

# Monthly Report on Consumer Complaint Activity



## August 2000

*Maureen O. Helmer, Chairman*

*Catherine W. Black, Director  
Office of Consumer Services*

*October 3, 2000*



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September 28, 2000

Dear Reader:

This month our Complaint Activity Report has two new additions.

First is a table showing the number of complaints we received from customers of Energy Service Companies (ESCO's). The Office of Consumer Services does not resolve complaints against ESCO's since the market is competitive. We do however, collect complaint data which helps the Commission assess the marketplace. ESCO customers are advised to refer to their contract for complaint resolution guidelines.

Second, we have added a complaint trends summary that identifies the issues and trends that have surfaced in our customer contact center. The complaint summaries included in this summary were selected to give you a feel for the issues handled by our staff on a day to day basis.

We began to publish our monthly reports on-line, beginning on August 4 with the June report. Since that time, I am pleased to report that the June report has been downloaded more than 1,200 times and the July report, more than 800 times.

We will continue our efforts to improve this report, making it both highly imformative and web-friendly. In the interim if you have any comments or questions, you can e-mail [barry\\_bedrosian@dps.state.ny.us](mailto:barry_bedrosian@dps.state.ny.us) or me, [catherine\\_black@dps.state.ny.us](mailto:catherine_black@dps.state.ny.us).

Sincerely,

Catherine W. Black  
Director  
Office of Consumer Services

# COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES

## August 2000

Utility	Jul-00		Aug-00		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Aug-00
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Aug-99	Aug-00		Change	1999		
Central Hudson	3.7	10	1.1	3	153	115	-24.8	86	53	-38.4	3.5
Con Edison	4.1	148	5.4	194	1828	1840	0.7	1179	1229	4.2	4.3
KeySpan of L.I. (BUG E	1.5	7	0.4	2	55	48	-12.7	42	36	-14.3	0.4
NYSEG	1.3	12	1.1	10	170	156	-8.2	113	97	-14.2	1.4
Niagara Mohawk	3.2	54	6.4	108	1485	1034	-30.4	1142	543	-52.5	5.1
Orange & Rockland	11.0	26	11.0	26	98	152	55.1	70	91	30.0	5.4
RG & E	4.2	16	4.5	17	271	222	-18.1	190	139	-26.8	4.9
KeySpan of NY (BUG)	1.8	21	2.3	26	351	287	-18.2	217	206	-5.1	2.1
National Fuel Gas	3.3	17	3.9	20	254	200	-21.3	169	131	-22.5	3.2
Other Energy Utilities	N/A	4	N/A	9	59	55	-6.8	41	36	-12.2	N/A
ESCOs	N/A	34	N/A	32	240	365	52.1	152	275	80.9	N/A
Bell Atlantic	5.3	409	9.6	738	3762	5100	35.6	2593	3477	34.1	5.5
Citizens Telcom	2.2	6	3.4	9	98	96	-2.0	61	66	8.2	3.0
Frontier of NY	6.2	4	0.0	0	22	11	-50.0	11	4	-63.6	1.4
Alltel	1.0	1	4.8	5	17	33	94.1	13	21	61.5	2.6
Frontier Tel of Roch.	3.7	24	3.1	20	433	232	-46.4	168	147	-12.5	3.0
Other LEC's	N/A	577	N/A	615	1191	6637	457.3	818	4786	485.1	N/A
OCC's / Resellers	N/A	295	N/A	351	3117	3613	15.9	2106	2666	26.6	N/A
COCOT Vendors	N/A	0	N/A	3	47	35	-25.5	37	22	-40.5	N/A
Adelphia	N/A	23	N/A	26	106	148	39.6	60	106	76.7	N/A
Cablevision Systems	N/A	47	N/A	76	766	519	-32.2	451	329	-27.1	N/A
Time-Warner	N/A	72	N/A	99	740	658	-11.1	446	443	-0.7	N/A
Other Cable Cos.	N/A	10	N/A	18	156	229	46.8	102	94	-7.8	N/A
Long Island Water	4.1	3	8.2	6	16	13	-18.8	9	1	-88.9	1.5
UW - New Rochelle	0.0	0	6.6	2	27	14	-48.1	25	4	-84.0	3.8
New York Water	0.0	0	2.2	1	15	10	-33.3	7	4	-42.9	1.9
New York American	0.0	0	0.0	0	4	0	-100.0	2	0	-100.0	0.0
UW - New York	3.1	2	3.1	2	37	50	35.1	22	16	-27.3	6.4
Other Water Utilities	N/A	5	N/A	1	85	66	-22.4	64	58	-9.4	N/A

All complaint rates are based on 1999 customer populations.  
Customer populations are not available for cable companies.

