



NETWORK

Law enforcement's source for consumer complaints

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Consumer Sentinel Network Complaints

Record # 1 / Consumer Sentinel Network Complaints

Reference Number: 57858552	Originator Reference Number:
Language: English	Contact Type: Complaint
Source: Consumer	DNC? No
Comments: Consumer is calling to report that she received a recorded call from someone claiming to be from Northeast Utilities and said she needed to pay \$396.00 or her lights would be cut off. Gave number to AG.	
Complaint disposition provided?:	
Complaint Disposition:	
Data Reference:	
Entered By: MRIVERA	Entry Date: 12/2/2014
Updated By:	Updated Date:
Complaint Source: FTC Call Center	Product Service Code: Impostor: Business
Amount Requested: \$396.00	Amount Paid: \$0.00
Payment Method: Not Reported	Agency Phone Contact:
Complaint Date: 12/2/2014	Transaction Date: 12/2/2014
Initial Contact: Phone Call: Landline	Initial Phone: other
	Response:
Statute/Rule Topic: FTC Act Sec 5 (BCP)	Law Violation: Deception/Misrepresentation
Dispute with Credit Bureau - Responded?: No	Dispute with Credit Bureau - Resolved to Satisfaction?:
Member of armed forces or dependent?: Yes	Cross Border Complaint?: No

Consumer Information

Consumer

Complaining Company/Org:	
First Name: (b)(6)	Last Name: (b)(6)
Address 1:	Address 2:
City: East Lyme	State: Connecticut
Zip: (b)(6)	Country: UNITED STATES
Home Number:	Work Number:
Fax Number:	Ext:
Email: (b)(6)	Age Range: 60 - 64
Military Service Branch: U.S. Air Force	Soldier Status: Dependent Spouse - Service Member
Soldier Station:	

Subject

Subject: Northeast Utilities
Address:
City:
ZIP:
Email:
Area Code: 800
Ext:
Subject ID
Issuer State:
Representative
Name:

State/Prov:
Country: United States
URL:
Phone Number: 2865000
Subject ID
Type:
Subject ID
Issuer Country:
Title:

Record # 3 / Consumer Sentinel Network Complaints

Reference Number: 53428993

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? No

Comments: Consumer recieved a call from Northeast Utilities or someone posing to be with this company. Her business is (b)(6) says he was threatening to disconnect her service for non payment. She checked her reords and told him that she has paid up to date. She ask for his # to call back and tried it and the caller did answer.

Complaint disposition provided?:

Complaint Disposition:

Data Reference:

Entered By: ELOUDERMILK

Entry Date: 5/7/2014

Updated By:

Updated Date:

Complaint Source: FTC Call Center

Product Service Code: Impostor: Business

Amount \$0.00

Amount Paid: \$0.00

Requested:

Payment Method: Unknown

Agency Phone Contact:

Complaint Date: 5/7/2014

Transaction Date: 5/7/2014

Initial Contact: Phone Call: Landline

Initial Phone: other

Response:

Statute/Rule: FTC Act Sec 5 (BCP)

Law Violation: Fails to Identify Self as Debt Collector

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?: No

Dispute with Credit Bureau - Resolved to Satisfaction?: No

Member of armed forces or dependent?: No

Cross Border Complaint?: No

Consumer Information

Consumer

Complaining Company/Org: (b)(6)
First Name:
Address 1:

Last Name: (b)(6)

City: Waterbury

Address 2:

Zip: (b)(6)

State: Connecticut

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email:

Age Range:

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Northeast Utilities

Address:

City:

State/Prov:

ZIP:

Country: United States

Email:

URL:

Area Code: 888

Phone Number: 2149147

Ext:

Subject ID

Type:

Subject ID

Subject ID

Issuer State:

Issuer Country:

Representative Name: Kenneth Moore

Title:

Record # 4 / Consumer Sentinel Network Complaints

Reference Number: 53385553

Originator Reference Number:

Language: English
Source: Consumer

Contact Type: Complaint
DNC? No

Comments: Consumer states that he rcv'd a call from someone claiming to be his utilities company NorthEast Utilities Company threatening to shut off his utilities if he doesn't pay immediately.

