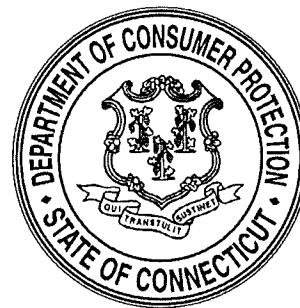
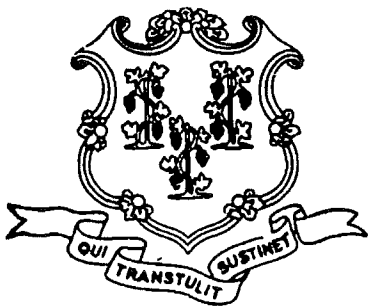


# Department of Consumer Protection



**Report to the General Assembly's General Law Committee pursuant to  
Public Act 14-210,  
"AN ACT CONCERNING THE ENFORCEMENT OF CERTAIN  
OCCUPATIONAL LICENSING STATUTES"**

**January 15, 2015**

**Department of Consumer Protection  
165 Capitol Avenue  
Hartford, CT 06106**

This report is submitted pursuant to Sec. 9 (b) of Public Act 14-210:

*(b) Not later than January 15, 2015, and annually thereafter, the commissioner, in accordance with section 11-4a, shall report the following to the joint standing committee of the General Assembly having cognizance of matters relating to consumer protection and occupational licensing: (1) The total number of complaints received by the department in the previous calendar year concerning the work and practice of persons licensed, registered or certified by the boards or commissions specified in subdivisions (1) and (3) of section 21a-6, (2) the nature of each complaint, (3) the department's resolution of each complaint, including, if applicable, whether the complaint (A) was dismissed because the allegation, if substantiated, would not constitute a violation of any statute or regulation, (B) was investigated, (C) was dismissed, following an investigation, for lack of probable cause, (D) was resolved by a settlement, and whether a penalty was imposed pursuant to such settlement, or (E) was brought for formal hearing, and whether a violation was found and a penalty imposed.*

This report will provide complaint information pertaining to the boards and commissions included in the Public Act, specifically those specified in subdivisions (1) and (3) of section 21a-6:

(1) The Architectural Licensing Board established under chapter 390;

(3) The examining boards for electrical work; plumbing and piping work; heating, piping, cooling and sheet metal work; elevator installation, repair and maintenance work; fire protection sprinkler systems work and automotive glasswork and flat glass work established under chapter 393;

This report covers complaints filed with the Department of Consumer Protection for the calendar year 2014. Complaints received are reviewed and investigated by the Department's Trade Practices Division. The Division received three hundred three (303) occupational complaints and eleven (11) architecture complaints during calendar year 2014.

A summary of each complaint is attached via spreadsheet. For each complaint, the spreadsheet contains the case number, the occupational license type, the current status of the complaint, the nature of the complaint, the date the complaint was received by the Department, the date the Department closed the complaint (if applicable), and the resolution.

Please see appendix A for complaints pertaining to 21a-6 (1) and appendix B for complaints pertaining to 21a-6 (3).

# Appendix A

| Case Number | Alleged Issues               | status | case nature  | City          | State | Date Received | Date Closed | Resolution   |
|-------------|------------------------------|--------|--------------|---------------|-------|---------------|-------------|--------------|
| 2014-7      | Billing                      | CLOSED | Architecture | CHAPPAQUA     | NY    | 3/5/2014      | 10/21/2014  | Board Action |
| 2014-10     | Billing                      | CLOSED | Architecture | Brantford     | CT    | 4/10/2014     | 8/4/2014    | Closed       |
| 2014-11     | Advertising                  | CLOSED | Architecture | SANDY HOOK    | CT    | 4/10/2014     | 4/25/2014   | Closed       |
| 2014-26     | Billing                      | CLOSED | Architecture | STAMFORD      | CT    | 6/13/2014     | 9/4/2014    | Closed       |
| 2014-34     | Unlicensed/Unregistered      | CLOSED | Architecture | GREENWICH     | CT    | 6/25/2014     | 10/17/2014  | Closed       |
| 2014-51     | Advertising                  | CLOSED | Architecture | SHELTON       | CT    | 10/7/2014     | 10/30/2014  | Closed       |
| 2014-52     | Advertising                  | CLOSED | Architecture | WEST HARTFORD | CT    | 10/9/2014     | 10/17/2014  | Closed       |
| 2014-53     | Misuse of professional title | CLOSED | Architecture | MILFORD       | CT    | 10/9/2014     | 12/3/2014   | Closed       |
| 2014-54     | Advertising                  | CLOSED | Architecture | OLD SAYBROOK  | CT    | 10/14/2014    | 11/12/2014  | Closed       |
| 2014-55     | Advertising                  | CLOSED | Architecture | MILFORD       | CT    | 10/14/2014    | 10/30/2014  | Closed       |
| 2014-62     | Misuse of professional title | OPENED | Architecture | NEW HAVEN     | CT    | 12/5/2014     |             |              |

