

Monthly Report on Consumer Complaint Activity



April 2003

William M. Flynn, Chairman

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Office of Consumer Services*

May 22, 2003



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April 2003

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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

April 2003

Utility	Mar-03		Apr-03		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Apr-03
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Apr-02	Apr-03		Change	2002		
Central Hudson	1.1	3	1.1	3	64	27	-57.8	19	9	-52.6	0.8
Con Edison	1.7	63	2.2	81	1600	571	-64.3	550	241	-56.2	1.3
KeySpan of L.I.	1.0	5	1.6	8	101	46	-54.5	35	21	-40.0	0.8
NYSEG	0.4	4	0.2	2	120	43	-64.2	46	14	-69.6	0.4
Niagara Mohawk	1.4	24	2.2	37	523	175	-66.5	151	91	-39.7	0.9
Orange & Rockland	0.5	1	2.4	5	139	26	-81.3	44	10	-77.3	1.0
RG & E	2.3	9	2.6	10	183	42	-77.0	63	23	-63.5	0.9
KeySpan of NY	0.4	5	1.1	13	381	95	-75.1	116	26	-77.6	0.7
National Fuel Gas	2.1	11	2.1	11	301	66	-78.1	89	30	-66.3	1.1
Other Energy Utilities	N/A	2	N/A	5	96	149	55.2	29	5	-82.8	N/A
ESCO's**	N/A	89	N/A	73	1954	1101	-43.7	1120	303	-72.9	N/A
Verizon	1.1	90	0.9	90	3780	971	-74.3	1144	297	-74.0	1.0
Citizens Telcom	0.3	1	1.0	1	62	13	-79.0	19	6	-68.4	0.3
Frontier of NY	0.0	0	1.2	0	19	6	-68.4	6	6	0.0	0.6
Alltel	0.0	0	1.2	0	17	5	-70.6	8	1	-87.5	0.5
Frontier Tel of Roch.	0.6	3	0.6	3	130	33	-74.6	48	9	-81.3	0.5
Other LEC's	N/A	169	N/A	102	6477	1545	-76.1	2071	465	-77.5	N/A
DSL Providers	N/A	1	N/A	2	316	52	-83.5	60	16	-73.3	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	9	1	-88.9	4	0	-100.0	N/A
LD Resellers	N/A	16	N/A	17	955	195	-79.6	348	60	-82.8	N/A
COCOT Vendors	N/A	0	N/A	1	82	37	-54.9	38	3	-92.1	N/A
Adelphia	N/A	3	N/A	2	175	33	-81.1	79	9	-88.6	N/A
Cablevision Systems	N/A	14	N/A	20	559	136	-75.7	182	56	-69.2	N/A
Time-Warner	N/A	6	N/A	13	754	113	-85.0	241	38	-84.2	N/A
Other Cable Cos.	N/A	3	N/A	4	127	72	-43.3	50	12	-76.0	N/A
Long Island Water	1.4	1	1.4	1	147	18	-87.8	42	4	-90.5	2.0
UW - New Rochelle	0.0	0	0.0	0	18	4	-77.8	6	1	-83.3	1.1
New York Water	0.0	0	2.3	1	8	0	-100.0	4	1	-75.0	0.0
New York American	0.0	0	0.0	0	1	1	0.0	0	0	0.0	0.8
UW - New York	0.0	0	1.5	1	32	7	-78.1	16	3	-81.3	0.9
Other Water Utilities	N/A	0	N/A	1	37	30	-18.9	13	4	-69.2	N/A

All complaint rates are based on 2001 customer populations.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

New York Energy Utilities

April 2003

Utility	April 2003 Complaint Volume			Last 12 Months Complaint Volume			12 mos. Total C/Rate	12 mos. Credit C/Rate
	Total	Credit	% Credit	Total	Credit	% Credit		
Central Hudson	3	2	67%	27	4	15%	0.8	0.1
Con Edison	81	16	20%	571	121	21%	1.3	0.3
KeySpan - LI	8	0	0%	46	8	17%	0.8	0.1
NYSEG	2	1	50%	43	10	23%	0.4	0.1
Niagara Mohawk	37	22	59%	175	67	38%	0.9	0.3
Orange & Rockland	5	2	40%	26	11	42%	1.0	0.4
RG & E	10	4	40%	42	25	60%	0.9	0.5
KeySpan - NY	13	2	15%	95	31	33%	0.7	0.2
National Fuel Gas	11	7	64%	66	33	50%	1.1	0.5

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

April 2003

Informal Hearing Cases

As of April 30 there were 68 cases in the informal hearing unit. During this month 5 complaints were resolved with pre-hearing mediation, 10 informal hearings were scheduled, 3 were postponed, 7 hearings were held, 9 informal hearing cases were closed with written decisions, and 5 cases were resolved with settlement agreements.

