



STATE OF CONNECTICUT
NEWS RELEASE

Consumer Counsel Mary J. Healey

FOR IMMEDIATE RELEASE

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**OFFICE OF CONSUMER COUNSEL PREPARES TO INVESTIGATE
ENERGY SUPPLIER MX ENERGY**

(August 28, 2008-New Britain) - The State of Connecticut Office of Consumer Counsel (OCC) today announced that it will be involved in an investigation into the customer service practices of Stamford-based energy supply company MX Energy.

Several complaints have surfaced from both commercial and residential customers, claiming that MX Energy has not honored the specific terms of its contract regarding pricing, lock-in dates and overall customer service protocol.

In response to similar complaints, the Department of Public Utility Control (DPUC) has recently opened Docket 08-08-55, *DPUC Investigation of MX Energy*.

As the advocate for utility ratepayers in the State of Connecticut, the OCC takes these complaints very seriously and will continue to investigate until the Company resolves the issues at hand.

Consumer Counsel Mary J. Healey said that "The issues surrounding customer service are at the forefront of ratepayers' minds right now. The OCC, on behalf of affected ratepayers, will vigorously participate on this docket."

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The Office of Consumer Counsel (OCC) is the State of Connecticut's advocate for all utility ratepayers. OCC seeks to ensure just and reasonable rates and reliable utility service for customers of Connecticut's electric, gas, telephone, and water utilities and reasonable protection for cable television customers. For more information, visit www.ct.gov/occ.