Complaint disposition provided?:

Complaint Disposition:

Data Reference:

Entered By: SSNOWDEN

Entry Date: 5/7/2014

Updated By:

Updated Date:

Complaint Source: FTC Call Center

Product Service Code: Impostor: Business

Amount Requested: \$500.00

Amount Paid: \$500.00

Requested:

Payment Method: Bank Account Debit

Agency Phone Contact:

Complaint Date: 5/7/2014

Transaction Date: 5/6/2014

Initial Contact: Phone Call: Landline

Initial: Unknown

Statute/Rule Topic: FTC Act Sec 5 (BCP)

Response: Law Violation: Deception/Misrepresentation

Dispute with Credit Bureau - Responded?: No

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Resolved to Satisfaction?: No

Member of No armed forces or dependent?:

Cross Border Complaint?: No

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: Hartford

State: Connecticut

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email: (b)(6)

Age Range: 40 - 49

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Northeast Utilities Company

Address:

City:

State/Prov:

ZIP:

Country: United States

Email:

URL:

Area Code: 888

Phone Number: 7478639

Ext:

Subject ID

Type:

Subject ID
Issuer State:
Representative
Name:

Subject ID
Issuer Country:
Title:

Record # 5 / Consumer Sentinel Network Complaints

Reference Number: 52997340

Originator Reference Number: 140407-000233

Language: English
Source: Organization

Contact Type: Complaint
DNC? No

Comments: CFPB Issue Type: Making/receiving payments, sending money --- What Happened: Original creditor is Northeast Utilities Service Co, acct # (b)(6) not my debt under my social security #, but its on my credit report. I have never had a utility bill--- Have contacted:CC Issuer, Gov Agency --- Fair Resolution: Have this removed from my credit report

Complaint disposition provided?:

Complaint Disposition:

Data Reference:

Entered By: CFPB-USER

Entry Date: 4/14/2014

Updated By: CFPB-USER

Updated Date: 6/6/2014

Complaint Source: Consumer Financial Protection Bureau

Product Service Code: Other (Note in Comments)

Amount Requested:

Amount Paid:

Payment Method:

Agency Contact: External Agency

Complaint Date: 6/6/2014

Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule Topic:

Law Violation: Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of armed forces or dependent?:

Cross Border Complaint?: No

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: HARTLAND

State: Vermont

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email: (b)(6)

Age Range: 30 - 39

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Northeast Utilities Service Co

Address: 800 SW 39th St

City: Renton

State/Prov: Washington

ZIP: 98057

Country: United States

Email:

URL:

Area Code:

Phone Number:

Ext:
Subject ID
Issuer State:
Representative
Name:

Subject ID
Type:
Subject ID
Issuer Country:
Title:

Record # 8 / Consumer Sentinel Network Complaints

Reference Number: 50334525

Originator Reference Number: 131120-000288

Language: English
Source: Organization

Contact Type: Complaint
DNC? No

Comments: CFPB Sub product: Other (i.e. phone, health club, etc.) --- CFPB Issue Type: Debt is not mine --- What Happened: I am getting calls from debt collection agencies regarding Comcast and Northeast Utilities. I have filed a identity theft report 2 years ago and now I am back in collections for debts in a different state that are not mine --- Fair Resolution: What would be fair is for Comcast and Northeast Utilities to pay me for the days of my time trying to clear this up, and for damages to my credit, but I would be happy if they would just fix it

Complaint disposition provided?:

Complaint Disposition:
Data Reference:

Entered By: CFPB-USER

Entry Date: 12/2/2013

Updated By:

Updated Date:

Complaint Source: Consumer Financial Protection Bureau

Product Service Code: Third Party Debt Collection

Amount Requested:

Amount Paid:

Payment Method:

Agency Contact: External Agency

Complaint Date: 12/2/2013

Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule:
Topic:

Law Violation:
Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of armed forces or dependent?:

Cross Border No Complaint?:

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: ENFIELD

State: Connecticut

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email: (b)(6)

Age Range: 65 - 69

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Comcast Residential, Northeast Utilities

Address:

State/Prov:

City:

Country: United States

ZIP:

Email:

URL:

Area Code:
Ext:
Subject ID
Issuer State:
Representative
Name:

Phone Number:
Subject ID
Type:
Subject ID
Issuer Country:
Title:

Record # 9 / Consumer Sentinel Network Complaints

Reference Number: 50305981

Originator Reference Number: 130917-001627

Language: English
Source: Organization

Contact Type: Complaint
DNC? No

Comments: CFPB Sub product: Other (i.e. phone, health club, etc.) --- CFPB Issue Type: Not given enough info to verify debt --- What Happened: Mercantile Adjustment Bureau is reporting a paid collection to my Experian Credit File. On July 22, 2013 I requested validation of this account and verification that I am indeed the rightful party that paid the account. Mercantile Adjustment Bureau did not respond to my request within the 30 days allotted by the FDCAP sec 809 but continues to report this paid collection as belonging to me.--- Have contacted:CC Issuer, CFPB --- Fair Resolution: The account should be deleted from my Experian credit file because it has not been legally validated as belonging to me according to the FDCPA.