\* - Complaints per 100,000 customer accounts

## CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

### Major New York Energy Utilities

### August 2000

Utility	August 2000 Complaint Volume			Last 12 Months Complaint Volume			12 mos. Total	12 mos. Credit
	Total	Credit	% Credit	Total	Credit	% Credit	C/Rate	C/Rate
Central Hudson	3	0	0%	115	29	25%	3.5	0.9
Con Edison	194	17	9%	1840	401	22%	4.3	0.9
Brooklyn Union East	2	0	0%	48	8	17%	0.4	0.1
NYSEG	10	4	40%	156	45	29%	1.4	0.4
Niagara Mohawk	108	34	31%	1034	248	24%	5.1	1.2
Orange & Rockland	26	14	54%	152	46	30%	5.4	1.9
RG & E	17	12	71%	222	152	68%	4.9	3.3
Brooklyn Union	26	5	19%	287	64	22%	2.1	0.5
National Fuel Gas	20	9	45%	200	97	49%	3.2	1.6

## **Complaint Trend Summary August 2000**

### **Energy**

- Complaints against all major utilities except Con Edison have decreased over the past 12 months and also during the first eight months of 2000.
- The small increase in complaints against Con Edison are related to high bills.
- Complaints against Energy Service Companies have increased over 80% in the first eight months of 2000 as compared to the same period last year. Many complaints are related to customers' being switched to an ESCO without authorization.

### **Communications**

- Complaint trends are mixed among all companies.
- Bell Atlantic / Verizon complaints rose sharply in August as a result of a strike by its employees.
- Complaints against other Local Exchange Companies continue to increase as a result of competition in the marketplace.

### **Slamming**

- Complaints about slamming continue to average around 150 per month.
- AT&T's slamming complaints account for one-third of the total volume and have been steadily rising since the first of the year.
- MCI's slamming complaints continue to decline.
- Broadview Networks and Z-Tel are the next two companies with the largest volume of slamming related complaints.

## **What We Heard This Month**

*Here is a summary of two complaints received during the month which exemplify the type of contacts handled at the PSC Customer Contact Center.*

An elderly customer claimed that a telemarketer lied to her saying that her current local exchange carrier was splitting up and that his company was the new local service provider. She told the PSC representative that because she was widowed and was afraid of losing her telephone service, she continued to pay. She turned to the PSC for help in returning to her carrier of choice and in obtaining appropriate credits.

A residential customer called the PSC in August for help with an unusually high bill. She couldn't understand how the bill could be so high when she uses only one light bulb in one room and runs only a refrigerator. She also noted that she had been away for a one-month period and the bill was still too high. The company's technician visited the home but gave her no answers. She wanted the PSC to investigate.

## **August 2000**

### **Informal Hearings, Shared Meter Cases, Appeals and Rehearings**

#### **Informal Hearings**

As of August 31, 2000, there were 23 complaints in pre-hearing. Nine cases were resolved with pre-hearing mediation. August ended with 110 informal hearing cases in the unit. During the month, 3 hearing cases were resolved with negotiated settlements. The following is a synopsis of some of the interesting complaints closed during August:

A telephone utility has provided Internet access to customers' accounts on the company's web site. Customers are able to access their accounts through the use of account and "pin" numbers. Citing privacy concerns, the complainant wished to have access to his account blocked, or have his account removed entirely from the Internet. The company stated it could not remove the customer's account from the Internet but did offer blocking options, which the customer declined to pursue. The hearing officer upheld the utility's position, which allowed all accounts to remain accessible via the Internet. Blocking options are available to customers who do not wish this.

A complaint concerning a charge for unmetered service was decided in favor of the customer. The customer argued he did not use the utility's service. The premises is a used car lot with an office in a trailer. A generator provides the service to the office and outside lighting. The utility argued it found a meter in a covered box on the property and a piece of wood was stuck in the disk preventing rotation. The utility argued the outside lighting and the trailer were using service from that meter. The hearing officer issued a PSC inspection at which time it was found the complainant's business was served by the generator. The utility was directed to cancel the charges for unmetered service, all accrued late charges, and apply interest to any overpayment.

The issue in 2 other complaints was theft of service. In both cases the utility found conditions indicating that the customer had the ability to use unmetered service. In neither case did the utility find unmetered service being used. In addition, there was neither an unexplained drop in consumption during the period of backbilling, nor was there an increase in the recorded usage after the condition was corrected. The utility was directed to cancel the charges for unmetered service, all accrued late charges, and apply interest to any overpayment.

A woman contacted OCS after the utility placed a debt owed by her husband on her account. The issue in the complaint is whether the utility can make acceptance of responsibility for another's debt a condition of providing service. The applicant was initially denied service because her husband had left unpaid arrears on his account after termination. Later, service was provided but the utility transferred the husband's debt to the wife's account. Staff had ordered the utility to return the husband's debt to its point of origin. The utility requested an informal review. The hearing officer upheld Staff's directive and also ordered the utility to cancel any accrued late charges and apply interest to any overpayment.

## **Shared Meter Designee Complaints**

Under Section 52 of PSL (the Shared Meter Law) only the Commission or its Designee can decide certain complaints. Most such cases concern the penalty assessed to owners for failure to find and correct instances of shared metering. As of August 31 there were 190 Designee cases in the unit. We received 28 new cases during the month and closed 30 cases. In instances where the property owner can prove there was minimal use, extraordinary cost, or that there is a legal impediment to correcting the condition, the landlord and tenant are allowed to work out an agreement, and no penalties are assessed. Staff's analysis showed that in 8 cases the use was minimal, and in 2 the cost to correct the condition was extraordinary. Thus, the charges were cancelled. The Designee reduced the penalty to the minimum of 25% in 7 cases, to 50% in 2 cases, and sustained the entire amount in two.

