

Monthly Report on Consumer Complaint Activity



August 2004

William M. Flynn, Chairman

*Jean M. Lowe, Interim Director
Office of Consumer Services*

September 21, 2004



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Office of Consumer Services

September 21, 2004

Dear Reader:

In June 2002, the New York State Public Service Commission's Office of Consumer Services implemented a new process for handling consumers' issues against energy, water, telecommunications and cable television service providers operating in New York State. This process is known as QRS – the Quick Resolution System. The process is intended to provide enhanced service to consumer issues. This procedure, in most cases, allows service provider's one opportunity to resolve an issue directly with their customer prior to the OCS classifying the case as a complaint. Service providers are required to contact consumers to discuss their concerns, seek resolution of the issue and then provide expedited feedback to OCS reporting the outcome of the contact.

In order to measure the effectiveness of a service provider's performance under this new program, our staff has spent the past year developing a Customer Service Response Index. The Customer Service Response Index measures a service provider's responsiveness to consumers' problems forwarded to it by the staff of the Office of Consumer Services. The index measures performance in four areas:

- ◆ Success in resolving a customers' problem in the first contact
- ◆ Timeliness of first contact responses
- ◆ Timeliness of complaint responses
- ◆ Age of cases awaiting reply by the service provider

After working with all service providers over the last several months, this month we begin reporting the Customer Service Response Index (CSRI) as part of our monthly activity report. This index is only one of many measures used to monitor utility performance. It is not the sole indicator of a service provider's performance and may not be representative of the level of service you might receive as a consumer.

Preceding the CSRI report is a quick reference guide which will explain each of the individual metrics that make up the index. Questions concerning CSRI should be sent to: Barry_Bedrosian@dps.state.ny.us.

Sincerely,

Jean M. Lowe
Interim Director



If You Have a Complaint About Your Utility Service

The Office of Consumer Services (OCS) takes all utility consumer matters seriously, including complaints. When you contact our office with a complaint about a utility or other service provider, we take immediate steps through our Quick Response System (QRS) to address your concerns.

The QRS Process

We Contact Your Utility - In an effort to ensure that utilities fulfill their obligation to provide effective customer service, we first ask the utility to contact you and resolve your concerns.

Your Utility Contacts You - As directed by OCS, the utility will contact you to:

- Discuss your concerns
- Provide you with the name and telephone number of a utility representative to call if you need further assistance
- Give you a date by which the company will get back to you about your concerns

You Maintain Contact With Your Utility - All future correspondence will come directly from the utility. If you have questions regarding your case please call your utility representative.

The Follow-up

Contact us if:

- ◆ The utility does not contact you
- ◆ The utility does not provide its response to you within a reasonable timeframe
- ◆ The matter remains unresolved

If you have any questions regarding the process for addressing your concerns outlined above, please contact us at 1-800-342-3377 (1-800-342-3330 for cable television matters). If you are calling from outside New York State, the number to call is 1-212-290-4171.

Customer Service Response Index

Quick Reference Guide

In order to measure the effectiveness of each service provider's performance concerning issues brought to our attention by their customers the Office of Consumer Services has developed a Customer Service Response Index (CSRI). This index is reported on a monthly basis to compare the level of service and responsiveness delivered by each service provider under the Commission's jurisdiction. The CSRI is determined by measuring the following four metrics:

The Consumer Satisfaction Metric (CSM); a ratio of the number of complaints to the number of QRS cases in the reporting month. All customer contacts begin as QRS cases. A complaint is recorded as a result of the customer being dissatisfied with the service provider's resolution of a case which was handled as a QRS case. A CSM score of 5 points are awarded when a service provider receives no complaints during the reporting month. There is no score awarded if a service provider satisfies less than 50% of the customers that the PSC refers to them.

The QRS Response Time Metric (QRM); the average number of days it took the service provider to respond to QRS cases closed in the reporting month. A QRM score of 2 points is awarded when a provider's average response time for QRS cases is 14 days or less. The response time on each case is calculated by subtracting the response date from the date the case was opened. The average response time for each service provider is calculated by adding all the response times for QRS cases closed in the reporting month and dividing by the number of QRS cases closed that month. No points are earned if the average response time for QRS cases is more than 28 days (twice the acceptable reply standard).

