

Monthly Report on Consumer Services



August 2006

William M. Flynn, Chairman

*Sandra S. Sloane, Director
Office of Consumer Services*

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Monthly Report on Consumer Complaint Activity

August 2006

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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.

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 2006

Utility	Jul-06		Aug-06		12 Month Compl. Rate* Aug-06
	Rate*	No.	Rate*	No.	
Central Hudson	0.7	2	1.0	3	1.1
Con Edison	2.1	79	2.2	83	2.2
KeySpan of Long Island	0.0	0	0.2	1	0.8
NYSEG	1.2	11	2.2	21	0.7
National Grid	1.5	26	0.9	16	1.0
Orange & Rockland	0.0	0	0.5	1	0.7
RG & E	1.0	4	1.5	6	1.1
KeySpan of New York	1.1	14	1.5	19	1.3
National Fuel Gas	0.4	2	1.0	5	0.9
All other Energy Utilities	N/A	3	N/A	3	N/A
ESCO's	N/A	19	N/A	32	N/A
Verizon	0.5	49	0.5	47	0.3
Citizens Telcom	0.3	1	0.3	1	0.4
Frontier of NY	1.4	1	0.0	0	0.1
Alltel	0.0	0	0.0	0	0.1
Frontier Tel of Rochester	0.0	0	0.2	1	0.3
All VoIP Cos.	N/A	33	N/A	0	N/A
All other LEC's, CLEC's, IXC's	N/A	84	N/A	86	N/A
Adelphia Cable	N/A	1	N/A	2	N/A
Cablevision Systems	N/A	7	N/A	4	N/A
Time-Warner Cable	N/A	10	N/A	19	N/A
All other Cable Cos.	N/A	1	N/A	2	N/A
Long Island Water	1.4	1	0.0	0	1.8
United Water - New Rochelle	0.0	0	3.3	1	3.5
New York Water	2.3	1	0.0	0	2.1
Aquarion Water Co. of New York	0.0	0	0.0	0	0.0
United Water - New York	1.5	1	1.5	1	1.6
All other Water Utilities	N/A	2	N/A	2	N/A

All complaint rates are based on Dec. 2004 customer populations. Updates occur in April.

* - Complaints per 100,000 customer accounts where populations are reported by the utility

N/A = data not available because populations for these companies/industries are not available.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS Major New York Energy Utilities August 2006

Utility	August 2006 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	2	67%	18	12	67%	1.1	0.3
Con Edison	83	9	11%	654	144	22%	2.2	0.3
KeySpan - LI	1	0	0%	31	7	23%	0.8	0.1
NYSEG	21	1	5%	62	10	16%	0.7	0.1
National Grid	16	2	13%	130	41	32%	1.0	0.2
Orange & Rockland	1	0	0%	10	4	40%	0.7	0.2
RG & E	6	3	50%	36	19	53%	1.1	0.4
KeySpan - NY	19	5	26%	128	52	41%	1.3	0.3
National Fuel Gas	5	1	20%	34	18	53%	0.9	0.3