The following is a synopsis of one of the shared meter designee complaints resolved during August.

A utility billed a landlord a shared meter penalty of \$705.57. It was concluded that the landlord's claim that he purchased the house not knowing that there was a wiring condition that led to a shared meter was credible. The utility was directed to reduce the shared meter penalty to 25% of the original charge, resulting in a final penalty of \$176.39.

## **Appeals and Rehearings**

At the August 16, 2000 session, the Commission approved two appeal determinations recommended by OCS. One determination resolves four consolidated appeals, each by the owner of a multiple dwelling, and each concerning the proper rate for electric service from Con Edison. Each customer sought rebilling at the residential rate (rather than the small commercial rate) for an apartment which allegedly was always occupied by a superintendent; the decision concludes that no retroactive billing was called for because complainants had been given notice of the availability of the residential rate for such an apartment but had not applied for the rate promptly. The other decision, also involving Con Edison, upholds billing of a landlord for unmetered gas service to a hot water heater.

During August, two new appeals were accepted for review. One appeal concerns a nonresidential customer's complaint against Bell Atlantic that the company overbilled and provided poor service. The other, by an industrial park, involves a disagreement about Niagara Mohawk's charges for electric and gas line extensions.

**NUMBER OF COMPLAINTS RECEIVED BY THE NYS PSC  
BETWEEN 08/01/2000 AND 08/31/2000**

<b>Service</b>	<b>Utility</b>	<b>Complaints</b>
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	16
	Adelphia Cable - Utica	3
	Adelphia Cable-International	1
	Adelphia Cable-Niagara	5
	Berkshire Cable Corp.	1
	Cablevision of Brookhaven	1
	Cablevision of Hauppauge (V-CABLE)	3
	Cablevision of Long Island	15
	Cablevision of New York City	25
	Cablevision of Riverhead	3
	Cablevision of Southern Westchester	17
	Cablevision of Warwick (Tri-States)	2
	Cablevision of Westchester	3
	Cablevision of Yorktown	1
	Cablevision-Ramapo	2
	Cablevision-Rockland	6
	Charter Communications	5
	MediaOne - Westchester	1
	Milestone Communications	2
	RCN of Southeast New York, Inc.	9
	Time Warner - Albany	3
	Time Warner - Amsterdam	2
	Time Warner - Brooklyn	5
	Time Warner - CableCom. - Johnstown	1
	Time Warner - Elmira	1
	Time Warner - Fingerlakes	1
	Time Warner - Genesee	1
	Time Warner - Glens Falls	2
	Time Warner - Ilion	1
	Time Warner - Ithaca	1
	Time Warner - Manhattan	13
	Time Warner - Newburgh	6
	Time Warner - Orange County	8
Time Warner - Oswego	1	
Time Warner - Paragon Manhattan	1	
Time Warner - Poughkeepsie	3	
Time Warner - Queens	9	
Time Warner - QUICS	1	

**NUMBER OF COMPLAINTS RECEIVED BY THE NYS PSC  
BETWEEN 08/01/2000 AND 08/31/2000**

<b>Service</b>	<b>Utility</b>	<b>Complaints</b>
Cable	Time Warner - Rensselaer	2
	Time Warner - Rochester	10
	Time Warner - Saratoga	1
	Time Warner - Saugerties	1
	Time Warner - Schenectady	4
	Time Warner - Staten Island	2
	Time Warner - Sullivan County	7
	Time Warner - Syracuse	9
	Time Warner - Troy	2
	Time Warner Cable - Hornell	1
		-----
	<b>221</b>	
Electric	Central Hudson Electric & Gas	3
	Con Edison	186
	Econnergy	6
	Jamestown Board of Public Utilities	4
	Metromedia Energy	1
	New York State Electric & Gas	10
	Niagara Mohawk Power Corp	100
	Orange & Rockland	23
	Orion Energy Services	1
	Robison Energy Of Westchester	1
	Rochester Gas + Electric	16
	Total Energy, Inc.	8
	Village of Arcade	1
	Village of Philadelphia	1
	-----	
	<b>361</b>	
Gas	ACN Energy, Inc.	1
	Agway Energy Services, Inc.	1
	Con Edison	8
	Con Edison Solutions	1
	Corning Natural Gas	1
	Great Eastern Energy	1
	Keyspan Energy Services, Inc.	2
	KeySpan of Long Island	2
	KeySpan of New York	26