The SRS Response Time Metric (SRM); the average number of days it took to respond to SRS cases closed in the reporting month. An SRM score of 2 points is awarded when a service provider's average response time for SRS cases is 10 days or less. The response time on each case is calculated by subtracting the SRS response date from the date the SRS case was opened. The SRM average response time for each provider is calculated by adding all the response times for SRS cases closed in the reporting month and dividing by the number of SRS cases closed that month. If the case was in rebuttal status (a request by staff for additional information subsequent to a service providers initial reply), the response time will be calculated by subtracting the response date from the date the case was rebutted by staff. No points are earned if the average response time for SRS cases is more than 25 days (two weeks past due).

The Pending Case Metric (PCM); the average age of all cases awaiting response, determined on the last day of the reporting month. A PCM score of 1 point is awarded when a service providers' average age of cases is 14 days or less. The age of each case is determined by subtracting the last day of the reporting month from the date opened on all cases awaiting a utility response. The PCM average is calculated by adding the age of all pending cases at the months end and dividing by the number of open cases. No points are earned if the average age of cases exceeds 70 days (two months delinquent) and a negative score is applied and if the average age is between 70 and 90 days.

The final CSRI score is the sum of the four metrics. Complete CSRI data is posted for those service providers that average 10 or more QRS cases per month. For all other service providers, the performance in each area is reported monthly less the actual CSRI measure. The volume of activity for these companies would result in significant fluctuations on a month to month basis. These fluctuations may result in the reader reaching an inaccurate conclusion as to a service providers performance.

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

August 2004

Utility	Jul-04		Aug-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate* Aug-04
					Aug-03	Aug-04	Change	2003	2004	Change	
Central Hudson	1.0	3	0.3	1	27	28	3.7	19	17	-10.5	0.8
Con Edison	2.1	77	1.8	65	669	764	14.2	539	528	-2.0	1.7
KeySpan of L.I.	0.4	2	1.4	7	56	49	-12.5	47	36	-23.4	0.8
NYSEG	0.2	2	0.2	2	51	41	-19.6	43	24	-44.2	0.4
Niagara Mohawk	1.8	31	1.5	25	313	338	8.0	285	215	-24.6	1.7
Orange & Rockland	0.9	2	0.5	1	30	23	-23.3	27	18	-33.3	0.9
RG & E	1.8	7	1.3	5	75	82	9.3	69	58	-15.9	1.7
KeySpan of NY	1.7	20	1.5	18	92	138	50.0	71	103	45.1	1.0
National Fuel Gas	1.6	8	1.6	8	81	86	6.2	73	53	-27.4	1.4
Other Energy Utilities	N/A	1	N/A	1	54	34	-37.0	23	14	-39.1	N/A
ESCO's	N/A	1	N/A	2	47	41	-12.8	34	17	-50.0	N/A
Verizon	0.6	50	0.5	42	882	617	-30.0	719	344	-52.2	0.6
Citizens Telcom	0.3	1	0.3	1	11	20	81.8	11	10	-9.1	0.5
Frontier of NY	2.7	2	1.3	1	5	10	100.0	5	9	80.0	1.1
Alltel	1.2	1	0.0	0	6	4	-33.3	5	3	-40.0	0.4
Frontier Tel of Roch.	0.0	0	0.4	2	27	20	-25.9	26	14	-46.2	0.4
Other LEC's	N/A	191	N/A	200	1639	1854	13.1	1111	1271	14.4	N/A
DSL Providers	N/A	1	N/A		0	0	#DIV/0!	0	0	#DIV/0!	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	0	0	#DIV/0!	0	0	#DIV/0!	N/A
LD Resellers	N/A	12	N/A	13	160	163	1.9	126	164	30.2	N/A
COCOT Vendors	N/A	4	N/A	3	37	41	10.8	28	26	-7.1	N/A
Adelphia	N/A	5	N/A	5	19	26	36.8	13	18	38.5	N/A
Cablevision Systems	N/A	15	N/A	15	130	144	10.8	109	83	-23.9	N/A
Time-Warner	N/A	10	N/A	10	89	119	33.7	76	78	2.6	N/A
Other Cable Cos.	N/A	1	N/A	1	31	12	-61.3	15	33	120.0	N/A
Long Island Water	0.0	0	0.0	0	10	6	-40.0	8	2	-75.0	0.7
UW - New Rochelle	3.3	1	3.3	1	2	11	450.0	1	8	700.0	3.0
New York Water	0.0	0	0.0	0	2	4	100.0	2	4	100.0	0.8
New York American	0.0	0	0.0	0	1	0	0.0	1	0	0.0	0.0
UW - New York	0.0	0	0.0	0	8	9	12.5	7	5	-28.6	1.1
Other Water Utilities	N/A	3	N/A	0	16	10	-37.5	8	11	37.5	N/A

All complaint rates are based on 2003 customer populations.