# Appendix B

| Case Number | Alleged Issues  | Status | Case Nature                    | State | Date Received | Date Closed | Resolution             |
|-------------|-----------------|--------|--------------------------------|-------|---------------|-------------|------------------------|
| 2014-8      | Electrical      | CLOSED | Unlicensed                     | CT    | 1/14/2014     | 4/24/2014   | Unsubstantiated        |
| 2014-119    | Electrical      | CLOSED | Billing                        | CT    | 4/14/2014     | 1/14/2014   | Assurance of Voluntary |
| 2014-200    | Electrical      | CLOSED | Code Violations                | CT    | 6/20/2014     | 8/7/2014    | Assurance of Voluntary |
| 2014-434    | Electrical      | CLOSED | Contractor Responsible for All | CT    | 8/14/2014     | 12/22/2014  | Assurance of Voluntary |
| 2014-262    | Electrical      | CLOSED | Ethical Conduct                | CT    | 8/20/2014     | 12/22/2014  | Assurance of Voluntary |
| 2014-158    | Electrical      | CLOSED | Failure to Display Contractor  | CT    | 5/6/2014      | 7/30/2014   | Assurance of Voluntary |
| 2014-348    | Electrical      | CLOSED | Misrepresentation              | CT    | 4/7/2014      | 10/24/2014  | Assurance of Voluntary |
| 2014-120    | Electrical      | CLOSED | No Permits                     | CT    | 4/14/2014     | 8/12/2014   | Assurance of Voluntary |
| 2014-213    | Electrical      | CLOSED | No Permits                     | CT    | 6/30/2014     | 10/9/2014   | Assurance of Voluntary |
| 2014-214    | Electrical      | CLOSED | No Permits                     | CT    | 7/22/2014     | 10/24/2014  | Assurance of Voluntary |
| 2014-215    | Electrical      | CLOSED | No Permits                     | CT    | 7/22/2014     | 9/11/2014   | Assurance of Voluntary |
| 2014-299    | Electrical      | CLOSED | No Permits                     | CT    | 10/1/2014     | 11/3/2014   | Assurance of Voluntary |
| 2014-337    | Electrical      | CLOSED | No Permits                     | CT    | 7/24/2014     | 10/23/2014  | Assurance of Voluntary |
| 2014-127    | Electrical      | CLOSED | Unlicensed                     | CT    | 4/21/2014     | 5/23/2014   | Assurance of Voluntary |
| 2014-189    | Electrical      | CLOSED | Unlicensed                     | CT    | 6/11/2014     | 11/21/2014  | Assurance of Voluntary |
| 2014-375    | Electrical      | CLOSED | Unlicensed                     | CT    | 11/7/2014     | 12/10/2014  | Assurance of Voluntary |
| 2014-326    | Electrical      | CLOSED | UNREGISTERED                   | CT    | 10/14/2014    | 10/27/2014  | Assurance of Voluntary |
| 2014-313    | Electrical      | CLOSED | Working Beyond the Scope       | CT    | 10/3/2014     | 12/29/2014  | Assurance of Voluntary |
| 2014-339    | Electrical      | CLOSED | Working Beyond the Scope       | CT    | 10/23/2014    | 12/10/2014  | Assurance of Voluntary |
| 2014-368    | Electrical      | CLOSED | Working with Expired License   | CT    | 4/14/2014     | 11/4/2014   | Assurance of Voluntary |
| 2014-348    | Electrical      | CLOSED | Workmanship                    | CT    | 4/7/2014      | 10/24/2014  | Assurance of Voluntary |
| 2014-109    | Fire Protection | CLOSED | Unlicensed                     | CT    | 2/25/2014     | 7/21/2014   | Assurance of Voluntary |
| 2014-197    | Fire Protection | CLOSED | Working Beyond the Scope       | NY    | 6/3/2014      | 9/11/2014   | Assurance of Voluntary |
| 2014-80     | Flat Glass Work | CLOSED | Requested Site Inspection      | CT    | 3/19/2014     | 8/12/2014   | Assurance of Voluntary |
| 2014-42     | Heating &       | CLOSED | Allowing Apprentice to Work    | CT    | 2/27/2014     | 4/1/2014    | Assurance of Voluntary |
| 2014-25     | Heating &       | CLOSED | Billing                        | CT    | 1/27/2014     | 7/30/2014   | Assurance of Voluntary |
| 2014-43     | Heating &       | CLOSED | Illegally Uses or Transfers a  | CT    | 3/27/2014     | 5/2/2014    | Assurance of Voluntary |
| 2014-231    | Heating &       | CLOSED | Negligent work                 | CT    | 7/21/2014     | 7/31/2014   | Assurance of Voluntary |
| 2014-237    | Heating &       | CLOSED | No Permits                     | CT    | 7/24/2014     | 1/6/2015    | Assurance of Voluntary |
| 2014-243    | Heating &       | CLOSED | No Permits                     | CT    | 8/5/2014      | 10/16/2014  | Assurance of Voluntary |
| 2014-361    | Heating &       | CLOSED | No Permits                     | CT    | 7/24/2014     | 10/31/2014  | Assurance of Voluntary |
| 2014-44     | Heating &       | CLOSED | Service                        | CT    | 2/11/2014     | 9/11/2014   | Assurance of Voluntary |
| 2014-238    | Heating &       | CLOSED | Unlicensed                     | NY    | 7/28/2014     | 11/12/2014  | Assurance of Voluntary |
| 2014-310    | Heating &       | CLOSED | Unlicensed                     | CT    | 10/3/2014     | 12/16/2014  | Assurance of Voluntary |
| 2014-361    | Heating &       | CLOSED | Unlicensed                     | CT    | 7/24/2014     | 10/31/2014  | Assurance of Voluntary |
| 2014-362    | Heating &       | CLOSED | Unlicensed                     | CT    | 10/8/2014     | 11/3/2014   | Assurance of Voluntary |
| 2014-366    | Heating &       | CLOSED | Unlicensed                     | CT    | 11/3/2014     | 11/13/2014  | Assurance of Voluntary |
| 2014-35     | Heating &       | CLOSED | Warranty                       | CT    | 2/3/2014      | 12/2/2014   | Assurance of Voluntary |
| 2014-63     | Heating &       | CLOSED | Working Beyond the Scope       | CT    | 2/27/2014     | 7/29/2014   | Assurance of Voluntary |
| 2014-332    | Heating &       | CLOSED | Working Beyond the Scope       | CT    | 10/17/2014    | 12/8/2014   | Assurance of Voluntary |