Complaint disposition provided?:

Complaint Disposition:

Data Reference:

Entered By: CFPB-USER

Entry Date: 11/13/2013

Updated By:

Updated Date:

Complaint Source: Consumer Financial Protection Bureau

Product Service Code: Third Party Debt Collection

Amount Requested:

Amount Paid:

Payment Method:

Agency Contact: External Agency

Complaint Date: 11/13/2013

Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule Topic:

Law Violation:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of armed forces or dependent?:

Cross Border Complaint?: No

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)

Last Name: (b)(6)

Address 1:

Address 2:

City: JAMAICA

State: New York

Zip: (b)(6)

Country: UNITED STATES

Home Number:

Work Number:

Fax Number:

Ext:

Email: (b)(6)

Age Range:

Military Service Branch:

Soldier Status:

Soldier Station:

Subject

Subject: Northeast Utilities Corp

Address:

City:

State/Prov:

ZIP:

Country: United States

Email:
Area Code:
Ext:
Subject ID
Issuer State:
Representative
Name:

URL:
Phone Number:
Subject ID
Type:
Subject ID
Issuer Country:
Title:

Record # 15 / Consumer Sentinel Network Complaints

Reference Number: 44156638

Originator Reference Number: 130228-000011

Language: English
Source: Organization

Contact Type: Complaint
DNC? No

Comments: CFPB Issue Type: Account opening, closing, or management --- What Happened: This complaint is in reference to an electric bill with Connecticut Light and Power. I do not see a category on the CFPB website for this issue. However, it is a consumer issue because my credit is being affected. I contacted Connecticut Light and Power on numerous occasions by mail and telephone but cannot get this issue resolved. Connecticut Light and Power has responded by charging my account over \$7,000 in late fees. I complained to Connecticut Light and Power about my electric bills being too high. I explained to representatives repeatedly that because of home renovation issues and financial problems, I did not have a refrigerator, stove, water heater, washer and dryer or any large appliance connected to the disputed account. I asked for the two meters that are connected to the disputed account to be tested and the late fees halted until the issue was resolved. I further asked for the account to be audited and adjusted once Connecticut Light and Power identified that I am being overbilled. Only one meter was swapped out and the attorney representing Connecticut Light and Power forwarded me a report that the meter is 99.99% accurate. I explained to Connecticut Light and Power that there are two meters connected to the account. If only one meter has been tested and found to be accurate then the account billing could not be declared to be accurate until both meters has been tested. Additionally because I did not have a hot water heater connected to the meter for over five years, I am convinced that a portion of the bill is being estimated. Connecticut Light and Power responded by stating that the meter has been tested and found to be 99.99% accurate. I have tried continuously for years to get representatives to understand that there are two meters connected to the account. My efforts have been futile and a large amount of late payment fees has been applied to my account. Whenever I call or write Connecticut Light and Power to have the second meter tested and to resolve the issue, they respond that my account is with their legal department and an attorney. Meanwhile Connecticut Light and Power continues to add late payment fees of over \$240.00 per month each month to my account. I am being denied the right to have the meter tested, my account audited, the late payments removed and my bill adjusted. Additionally, I have tried to make a payment arrangement with Connecticut Light and Power but I am being blocked because a large deposit of over \$13,000 is being requested. This large deposit is requested because the bill has been elevated due to the late fees and erroneous billing.--- Have contacted:CC Issuer, CFPB --- Fair Resolution: 1. I would like Connecticut Light and Power to recognize that there are two meters connected to the disputed account. I would also like Connecticut Light and Power to understand that there are a total of four meters on my property and three separate accounts. Two accounts are in good standing and the third is being disputed.2. I would like to have the late payment fees removed from the disputed account. 3. I would like to have my account audited and adjusted. 4. I would also like to have the second meter that is connected to the account tested.5. I would like to make a reasonable payment arrangement to pay off the balance. I am disabled and receive Social Security Disability income and Disability Pension.4. I would like to make a payment arrangement for the account once the late payment fees have been removed

Complaint disposition provided?:

Complaint Disposition:
Data

Reference:

Entered By: CFPB-USER

Entry Date: 2/28/2013

Updated By: CFPB-USER

Updated Date: 12/14/2013

Complaint Source: Consumer Financial Protection Bureau

Product Service Code: Other (Note in Comments)

Amount Requested:

Amount Paid:

Payment Method:

Agency Contact: External Agency

Complaint Date: 11/13/2013

Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule:

Law Violation:

Topic:

Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of Yes
armed forces or
dependent?:

Cross Border No
Complaint?:

Consumer Information

Consumer - 1

Complaining

Company/Org:

First Name: (b)(6)

Address 1:

City: LAKEVILLE

Zip: (b)(6)

Home Number:

Fax Number:

Email: (b)(6)

Military Service

Branch:

Soldier Station:

Consumer - 2

Complaining

Company/Org:

First Name: (b)(6)

Address 1:

City:

Zip:

Home Number:

Fax Number:

Email:

Military Service U.S. Army

Branch:

Soldier Station:

Last Name: (b)

Address 2:

State: Connecticut

Country: UNITED STATES

Work Number:

Ext:

Age Range: 50 - 59

Soldier Status:

Last Name: (b)(6)

Address 2:

State: Connecticut

Country: UNITED STATES

Work Number:

Ext:

Age Range:

Soldier Status: Military Retiree/Veteran

Subject

Subject: Credit And Collection Center Northeast Utilities

Address: PO Box 2899

City: Hartford

ZIP: 06101-8307

Email:

Area Code:

Ext:

Subject ID

Issuer State:

Representative

Name:

State/Prov: Connecticut

Country: United States

URL:

Phone Number:

Subject ID

Type:

Subject ID

Issuer Country:

Title:

Record # 17 / Consumer Sentinel Network Complaints

Reference Number: 31737380

Originator Reference Number: 00510016040848

Language: English
Source: Organization

Contact Type: Complaint
DNC? No

Comments: Line workers did work 1 week early and shut off power for 2 hrs. 4 calls to PSNH to discuss & no cb given. Work from home out of pay for more than 2hr letter from PSNH dated 6/25 said power outage on 7/25, rain date 7/26. Line workers did the work on 7/20 without notice. Power was out for more than 2 hrs. Working from home, I had made arrangements to work elsewhere on 7/25. I am now out \$65 because of the lack of communication. I called PSNH more than 3 times to discuss. Was promised cb by end of BD each day that I called. Calls made on 7/20 and 7/21. Still no cb to date. This is not the first time it has happened, but this time, I am out of pay for that time. Greatly discouraged with PSNH lack of customer satisfaction and want reimbursement for time lost due to this inconvenient error. --- Additional Comments: I am seeking 2.5 hours of my hourly pay to reimburse me for the time lost that I am NOT being paid for by my company. Based on my last check, my average hourly rate of pay is \$26.72/hr. I would like the total amount of \$66.80 credited to my PSNH account with a new bill showing the credited amount. I would also like an apology letter from PSNH acknowledging their error.'

Complaint disposition provided?: No

Complaint Disposition: BEYOND SCOPE. This complaint is outside the general BBB purview.

Data Reference:

Entered By: BBBNH-USER
Updated By: BBBNH-USER

Entry Date: 7/25/2011
Updated Date: 2/26/2012

Complaint Source: BBB NH Concord
Amount Requested:

Product Service Code: Third Party Debt Collection
Amount Paid:

Payment Method:
Complaint Date: 7/25/2011

Agency Contact: External Agency
Transaction Date:

Initial Contact:

Initial Response:

Statute/Rule:
Topic:

Law Violation:
Dispute with Credit Bureau?:

Dispute with Credit Bureau - Responded?:

Dispute with Credit Bureau - Resolved to Satisfaction?:

Member of armed forces or dependent?:

Cross Border Complaint?: No

Consumer Information

Consumer

Complaining Company/Org:

First Name: (b)(6)
Address 1:

Last Name: (b)(6)
Address 2:

City: MANCHESTER
Zip: (b)(6)

State: New Hampshire
Country: UNITED STATES

Home Number:
Fax Number:

Work Number: (b)(6)
Ext:

Email: (b)(6)

Age Range:
Soldier Status:

Military Service Branch:


Soldier Station:

Subject

Subject: Northeast Utilities

Address: PO Box 330
City: Manchester
ZIP: 03105
Email:
Area Code:
Ext:
Subject ID
Issuer State:
Representative Name:

State/Prov: New Hampshire
Country: United States
URL:
Phone Number:
Subject ID Type:
Subject ID Issuer Country:
Title:

 **Do Not Call Complaints**

Record # 2 / Do Not Call Complaints

Reference Number: 54751747
Complaint Date: 7/9/2014
Complaint Source: National Do Not Call Registry
Transaction Date: 7/9/2014
Existing Business Relationship?: No
Requested entity to stop calling?: No
Comments:
First Name:
Address 1:
City:
ZIP:
Phone Number: (b)(6)
Company Name: Northeast Utilities
Country Code:

Is Phone in Yes Registry?:
Product Service Code: National Do Not Call Registry
Complaint Channel: Internet
Transaction Time: 10:00:00 AM
Pre-recorded No message?:

Consumer

Last Name: Not Provided
Address 2:
State/Prov: Connecticut
ZIP Extension:

Subject

State: Connecticut
Phone Number: (860) 9472121

Record # 6 / Do Not Call Complaints

Reference Number: 52398872

Complaint Date: 3/21/2014

Complaint Source: National Do Not Call Registry

Transaction Date: 3/21/2014

Existing Business Relationship?: No

Requested entity to stop calling?: No

Comments: We received a call while sleeping, at 12:57 am our caller id identified it as Northeast Utilities, my husband answered the phone by the bedside it was a robocall he said and I told him you must be dreaming hangup. so he did. unfortunately we don't know what they wanted we were awoken from a sleeping state so we didn't act "with it" I am more irritated that they called at a ridiculous hour. this morning I checked the caller id for a call that came in at 910 pm from a similar #603-644-4653 caller id just says manchester nh, it hung up on me when I answered. Not sure if related since only two of the numbers are transposed in the number. thank you

First Name: (b)(6)

Address 1: (b)(6)

City: Manchester

ZIP: (b)(6)

Phone Number: (b)(6)

Company Name: Northeast Utilities

Country Code:

Is Phone in Yes Registry?:

Product Service Code: National Do Not Call Registry

Complaint Channel: Internet

Transaction Time: 1:00:00 AM

Pre-recorded message?: Yes

Consumer

Last Name: (b)(6)

Address 2:

State/Prov: New Hampshire

ZIP Extension: (b)(6)

Subject

State: New Hampshire

Phone Number: (603) 6446453

Record # 7 / Do Not Call Complaints

Reference Number: 52344966

Complaint Date: 3/19/2014

Complaint Source: National Do Not Call Registry

Transaction Date: 3/6/2014

Existing Business Relationship?: No

Requested entity to stop calling?: No

Comments: DO YOU FOLLOW UP ON THESE COMPLAINTS? IT SEEMS NOT. THEY HAVE CALLED ME CONSTANTLY FOR THE PAST MANY MONTHS, AND I HAVE FILED COMPLAINTS WITH YOU. PLEASE ANSWER THIS QUESTION. YOU HAVE MY PHONE NUMBER. I DO NOT ANSWER CALLER ID'S THAT SAY "UNKNOWN" OR SIMILAR

First Name: (b)(6)

Address 1: (b)(6)

City: old saybrook

ZIP: (b)(6)

Phone Number: (b)(6)

Company Name: Northeast Utilities

Country Code:

Is Phone in Yes Registry?:

Product Service Code: National Do Not Call Registry

Complaint Channel: Internet

Transaction Time: 8:00:00 AM

Pre-recorded message?: No

Consumer

Last Name: (b)(6)

Address 2:

State/Prov: Connecticut

ZIP Extension:

Subject

State: New Hampshire

Phone Number: (603) 6694000

Record # 10 / Do Not Call Complaints

Reference Number: 46434122

Complaint Date: 6/7/2013

Complaint Source: National Do Not Call Registry

Transaction Date: 6/6/2013

Existing Business Relationship?: No

Requested entity to stop calling?: Yes

Comments: Very rude when told not to call back hung up on me.