* - Complaints per 100,000 customer accounts

The number of cases received for and assigned to individual utilities are subject to review and could eventually change the numbers reflected in this report

The reduction is the number of complaints is attributed to the method in which complaints are now processed.

Please refer to the July and August 2002 Month Report which describes the Quick Response System and the process by which cases are now handled.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

August-04

Utility	Apr-04			Last 12 Months			12 mos.	12 mos.
	Total	Credit	% Credit	Total	Credit	% Credit	Total C/Rate	Credit C/Rate
Central Hudson	1	0	0%	28	12	43%	0.8	0.3
Con Edison	65	15	23%	764	159	21%	1.7	0.4
KeySpan - LI	7	4	57%	49	14	29%	0.8	0.2
NYSEG	2	0	0%	41	14	34%	0.4	0.1
Niagara Mohawk	25	11	44%	338	122	36%	1.7	0.6
Orange & Rockland	1	0	0%	23	9	39%	0.9	0.4
RG & E	5	1	20%	82	57	70%	1.7	1.2
KeySpan - NY	18	4	22%	138	30	22%	1.0	0.2
National Fuel Gas	8	3	38%	86	30	35%	1.4	0.5

Note: This chart shows the correlation between all complaints received and cases concerning credit related issues such as: Deferred payment agreements, extensions for payment, threatened termination of service and termination of service to to non-payment.