|          |                 |        |                                    |    |            |            |                            |
|----------|-----------------|--------|------------------------------------|----|------------|------------|----------------------------|
| 2014-18  | Heating &       | CLOSED | Workmanship                        | CT | 1/21/2014  | 3/14/2014  | Assurance of Voluntary     |
| 2014-179 | Heating &       | CLOSED | Workmanship                        | CT | 6/2/2014   | 11/3/2014  | Assurance of Voluntary     |
| 2014-187 | Heating &       | CLOSED | Unlicensed                         | CT | 6/9/2014   | 6/24/2014  | Assurance of Voluntary     |
| 2014-36  | Heating &       | CLOSED | Workmanship                        | CT | 2/3/2014   | 4/9/2014   | Assurance of Voluntary     |
| 2014-219 | Lawn Irrigation | CLOSED | Failure to Display Contractor      | CT | 7/7/2014   | 9/16/2014  | Assurance of Voluntary     |
| 2014-278 | Lawn Irrigation | CLOSED | Unlicensed                         | CT | 9/15/2014  | 12/15/2014 | Assurance of Voluntary     |
| 2014-165 | Lawn Irrigation | CLOSED | Failure to Display Contractor      | CT | 5/15/2014  | 7/28/2014  | Assurance of Voluntary     |
| 2014-170 | Lawn Irrigation | CLOSED | License Number                     | CT | 5/19/2014  | 6/24/2014  | Assurance of Voluntary     |
| 2014-94  | Lawn Irrigation | CLOSED | Unlicensed                         | CT | 3/27/2014  | 4/17/2014  | Assurance of Voluntary     |
| 2014-257 | Plumbing        | CLOSED | Allowing Apprentice to Work        | CT | 7/31/2014  | 12/9/2014  | Assurance of Voluntary     |
| 2014-159 | Plumbing        | CLOSED | Failure to Maintain Proper Records | CT | 5/6/2014   | 7/30/2014  | Assurance of Voluntary     |
| 2014-226 | Plumbing        | CLOSED | Failure to Maintain Proper Records | CT | 7/15/2014  | 10/16/2014 | Assurance of Voluntary     |
| 2014-60  | Plumbing        | CLOSED | Illegally Uses or Transfers a      | CT | 2/26/2014  | 6/4/2014   | Assurance of Voluntary     |
| 2014-365 | Plumbing        | CLOSED | No Permits                         | CT | 11/3/2014  | 11/21/2014 | Assurance of Voluntary     |
| 2014-404 | Plumbing        | CLOSED | No Permits                         | CT | 12/8/2014  | 12/29/2014 | Assurance of Voluntary     |
| 2014-7   | Plumbing        | CLOSED | Unlicensed                         | CT | 1/13/2014  | 1/13/2014  | Assurance of Voluntary     |
| 2014-118 | Plumbing        | CLOSED | Unlicensed                         | CT | 4/14/2014  | 10/10/2014 | Assurance of Voluntary     |
| 2014-133 | Plumbing        | CLOSED | Unlicensed                         | CT | 4/23/2014  | 6/4/2014   | Assurance of Voluntary     |
| 2014-279 | Plumbing        | CLOSED | Unlicensed                         | CT | 9/15/2014  | 11/28/2014 | Assurance of Voluntary     |
| 2014-265 | Plumbing        | CLOSED | Working Beyond the Scope           | CT | 8/27/2014  | 10/16/2014 | Assurance of Voluntary     |
| 2014-325 | Plumbing        | CLOSED | Working with Expired License       | CT | 10/14/2014 | 10/16/2014 | Assurance of Voluntary     |
| 2014-95  | Plumbing, Spa   | CLOSED | Unlicensed                         | CT | 3/27/2014  | 4/9/2014   | Assurance of Voluntary     |
| 2014-212 | Plumbing, Spa   | CLOSED | Workmanship                        | CT | 6/30/2014  | 8/7/2014   | Assurance of Voluntary     |
| 2014-124 | Shortland court | CLOSED | Unlicensed                         | CT | 4/15/2014  | 11/25/2014 | Assurance of Voluntary     |
| 2014-217 | Welding         | CLOSED | Workmanship                        | CT | 7/7/2014   | 9/3/2014   | Assurance of Voluntary     |
| 2014-145 | Well Drilling   | CLOSED | Illegally Uses or Transfers a      | CT | 4/30/2014  | 7/22/2014  | Assurance of Voluntary     |
| 2014-1   | Heating &       | CLOSED | Unlicensed                         | CT | 1/6/2014   | 2/10/2014  | Board Acted - Archive File |
| 2014-152 | Electrical      | CLOSED | No Permits                         | CT | 5/6/2014   | 10/16/2014 | Civil Matter               |
| 2014-115 | Heating &       | CLOSED | Negligent work                     | GA | 4/14/2014  | 11/21/2014 | Civil Matter               |
| 2014-34  | Heating &       | CLOSED | Service                            | CT | 2/3/2014   | 2/3/2014   | Civil Matter               |
| 2014-100 | Heating &       | CLOSED | Workmanship                        | CT | 3/31/2014  | 6/25/2014  | Civil Matter               |
| 2014-183 | Plumbing        | CLOSED | Billing                            | CT | 6/4/2014   | 6/12/2014  | Civil Matter               |
| 2014-357 | Plumbing        | CLOSED | Workmanship                        | CT | 10/30/2014 | 11/14/2014 | Civil Matter               |
| 2014-26  | Plumbing        | CLOSED | No Permits                         | CT | 1/28/2014  | 8/20/2014  | Civil Matter               |
| 2014-300 | Electrical      | CLOSED | No Permits                         | CT | 10/1/2014  | 10/16/2014 | Civil Penalty              |
| 2014-4   | Plumbing        | CLOSED | Unlicensed                         | CT | 1/13/2014  | 4/9/2014   | Civil Penalty              |
| 2014-229 | Electrical      | CLOSED | Allowing Apprentice to Work        | CT | 7/17/2014  | 8/26/2014  | Closed                     |
| 2014-85  | Electrical      | CLOSED | Requested Site Inspection          | CT | 1/20/2014  | 12/29/2014 | Closed                     |
| 2014-244 | Electrical      | CLOSED | Unlicensed                         | CT | 8/6/2014   | 10/20/2014 | Closed                     |
| 2014-132 | Heating &       | CLOSED | Billing                            | CT | 4/22/2014  | 5/16/2014  | Closed                     |
| 2014-303 | Heating &       | CLOSED | Billing                            | CT | 10/2/2014  | 10/10/2014 | Closed                     |
| 2014-422 | Heating &       | CLOSED | Incomplete                         | CT | 12/16/2014 | 1/9/2015   | Closed                     |
| 2014-271 | Heating &       | CLOSED | Misrepresentation                  | CT | 9/8/2014   | 9/8/2014   | Closed                     |
| 2014-253 | Heating &       | CLOSED | Unlicensed                         | NY | 8/6/2014   | 11/13/2014 | Closed                     |