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

Customer Service Response Index August 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Long Island American Water	11	0	5.0	2.8	2.0	0	2	8.0	1.0	10.0
Econnergy	10	0	5.0	6.8	2.0	0	2	6.3	1.0	10.0
Orange & Rockland	34	1	4.7	3.1	2.0	0.9	2	2.5	1.0	9.7
Broadview Networks	17	1	4.4	2.0	2.0	4.1	2	0.0	1.0	9.4
Citizens Communications (ILEC)	13	1	4.2	7.6	2.0	6.1	2	5.0	1.0	9.2
National Grid, Inc	261	16	4.4	10.8	2.0	13.8	1.7	9.7	1.0	9.1
National Fuel Gas Distribution	52	5	4.0	8.1	2.0	1.8	2	8.2	1.0	9.0
Time Warner ResCom of New York,LL	15	0	5.0	18.3	1.5	0	2	35.4	0.5	9.0
Frontier Telephone of Rochester, Inc.	10	1	4.0	7.5	2.0	0	2	3.0	1.0	9.0
New York State Electric & Gas Corp.	196	21	3.9	9.3	2.0	11.7	1.9	10.2	1.0	8.8
Central Hudson Gas & Electric Corp.	26	3	3.8	6.9	2.0	4.4	2	4.8	1.0	8.8
Hudson Energy Services, LLC	12	1	4.2	15.2	1.8	0	2	22.6	0.8	8.8
Verizon Communications (LEC)	613	47	4.2	10.4	2.0	15.9	1.5	9.7	1.0	8.7
Liberty Power Corp.	23	3	3.7	9.9	2.0	0	2	8.6	1.0	8.7
Time Warner - New York City Division	125	17	3.6	11.4	2.0	3.8	2	11.2	1.0	8.6
Accent Energy Midwest, LLC	80	12	3.5	12.9	2.0	0.1	2	3.5	1.0	8.5
IDT Energy, Inc.	54	8	3.5	7.4	2.0	0	2	11.1	1.0	8.5
U.S. Energy Savings Corp	41	6	3.5	7.9	2.0	0	2	8.6	1.0	8.5
KeySpan of New York	104	19	3.2	5.1	2.0	4.5	2	10.5	1.0	8.2
AT&T (C)	150	32	2.9	8.2	2.0	3.8	2	6.4	1.0	7.9
IDT America Corp.	30	7	2.7	5.1	2.0	2.7	2	8.2	1.0	7.7
KeySpan of Long Island	28	1	4.6	2.9	2.0	73.5	0	9.3	1.0	7.6
MCI	79	20	2.5	9.2	2.0	8.5	2	6.2	1.0	7.5
Cablevision of New York City	22	2	4.1	19.4	1.4	20.7	1	8.2	1.0	7.5
Metropolitan Telecommunications	10	2	3.0	6.4	2.0	16.6	1.4	2.5	1.0	7.4
Rochester Gas & Electric Corp.	68	6	4.1	5.6	2.0	35.9	0	14.2	0.9	7.0
Cordia Communications Corp	12	2	3.3	24.3	0.8	0	2	28.3	0.7	6.8
Con Edison of New York	539	83	3.5	20.3	1.3	21.9	0.8	22.8	0.8	6.4
VarTec Telecom, Inc.	10	4	1.0	7.6	2.0	13.1	1.7	47.5	0.3	5.0

Customer Service Response Index August 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
ACN Communication Services, Inc.	4	0		4.0		0		14.8		
Adelphia Cable - Buffalo	1	0		0.0		0		31.5		
Adelphia Cable - Century Communica	0	0		0.0		0		0.0		
Adelphia Cable - International	1	0		0.0		0		29.0		
Adelphia Cable - Niagara	1	1		5.0		0		40.0		
Adelphia Cable - Springville	1	1		2.0		0		21.0		
Adelphia Cable - Utica	1	0		4.0		0		0.0		
Agway Energy Services, LLC.	8	1		16.7		0		8.7		
Alliance Group Services, Inc.	1	0		0.0		0		8.0		
Alphaphone Inc.	3	3		3.5		0		0.0		
American Pay Phone, Inc.	0	0		0.0		0		140.0		
American Phone Services, Corp.	0	0		0.0		0		39.0		
AmeriVision Communications, Inc.	0	0		251.0		0		0.0		
AMF Telecommunications, Inc.	1	0		0.0		0		15.0		
Aquarion Water Company of Sea Cliff	0	0		0.0		0		39.0		
Arbor Hills Waterworks	0	1		27.0		0		37.2		
Axces, Inc.	0	0		0.0		0		58.0		
Bath Municipal Electric & Gas	2	1		12.5		0		3.0		
Berkshire Telephone Corp.	0	0		39.0		0		0.0		
Birns Telecommunications	1	0		0.0		0		21.0		
BridgeCom International, Ltd.	8	1		21.3		1		0.0		
BullsEye Telecom, Inc.	1	0		0.0		0		2.0		
Business Network Long Distance, Inc.	2	1		35.7		0		82.5		
Cablevision - MediaOne - Westcheste	5	0		12.5		0		4.5		
Cablevision Lightpath, Inc.	0	1		15.0		0		0.0		
Cablevision of Brookhaven	2	0		10.4		0		0.0		
Cablevision of Dutchess County	1	0		13.8		0		3.0		
Cablevision of Hauppauge	2	0		0.0		0		2.0		
Cablevision of Long Island	9	1		10.8		0		6.4		
Cablevision of Port Chester	1	0		13.2		0		0.0		
Cablevision of Riverhead	0	0		13.9		0		0.0		
Cablevision of Rockland	2	1		19.0		9.3		4.0		
Cablevision of Southern Westchester	1	0		18.1		8.1		0.0		
Cablevision of Warwick	1	0		0.0		0		4.0		
Cablevision of Westchester	5	0		11.1		0		4.7		
Cablevision of Yorktown	2	0		10.0		22.3		0.0		
Charter Communications	2	1		9.0		0		27.3		
Choice Communications, LLC.	0	0		0.0		0		51.0		
Choice One Communications of New `	9	1		11.0		0		9.0		
Citizens Long Distance & LEC	0	0		0.0		73		0.0		
City of Jamestown Board of Public Uti	2	0		7.0		0		2.0		
Cleartel Communications, Inc.	2	0		17.0		0		91.0		
Columbia Utilities, LLC	5	0		1.2		0		0.0		
Comcast Cable of New York - CATV	4	0		2.0		0		0.0		
Comcast Cable of New York - LEC	1	0		43.5		0		0.0		
Commerce Energy, Inc	0	1		28.0		0		16.0		
Communicate Technological Systems	0	0		0.0		0		74.0		
Communications Network Billing, Inc.	2	0		4.0		0		40.0		
Con Edison Solutions	1	1		33.5		0		0.0		
Consumer Telcom, Inc.	3	1		11.0		0		1.0		
Convergent Communications, Inc.	0	0		0.0		0		38.0		
Conversent Communications of New `	2	0		4.0		0		11.0		
Cooper Square Realty	0	0		0.0		0		239.0		
Corning Natural Gas Corp.	4	0		9.0		0		0.0		
Covad Communications Company	0	0		45.5		0		0.0		
Covista Communications, Inc.	1	2		22.0		0		5.5		
CTC Communications Corp.	1	0		19.0		0		25.0		
Dara Owners Corp.	0	0		0.0		0		467.5		
DavelTel, Inc.	0	0		0.0		0		35.0		
DFT Local Service Corporation d/b/a I	1	0		16.0		0		0.0		
DigiZip.Com, Inc.	0	1		110.0		0		0.0		
Direct Energy Services LLC	5	1		15.5		15		7.0		
Empire One Telecommunications, Inc	0	0		0.0		0		7.0		
Empire Payphones, Inc	0	1		0.0		0		30.0		
Energetix, Inc.	3	0		2.0		0		0.0		