First Name: (b)(6)

Address 1: [Redacted]

City: Bow

ZIP: (b)(6)

Phone Number: [Redacted]

Company Name: Northeast Utilities

Country Code:

Is Phone in Yes Registry?:

Product Service Code: National Do Not Call Registry

Complaint Channel: Internet

Transaction Time: 7:00:00 PM

Pre-recorded message?: Yes

Consumer

Last Name: (b)(6)

Address 2:

State/Prov: New Hampshire

ZIP Extension:

Subject

State: Connecticut

Phone Number: (203) 5380996

Record # 11 / Do Not Call Complaints

Reference Number: 46434082

Complaint Date: 6/7/2013

Complaint Source: National Do Not Call Registry

Transaction Date: 6/4/2013

Existing Business Relationship?: No

Requested entity to stop calling?: Yes

Comments:

First Name: (b)(6)

Address 1: (b)(6)

City: Bow

ZIP: (b)(6)

Phone Number: (b)(6)

Company Name: Northeast Utilities

Country Code:

Is Phone in Yes Registry?:

Product Service Code: National Do Not Call Registry

Complaint Channel: Internet

Transaction Time: 12:00:00 AM

Pre-recorded message?: Yes

Consumer

Last Name: (b)(6)

Address 2: (b)(6)

State/Prov: New Hampshire

ZIP Extension:

Subject

State: Connecticut

Phone Number: (203) 5380996

Record # 12 / Do Not Call Complaints

Reference Number: 46434067

Complaint Date: 6/7/2013

Complaint Source: National Do Not Call Registry

Transaction Date: 6/3/2013

Existing Business Relationship?: No

Requested entity to stop calling?: Yes

Comments:

First Name: (b)(6)

Address 1:

City: Bow

ZIP: (b)(6)

Phone Number:

Company Name: Northeast Utilities

Country Code:

Is Phone in Yes Registry?:

Product Service Code: National Do Not Call Registry

Complaint Channel: Internet

Transaction Time: 12:00:00 AM

Pre-recorded message?: Yes

Consumer

Last Name: (b)(6)

Address 2:

State/Prov: New Hampshire

ZIP Extension:

Subject

State: Connecticut

Phone Number: (203) 5380996

Record # 13 / Do Not Call Complaints

Reference Number: 46434028

Complaint Date: 6/7/2013

Complaint Source: National Do Not Call Registry

Transaction Date: 6/5/2013

Existing Business Relationship?: No

Requested entity to stop calling?: Yes

Comments: Repeatedly call several times in a few hours .

First Name: (b)(6)

Address 1:

City: Bow

ZIP: (b)(6)

Phone Number:

Company Name: Northeast Utilities

Country Code:

Is Phone in Yes Registry?:

Product Service Code: National Do Not Call Registry

Complaint Channel: Internet

Transaction Time: 9:00:00 AM

Pre-recorded message?: Yes

Consumer

Last Name: (b)(6)

Address 2:

State/Prov: New Hampshire

ZIP Extension:

Subject

State: Connecticut

Phone Number: (203) 5380996

Record # 14 / Do Not Call Complaints

Reference Number: 44790900

Complaint Date: 3/24/2013

Complaint Source: National Do Not Call Registry

Transaction Date: 2/23/2013

Existing Business Relationship?: No

Requested entity to stop calling?: Yes

Comments: Caller's name was Ryan. He stated he was actually calling from Florida, even though caller ID showed origin of call as New Hampshire. Caller also admitted he was aware his call was in violation of National Do-Not-Call List registry law. This was a cold-call from a company we've never done business with, nor have we contacted this business at any time before or since this call.

First Name: (b)(6)

Address 1: (b)(6)

City: Milford

ZIP: (b)(6)

Phone Number: (b)(6)

Company Name: Northeast Utilities

Country Code:

Is Phone in Yes Registry?:

Product Service Code: National Do Not Call Registry

Complaint Channel: Internet

Transaction Time: 1:00:00 PM

Pre-recorded message?: No

Consumer

Last Name: (b)(6)

Address 2:

State/Prov: New Hampshire

ZIP Extension: (b)(6)

Subject

State: New Hampshire

Phone Number: (603) 4880126

Record # 16 / Do Not Call Complaints

Reference Number: 43558726

Complaint Date: 2/8/2013

Complaint Source: National Do Not Call Registry

Transaction Date: 2/7/2013

Existing Business Relationship?: No

Requested entity to stop calling?: No

Comments:

First Name:

Address 1:

City:

ZIP:

Phone Number: (b)(6)

Company Name: Northeast Utilities

Country Code:

Is Phone in Registry?: Yes

Product Service Code: National Do Not Call Registry

Complaint Channel: Internet

Transaction Time: 3:00:00 PM

Pre-recorded message?: Yes

Consumer

Last Name: Not Provided

Address 2:

State/Prov: Connecticut

ZIP Extension:

Subject

State: Connecticut

Phone Number: (860) 9472000

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Provided by the Federal Trade Commission