Customer Service Response Index August 2004

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QRM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Z-Tel Communications, Inc.	14	0	5.0	4.1	2.0	0.0	2.0	2.0	1.0	10.0
Verizon Advanced Data, Inc.	24	0	5.0	12.6	2.0	0.0	2.0	20.2	0.8	9.8
New York State Electric & Gas Corp.	49	2	4.6	5.7	2.0	1.4	2.0	3.6	1.0	9.6
Orange & Rockland	27	1	4.6	1.6	2.0	0.0	2.0	0.0	1.0	9.6
Citizens Communications (ILEC)	20	1	4.5	5.0	2.0	0.0	2.0	0.0	1.0	9.5
Cablevision of Long Island	16	1	4.4	12.5	2.0	0.0	2.0	1.5	1.0	9.4
Central Hudson Gas & Electric Corp.	14	1	4.3	12.5	2.0	10.9	1.9	2.3	1.0	9.2
Frontier Telephone of Rochester, Inc.	26	2	4.2	14.3	1.9	0.0	2.0	6.7	1.0	9.1
Verizon Communications (LEC)	653	41	4.4	8.5	2.0	19.5	1.1	9.7	1.0	8.5
Niagara Mohawk - A National Grid Company	218	24	3.9	11.2	2.0	12.1	1.8	24.2	0.8	8.5
Broadview Networks, Inc.	13	1	4.2	9.6	2.0	19.6	1.1	5.3	1.0	8.3
Metropolitan Telecommunications	12	2	3.3	3.1	2.0	0.0	2.0	5.0	1.0	8.3
Time Warner - New York City Division	75	9	3.8	15.2	1.8	8.9	2.0	30.3	0.6	8.2
Time Warner - Albany Division	12	2	3.3	18.8	1.5	0.0	2.0	18.7	0.9	7.7
Con Edison of New York	356	65	3.2	13.8	2.0	4.2	2.0	53.0	0.2	7.4
ACN Communication Services, Inc.	12	2	3.3	9.4	2.0	0.0	2.0	57.8	0.1	7.4
Rochester Gas & Electric Corp.	98	6	4.4	6.8	2.0	109.0	0.0	39.1	0.5	6.9
KeySpan of Long Island	22	7	1.8	7.5	2.0	6.1	2.0	0.0	1.0	6.8
MCI	144	44	1.9	15.2	1.8	12.6	1.8	13.7	1.0	6.5
National Fuel Gas Distribution	55	8	3.5	9.0	2.0	26.6	0.0	10.5	1.0	6.5
KeySpan of New York	90	17	3.1	6.7	2.0	73.3	0.0	38.1	0.5	5.6
Cablevision of New York City	41	10	2.6	12.4	2.0	59.8	0.0	9.5	1.0	5.6
AT&T	400	82	3.0	8.4	2.0	43.7	0.0	42.0	0.4	5.4
Sprint Communications	82	8	4.0	23.8	1.0	83.9	0.0	45.3	0.3	5.3
Choice One Communications of New York, Inc	13	4	1.9	14.6	1.9	24.0	0.4	23.6	0.8	5.0
International Discount Telecommunication	78	22	2.2	9.7	2.0	31.6	0.0	58.4	0.1	4.3
Econergy	16	5	1.9	39.6	0.0	33.4	0.0	48.9	0.3	2.2
Telecarrier Services, Inc.	13	6	0.4	13.8	2.0	41.1	0.0	117.7	-9.0	0.0
16 E 96TH Corp	0	0		0.0		0.0		156.0		
57 Thames Rentals	0	0		0.0		0.0		175.0		
ACC Business	2	1		5.0		0.0		0.0		
ACC Telecommunications, LLC	0	0		0.0		52.7		68.0		
Accent Energy Midwest, LLC	2	0		2.0		9.3		0.0		
Acceris Communications, Inc.	2	0		15.0		0.0		20.0		
Access Point, Inc.	0	0		0.0		0.0		71.0		
Adelphia Cable - Auburn	1	0		2.0		0.0		0.0		
Adelphia Cable - Buffalo	6	1		4.0		9.1		159.0		
Adelphia Cable - Harbor Vue	0	0		0.0		71.0		0.0		
Adelphia Cable - International	0	0		0.0		0.0		114.0		
Adelphia Cable - Niagara	1	1		33.0		1.8		66.0		
Adelphia Cable - Olean	0	0		11.0		0.0		0.0		
Adelphia Cable - Utica	4	0		5.0		4.9		26.0		
Adelphia Cable - Wellsville	0	0		0.0		0.0		217.0		
Agway Energy Services, LLC.	2	0		3.5		0.0		0.0		
All Energy New York	0	0		0.0		0.0		477.0		
Allegiance Telecom of New York, Inc.	5	1		10.7		13.0		34.7		
Alliance Group Services, Inc.	0	0		0.0		0.0		138.0		
AllTel of New York	2	0		5.0		0.0		29.5		
American Long Lines, Inc.	1	0		0.0		0.0		1.0		
American Nortel Communications, Inc.	0	0		0.0		0.0		204.0		
American Package	0	1		0.0		0.0		5.0		
American Telecommunications Corporation	0	0		4.0		0.0		56.5		
America's Digital Satellite Telephone	0	0		0.0		0.0		166.0		
Americatel Corporation	0	0		0.0		0.0		168.0		
Aqua Maine	0	0		0.0		0.0		208.0		
Aqua Maine Water	1	0		0.0		0.0		69.5		
Aquarion Water Company of NY	1	0		0.0		0.0		14.0		
Arbor Hills Waterworks	0	0		0.0		0.0		51.0		
ARC Networks, Inc.	2	0		72.3		0.0		0.0		
AT&T Wireless Services	1	0		0.0		0.0		30.0		
BAS Communications	0	0		0.0		0.0		134.0		
Bath Municipal Electric & Gas	2	1		1.0		0.0		6.5		
Bay City Metering	0	1		7.0		1.2		0.0		
Beekman Water Company	0	0		0.0		0.0		0.0		
Birch Hill Water Supply Corporation	0	0		0.0		0.0		149.0		
Birns Telecommunications	0	0		0.0		0.0		186.8		
BridgeCom International, Ltd.	3	1		24.9		0.0		28.7		