Customer Service Response Index August 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Eureka Telecom, LLC	0	0		0.0		0		125.3		
Excel Telecommunications, Inc.	1	0		8.5		0		1.0		
Fairfield Towers Condominium Corpor	0	0		0.0		0		144.0		
FFC Energy	0	0		0.0		0		181.5		
Fisher Island Electric	0	1		68.0		0		2.0		
Forest Park Water Co. Inc.	0	0		143.0		0		21.0		
Friedlander Water Supply	0	0		0.0		0		183.0		
Frontier Communications of AuSable '	1	0		3.0		0		0.0		
Frontier Communications of NY/fka Hi	1	0		1.0		0		0.0		
Global Crossing Local Services, Inc.	1	0		2.0		0		0.0		
Global Network Comms.	0	0		0.0		0		226.0		
Global Tel*Link Corporation	1	0		14.0		0		0.0		
Great Eastern Energy	0	0		0.0		0		45.0		
Heritage Springs Water Works, Inc.	0	0		0.0		0		38.0		
Infinite Energy, Inc.	4	0		2.0		0		1.0		
InfoHighway Solutions	0	0		0.0		0		180.5		
Intelecom Solutions, Inc.	1	2		19.3		0		8.0		
IP Telesis Inc	1	0		0.0		0		11.0		
Keyspan Energy Services, Inc.	0	0		0.0		0		190.0		
Knolls Water Co.	0	0		0.0		0		49.0		
LDC Telecommunications, Inc.	0	0		0.0		0		59.0		
Legacy Long Distance International, Ir	1	1		11.0		0		29.5		
Level 3 Communications, LLC	2	0		5.0		0		11.0		
LoTel, Inc. d/b/a Coordinated Billing S	0	0		15.0		0		0.0		
Matrix Telecom, Inc.	0	0		18.0		0		0.0		
Metro Energy Group, LLC	0	0		0.0		0		84.0		
MFS Telephone of New York, Inc.	1	0		0.0		0		29.0		
Mid Hudson Cablevision, Inc.	3	1		20.0		0		19.5		
MX Energy, Inc	4	2		20.8		0.1		17.0		
N.E.A. Cross of N.Y. Inc.	0	0		0.0		5.9		0.0		
National Fuel Resources	0	0		0.0		0		42.0		
Navigator Telecommunications, LLC	1	0		1.0		0		0.0		
NECC Telecom, Inc.	0	0		17.0		0		0.0		
New York Water Service	3	0		0.0		0		33.8		
Next Gen Telephone Co.	2	2		22.0		3		35.1		
Optical Telephone Corporation	1	0		0.0		0		14.0		
Optimum Voice	2	0		12.0		0		6.0		
Orchard Hill Water Co.	0	0		0.0		0		187.2		
PAETEC Communications, Inc.	4	0		10.0		0		13.7		
Pepco	1	0		0.0		0		9.0		
Phipps House Services, Inc	0	0		0.0		0		247.0		
PowerNet Global Communications	3	0		4.0		0		12.5		
Primelink, Inc.	1	0		9.0		0		0.0		
Primus Telecommunications, Inc.	1	1		16.0		0		1.0		
Reconex, Inc. (USTEL/1-800-Reconex)	1	1		1.0		0		42.0		
Resdntl Comms. Netwrk of NY	1	0		11.0		0		1.0		
River Road Water District	1	1		17.0		0		11.0		
Roosevelt Island Associates	0	0		0.0		0		168.0		
SBC Long Distance, LLC d/b/a SBC L	1	0		18.5		0		0.0		
Scott Acres	1	0		0.0		0		17.0		
Sleepy Hollow Lake Water Co., Inc.	1	0		0.0		0		3.0		
Spark Energy, L.P.	8	1		8.2		0		9.4		
Spectrotel, Inc.	2	0		9.0		170		7.0		
Sprint Communications	9	1		5.0		4.4		11.0		
St. Lawrence Gas	2	1		0.5		0		2.0		
STRATEGIC ENERGY LLC	4	0		10.2		0		17.0		
Strategic Power Management, Inc.	1	0		0.0		0		18.0		
Supra Telecommunications & Informa	1	0		0.0		0		3.0		
Taconic Telephone Corp.	5	1		5.6		0		33.0		
Talk America, Inc.	3	0		10.7		0		9.0		
Tech Valley Communications	0	0		0.0		48.1		0.0		
Telecon Communications Corp	4	0		26.7		0		3.0		
Teleplex Coin Communications	1	0		0.0		0		38.0		
Teletech Inc.	0	0		0.0		0		138.0		
Time Warner - Albany Division	9	1		27.4		38.8		24.4		
Time Warner - Binghamton	5	0		8.3		0		0.0		