**NUMBER OF COMPLAINTS RECEIVED BY THE NYS PSC  
BETWEEN 08/01/2000 AND 08/31/2000**

<b>Service</b>	<b>Utility</b>	<b>Complaints</b>
Gas	National Fuel Gas Distribution	20
	New York Gas Co., Inc.	2
	Niagara Mohawk Power Corp	8
	Orange & Rockland	3
	Rochester Gas + Electric	1
	St Lawrence Gas	1
	Total Energy, Inc.	7
		-----
		<b>85</b>
Telephone	Adelphia Telecommunications, Inc.	1
	ADVAMTEL, LLC dba Plan B Communications	8
	Alligiance Telecom of New York, Inc.	16
	Alliance Group Services Inc.	1
	AllTel Of New York	5
	American Nortel Communications, Inc.	2
	American Phone Services, Corp.	4
	AT&T Communications of New York, Inc.	488
	Bell Atlantic Communications, Inc.	9
	Broadview Networks	54
	Business Options, Inc.	1
	Cablevision Lightpath, Inc.	1
	Chautauqua & Erie Telephone Corp.	1
	Choice One Communications of New York In	1
	Citizens Telecom	9
	Commonwealth Telecom	1
	Communications TeleSystems Intl. (CTS)	2
	Core-Comm-New York, Inc.	4
	Econ-o-call Inc.	2
	Empire One Telecommunications, Inc.	1
	Essential.com, Inc.	9
	Essex Communications, Inc.	3
	Essex Communications, Inc. d/b/a/ Elec C	6
	Excel Telecommunications Inc.	4
	Fairpoint Communications	6
	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Communications of Rochester, Inc	1
	Frontier Telephone of Rochester, Inc.	20
	Gateway Technologies, Inc.	1

**NUMBER OF COMPLAINTS RECEIVED BY THE NYS PSC  
BETWEEN 08/01/2000 AND 08/31/2000**

<b>Service</b>	<b>Utility</b>	<b>Complaints</b>
Telephone	Global Crossing Telecommunications, Inc.	2
	IDT Corporate	2
	LCI International Telecom Corp.	1
	Long Island Telephone Company	2
	Matrix Telecommunications	2
	MCImetro Access Transmission Services, I	1
	MCIWorldCom	173
	Metropolitan Telecommunications dba MetT	23
	Net2000 Group, Inc.	1
	Network Plus, Inc.	6
	NEXTLINK New York, L.L.C.	2
	Nicholville Telephone	1
	North American Telephone Network, LLC.	1
	NOS Communications Inc.	1
	One Call Communications Inc. dba Opticom	1
	PaeTec Communications, Inc.	1
	Protel, Inc.	3
	Public Service Commission	1
	QAI, Inc d/b/a Long Distance Billing	1
	QWest Communications Corporation	6
	RCN Telecom Services of New York, Inc.	1
	Resdntl Comms. Netwrk of NY dba RCN	5
	RSL Com U.S.A. Inc.	1
	Sprint Communications Company L.P.	23
	Starlink Communications L.L.C.	1
	Tel-Save, Inc dba The Phone Company of N	12
	Telecom USA	2
	Teleport Communications	1
	Telergy Network Services, Inc.	1
	The Furst Group Inc.	1
	Touch 1 Long Distance, Inc	1
	Township Tel	1
	Tri-Tel Communications, Inc.	2
	USN Communications Long Distance, Inc.	1
VarTec Telecom, Inc.	1	
VarTec Telecom, Inc. dba Clear Choice Co	1	

**NUMBER OF COMPLAINTS RECEIVED BY THE NYS PSC  
BETWEEN 08/01/2000 AND 08/31/2000**

<b><i>Service</i></b>	<b><i>Utility</i></b>	<b><i>Complaints</i></b>
Telephone	Verizon	738
	Winstar Gateway Network, Inc.	1
	Zeptel Communications, Inc.	1
	ZTel Communications, Inc.	51
		----- <b>1739</b>
Water	Heritage Hills Water Works	1
	Long Island Water Corp.	6
	New York Water Service	1
	United Water-New Rochelle	2
	United Water-New York	2
	----- <b>12</b>	
<b>Total Complaints for August 2000</b>		----- <b>2418</b>