|          |                               |        |                                       |    |           |            |                           |
|----------|-------------------------------|--------|---------------------------------------|----|-----------|------------|---------------------------|
| 2014-161 | Heating & Cooling             | CLOSED | Workmanship                           | CT | 5/2/2014  | 8/20/2014  | Closed                    |
| 2014-204 | Plumbing                      | CLOSED | Allowing Apprentice to Work           | CT | 5/6/2014  | 8/15/2014  | Closed                    |
| 2014-2   | Plumbing                      | CLOSED | Billing                               | CT | 1/6/2014  | 7/16/2014  | Closed                    |
| 2014-127 | Plumbing                      | CLOSED | Billing                               | OH | 5/29/2014 | 6/16/2014  | Closed                    |
| 2014-76  | Plumbing                      | CLOSED | Unlicensed                            | CT | 3/13/2014 | 3/18/2014  | Closed                    |
| 2014-309 | Plumbing                      | CLOSED | Unlicensed                            | CT | 10/3/2014 | 11/13/2014 | Closed                    |
| 2014-178 | Electrical                    | CLOSED | Incomplete                            | CT | 5/27/2014 | 12/18/2014 | Completed Site Inspection |
| 2014-97  | Electrical                    | CLOSED | Requested Site Inspection             | CT | 3/31/2014 | 4/11/2014  | Completed Site Inspection |
| 2014-67  | Electrical                    | CLOSED | Site inspection                       | MA | 3/3/2014  | 3/3/2014   | Completed Site Inspection |
| 2014-221 | Electrical                    | CLOSED | Site inspection                       | CT | 7/9/2014  | 7/9/2014   | Completed Site Inspection |
| 2014-160 | Electrical, Flat Glass Work & | CLOSED | Site inspection                       | CT | 5/8/2014  | 5/8/2014   | Completed Site Inspection |
| 2014-32  | Flat Glass Work               | CLOSED | Requested Site Inspection             | RI | 1/29/2014 | 4/17/2014  | Completed Site Inspection |
| 2014-284 | Flat Glass Work               | CLOSED | Site inspection                       | MA | 9/22/2014 | 9/22/2014  | Completed Site Inspection |
| 2014-222 | Heating & Cooling             | CLOSED | Site inspection                       | CT | 7/9/2014  | 7/9/2014   | Completed Site Inspection |
| 2014-88  | Well Drilling                 | CLOSED | Illegally Uses or Transfers a License | CT | 3/24/2014 | 4/28/2014  | Completed Site Inspection |
| 2014-324 | Heating & Cooling             | CLOSED | Unlicensed                            | CT | 10/9/2014 | 10/9/2014  | COMPLYING                 |
| 2014-228 | Lawn Irrigation               | CLOSED | - Pending Nature                      | CT | 7/15/2014 | 9/18/2014  | COMPLYING                 |
| 2014-154 | Plumbing                      | CLOSED | Ethical Conduct                       | CT | 5/7/2014  | 9/29/2014  | COMPLYING                 |
| 2014-13  | Well Drilling                 | CLOSED | Unlicensed                            | CT | 1/21/2014 | 5/22/2014  | COMPLYING                 |
| 2014-13  | Well Drilling                 | CLOSED | Unlicensed                            | CT | 1/21/2014 | 5/22/2014  | COMPLYING                 |
| 2014-9   | Electrical                    | CLOSED | No Permits                            | CT | 1/14/2014 | 6/24/2014  | closed                    |
| 2014-45  | Electrical                    | CLOSED | Unlicensed                            | CT | 2/11/2014 | 4/29/2014  | closed                    |
| 2014-135 | Electrical                    | CLOSED | Unlicensed                            | CT | 4/23/2014 | 6/13/2014  | closed                    |
| 2014-136 | Electrical                    | CLOSED | Unlicensed                            | CT | 4/23/2014 | 6/13/2014  | closed                    |
| 2014-75  | Plumbing                      | CLOSED | Unlicensed                            | CT | 3/13/2014 | 5/16/2014  | closed                    |
| 2014-251 | Electrical                    | CLOSED | Billing                               | CT | 8/6/2014  | 11/5/2014  | Dispute of Facts          |