**Customer Service Response Index
August 2006**

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Time Warner - Rochester Division	3	0		2.7		0		2.0		
Time Warner - Syracuse Division	7	1		3.5		5.8		2.0		
Total Call International, Inc.	0	0		0.0		0		32.0		
Trinsic	9	0		16.5		6.7		5.3		
Tristate Bell Inc	3	0		8.0		0		7.0		
U.S. Gas & Electric, Inc.	1	0		6.0		0		7.0		
United American Technology	0	1		46.0		0		17.0		
United Communications Systems, Inc.	1	0		0.0		0		30.0		
United Systems Access Telecom	1	0		20.0		0		28.0		
United Water-New Rochelle	1	1		9.0		0		47.0		
United Water-New York	2	1		63.0		0		10.7		
Universal Communications, Network,	0	1		0.0		0		8.0		
USA Datanet Corporation	1	0		0.0		0		17.0		
Utility Resource Solutions, L.P.	5	0		15.5		0		10.5		
Utility Solutions	0	0		0.0		0		244.0		
Verizon Advanced Data, Inc.	0	0		30.9		0		0.0		
Verizon Communications (LD)	8	1		71.1		31.3		13.5		
Verizon Communications (PayPhones)	2	0		6.0		7		0.0		
Village of Castile	0	0		8.0		0		0.0		
Village of Freeport Electric	1	0		4.0		0		0.0		
Vonage Communications	0	0		62.3		0		44.0		
Warwick Valley Long Distance Compe	1	0		13.0		0		0.0		
Western NY Communications, Inc. (Tr	1	0		3.0		0		0.0		
Windstream	1	0		0.0		0		1.0		
Windstream Communications, Inc.	0	0		0.0		0		0.0		
Windstream New York	1	0		4.5		0		0.0		
World-Link Solutions, Inc	3	0		2.0		12		26.0		
XChange Telecom	2	0		0.0		0		13.7		
XO Communications, Inc.	7	2		9.8		0		0.0		
Zenith Information System, Inc.	0	0		0.0		0		35.0		

Informal Hearings, Shared Meter Cases, Appeals and Rehearings August 2006

Informal Hearing Cases

There were 103 cases pending in the Informal Hearing Unit at the end of August. During the month, 3 complaints were resolved with pre-hearing mediation, 13 informal hearings were scheduled, 6 hearings were postponed, and 7 hearings were held, during which 3 settlement agreements were successfully arranged. An additional 10 informal hearing complaints, addressing issues including unauthorized use of interruptible gas service and a water company's obligation to serve, were closed by written decisions.