SLAMMING COMPLAINTS RECEIVED BY NYS PSC

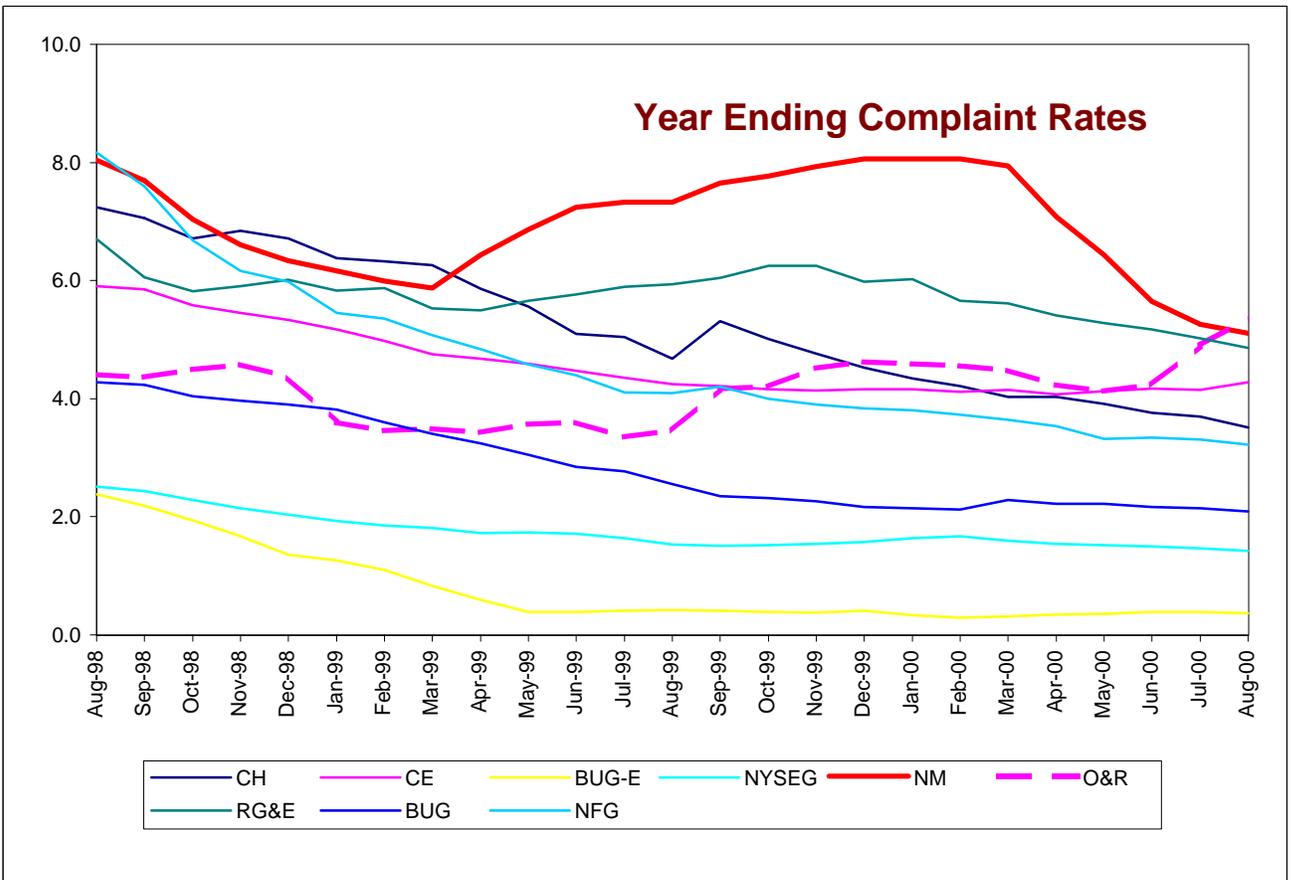
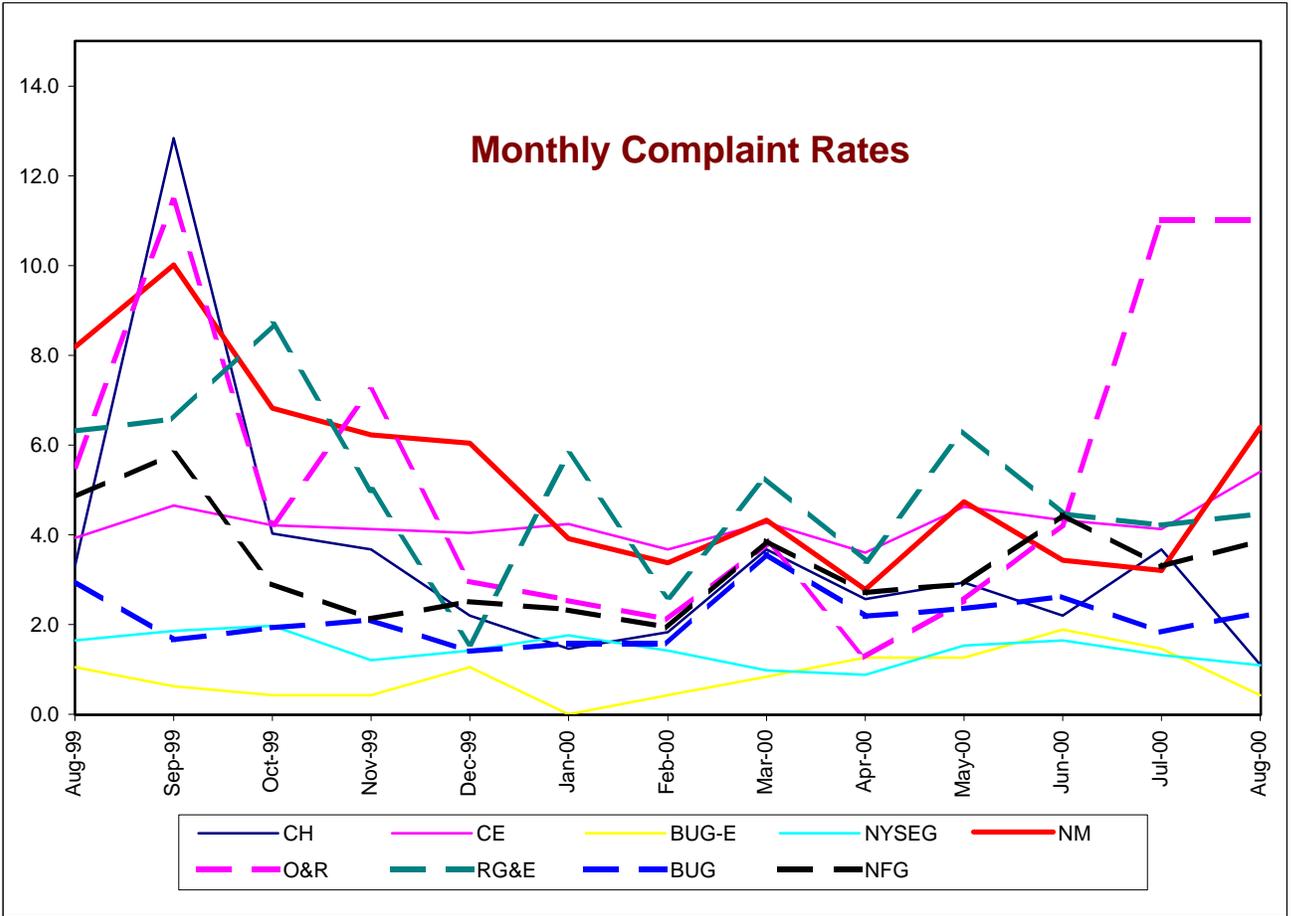
CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99	Nov-99	Oct-99	Sep-99	Aug-99	Jul-99		
5891	Standard Telcom L.D. Inc.	4	11																					
5478	Starlink Communications L.L.C.			2	1	1	1												1					
5479	Startec, Inc.							1														1		
5257	Switched Service Communications, LLC				1																			
6049	TTI National, Inc.							1						1										
5913	Target Telecom Inc.		2	1		1																		
5487	TC Systems, Inc. (TCG)					1																		
6375	Telco Holdings dba Dial & Save					1	2												1	1				
5164	Telcom Group USA Inc. d/b/a TelCom						1	1				1										1		
5310	Tele(Allnet Comm.Inc.) Allnet	6	20	2																				
5762	Telecom USA			3	1	2		2	2															
5167	Telecommunications Service Center, Inc.					4																		
6161	Telehub Network Service Corp.							1										1						
6288	Telemex/Sprint Communications							1																
6100	Telco Partners, Inc.							1							1									
6118	Telepath Communications, Inc.							2		1						1								
5845	Teleport Communications				1	2	3	4	1						1	2		2						
6469	Telergy Network Services, Inc.							1								1								
5492	Telnet Communications, Inc.							1													1			
6088	Tel-Save, Inc dba The Phone Company				6	16	17	71	8	8	9	9	6	14	14	3	3	1	6	1	1	1	1	
5939	The Furst Group Inc.		29	11	8	2		2	1							1								
6131	The Phonco, Inc. dba Network Services					1																		
5499	TI Nat Telecom dba TI World Te			3				1																
5515	Total - Tel USA, Inc.					1																		
5271	Touch 1 Communications, Inc.			4	1	5	2																1	
6093	Touch 1 Long Distance, Inc.					1	1	1	1															
5522	Trans National Communications, Inc.				6																			
5223	TresCom U.S.A., Inc.			1	6																			
5A72	Tri-Tel Communications, Inc.							1	1															
6331	TruCom Corporation							1			1													