|          |                        |        |                                       |    |            |            |  |
|----------|------------------------|--------|---------------------------------------|----|------------|------------|--|
| 2014-116 | Electrical             | CLOSED | Incomplete                            | CT | 4/14/2014  | 6/17/2014  | Dispute of Facts                       |
| 2014-232 | Electrical             | CLOSED | Unlicensed                            | CT | 7/22/2014  | 8/8/2014   | Dispute of Facts                       |
| 2014-81  | Fire Protection        | CLOSED | Unlicensed                            | CT | 3/19/2014  | 8/22/2014  | Dispute of Facts                       |
| 2014-108 | Heating & Cooling      | CLOSED | Billing                               | CT | 4/7/2014   | 5/5/2014   | Dispute of Facts                       |
| 2014-142 | Heating & Cooling      | CLOSED | Negligent work                        | CT | 4/29/2014  | 6/11/2014  | Dispute of Facts                       |
| 2014-377 | Heating & Cooling      | CLOSED | Unlicensed                            | CT | 11/7/2014  | 12/29/2014 | Dispute of Facts                       |
| 2014-143 | Plumbing               | CLOSED | Advertising                           | CT | 4/29/2014  | 6/10/2014  | Dispute of Facts                       |
| 2014-199 | Plumbing               | CLOSED | Billing                               | CT | 6/19/2014  | 11/3/2014  | Dispute of Facts                       |
| 2014-254 | Sheetmetal & Duct Work | CLOSED | Unlicensed                            | CT | 8/6/2014   | 10/6/2014  | Dispute of Facts                       |
| 2014-141 | Electrical             | CLOSED | No Permits                            | CT | 4/29/2014  | 6/24/2014  | File and Monitor                       |
| 2014-104 | Electrical             | CLOSED | Requested Site Inspection             | CT | 4/3/2014   | 5/1/2014   | File and Monitor                       |
| 2014-101 | Fire Protection        | OPENED | Illegally Uses or Transfers a License | CT | 3/27/2014  |            | File and Monitor                       |
| 2014-351 | Heating & Cooling      | CLOSED | - Pending Nature                      | CT | 10/27/2014 | 12/19/2014 | File and Monitor                       |
| 2014-211 | Heating & Cooling      | CLOSED | FRAUD                                 | CT | 6/30/2014  | 9/29/2014  | File and Monitor                       |
| 2014-17  | Heating & Cooling      | CLOSED | Unlicensed                            | CT | 1/21/2014  | 10/16/2014 | File and Monitor                       |
| 2014-86  | Heating & Cooling      | CLOSED | UNREGISTERED                          | CT | 3/21/2014  | 10/16/2014 | File and Monitor                       |
| 2014-5   | Heating & Cooling      | CLOSED | Working Beyond the Scope              | CT | 1/13/2014  | 4/4/2014   | File and Monitor                       |
| 2014-248 | Plumbing               | CLOSED | Ethical Conduct                       | CT | 8/6/2014   | 12/18/2014 | File and Monitor                       |
| 2014-55  | Plumbing               | CLOSED | Unlicensed                            | CT | 2/24/2014  | 3/20/2014  | File and Monitor                       |
| 2014-345 | Plumbing               | CLOSED | Unlicensed                            | CT | 10/24/2014 | 12/12/2014 | File and Monitor                       |
| 2014-10  | Electrical             | CLOSED | No Permits                            | CT | 1/14/2014  | 4/24/2014  | Insufficient Evidence                  |
| 2014-151 | Electrical             | CLOSED | Requested Site Inspection             | CT | 5/5/2014   | 5/20/2014  | Insufficient Evidence                  |
| 2014-131 | Electrical             | CLOSED | Unlicensed                            | CT | 4/21/2014  | 6/10/2014  | Insufficient Evidence                  |
| 2014-51  | Heating & Cooling      | CLOSED | Workmanship                           | CT | 2/20/2014  | 3/25/2014  | No Site Inspection - Project Completed |
| 2014-68  | Electrical             | CLOSED | Billing                               | CT | 3/4/2014   | 3/4/2014   | NO VIOLATION                           |
| 2014-48  | Electrical             | CLOSED | Unlicensed                            | MD | 2/19/2014  | 8/27/2014  | NO VIOLATION                           |
| 2014-79  | Electrical             | CLOSED | Unlicensed                            | CT | 3/19/2014  | 5/8/2014   | NO VIOLATION                           |
| 2014-166 | Electrical             | CLOSED | Unlicensed                            | CT | 5/19/2014  | 11/20/2014 | NO VIOLATION                           |

|          |                                 |        |                                    |    |            |            |                              |
|----------|---------------------------------|--------|------------------------------------|----|------------|------------|------------------------------|
| 2014-319 | Flat Glass Work & Glaziers      | CLOSED | Unlicensed                         | CT | 10/6/2014  | 12/10/2014 | NO VIOLATION                 |
| 2014-277 | Heating & Cooling               | CLOSED | Unsupervised                       | CT | 9/15/2014  | 9/18/2014  | NO VIOLATION                 |
| 2014-111 | Plumbing                        | CLOSED | Unlicensed                         | CT | 4/9/2014   | 6/19/2014  | NO VIOLATION                 |
| 2014-367 | Plumbing                        | CLOSED | Unlicensed                         | CT | 11/4/2014  | 11/5/2014  | NO VIOLATION                 |
| 2014-202 | Plumbing                        | CLOSED | Workmanship                        | CT | 6/23/2014  | 8/5/2014   | NO VIOLATION                 |
| 2014-356 | Plumbing                        | CLOSED | Workmanship                        | CT | 10/29/2014 | 12/19/2014 | NO VIOLATION                 |
| 2014-77  | Spa & Pool Repair & Maintenance | CLOSED | Unlicensed                         | CT | 3/13/2014  | 3/18/2014  | NO VIOLATION                 |
| 2014-40  | Telecommunications              | CLOSED | Unlicensed                         | CT | 2/4/2014   | 5/9/2014   | NO VIOLATION                 |
| 2014-412 | Plumbing                        | CLOSED | Unlicensed                         | CT | 12/16/2014 | 12/17/2014 | REFERRED                     |
| 2014-346 | Elevator                        | CLOSED | Billing                            | GA | 10/24/2014 | 12/8/2014  | RESOLVED (CONSUMER ACCEPTED) |
| 2014-110 | Heating & Cooling               | CLOSED | Billing                            | CT | 4/9/2014   | 8/26/2014  | RESOLVED (CONSUMER ACCEPTED) |
| 2014-162 | Heating & Cooling               | CLOSED | Billing                            | CT | 5/12/2014  | 7/15/2014  | RESOLVED (CONSUMER ACCEPTED) |
| 2014-90  | Heating & Cooling               | CLOSED | Misrepresentation                  | CT | 3/25/2014  | 4/17/2014  | RESOLVED (CONSUMER ACCEPTED) |
| 2014-16  | Heating & Cooling               | CLOSED | No Permits                         | CT | 1/21/2014  | 1/31/2014  | RESOLVED (CONSUMER ACCEPTED) |
| 2014-42  | Heating & Cooling               | CLOSED | Warranty                           | NH | 2/6/2014   | 3/27/2014  | RESOLVED (CONSUMER ACCEPTED) |
| 2014-298 | Plumbing                        | CLOSED | Billing                            | CT | 10/1/2014  | 11/7/2014  | RESOLVED (CONSUMER ACCEPTED) |
| 2014-285 | Electrical                      | OPENED | - Pending Nature                   | CT | 9/22/2014  |            |                              |
| 2014-408 | Electrical                      | OPENED | - Pending Nature                   | CT | 12/15/2014 |            |                              |
| 2014-436 | Electrical                      | OPENED | - Pending Nature                   | CT | 12/24/2014 |            |                              |
| 2014-291 | Electrical                      | OPENED | Billing                            | CT | 9/29/2014  |            |                              |
| 2014-374 | Electrical                      | OPENED | Billing                            | CT | 11/7/2014  |            |                              |
| 2014-407 | Electrical                      | OPENED | Code Violations                    | CT | 4/7/2014   |            |                              |
| 2014-125 | Electrical                      | CLOSED | Contract                           | CT | 4/16/2014  | 4/16/2014  |                              |
| 2014-415 | Electrical                      | OPENED | Ethical Conduct                    | CT | 12/16/2014 |            |                              |
| 2014-429 | Electrical                      | OPENED | Failure to Maintain Proper Records | CT | 12/17/2014 |            |                              |
| 2014-182 | Electrical                      | OPENED | Misrepresentation                  | CT | 6/3/2014   |            |                              |
| 2014-432 | Electrical                      | OPENED | Misrepresentation                  | CT | 12/17/2014 |            |                              |
| 2014-425 | Electrical                      | OPENED | Negligent work                     | CT | 12/16/2014 |            |                              |
| 2014-225 | Electrical                      | OPENED | No Permits                         | CT | 7/15/2014  |            |                              |
| 2014-260 | Electrical                      | OPENED | No Permits                         | CT | 8/19/2014  |            |                              |
| 2014-312 | Electrical                      | OPENED | No Permits                         | CT | 10/3/2014  |            |                              |
| 2014-370 | Electrical                      | OPENED | No Permits                         | RI | 11/6/2014  |            |                              |
| 2014-409 | Electrical                      | OPENED | No Permits                         | CT | 12/16/2014 |            |                              |
| 2014-418 | Electrical                      | OPENED | NON-DELIVERY                       | CT | 5/22/2014  |            |                              |
| 2014-175 | Electrical                      | OPENED | Requested Site Inspection          | MA | 5/5/2014   |            |                              |
| 2014-156 | Electrical                      | OPENED | Requested Site Inspection          | CT | 5/6/2014   |            |                              |
| 2014-296 | Electrical                      | OPENED | Site inspection                    | CT | 10/1/2014  |            |                              |
| 2014-27  | Electrical                      | OPENED | Unlicensed                         | CT | 1/28/2014  |            |                              |