Shared Meter Designee Cases

Under Section 52 of the 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. Fifty-three (53) cases were closed¹ and 65 were opened². Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 26 cases, between 26% to 50% in 8 cases and between 51% to 75% in 1 case. The charges were cancelled in 4 cases because the utility did not prove that the shared usage was greater than minimal. In 1 case the tenant was satisfied with the credit for the shared meter. In 2 cases, the utilities were directed to credit the tenants' accounts and debit the landlords' accounts for minimal shared usage. In 1 case, the charges were cancelled because the utility did not prove that the tenant's meter was shared. In 2 cases, the estimated shared use charges were sustained. In 7 cases, the appeals were denied because they were late.

Appeals and Rehearings

At its August 25, 2006 session, the Commission approved OCS's recommended determinations of 3 appeals. The first determination concludes National Grid was not obligated to maintain or repair at utility expense a private electric distribution system serving residential end users, but that the utility is required to provide new, direct residential service to the residential customers/applicants if they agree to pay their share of the costs. The second determination permits only one year of backbilling by NYSEG to compensate an error in setting the meter constant for a commercial electric customer. The third determination upholds NFG's denial of residential gas service to an applicant, but, given the evidence, bars the utility from backbilling that applicant for unauthorized service used prior to the application.

Four appeal requests were accepted for review during August. In the first appeal, NYSEG seeks permission to backbill a nonresidential electric account for one year to correct for an erroneous meter constant. In the second appeal, a business customer claims Verizon's call forwarding service did not work properly. In the third, a multiple dwelling owner contends Con Edison overbilled its electric account for demand. In the fourth, a residential customer disputes Con Edison's electric supply charges. Also in August, 3 rehearing requests were received concerning determinations in favor of National Grid, Con Edison, and KeySpan LI, respectively.

¹ One case was not SMD.

² Letters were sent in sixteen of these cases advising the customers to get back to us after they are billed.

Table of Consumer Complaints filed against ESCO's

FULL NAME	2006	Aug-06	Jul-06	Jul-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06
Accent Energy Midwest, LLC	86	12	10	10	12	11	15	9	2	5
ACN Energy, Inc.	0	0	0	0	0	0	0	0	0	0
Agway Energy Services, LLC	5	1	0	0	2	0	0	0	0	2
All American Gas & Energy	0	0	0	0	0	0	0	0	0	0
Brown's Fuel	4	0	0	0	1	0	1	0	1	1
Columbia Utilities, LLC (fka Columbia En	22	0	1	1	0	2	3	4	7	4
Commerce Energy, Inc.	7	1	1	1	0	1	1	2	0	0
Con Edison Solutions	4	1	0	0	1	1	0	0	0	1
Econergy	10	0	1	1	0	1	0	1	3	3
Energetix, Inc.	1	0	0	0	0	0	0	0	1	0
Great Eastern Energy	2	0	0	0	0	1	0	0	0	1
Hudson Energy Services, LLC.	14	1	1	1	0	0	3	1	5	2
IDT Energy, Inc.	45	8	1	1	4	4	4	9	7	7
Infinite Energy, Inc.	10	0	0	0	2	1	2	3	0	2
Keyspan Energy Services, Inc.	0	0	0	0	0	0	0	0	0	0
Liberty Power Corp.	18	3	2	2	1	3	1	1	2	3
Metro Energy Group, LLC	1	0	0	0	1	0	0	0	0	0
Mirabito Fuel Group Inc.	2	0	0	0	0	0	0	2	0	0
MX Energy, Inc. (Total Gas & Electric En	19	2	0	0	1	1	7	2	3	3
National Fuel Resources, Inc.	0	0	0	0	0	0	0	0	0	0
NOCO Energy Corp.	0	0	0	0	0	0	0	0	0	0
NYSEG Solutions, Inc.	1	0	0	0	0	0	0	0	1	0
Strategic Energy, LLC	2	0	0	0	0	0	1	1	0	0
U.S. Energy Savings Corp.	23	6	2	2	1	5	4	2	0	1
U.S. Gas & Electric, Inc.	8	0	0	0	1	2	0	3	1	1
Utility Resource Solutions, L.P.	0	0	0	0	0	0	0	0	0	0
Total	284	35	19	19	27	33	42	40	33	36