5659	U.S. Long Distance, Inc.			2	6	1																		
5A99	U.S. Republic Communications Inc.					1	2																	
5036	Unidial, Incorporated			1	3	3	1	1								1						1		
5A45	United Services Telephone, LLC					1																		
6493	Uni-Tel Communications Group, Inc.						1	2							1	1								
5717	Universal Communications, Inc					2																		
5860	US Sprint Communications Co./	17	60	7																				
5528	US Wats. Inc.					1																		
6137	USA Tele Corp.					6	3															1		
6048	USN Communications Long Distance				2	78	72	1								1		1				3		
5276	V.I.P Network Inc.			15																				
5101	VarTec Telecom, Inc.			6	0																			
6290	Veterans of America Assn.				4																			
6073	Vista Group International, Inc.				12	41	8											1					1	
5172	Westinghouse Electric Corporation d/b/s				3	1																		
5867	Witel Inc.	22	8	5	31	3	1																	
5303	Winstar Gateway Network, Inc.		3	76		1	1																	
5770	Working Assets Funding Service			1	2		1															1		
5319	World Com Inc, dba LDDS World			6	5	6		2					1		1									
5716	World Communications, Inc.				6																			
5203	WorldCom Network Service, dba Wil						1	1											1					
6307	Worldcom Technologies, Inc.					1		2		1			1											
6124	Worldcom, Inc.				9																			
5516	Xtracom, Inc.					1																		
6447	Ztel Communications, Inc.						54	161	13	11	11	14	17	31	31	33	26	15	11			2		
6659	erbia Network, Inc.							1							1									
	Complaints Assigned by CPCN	250	2051	2180	1738	1904	1029	1145	169	133	148	158	124	188	126	99	104	111	97	71	76	53		
	Unassigned Complaints	143	306	99	42	6	5	5	0	1	1	3	0	0	0	0	1	0	0	0	0	2	0	
	<b>Total</b>	<b>393</b>	<b>2357</b>	<b>2279</b>	<b>1780</b>	<b>1910</b>	<b>1034</b>	<b>1150</b>	<b>169</b>	<b>134</b>	<b>149</b>	<b>161</b>	<b>124</b>	<b>188</b>	<b>126</b>	<b>99</b>	<b>105</b>	<b>111</b>	<b>97</b>	<b>71</b>	<b>78</b>	<b>53</b>		