|          |                            |        |                           |    |            |  |  |
|----------|----------------------------|--------|---------------------------|----|------------|--|--|
| 2014-29  | Electrical                 | OPENED | Unlicensed                | MI | 1/28/2014  |  |  |
| 2014-74  | Electrical                 | OPENED | Unlicensed                | CT | 3/11/2014  |  |  |
| 2014-82  | Electrical                 | OPENED | Unlicensed                | CT | 3/19/2014  |  |  |
| 2014-174 | Electrical                 | OPENED | Unlicensed                | NY | 5/22/2014  |  |  |
| 2014-242 | Electrical                 | OPENED | Unlicensed                | MA | 8/4/2014   |  |  |
| 2014-246 | Electrical                 | OPENED | Unlicensed                | NY | 8/6/2014   |  |  |
| 2014-247 | Electrical                 | OPENED | Unlicensed                | NY | 8/6/2014   |  |  |
| 2014-292 | Electrical                 | OPENED | Unlicensed                | CT | 9/29/2014  |  |  |
| 2014-297 | Electrical                 | OPENED | Unlicensed                | CT | 10/1/2014  |  |  |
| 2014-350 | Electrical                 | OPENED | Unlicensed                | CT | 10/27/2014 |  |  |
| 2014-359 | Electrical                 | OPENED | Unlicensed                | NY | 10/30/2014 |  |  |
| 2014-400 | Electrical                 | OPENED | Unlicensed                | CT | 12/5/2014  |  |  |
| 2014-401 | Electrical                 | OPENED | Unlicensed                | CT | 12/5/2014  |  |  |
| 2014-414 | Electrical                 | OPENED | Unlicensed                | CT | 12/16/2014 |  |  |
| 2014-315 | Electrical                 | OPENED | UNREGISTERED              | RI | 10/3/2014  |  |  |
| 2014-430 | Electrical                 | OPENED | Working Beyond the Scope  | CT | 12/19/2014 |  |  |
| 2014-122 | Electrical                 | OPENED | Workmanship               | CT | 4/14/2014  |  |  |
| 2014-184 | Electrical                 | OPENED | Workmanship               | CT | 6/4/2014   |  |  |
| 2014-225 | Electrical                 | OPENED | Workmanship               | CT | 7/15/2014  |  |  |
| 2014-341 | Electrical                 | OPENED | Workmanship               | CT | 10/23/2014 |  |  |
| 2014-426 | Fire Protection            | OPENED | Unlicensed                | CT | 12/16/2014 |  |  |
| 2014-264 | Fire Protection            | OPENED | Working Beyond the Scope  | CT | 8/27/2014  |  |  |
| 2014-207 | Flat Glass Work & Glaziers | OPENED | Requested Site Inspection | MA | 6/24/2014  |  |  |
| 2014-328 | Flat Glass Work & Glaziers | OPENED | Requested Site Inspection | NY | 9/30/2014  |  |  |
| 2014-272 | Flat Glass Work & Glaziers | OPENED | Unlicensed                | NJ | 9/9/2014   |  |  |
| 2014-358 | Flat Glass Work & Glaziers | OPENED | Unlicensed                | NY | 10/30/2014 |  |  |
| 2014-371 | Flat Glass Work & Glaziers | OPENED | Unlicensed                | MA | 11/6/2014  |  |  |
| 2014-411 | Flat Glass Work & Glaziers | OPENED | Unlicensed                | RI | 12/16/2014 |  |  |
| 2014-427 | Flat Glass Work & Glaziers | OPENED | Unlicensed                | PA | 12/16/2014 |  |  |
| 2014-433 | Flat Glass Work & Glaziers | OPENED | UNREGISTERED              | NY | 12/19/2014 |  |  |
| 2014-435 | Flat Glass Work & Glaziers | OPENED | UNREGISTERED              | CT | 10/16/2014 |  |  |
| 2014-421 | Flat Glass Work & Glaziers | OPENED | Unsupervised              | CT | 12/16/2014 |  |  |
| 2014-380 | Heating & Cooling          | OPENED | - Pending Nature          | CT | 11/13/2014 |  |  |

