |
| | Totals: 1 | 8 | 35 | \$450.01 |
| | | | | |
| | Totals: 1 | 8 | 35 | \$450.01 |

From: 5/1/2016 00:00:00 To: 5/31/2016 23:59:59 (Total Closed: 44)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|------------|
| ELECTRIC & GAS - BILLING | 2 | 0 | 13 | 1,816.52 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 1 | 2 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 0 | 0 | 5 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 3 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 0 | 0 | 5 | 0.00 |
| ELECTRIC & GAS - REPAIR | 0 | 0 | 5 | 0.00 |
| ELECTRIC & GAS - SAFETY | 0 | 1 | 0 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 1 | 4 | 0.00 |
| ELECTRIC & GAS - TREE TRIMMING | 0 | 0 | 2 | 0.00 |
| | Totals: 2 | 3 | 39 | \$1,816.52 |
| | Totals: 2 | 3 | 39 | \$1,816.52 |

From: 6/1/2016 00:00:00 To: 6/30/2016 23:59:59 (Total Closed: 40)

| Subject | Not in Compliance | Request for Information | Objections | \$ Saved |
|--|-------------------|-------------------------|------------|----------|
| ELECTRIC & GAS - BILLING | 1 | 0 | 6 | 0.00 |
| ELECTRIC & GAS - CUSTOMER RELATIONS | 0 | 3 | 1 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - ACTUAL | 1 | 0 | 4 | 0.00 |
| ELECTRIC & GAS - DISCONNECT - PENDING | 0 | 0 | 2 | 0.00 |
| ELECTRIC & GAS - MISCELLANEOUS | 0 | 1 | 0 | 0.00 |
| ELECTRIC & GAS - NEEDS SERVICE - OTHER | 1 | 0 | 9 | 435.44 |
| ELECTRIC & GAS - REPAIR | 0 | 0 | 6 | 0.00 |
| ELECTRIC & GAS - SOLAR / DSM | 0 | 0 | 1 | 0.00 |
| ELECTRIC & GAS - TREE TRIMMING | 0 | 3 | 0 | 0.00 |
| ELECTRIC & GAS - UNREGULATED | 0 | 1 | 0 | 0.00 |
| | Totals: 3 | 8 | 29 | \$435.44 |
| | Totals: 3 | 8 | 29 | \$435.44 |