**Number of Complaints filed against Energy Service Companies  
(ESCO's)**

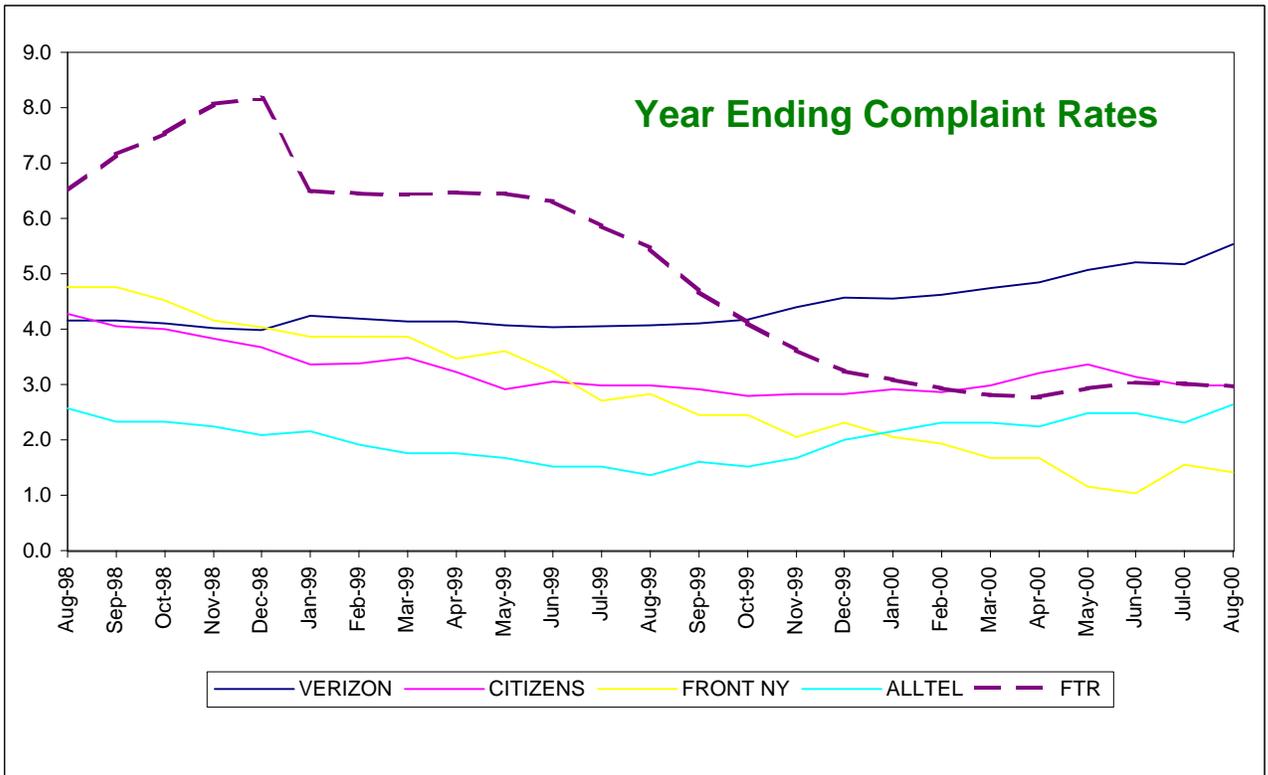
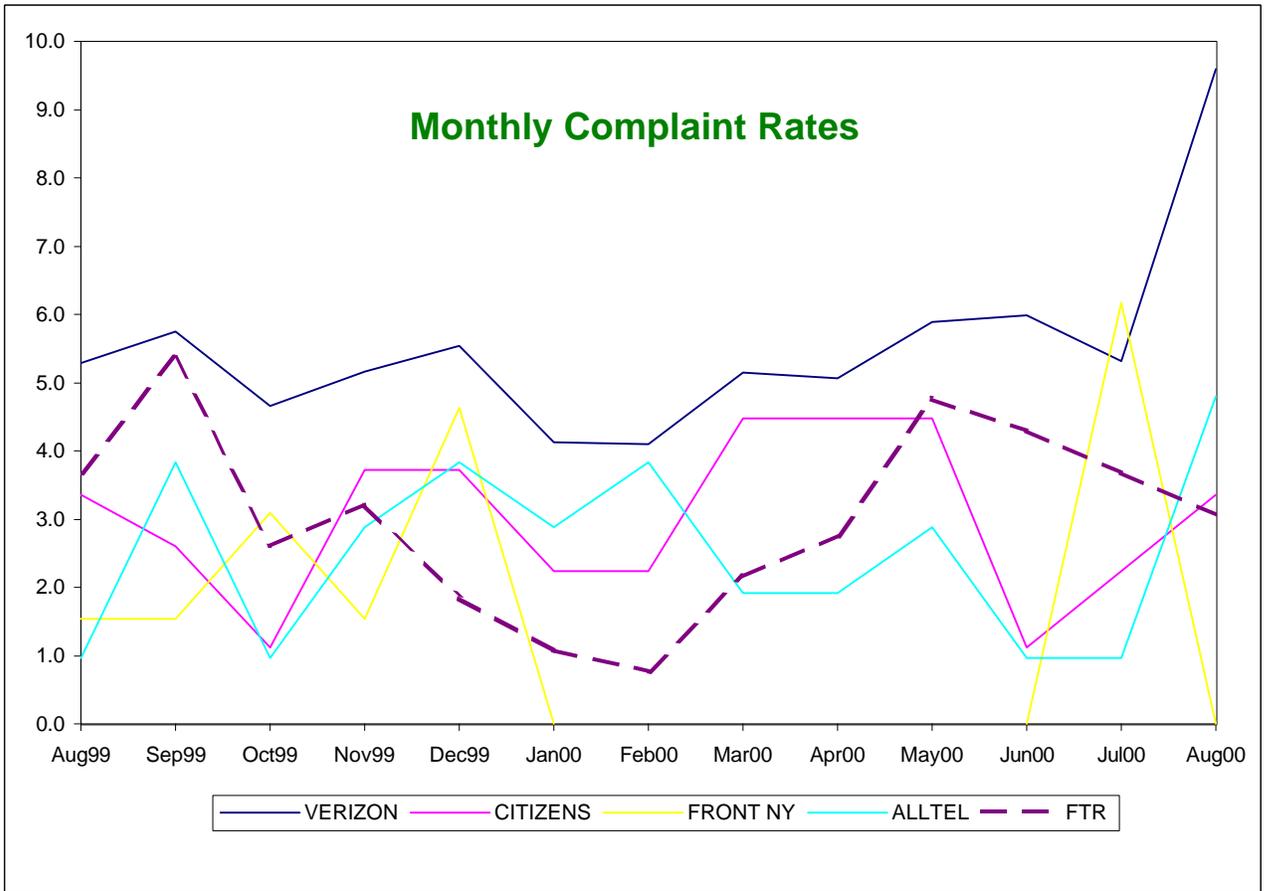
CODE	FULL NAME	1997	1998	1999	2000	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99	Nov-99	Oct-99	Sep-99	Aug-99
D001	Agway Energy Services Inc.	2	1	3	3	1			1			1						2
D002	Amerada Hess	0	0	2	0										1			
D005	Castle Power Corporatoin	0	1	0	0													
D013	Interstate Energy Resources Inc.	0	0	1	1					1						1		
D014	KBC Energy Services	0	1	1	0													
D015	Keyspan Energy Services, Inc.	0	10	14	23	2	4	4	6	2		2	3	3	1	3	1	1
D019	Morania	0	1	0	0													
D021	National Fuel Resources	0	0	3	2				1	1				1	1			
D023	New York Gas Co., Inc.	0	0	1	4	2		1			1					1		
D024	North American Energy	0	0	4	3				2				1	1			2	
D032	Total Energy Inc.	0	12	58	54	15	7	4	2	7	5	8	6	3	3	6	3	6
D034	Wepco Gas	1	0	0	0													
D046	Econnergy	0	51	40	104	6	16	18	17	16	12	11	8	9	6	6	1	3
D054	Enron Capital & Trading Resources	0	1	0	0													
D057	Iroquois Energy	0	0	2	1								1					
D062	MC2	0	10	2	0										1			
D074	Utilicorp Energy Solutions	0	0	1	0													
D079	Wheeled Electric Power Co (WEPCO)	0	6	2	0											1		