Shared Meter Designee Cases

Under Section 52 of PSL (Shared Meter Law) only the Commission or its Designee can decide certain complaints. The majority of these cases concern the twelve-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of April there were 171 shared meter complaints pending; 24 new complaints were received in April; and 24 cases were closed.

The designee apportioned the charges in one case because the owner and tenant were unable to negotiate an agreement. The designee also reduced the twelve-month charge in nineteen cases. In eighteen of the cases the charge was reduced to the minimum of 25% and between 25% - 50% in one case. The twelve-month charge was cancelled in four cases for reasons such as minimal use, legal impediment and the owner requesting the investigation.

Appeals and Rehearings

At its April 16, 2003 session, the Commission approved OCS's recommended determinations of five appeals. One appeal determination addresses Niagara Mohawk's application, in the case of a residential applicant, of its policy regarding restoration of power lines damaged by a 1998 ice storm, without charge to the customer, provided an application for service was received within two years of the storm. Another appeal determination concerns a residential gas and electric customer's objections to Con Edison's request for a security deposit. A third appeal determination concerns NFG's criteria for negotiating affordable payment agreements with its residential customers, and the utility's compliance with termination of service procedures. The remaining two determinations uphold, respectively, KeySpan Energy's backbilling of a residential customer following a period of estimated billing, and Con Edison's billing of a nonresidential customer for unmetered service.

One appeal was accepted during April; the owners of an island in Lake George challenge Niagara Mohawk's refusal (upheld by the informal hearing decision) to take over ownership of the island's electric distribution system because the easement provided for underwater cable was only for a limited number of years. Four rehearing petitions, all involving shared meter designee decisions, were also accepted. One rehearing involves Niagara Mohawk; the other three involve Con Edison.

**Number of Complaints Received Against Companies
Between 4/1/2003 and 4/30/2003**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Buffalo	1
	Adelphia Cable - Utica	1
	Cablevision of Dutchess County	1
	Cablevision of Long Island	2
	Cablevision of New York City	10
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	3
	Cablevision of Westchester	3
	MediaOne - Westchester	1
	RCN of Southeast New York, Inc.	2
	Time Warner - Brooklyn	1
	Time Warner - Manhattan	8
	Time Warner - Orange County	1
	Time Warner - Queens	2
	Time Warner - Staten Island	1
US Cable of Tri-County, Ltd.	1	
Total Cable Complaints	<hr/>	39
DSL	Verizon Advanced Data, Inc.	2
	Total DSL Complaints	<hr/>
Electric	Central Hudson Electric & Gas	3
	Con Edison	74
	Jamestown Board of Public Utilities	1
	New York State Electric & Gas	2
	Niagara Mohawk Power Corp	35
	Orange & Rockland	4
	Rochester Gas + Electric	8
	Village of Endicott	1
Total Electric Complaints	<hr/>	129
Gas	Con Edison	8
	KeySpan of Long Island	8
	KeySpan of New York	13
	National Fuel Gas Distribution	11
	Niagara Mohawk Power Corp	2
	Orange & Rockland	1
	Rochester Gas + Electric	2
Total Gas Complaints	<hr/>	45
Telephone	ACN Communication Services, Inc.	1
	Allegiance Telecom of New York, Inc.	2
	AllTel Of New York	1
	Americall pay Phone LLC	1
	AT&T Communications of New York, Inc.	57
	Choice One Communications of New York Inc	3
	Citizens Telecom	3
	Communicate Technological Systems, L.L.C.	2
	Communications TeleSystems Intl. (CTS)	1

**Number of Complaints Received Against Companies
Between 4/1/2003 and 4/30/2003**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	DPI-TELECONNECT, INC. ("DPI")	1
	Empire One Telecommunications, Inc.	1
	Excel Telecommunications Inc.	2
	Frontier Comm of NY/fka Highland Tel	1
	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Telephone of Rochester, Inc.	3
	Gillette Global Network	1
	MCIWorldCom	31
	Metro Teleconnect, Inc.	1
	Metropolitan Telecommunications dba Metel	4
	New Rochelle Telephone Corp.	4
	NOS Communications Inc.	1
	NOW Communications, Inc.	1
	Optical Telephone Corporation	1
	Opticom Corporation	1
	Primus Telecommunications, Inc.	1
	QWest Communications Corporation	1
	Resdntl Comms. Netwrk of NY dba RCN	2
	Sprint Communications Company L.P.	7
	Tel-Save, Inc. (Talk.com)	4
	Telecon Communications Corp	1
	Telex International, Corp.	1
	Tristate Bell Inc.	2
	United Systems Access Telecom, Inc.	1
	VarTec Telecom, Inc.	4
	Verizon Communications (LEC)	71
	ZTel Communications, Inc.	5
	<hr/>	<hr/>
Total Telephone Complaints		225
Water	Long Island Water Corp.	1
	New York Water Service	1
	Relaxmor Cottages, Inc.	1
	United Water-New York	1
	<hr/>	<hr/>
Total Water Complaints		4
Total Complaints All Services		445