|          |                   |        |                             |    |            |  |  |
|----------|-------------------|--------|-----------------------------|----|------------|--|--|
| 2014-171 | Heating & Cooling | OPENED | Advertising                 | CT | 5/20/2014  |  |  |
| 2014-59  | Heating & Cooling | OPENED | Billing                     | CT | 2/26/2014  |  |  |
| 2014-302 | Heating & Cooling | OPENED | Billing                     | CT | 10/2/2014  |  |  |
| 2014-316 | Heating & Cooling | OPENED | Billing                     | CT | 10/3/2014  |  |  |
| 2014-363 | Heating & Cooling | OPENED | Billing                     | CT | 11/3/2014  |  |  |
| 2014-410 | Heating & Cooling | OPENED | Billing                     | CT | 12/16/2014 |  |  |
| 2014-223 | Heating & Cooling | OPENED | Ethical Conduct             | CT | 7/11/2014  |  |  |
| 2014-420 | Heating & Cooling | OPENED | Ethical Conduct             | CT | 12/16/2014 |  |  |
| 2014-144 | Heating & Cooling | OPENED | FRAUD                       | CT | 4/30/2014  |  |  |
| 2014-50  | Heating & Cooling | OPENED | Incomplete                  | CT | 2/19/2014  |  |  |
| 2014-146 | Heating & Cooling | OPENED | Incomplete                  | CT | 3/29/2014  |  |  |
| 2014-376 | Heating & Cooling | OPENED | Incomplete                  | CT | 11/7/2014  |  |  |
| 2014-423 | Heating & Cooling | OPENED | Incomplete                  | CT | 12/16/2014 |  |  |
| 2014-89  | Heating & Cooling | OPENED | Negligent work              | CT | 3/24/2014  |  |  |
| 2014-155 | Heating & Cooling | OPENED | No Permits                  | CT | 5/7/2014   |  |  |
| 2014-252 | Heating & Cooling | OPENED | No Permits                  | IL | 8/6/2014   |  |  |
| 2014-140 | Heating & Cooling | OPENED | Occupational board referral | CT | 4/29/2014  |  |  |
| 2014-311 | Heating & Cooling | OPENED | PENDING                     | CT | 10/3/2014  |  |  |
| 2014-58  | Heating & Cooling | OPENED | Service                     | CT | 2/26/2014  |  |  |
| 2014-98  | Heating & Cooling | OPENED | Unlicensed                  | CT | 3/31/2014  |  |  |
| 2014-181 | Heating & Cooling | OPENED | Unlicensed                  | CT | 6/3/2014   |  |  |
| 2014-245 | Heating & Cooling | OPENED | Unlicensed                  | CT | 8/6/2014   |  |  |
| 2014-317 | Heating & Cooling | OPENED | Unlicensed                  | CT | 10/3/2014  |  |  |
| 2014-347 | Heating & Cooling | OPENED | Unlicensed                  | CT | 10/24/2014 |  |  |
| 2014-349 | Heating & Cooling | OPENED | Unlicensed                  | NY | 10/20/2014 |  |  |
| 2014-360 | Heating & Cooling | OPENED | Unlicensed                  | CT | 10/27/2014 |  |  |
| 2014-378 | Heating & Cooling | OPENED | Unlicensed                  | CT | 11/10/2014 |  |  |

|          |   |        |                          |    |            |           |  |
|----------|---|--------|--------------------------|----|------------|-----------|--|
| 2014-431 | Heating & Cooling                         | OPENED | Unlicensed               | NY | 12/22/2014 |           |  |
| 2014-353 | Heating & Cooling                         | OPENED | UNREGISTERED             | CT | 10/28/2014 |           |  |
| 2014-360 | Heating & Cooling                         | OPENED | UNREGISTERED             | CT | 10/27/2014 |           |  |
| 2014-147 | Heating & Cooling                         | OPENED | Unsupervised             | CT | 5/2/2014   |           |  |
| 2014-331 | Heating & Cooling                         | OPENED | Working Beyond the Scope | CT | 10/16/2014 |           |  |
| 2014-24  | Heating & Cooling                         | OPENED | Workmanship              | CT | 1/27/2014  |           |  |
| 2014-134 | Heating & Cooling                         | OPENED | Workmanship              | CT | 4/23/2014  |           |  |
| 2014-176 | Heating & Cooling                         | OPENED | Workmanship              | NY | 5/27/2014  |           |  |
| 2014-188 | Heating & Cooling                         | OPENED | Workmanship              | CT | 6/11/2014  |           |  |
| 2014-194 | Heating & Cooling                         | OPENED | Workmanship              | CT | 1/16/2014  |           |  |
| 2014-201 | Heating & Cooling                         | OPENED | Workmanship              | CT | 6/20/2014  |           |  |
| 2014-208 | Heating & Cooling                         | OPENED | Workmanship              | CT | 6/26/2014  |           |  |
| 2014-216 | Heating & Cooling                         | OPENED | Workmanship              | CT | 7/2/2014   |           |  |
| 2014-301 | Heating & Cooling                         | OPENED | Workmanship              | CT | 10/1/2014  |           |  |
| 2014-305 | Heating & Cooling                         | OPENED | Workmanship              | CT | 10/3/2014  |           |  |
| 2014-379 | Heating & Cooling                         | OPENED | Workmanship              | CT | 11/13/2014 |           |  |
| 2014-413 | Heating & Cooling                         | OPENED | Workmanship              | CT | 12/16/2014 |           |  |
| 2014-416 | Heating & Cooling                         | OPENED | Workmanship              | CT | 12/16/2014 |           |  |
| 2014-417 | Heating & Cooling                         | OPENED | Workmanship              | CT | 12/16/2014 |           |  |
| 2014-428 | Heating & Cooling, Sheetmetal & Duct Work | OPENED | Out of Ratio             | CT | 12/17/2014 |           |  |
| 2014-281 | Plumbing                                  | OPENED | - Pending Nature         | CT | 9/19/2014  |           |  |
| 2014-354 | Plumbing                                  | OPENED | - Pending Nature         | CT | 10/28/2014 |           |  |
| 2014-49  | Plumbing                                  | OPENED | Billing                  | CT | 2/19/2014  |           |  |
| 2014-126 | Plumbing                                  | CLOSED | Billing                  | NY | 4/21/2014  | 4/22/2014 |  |
| 2014-250 | Plumbing                                  | OPENED | Billing                  | CT | 8/6/2014   |           |  |
| 2014-304 | Plumbing                                  | OPENED | Billing                  | CT | 10/2/2014  |           |  |
| 2014-318 | Plumbing                                  | OPENED | Billing                  | CT | 10/3/2014  |           |  |
| 2014-344 | Plumbing                                  | OPENED | Billing                  | CT | 10/6/2014  |           |  |
| 2014-372 | Plumbing                                  | OPENED | Billing                  | CT | 10/23/2014 |           |  |
| 2014-377 | Plumbing                                  | OPENED | Billing                  | CT | 11/7/2014  |           |  |
| 2014-39  | Plumbing                                  | OPENED | Ethical Conduct          | CT | 2/4/2014   |           |  |