D084	New Energy Ventures, LLC	0	5	2	1				1									
D086	Con Edison Solutions	0	119	68	35	1	4	5	6	13	5	1		3	6	3	6	6
D087	Energetix, Inc.	0	0	2	5		2			1	2							
D089	Duke Solutions, Inc.	0	0	1	0									1				
D090	Nev East, L.L.C.	0	1	0	1			1										
D092	Advantage Energy	0	0	0	1								1					
D093	Robison Energy of Westchester	0	0	5	2	1					1			1				1
D098	Metromedia Energy	0	5	17	9	1		1	1	1	2	2	1			4	1	6
D102	Telecon Energy Services Corp.	0	0	6	1						1			1			1	2
D103	NYSEG Solutions	0	0	4	5		1		1	1	1		1	2	1			1
D104	Great Eastern Energy	0	0	3	8	1		1		2	1	2	1		3			
D105	ACN Energy, Inc.	0	0	0	9	1		4		2	1	1						
D106	Orion Energy Services	0	0	0	1	1												
D888	Unassigned Complaints	0	2	1	3			2			1							1
<b>Total</b>		<b>3</b>	<b>226</b>	<b>243</b>	<b>276</b>	<b>32</b>	<b>34</b>	<b>42</b>	<b>37</b>	<b>47</b>	<b>33</b>	<b>28</b>	<b>23</b>	<b>25</b>	<b>24</b>	<b>24</b>	<b>17</b>	<b>27</b>

This table shows the number of complaints that were reported to the Office of Consumer Services by ESCO customers. OCS does not resolve complaints against ESCO's. Customers are advised to refer to their contract for resolution guidelines.

# MAJOR ENERGY UTILITIES



# MAJOR TELEPHONE UTILITIES



# MAJOR WATER UTILITIES