**Number of QRS Cases Received Against Companies
Between 4/1/2003 and 4/30/2003**

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	3
	Adelphia Cable - Auburn	1
	Adelphia Cable - Utica	4
	Adelphia Cable-Aurora	1
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	2
	Cablevision of Brookhaven	2
	Cablevision of Dutchess County	3
	Cablevision of Hauppauge (V-CABLE)	5
	Cablevision of Long Island	30
	Cablevision of New York City	67
	Cablevision of Port Chester	1
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	23
	Cablevision of Westchester	19
	Cablevision-Rockland	5
	Cablevision-Warwick	1
	Chain Lakes Cablevision	1
	Charter Communications	2
	MediaOne - Rockland	1
	MediaOne - US Cablevision	4
	MediaOne - Westchester	2
	RCN of Southeast New York, Inc.	5
	Time Warner - Albany	4
	Time Warner - Binghamton	3
	Time Warner - Brooklyn	4
	Time Warner - Elmira	1
	Time Warner - Fingerlakes	5
	Time Warner - Genesee	1
	Time Warner - Glens Falls	1
	Time Warner - Ithaca	1
	Time Warner - Kingston	1
	Time Warner - Manhattan	17
	Time Warner - Newburgh	3
	Time Warner - Orange County	2
	Time Warner - Oswego	2
	Time Warner - Queens	22
	Time Warner - QUICS	1
	Time Warner - Rochester	14
Time Warner - Rome	1	
Time Warner - Saugerties	2	
Time Warner - Schenectady	2	
Time Warner - Staten Island	1	
Time Warner - Sullivan County	2	
Time Warner - Syracuse	6	
Time Warner - Troy	3	
Time Warner - Watertown	3	
Total Cable QRS Cases		<hr/> 287
DSL	Citizens Telecom	1
	Earthlink, Inc.	1

**Number of QRS Cases Received Against Companies
Between 4/1/2003 and 4/30/2003**

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
	Verizon Advanced Data, Inc.	33
Total DSL QRS Cases		<hr/> 35
Electric	Bath Gas	1
	Central Hudson Electric & Gas	20
	Con Edison	381
	New York State Electric & Gas	59
	Niagara Mohawk Power Corp	307
	Orange & Rockland	16
	Rochester Gas + Electric	105
Total Electric QRS Cases		<hr/> 889
Gas	Central Hudson Electric & Gas	3
	Con Edison	46
	Corning Natural Gas	2
	KeySpan of Long Island	25
	KeySpan of New York	76
	National Fuel Gas Distribution	87
	New York State Electric & Gas	13
	Niagara Mohawk Power Corp	41
	Orange & Rockland	8
	Rochester Gas + Electric	18
Total Gas QRS Cases		<hr/> 319
Prepaid	International Discount Telecommunication	1
Total Prepaid QRS Cases		<hr/> 1
Telephone	ACC Buffalo Telecom Corp.	1
	ACN Communication Services, Inc.	2
	ADVAMTEL, LLC dba Plan B Communications	1
	Affinity Network, Inc.	1
	Airnex Communications, Inc.	3
	Allegiance Telecom of New York, Inc.	6
	AllTel Of New York	7
	Americall pay Phone LLC	1
	ARC Networks, Inc.	1
	AT&T Communications of New York, Inc.	332
	Birns Telecommunications	1
	BridgeCom International, Ltd.	2
	Broadview Networks	21
	Business Discount Plan, Inc.	1
	Cablevision Lightpath, Inc.	1
	Capsule Communications, Inc.	2
	Champlain Telephone	1
	Choice One Communications of New York	10
	Citizens Telecom	14
	Citizens Telecom Long Distance	1
	Communicate Technological Systems, L.L.C.	13
	Communications TeleSystems Intl. (CTS)	2