|          |  |        |                                 |    |            |            |                               |
|----------|--|--------|---------------------------------|----|------------|------------|-------------------------------|
| 2014-69  | Plumbing                               | OPENED | Ethical Conduct                 | CT | 3/5/2014   |            |                               |
| 2014-23  | Plumbing                               | OPENED | Failure to Pay a Court Judgment | CT | 1/27/2014  |            |                               |
| 2014-218 | Plumbing                               | OPENED | Failure to Pay a Court Judgment | CT | 7/7/2014   |            |                               |
| 2014-33  | Plumbing                               | OPENED | No Permits                      | CT | 1/30/2014  |            |                               |
| 2014-342 | Plumbing                               | OPENED | No Permits                      | CT | 10/23/2014 |            |                               |
| 2014-419 | Plumbing                               | OPENED | Site inspection                 |    | 12/16/2014 |            |                               |
| 2014-43  | Plumbing                               | OPENED | Unlicensed                      | CT | 2/11/2014  |            |                               |
| 2014-186 | Plumbing                               | OPENED | Unlicensed                      | CT | 5/13/2014  |            |                               |
| 2014-203 | Plumbing                               | OPENED | Unlicensed                      | CT | 6/24/2014  |            |                               |
| 2014-308 | Plumbing                               | OPENED | Unlicensed                      | CT | 10/9/2014  |            |                               |
| 2014-340 | Plumbing                               | OPENED | Unlicensed                      | CT | 10/23/2014 |            |                               |
| 2014-343 | Plumbing                               | OPENED | Unlicensed                      | CT | 10/23/2014 |            |                               |
| 2014-352 | Plumbing                               | OPENED | Unlicensed                      | CT | 10/28/2014 |            |                               |
| 2014-369 | Plumbing                               | OPENED | Unlicensed                      | CT | 11/5/2014  |            |                               |
| 2014-369 | Plumbing                               | OPENED | Unlicensed                      | CT | 11/5/2014  |            |                               |
| 2014-373 | Plumbing                               | OPENED | Unlicensed                      | CT | 11/7/2014  |            |                               |
| 2014-384 | Plumbing                               | OPENED | Unlicensed                      | CT | 11/20/2014 |            |                               |
| 2014-389 | Plumbing                               | OPENED | Unlicensed                      | CT | 11/25/2014 |            |                               |
| 2014-390 | Plumbing                               | OPENED | Unlicensed                      | CT | 11/26/2014 |            |                               |
| 2014-205 | Plumbing                               | OPENED | Working Beyond the Scope        | CT | 6/25/2014  |            |                               |
| 2014-148 | Plumbing                               | OPENED | Workmanship                     | CT | 5/5/2014   |            |                               |
| 2014-307 | Plumbing                               | OPENED | Workmanship                     | CT | 10/3/2014  |            |                               |
| 2014-314 | Plumbing                               | OPENED | Workmanship                     | CT | 10/3/2014  |            |                               |
| 2014-149 | Satellite Dishes & Transmission Towers | OPENED | Workmanship                     | CT | 5/5/2014   |            |                               |
| 2014-320 | Sheetmetal & Duct Work                 | OPENED | Unlicensed                      | CT | 10/6/2014  |            |                               |
| 2014-227 | Sheetmetal & Duct Work                 | OPENED | UNREGISTERED                    | CT | 7/15/2014  |            |                               |
| 2014-424 | Sheetmetal & Duct Work                 | OPENED | Unsupervised                    | CT | 12/16/2014 |            |                               |
| 2014-329 | Solar Systems                          | OPENED | Advertising                     |    | 10/15/2014 |            |                               |
| 2014-15  | Spa & Pool Repair & Maintenance        | OPENED | Unlicensed                      | CT | 1/21/2014  |            |                               |
| 2014-87  | Telecommunications                     | OPENED | Unlicensed                      | CT | 3/24/2014  |            |                               |
| 2014-210 | Well Drilling                          | OPENED | Workmanship                     | CT | 6/30/2014  |            |                               |
| 2014-99  | Electrical                             | CLOSED | Billing                         | CT | 3/31/2014  | 4/28/2014  | UNRESOLVED (DISPUTE OF FACTS) |
| 2014-249 | Flat Glass Work & Glaziers             | CLOSED | Unlicensed                      | CT | 8/6/2014   | 11/28/2014 | Warning Letter                |
| 2014-117 | Heating & Cooling                      | CLOSED | Negligent work                  | CT | 4/14/2014  | 11/28/2014 | Warning Letter                |
| 2014-61  | Heating & Cooling                      | CLOSED | Occupational board referral     | CT | 2/27/2014  | 3/26/2014  | Warning Letter                |

Found