Customer Service Response Index August 2004

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QRM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Broadwing Telecommunications Inc.	0	0		0.0		0.0		51.0		
Budtel Associates, Inc.	0	0		0.0		0.0		34.0		
BullsEye Telecom, Inc.	3	0		8.7		0.0		46.5		
Business Network Long Distance, Inc.	1	0		13.0		0.0		19.0		
Cablevision - MediaOne - Rockland	1	0		1.0		0.0		0.0		
Cablevision - MediaOne - US Cablevision	1	0		9.2		0.0		0.0		
Cablevision of Brookhaven	2	0		8.5		0.0		0.0		
Cablevision of Dutchess County	0	0		14.1		0.0		0.0		
Cablevision of East Hampton	1	0		7.1		0.0		0.0		
Cablevision of Hauppauge	3	0		13.3		0.0		7.0		
Cablevision of Port Chester	1	0		0.0		0.0		2.0		
Cablevision of Riverhead	1	1		13.6		0.0		0.0		
Cablevision of Rockland	2	0		7.0		0.0		0.0		
Cablevision of Southern Westchester	5	0		4.6		0.0		0.0		
Cablevision of Warwick	1	0		6.0		0.0		0.0		
Cablevision of Westchester	10	0		3.7		0.0		2.7		
Cablevision of Yorktown	1	0		1.1		0.0		0.0		
Capital Telephone Services	0	1		0.0		0.0		21.0		
Carmel Telephone Services, Inc. d/b/a SusCor	1	0		0.0		0.0		0.0		
Chain Lakes Cablevision	1	1		8.0		0.0		14.0		
Charter Comm. - Plattsburgh	0	0		0.0		0.0		42.0		
Charter Communications	1	0		2.0		0.0		62.0		
Chronometric Telecommunications, Inc.	0	0		0.0		0.0		575.0		
Ciera Network Systems	0	0		0.0		0.0		166.0		
Citizens Long Distance & LEC	0	0		0.0		0.0		69.0		
City of Jamestown Board of Public Utilities	3	0		1.3		0.0		84.5		
ClearTel Communications, Inc.	1	1		19.5		32.8		49.0		
Columbia Energy Services Company	1	1		15.5		0.2		0.0		
Comcast Telecommunications, Inc.	0	0		0.0		0.0		163.0		
Communicate Technological Systems, CTS, LI	3	1		7.3		0.0		155.0		
Communications Network Billing, Inc.	1	0		3.0		0.0		0.0		
Con Edison Solutions	2	3		60.7		5.0		37.5		
Conversent Communications of New York, LLC	3	0		5.7		0.0		0.0		
Cooper Square Realty	0	1		0.0		0.0		6.0		
Cordia Communications Company	4	0		0.0		0.0		108.8		
CornerStone Telephone Company, LLC.	2	0		2.0		0.0		0.0		
Corning Natural Gas Corp.	2	0		0.0		0.0		16.0		
Corporatepage.com, Inc.	1	1		5.0		0.0		0.0		
Covad Communications Company	1	0		0.0		0.0		50.0		
Covista Communications, Inc.	3	0		1.0		54.1		327.3		
CTC Communications Corp.	0	0		0.0		0.0		220.5		
DavelTel, Inc.	0	0		0.0		0.0		69.0		
Dunkirk & Fredonia Telephone	2	0		8.0		0.0		1.0		
Dutchess Estates	0	0		422.0		0.0		61.0		
Earthlink, Inc.	1	1		4.0		0.0		0.0		
Empire One Telecommunications, Inc.	1	0		0.0		0.0		0.0		
Energetix, Inc.	0	0		0.0		0.0		0.0		
Esodus Communications, Inc.	1	0		0.0		0.0		5.0		
ESS.com, L.L.C.	0	0		0.0		0.0		161.0		
Essex Communications, Inc.	0	0		0.0		0.0		77.0		
Eureka Telecom, LLC	0	0		0.0		0.0		248.3		
Excel Telecommunications, Inc.	6	2		12.4		0.0		73.0		
Focal Communications Corporation	1	1		7.0		0.0		0.0		
Frontier Communications of AuSable Valley	1	1		8.0		0.0		0.0		
Frontier Communications of NY/fka Highland T	3	0		10.7		0.0		6.0		
Frontier Communications of Rochester, Inc.	1	0		4.2		0.0		0.0		
Future Focus Telecommunications	0	0		0.0		0.0		161.0		
Gateway Plaza Management	0	0		0.0		0.0		175.0		
GE Capital Communications Services, Corp	0	0		0.0		0.0		240.0		
Globcom, Inc.	0	0		0.0		0.0		106.0		
GNC Public Communications	1	0		0.0		0.0		2.0		
Great Eastern Energy	0	0		22.0		0.0		153.3		
Green Mountain Energy	0	0		0.0		0.0		224.0		
GTC Telecom	1	0		1.0		0.0		0.0		
Heritage Hills Water Works	0	0		0.0		0.0		0.0		
IDT America, Corp	8	4		10.2		0.0		3.0		
IDT Corporate	0	0		0.0		0.0		65.0		