**Number of QRS Cases Received Against Companies
Between 4/1/2003 and 4/30/2003**

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
	Cordia Communications Corp	5
	Covista of New York, Inc.	1
	Crown Point Telephone	1
	Cypress Telecommunications Corporation	1
	Direct American Marketers, Inc. d/b/a	1
	DPI-TELECONNECT, INC. ("DPI")	1
	Empire Telephone	1
	Excel Telecommunications Inc.	8
	Federal TransTel, Inc.	1
	Frontier Comm of NY/fka Highland Tel	3
	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Communications of Rochester, Inc.	1
	Frontier Telephone of Rochester, Inc.	33
	Gillette Global Network	1
	Global Crossing Telecommunications, Inc	1
	Intellicall Operator Services Inc.	5
	International Discount Telecommunication	2
	LCI International Telecom Corp.	2
	MCIWorldCom	176
	Mercury Marketing Company Ltd.	1
	Metropolitan Telecommunications dba MetTel	15
	Middleburgh Telephone	1
	New Rochelle Telephone Corp.	9
	NextGen Telephone, Inc.	1
	NOS Communications Inc.	2
	NOW Communications, Inc.	1
	Oneida County Rural Telephone	1
	Optical Telephone Corporation	6
	Opticom Corporation	1
	Outside Connection, Inc.	1
	PaeTec Communications, Inc.	1
	Primus Telecommunications, Inc.	2
	PT-1 Communications, Inc.	2
	QWest Communications Corporation	3
	RCN Telecom Services of New York, Inc.	4
	Resdntl Comms. Netwrk of NY dba RCN	9
	Ridley Telephone Company, LLC	1
	RSL Com U.S.A. Inc.	1
	Sprint Communications Company L.P.	91
	Tel-Save, Inc. (Talk.com)	11
	Telecarrier Services, Inc.	5
	Telecom USA	1
	Telecon Communications Corp	2
	Teleport Communications	2
	Time Warner - Rochester	2
	Time Warner Telecommunications	1
	Trans National Communications, Inc.	1
	Tristate Bell Inc.	1
	UKI Communications, Inc.	4
	United Telecom, LLC	1
	VarTec Telecom, Inc.	17
	Verizon Communications (LD)	7
	Verizon Communications (LEC)	705

**Number of QRS Cases Received Against Companies
Between 4/1/2003 and 4/30/2003**

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
	Verizon Corp. (payphones)	16
	Vernon Telephone	1
	Webnet Communications, Inc.	2
	Winstar Gateway Network, Inc.	1
	XO New York, Inc.	3
	ZTel Communications, Inc.	39
Total Telephone QRS Cases		<hr/> 1644
<i>Water</i>	Dutchess Estates	1
	Long Island Water Corp.	6
	New York Water Service	1
	Sea Cliff Water Co.	1
	United Water-New Rochelle	4
	United Water-New York	3
Total Water QRS Cases		<hr/> 16
Total QRS Cases All Services		3192

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02
6902	1 Com Inc.	4															
5049	ACC Buffalo Telecom Corp	1															
5305	ACC Long Distance Corporation	3															
6184	ACC National Long Distance Corp	1															
5757	ACC National Telecom Corp.	1															
5069	ACC Rochester Telecom Corp.																
6250	Access Point Inc	1	1														
6159	Accutel Communications Inc.																
6849	ACN Communication Services Inc	4															
6984	Adelphia Business Solutions	1															
6135	ADVAMTEL LLC d/b/a Plan B Comm	14	1														1
5357	Advanced Telecommunications Ne																
5324	Affinity Corporation	1															
5688	Affinity Network Inc.	1															
6283	Allegiance Telecom of NY Inc.	36	4	1			1										1
6516	Alliance Group Services Inc																
5010	AllTel of New York																
5343	Am.Tech. Inc.dba Network Utili																
5779	American Business Alliance In																
5908	American Long Distance Service Inc.																
6323	American Nortel Communications Inc.	1															
6778	American Phone Services Corp.	4															
6190	American Private Telephone LLC		1													1	
5A22	American Telecommunications System	1															
5361	America's Tele-Network Corp.																
6299	Americatel Corporation																
5984	Americom Inc.	2															
5322	Amer-I-Net Services Corporation	1															
5689	Ameri-Tel Communications Inc.																
6513	AmeriVision Communications Inc.																
5805	AT&T Communications of New Yor	452	188	1			1		1				1	3		39	45
5369	Atlas Communications Ltd.		1														
6459	Big Planet Inc.	1															
6140	BridgeCom International LTD	5	1														1
5771	Brittan Communications International C																
6886	Broadview Networks	58	26												1	8	2
6838	Broadwing Communcations	1															
6869	Broadwing Telecommunications Inc	2															
6111	Business Discount Plan Inc.	1	1														1
5776	Business Options Inc.	1	1														
5021	Business Telecom dbs BTI Telecom																
6426	Buyers United International Inc		2													1	
5340	Cable & Wireless Commun. Co.	6	2													1	
5949	Cablevision Lightpath Inc.		1														
6986	Capsule Communications Inc	2	1													1	
6399	CBS Corporation dba Westinghouse																
6646	Choice One Communitcations of NY		3							1							
5A17	Citizens Telecom	2															
5693	Coast International Inc.																
6271	Coleman Enterprises Inc. d/b/a Local Lo	2															
6143	Commonwealth Telecom																
5C65	Communicate Technological Systems		27													6	8
6593	Communication Express																
6372	Communications Billing Inc.	1	1														
5986	Community Network Services Inc	1	1													1	
6927	COMTECH 21, LLC		1														1
6188	Connectamerica, Inc																
6810	Conversent Communications of NY	2															
6245	Core-Comm New York Inc.																
5B87	Covista of New York Inc	5	2														
6260	CTC Communications Corp.	1															

* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02
5559	CTN Telephone Network, Inc.	1															
6536	CTSI, Inc																
6651	Direct America Marketers	1															
5997	Eclipse Telecommunications Inc																
6672	Econo-o-Call Inc.	6															
5215	Econophone Inc.		1													1	
6112	ELDS, Inc		2														
5137	Empire One Telecommunications	2	3									1					
5982	Equal Net Communications Inc.																
5198	EqualNet Corporation																
6659	erbia Network Inc.																
6748	Essential.com Inc.	3															
6912	Essex Communications DBA Elec	20	4														2
6369	Essex Communications Inc	1															
5382	Excel Telecommunications Inc.	12	4	1		1									1		
5912	Executone Information Systems Inc.																
6435	Fairpoint Communications	3															
5275	Federal TransTel Inc.	1															
5315	Frontier Comm. Of the West Inc	1															
5176	Frontier Communications of Rochester		1													1	
5401	Frontier Communs. Services (fk																
5192	Frontier L.D. America																
5823	Frontier Local Services, Inc.	1															
5A41	Frontier Telephone of Rochester Inc.	1	1													1	
5573	Genesis Communications International	2	2													1	
6826	Global Crossing Telecommunications	5	3													1	2
5919	Group Long Distance Inc.																
5194	GTE Card Services Incorporated																
5097	GTE Corporation																
5143	GTE Telecommunications Services Inc.																
5676	Home Owners Long Distance Inc																
6373	IDT Corporate	2	1													1	
5345	Inet Interactive Network System Inc.	1															
6156	Inmark Inc. dba Preferred Billing	1															
6095	Integrated Teleservices Inc.																
5624	Intellicall Operator Services Inc.	6	10													1	3
5408	IntelliCom Solutions Inc																
6440	International Communication Services Inc		1														1
5114	International Discount Telecommunications	4	3										1				1
5409	International Exchnage Networks Ltd																
6125	International Telecommunications Corp.																
5241	Island Marketing d/b/a Interglobe	1															
5256	IXC Communications		1													1	
6913	Jirehcom Inc																
5292	Key Communication Management Inc.																
5980	L.D. Services Inc.		1														
6268	LCI International Inc.																
5078	LCI International Telecom Corp	10	7														1
5268	LDC Telecommunications Inc.																
5909	LDM Systems Inc.																
5339	LEAST COST ROUTING	4	4														
5854	Least Cost Routing Inc. dba Long Dist																
5036	Lightyear Communications Inc	4	1													1	
6690	Long Distance Consolidated Billing Co		1													1	
5904	Long Distance Direct, Inc		1														
5A09	Long Distance of Michigan	2															
5749	Long Distance Services of N.Y.	1															
5227	Long Distance Wholesale Club																
5628	Long Distance/USA, Inc		1														1
6460	Marathon Communications Corp.																
5699	Matrix Telecommunications	3															
5820	MCI WorldCom	257	60	1	1					2	1			1	1	13	14

* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02
5736	MCImetro Access Transmission Svs																
6208	Mercury Marketing Co Ltd	1	1														
6423	Metro Telecomm. dba METTel	59	5													1	1
5435	Metromedia Long Distance Inc.	2	4													1	1
5416	Minimum Rate Pricing																
5777	National Accounts Inc.	3	4													1	2
6110	National Telephone & Communications																
6441	Nations Tel Inc.																
5244	NeTel Inc.																
6054	NET-TEL Corp.	1	1														
5385	Network Enhanced Technologies Inc.																
5826	Network Plus Inc.	32	4														3
5419	New Century Telecom Inc.																
6907	NextGen Telephone	5	19														1
6928	Norstar Communications	4	2														2
6367	North American Telecommunications Corp	2															
5832	North American Telephone Network LLC	1															
5458	NOS Communications Inc.	4	2														1
6177	OLS Inc.	3															
5A98	One Step Billing Inc.																
5819	OneStar Long Distance Inc.	1															
5834	Ontera Broadband	2															
6768	OpenTel Communications Inc.		1														1
6769	Opex Commications, Inc.		3														
5C61	Optical Telephone Corp	11	36						1					1		7	7
5639	Opticom Corp		1														1
5763	Phone Calls Inc.																
5193	Phone One Inc.																
5263	PNG Telecommunications Inc	4															
5159	PowerNet Communications	1															
5476	Primetel Communications		1														
5245	Primus Telecommunications Inc.	2	2													2	
6794	Promise Vision Technology	1															
6151	Protel Advantage d/ba/ Long Distance																
5463	Protel Inc.																
6324	PT-1 Communications Inc.	2															
5797	QAI Inc d/b/a Long Distance B																
5468	Qwest Communications Corporati	28	7													2	2
6316	RCN Long Distance Company																
5A13	RCN Telecom Services of NY Inc.	1	1														
5558	Residential Communications Network of	5															
5843	Robtel Inc.		1														
6278	RSL Com U.S.A. Inc.																
6232	SaveMart Com, Inc		1														
6933	ServicSense.com Inc.	2															
5D57	Silverleaf Communications Inc		1														1
5748	Sprint Communications Company	159	107	3	2		1							1	2	22	31
5478	Starlink Communications L.L.C.																
5479	Startec Inc.	1	1														1
5185	Taconic Telephone																
6375	Telco Holdings dba Dial & Save																
6100	Telco Partners Inc.																
5164	Telcom Group USA Inc. d/b/a TelCom																
5762	Telecom USA		2													1	
5167	Telecommunications Service Center Inc.	1															
6288	Telemex/Sprint Communications																
6118	Telepath Communications Inc.																
6207	Telephone Company of Central Florida	2															
5845	Teleport Communications																
6469	Telergy Network Services Inc.																
6345	Teligent Inc		1														
5C24	Telis Communicaitons Group Inc	1	1														1

* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02
6088	Tel-Save Inc dba The Phone Company	430	38	1			1							1		6	7
5B23	TelUno, Inc		6														2
6654	The Free Netwrok LLC	2															
5939	The Furst Group Inc.																
5499	TI Nat Telecom dba TI World Te																
5515	Total - Tel USA Inc.	1															
5271	Touch 1 Communications Inc.																
6093	Touch 1 Long Distance Inc.																
5A72	Tri-Tel Communications Inc.	4	1														1
6331	TruCom Corporation																
6049	TTI National Inc.																
6111	TTI Telecommunications																
5A99	U.S. Republic Communications Inc.	1															
6817	UKI Communications Inc.	28	20												1		3
5C87	United Systems Access Telecom Inc	2	1													1	
6493	Uni-Tel Communications Group Inc.	1	2														1
6137	USA Tele Corp.																
6269	USLD Communications Ind																
6048	USN Communications Long Distance	3															
5101	VarTec Telecom Inc.	2	4													1	1
6300	VarTec Telecom Inc. d/b/a Clear Choice																
5120	Verizon	32	14													4	1
6830	Verizon Advanced Data	1															
6781	Verizon Communications	8	6													1	1
6073	Vista Group International Inc.																
6788	Webnet Communications	9	3														1
5867	Wittel Inc.	1	2														
5303	Winstar Gateway Network Inc.																
5770	Working Assets Funding Service	1															
5319	World Com Inc dba LDDS World	2	2														
5203	WorldCom Network Service dba Wil	4	1														
6929	XO New York Inc		1														
6447	Ztel Communications Inc.	108	6													1	1
	Complaints Assigned by CPCN	1973	695	8	3	1	4	0	2	3	1	1	2	7	6	132	160
	Unassigned Complaints	6	6														3
	Total	1979	701	8	3	1	4	0	2	3	1	1	2	7	6	132	163

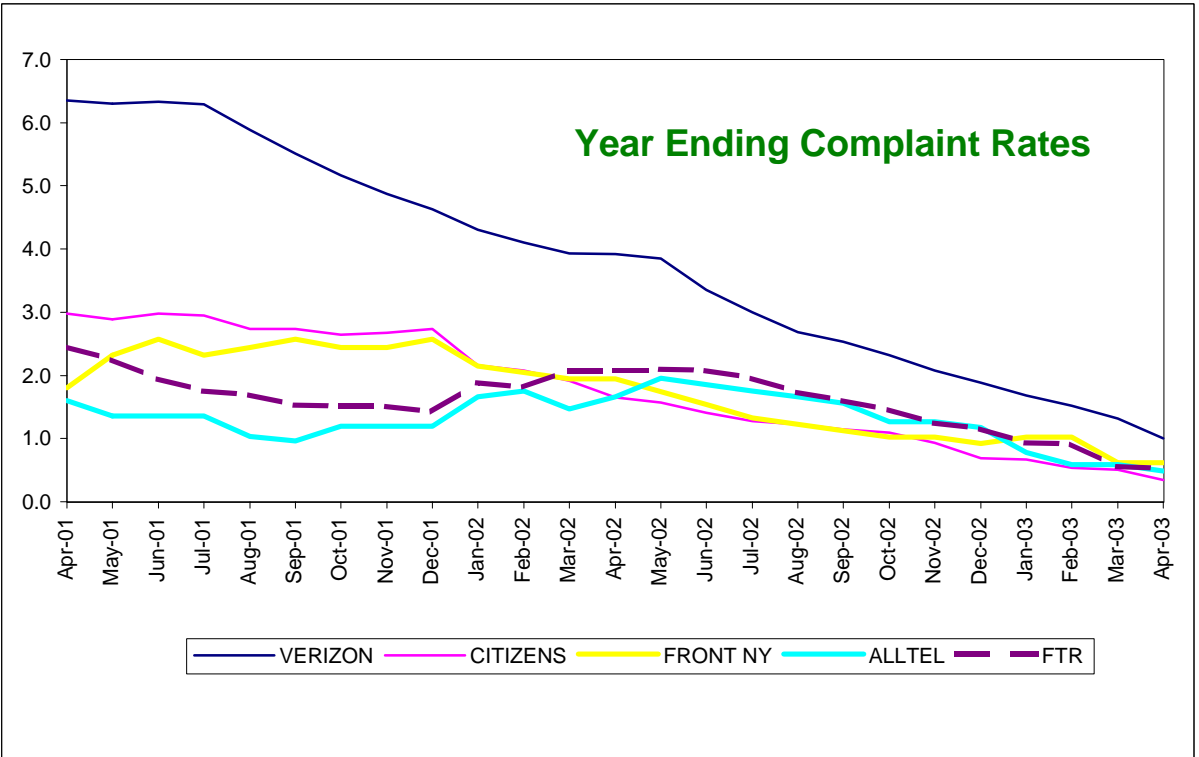
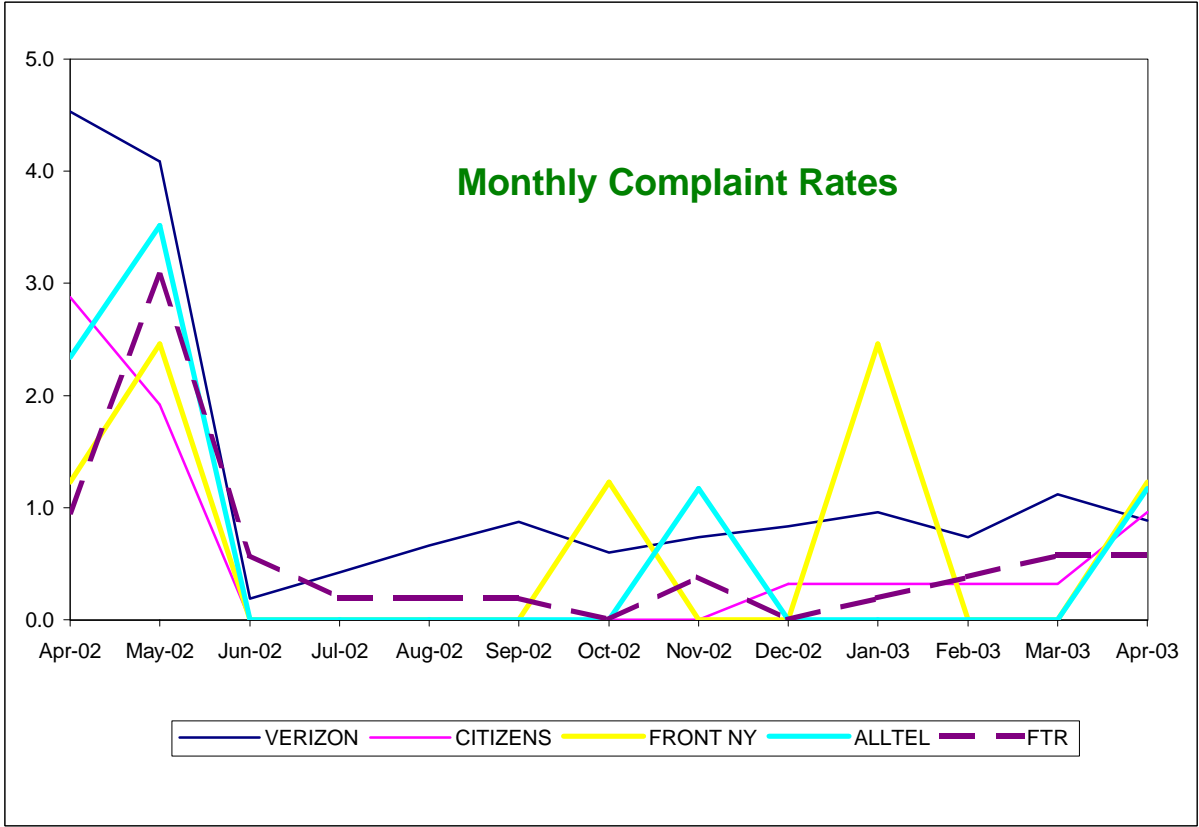
* After reported slamming cases are analyzed, the numbers are adjusted.