Customer Service Response Index August 2004

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QRM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
ILD Telecommunications, Inc.	1	0		0.0		0.0		14.0		
Intelecom Solutions, Inc.	0	0		19.0		0.0		134.0		
InterGlobe Communications	1	0		4.0		0.0		0.0		
Keyspan Energy Services, Inc.	2	2		197.3		266.5		109.6		
Kiamesha Artesian Spring Water Co., Inc.	1	0		0.0		0.0		34.5		
Knolls Water Co.	0	0		0.0		0.0		460.0		
LCI International Telecom Corp.	2	0		15.0		11.0		0.0		
LCR Telecommunications, LLC	0	0		57.7		109.5		91.8		
Levy Associates	0	0		0.0		0.0		229.0		
Liberty Power Corp.	1	0		0.0		0.0		28.0		
Lightyear Network Solutions, LLC.	1	0		15.0		0.0		6.0		
Long Distance Consolidated Billing Co.	1	1		31.5		10.0		0.0		
Long Distance Services of N.Y.	0	0		0.0		0.0		117.0		
Long Island American Water	3	0		6.3		0.0		25.0		
M & L Milevoi	0	1		0.0		0.0		29.0		
Manhattan Telecommunications Corp.	1	1		6.0		0.0		13.0		
Massena Electric Department	1	0		0.0		0.0		27.0		
Matrix Telecom, Inc.	0	0		0.0		0.0		90.5		
Metro Teleconnect Companies, Inc.	1	0		9.0		0.0		237.0		
Mid Hudson Cablevision, Inc.	2	0		2.0		0.0		112.3		
Miko Telephone Communications	0	1		70.0		0.0		26.0		
MTG Communications, Inc	0	0		0.0		0.0		108.0		
National Access Long Distance	4	0		8.3		0.0		68.8		
National Aqueous	0	0		0.0		0.0		154.5		
National Fuel Resources	0	0		0.0		0.0		0.0		
NECC Telecom, Inc.	0	0		0.0		0.0		85.0		
NET-TEL Corp.	0	0		0.0		0.0		125.0		
Network One International, Inc.	1	0		6.0		0.0		0.0		
Network Plus, Inc.	0	0		0.0		0.0		155.0		
New Century Telecom, Inc.	5	0		7.0		0.0		43.0		
New Rochelle Telephone Company	4	0		55.5		107.3		332.2		
New York City Public Telephone	0	1		0.0		0.0		0.0		
North American Energy, Inc.	1	0		0.0		0.0		9.0		
North American Telephone Network, LLC.	0	0		0.0		0.0		155.0		
Northland Telephone Systems, Limited	1	0		6.0		0.0		0.0		
NorthPoint Communications, Inc.	0	0		0.0		0.0		83.0		
Norvergence Inc.	1	0		0.0		0.0		41.5		
NOS Communications, Inc.	1	1		13.5		2.0		0.0		
NOW Communications Inc	1	1		3.0		0.0		38.0		
NYSEG Solutions, Inc.	1	0		1.0		0.0		0.0		
Oneida County Rural Telephone Co.	2	0		3.5		0.0		0.0		
OneStar Long Distance, Inc.	0	0		0.0		0.0		187.0		
Optical Telephone Corporation	0	0		0.0		0.0		65.0		
Optimum Voice	4	0		14.0		0.0		29.7		
PAETEC Communications, Inc.	4	0		10.0		0.0		14.5		
Payphone Communications Inc.	0	1		67.0		0.0		9.0		
Penelec (A First Energy Company)	0	0		0.0		0.0		83.0		
Phone Management Enterprises, Inc.	0	0		0.0		0.0		40.0		
PowerNet Global Communications	0	1		0.0		8.2		125.0		
Primelink, Inc.	1	0		5.0		0.0		0.0		
Primus Telecommunications, Inc.	1	0		0.0		0.0		81.2		
Promise Vision Technology	0	0		0.0		0.0		40.0		
PT-1 Communications, Inc.	1	0		0.0		0.0		96.5		
R&B Communications, Inc.	1	0		0.0		0.0		6.0		
Rand Water CP - Dogwood Knolls	0	0		0.0		0.0		55.0		
RCN Telecom Services, Inc.	0	0		0.0		11.2		0.0		
Reconex, Inc. (USTEL/1-800-Reconex)	3	1		3.8		28.0		46.0		
Resdntl Comms. Netwrk of NY	5	2		10.4		41.1		5.0		
Rowlands Hollow Water Works, Inc.	0	0		0.0		0.0		49.0		
ServiSense.com, Inc.	1	1		16.0		0.0		6.0		
Sleepy Hollow Lake Water Co., Inc.	0	0		0.0		46.8		0.0		
Spectrotel, Inc.	1	0		0.0		0.0		75.0		
Supra Telecommunications & Information Syst	1	0		6.0		0.0		0.0		
Susquehanna Trail Campgrounds	0	1		0.0		0.0		1.0		
Taconic Long Distance Service Corp.	0	0		0.0		0.0		50.0		
Taconic Telephone Corp.	2	0		45.3		0.0		92.0		

Customer Service Response Index August 2004

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QRM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Talk America, Inc.	11	3		11.1		5.7		47.8		
TC Systems, Inc. (Pay Phones Only)	0	0		0.0		0.0		38.5		
TDS Telecom-Oriskany Falls Office	0	0		0.0		0.0		49.0		
TDS Telecom-Vernon Office	1	0		14.0		0.0		0.0		
Tele Circuit Network	1	0		90.5		0.0		13.0		
Telebeam	0	0		0.0		0.0		33.0		
Telecom EZ	0	0		0.0		0.0		181.0		
Telecom USA	3	1		28.4		0.0		10.5		
Telecomp Technologies Network, Inc.	0	0		0.0		0.0		170.0		
Telecon Communications Corp	1	0		48.8		0.0		123.0		
Teleport Communications	0	0		0.0		0.0		100.0		
TeleUno, Inc.	0	0		0.0		95.0		0.0		
Telseven	3	1		2.0		0.0		30.0		
Tiffany Mews	0	0		0.0		0.0		300.0		
Time Warner - Binghamton	4	0		3.0		0.0		0.0		
Time Warner - Rochester Division	5	0		7.0		0.0		1.0		
Time Warner - Syracuse Division	4	0		2.5		0.0		0.0		
Time Warner ResCom of New York,LLC	4	0		2.4		0.0		4.5		
Time Warner Telecom	1	0		0.0		0.0		2.0		
T-NETIX Telecommunications Services, Inc.	0	0		0.0		0.0		63.0		
Total Call International, Inc.	1	0		0.0		0.0		36.5		
Total Gas & Electric, Inc.	0	0		6.0		0.0		55.0		
Touch 1 Communications, Inc.	3	0		7.0		0.0		38.5		
Tralee Telephone Co.	1	0		0.0		0.0		22.0		
Trumansburg Telephone Co., Inc.	1	0		3.0		0.0		0.0		
UKI Communications, Inc.	0	0		0.0		0.0		118.0		
United Systems Access Telecom	0	0		0.0		0.0		133.0		
United Water-New Rochelle	1	0		7.0		0.0		43.2		
United Water-New York	1	0		4.0		0.0		49.5		
USA Payphone, Inc.	0	0		0.0		0.0		163.0		
USN Communications Long Distance, Inc.	1	0		1.0		0.0		0.0		
Utility Solutions	0	0		0.0		0.0		156.0		
Valley Energy, Inc.	0	0		0.0		0.0		91.5		
VarTec Telecom, Inc.	7	1		9.5		11.0		70.2		
Verizon Communications (LD)	7	1		26.0		164.0		223.7		
Verizon Communications (PayPhones)	3	0		13.5		0.0		6.0		
Village of Andover	0	0		0.0		27.0		0.0		
Village of Frankfort	1	0		1.0		0.0		0.0		
Village of Freeport Electric	1	0		5.0		0.0		0.0		
Village of Groton	0	0		0.0		0.0		36.0		
Village of Hamilton Municipal Utilities Commiss	0	0		0.0		0.0		51.0		
Village of Ilion	0	0		0.0		0.0		152.0		
Village of Spencerport	0	0		0.0		0.0		51.0		
Village of Theresa	0	0		0.0		48.0		0.0		
Vonage Communications	2	1		23.0		0.0		9.3		
Warwick Valley Telephone Company	0	1		20.0		6.9		0.0		
Westelcom Network, Inc.	1	0		0.0		0.0		12.0		
Winstar of New York, LLC	1	0		0.0		0.0		59.2		
Working Assets Funding Service, Inc.	1	1		42.5		0.0		0.0		
WorldLink Communications, Inc.	0	0		0.0		0.0		289.0		
XChange Telecom	3	0		4.0		0.0		21.0		
XO Communications, Inc.	2	0		0.0		74.0		174.8		

Informal Hearings, Shared Meter Cases, Appeals and Rehearings August 2004

Informal Hearing Cases

As of September 1, 2004, there were 66 cases in the Informal Hearing Unit. During this month 6 complaints were resolved with pre-hearing mediation, 10 informal hearings were scheduled, 6 hearings were postponed, 5 hearings were held, and 6 informal hearing cases were closed with written decisions.