**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

CODE	FULL NAME	2001	2002	2003	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02
D108	1st Rochdale Coop Group	2	1	1		1									1		
D105	ACN Energy, Inc.	3	1	1				1									
D078	Advantage Energy Inc.	0	3	0											1		
D084	AES Energy	1	0	0													
D001	Agway Energy Services Inc.	17	17	9	1	2	2	4	2	1	3			3	1		
D036	All Energy Marketing Co.	2	1	1		1											
D002	Amerada Hess	7	0	0													
D113	Brown Fuel, Inc	1	0	0													
D005	Castle Power Corporatoin	1	2	0												1	
D040	Columbia Energy Services Co.			1	1												
D086	Con Edison Solutions	4	55	26	4	8	4	10	8	2	6	1	7	4	2	5	5
D046	Econnergy	158	123	46	17	10	8	11	11	4	10	8	8	9	11	11	11
D047	Empire Natural Gas Corp	2	0	0													
D087	Energetix, Inc.	148	17	9	5	2	1	1	1	1	1	1	4	2	2		
D054	Enron Energy Services	5	9	1				1			1					1	1
D023	Federal Electric & Gas Co.	89	0	0													
D104	Great Eastern Energy	3	3	1			1				1						1
D013	Interstate Energy Resources Inc.	11	2	3	1		1	1				1			1		
D015	Keyspan Energy Services, Inc.	97	154	55	20	15	12	8	20	14	14	6	17	26	9	16	5
D060	Main-Care Energy	1	0	1				1									
D107	Metro Energy Group	1	0	0													
D098	Metromedia Energy	6	1	0											1		
D018	Mirabito Fuel Group Inc.	1	3	5	2	3										1	
D020	Mitchell-Supreme Energy	6	3	1			1			1	1					1	
D021	National Fuel Resources, Inc.	10	76	12	1	10	1		1	1	1	3	4	5	6	4	5
D023	New York Gas Co, Inc.		4	0													
D024	North American Energy	19	20	6	2	3		1			2	4	1		1	1	2
D026	North Atlantic Utilities Inc.	1	0	0													
D103	NYSEG Solutions	10	20	19	8	2	3	6	17	1				2			
D067	PG&E Energy Trading	1	0	0													
D114	PRO-ENERGY RESOURCES		2	0					1								
D093	Robison Energy of Westchester	0	2	7	2	3	2									1	
D068	Select Energy of New York (aka Plub St)	1	2	0													1
D112	Smart Energy Services	439	1249	67		20	16	31	30	36	40	32	45	45	45	89	144
D102	Telecon Energy Services Corp.	0	0	0													
D032	Total Gas & Electric	158	116	27	9	8	7	3	5	7	9	7	11	21	13	16	9
D052	TXU Energy		2	0													
D888	Unassigned Customer Contacts	26	30	4		1		3	3	1	7	1	3	2		10	
	Total	1231	1918	303	73	89	59	82	99	69	96	64	100	119	94	157	184

Not all ESCO's listed above are currently operating in New York. OCS answers questions and mediates complaints against ESCO's. Customers are referred to their contract for resolution guidelines.

MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