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 12-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of August there were 168 shared meter complaints pending. Twenty-nine new complaints were received in August and 20 cases were closed. Brief descriptions of some of the closed cases are outlined below.

The Designee reduced the 12-month assessment to the minimum of 25% in 12 cases. The Designee reduced the 12-month assessment by smaller percentages in 2 cases. In 1 case the shared use was minimal and the charges billed to the landlord were cancelled. In 1 case the assessment was cancelled because the owner proved that the cost to correct the shared meter condition was extraordinary.

Appeals and Rehearings

During August 2004, 1 appeal and 3 rehearing petitions, all involving Con Edison, were accepted for review. A residential customer appeals from an informal decision in a residential high bill case. A nonresidential gas customer receiving interruptible service seeks rehearing of a Commission appeal determination upholding increased billing for using gas during an interruption. Two electric customers (tenants) seek rehearing of determinations of the Commission's designee in shared meter cases.

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

Table of Consumer Contacts filed against ESCO's

CODE	FULL NAME	2001	2002	2003	2004	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03
D108	1st Rochdale Coop Group	2	1	1	1								1					
D105	ACN Energy, Inc.	3	1	4	2		1		1									1
D078	Advantage Energy Inc.	0	3	0	0													
D084	Constellation NewEnergy	1	0	0	0													
D001	Agway Energy Services Inc.	17	17	18	8	2				2	1	3		3		2		
D036	All Energy Marketing Co.	2	1	2	1								1					
D002	Amerada Hess	7	0	0	0													
D113	Brown Fuel, Inc	1	0	0	0													
D005	Castle Power Corporatoin	1	2	0	1						1							
D040	Columbia Energy Services Co.			1	10	2	1		2		2		3					
D086	Con Edison Solutions	4	55	43	14	5		2	1		4	1	1	1		1	3	6
D046	Econergy	158	123	133	170	24	16	29	19	35	32	8	7	13	8	9	7	9
D047	Empire Natural Gas Corp	2	0	0	0													
D087	Energetix, Inc.	148	17	25	59	2	2	2	15	34	3		1	3			1	
D054	Enron Energy Services	5	9	1	0													
D023	Federal Electric & Gas Co.	89	0	0	0													
D104	Great Eastern Energy	3	3	3	4		1			1	2							
D013	Interstate Energy Resources Inc.	11	2	4	0													
D015	Keyspan Energy Services, Inc.	97	154	194	35	5	6	3	2	3	8	2	6	19	22	33	21	12
D060	Main-Care Energy	1	0	1	0													
D107	Metro Energy Group	1	0	8	1		1											
D098	Metromedia Energy	6	1	0	0													
D018	Mirabito Fuel Group Inc.	1	3	9	1						1						1	
D020	Mitchell-Supreme Energy	6	3	2	3					3								
D021	National Fuel Resources, Inc.	10	76	18	2	1	1							1		2	1	
D023	New York Gas Co, Inc.		4	0	0													
D024	North American Energy	19	20	25	3	1				1		1		1	1			3
D026	North Atlantic Utilities Inc.	1	0	0	0													
D103	NYSEG Solutions	10	20	32	5		1		1		2	1			1		1	1
D067	PG&E Energy Trading	1	0	0	1	1												
D114	PRO-ENERGY RESOURCES		2	0	0													
D093	Robison Energy of Westchester	0	2	9	1			1						1				
D068	Select Energy of New York (aka Plub St)	1	2	0	0													
D112	Smart Energy Services	439	1249	129	0											2	4	13
D102	Telecon Energy Services Corp.	0	0	0	0													
D032	Total Gas & Electric (Energy)	158	116	46	16	1	3	4	5			1	2	2		3	3	1
D052	TXU Energy		2	1	0													1
D888	Unassigned Customer Contacts	26	30	8	0										1	2		
	Total	1231	1918	717	338	44	33	41	46	79	56	17	22	44	33	54	42	47

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.