

Monthly Report on Consumer Complaint Activity



December 2000

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January 26, 2001



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

December 2000

Utility	Nov-00		Dec-00		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Dec-00
	Rate*	No.	Rate*	No.	12 mos ending Dec-99	12 mos ending Dec-00	% Change	Year-to-date 1999	Year-to-date 2000	% Change	
Central Hudson	2.2	6	1.8	5	148	74	-50.0	148	74	-50.0	2.3
Con Edison	4.4	158	4.0	142	1790	1816	1.5	1790	1816	1.5	4.2
KeySpan of L.I. (BUG Ea	2.1	10	1.0	5	54	58	7.4	54	58	7.4	0.4
NYSEG	0.8	7	0.7	6	172	125	-27.3	172	125	-27.3	1.1
Niagara Mohawk	4.0	68	2.9	49	1633	798	-51.1	1633	798	-51.1	3.9
Orange & Rockland	2.1	5	3.8	9	131	126	-3.8	131	126	-3.8	4.4
RG & E	2.9	11	3.9	15	273	204	-25.3	273	204	-25.3	4.5
KeySpan of NY (BUG)	1.7	19	1.8	21	298	300	0.7	298	300	0.7	2.2
National Fuel Gas	5.4	28	2.5	13	238	212	-10.9	238	212	-10.9	3.4
Other Energy Utilities	N/A	2	N/A	1	60	48	-20.0	60	48	-20.0	N/A
ESCO's**	N/A	115	N/A	83	491	803	63.5	491	803	63.5	N/A
Verizon	7.3	563	7.3	467	4216	5637	33.7	4216	5637	33.7	6.1
Citizens Telcom	1.9	5	1.9	8	91	87	-4.4	91	87	-4.4	2.7
Frontier of NY	0.0	0	0.0	0	18	7	-61.1	18	7	-61.1	0.9
Alltel	1.0	1	1.0	1	25	25	0.0	25	25	0.0	2.0
Frontier Tel of Roch.	2.3	15	2.3	13	253	207	-18.2	253	207	-18.2	2.6
Other LEC's	N/A	550	N/A	536	2819	7092	151.6	2819	7092	151.6	N/A
OCC's / Resellers	N/A	396	N/A	445	2571	4163	61.9	2571	4163	61.9	N/A
COCOT Vendors	N/A	3	N/A	1	49	31	-36.7	49	31	-36.7	N/A
Adelphia	N/A	13	N/A	14	117	153	30.8	117	153	30.8	N/A
Cablevision Systems	N/A	52	N/A	36	631	491	-22.2	631	491	-22.2	N/A
Time-Warner	N/A	46	N/A	45	703	615	-12.5	703	615	-12.5	N/A
Other Cable Cos.	N/A	12	N/A	8	72	124	72.2	72	124	72.2	N/A
Long Island Water	5.5	4	2.7	2	11	27	145.5	11	27	145.5	3.1
UW - New Rochelle	3.3	1	3.3	1	30	16	-46.7	30	16	-46.7	4.4
New York Water	0.0	0	2.2	1	10	9	-10.0	10	9	-10.0	1.7
New York American	0.0	0	0.0	0	2	0	-100.0	2	0	-100.0	0.0
UW - New York	4.6	3	4.6	3	40	46	15.0	40	46	15.0	5.9
Other Water Utilities	N/A	4	N/A	1	100	23	-77.0	100	23	-77.0	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

** - ESCO numbers represent customer contacts, not complaints.

Readers should exercise caution in reaching conclusions based on contacts by ESCO customers.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

December 2000

Utility	December 2000 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	5	0	0%	74	21	28%	2.3	0.6
Con Edison	142	17	12%	1816	328	18%	4.2	0.8
KeySpan - LI	5	1	20%	58	9	16%	0.4	0.2
NYSEG	6	0	0%	125	34	27%	1.1	0.3
Niagara Mohawk	49	13	27%	798	247	31%	3.9	1.2
Orange & Rockland	9	2	22%	126	51	40%	4.4	1.8
RG & E	15	6	40%	204	131	64%	4.5	2.9
KeySpan - NY	21	6	29%	300	63	21%	2.2	0.5
National Fuel Gas	13	6	46%	212	91	43%	3.4	1.5

Complaint Trend Summary December 2000

Energy

The complaint volume for major energy companies continued to decrease. Consistent with our earlier monthly reports, Niagara Mohawk's complaints continued to drop 51% from 1999 and Central Hudson's complaints remained 50% less than last year. In the 12 months ending December 2000, New York State Electric & Gas had a 27% decline while Rochester Gas & Electric's complaints decreased 25% compared to the same period last year. For both companies, the decrease was related to fewer billing and credit issues.

Cable

A review of the complaint volume for cable companies indicates a 30% increase in Adelphia's most recent period compared to the same period last year. This is due to a significant increase in complaints from customers about service and billing problems. The increase in complaints for other cable companies amounted to approximately one complaint per week over the period 2000 with no sign of an increase in any one category.

Communications

The communications industry has gone through much transition during 2000. Customers' demand for Digital Subscriber Loop service (DSL) increased with a desire for high speed Internet service. In our November report, we described the unique problems for customers wanting, and companies offering DSL.

Also, during 2000, consumers enjoyed greater choices leading to competitive rates and optional services. We saw new local carriers entering the market, and more local carriers providing long distance services. The industry had met with a variety of problems in meeting their commitments. Migration problems stalled some customer orders beyond acceptable measures, other customers lost service during switchovers, and delayed installation and repairs were reported at high rates.

As the market and alternatives began to expand, so did unique customer problems such as slamming and associated installation fees. Customers deluged by options, and agreeing to switch only one service provided by a new carrier, saw all services switched in many instances. Switching back to their chosen carriers resulted in switch fees and, more often, where the customers' accounts were switched between local carriers, there were growing reports of being charged new installation fees to return to their prior carriers. Our office has investigated these problems and directed companies to satisfy customer's complaints where appropriate.

Verizon's complaint rate for 2000 increased by 34% compared from 1999. The considerable increase was due to complaints about delayed service and repairs, installation service charges, claims, and discounted rate plans. Within these categories, several complaints revolved around the issues discussed in the above industry review, many of which resulted in disputes between Verizon, and competing local exchange carriers.

Complaint Profiles

Here is a summary of a few complaints we have received which exemplify the type of contacts handled at the PSC Customer Contact Center.

We received a complaint from a commercial customer about an installation charge for the amount, \$225. The customer stated that he or she had switched from one local carrier to another and was assured there would be no charge. In response to our investigation, the carrier determined that installation charges were not mentioned in the order. Consequently, all non-recurring installation charges were removed.

A consumer called us for assistance to help get local service she'd ordered October 1999. The carrier stated that a competing local carrier had not yet disconnected service for the prior tenant at the same location. As a result of our investigation, the customer had service within one day of filing the complaint.

When an energy customer was unable to obtain a written explanation regarding a transferred balance from the company, he turned to the PSC. In response to our involvement, the company issued a written explanation to the customer.

December 2000

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

Informal Hearings

As of December 31, 2000, there were 25 complaints in pre-hearing. Four cases were resolved with pre-hearing mediation. The month ended with 86 informal hearings pending, for a total of 111 cases pending in the unit. A synopsis of some of the cases closed during December appears below:

A landlord in Western New York argued that the utility had erred in its finding that a shared meter existed at one of his properties. The hearing officer found that a shared metering condition did exist at the premises but directed the utility to remove the shared meter charges because it had not billed the landlord in a timely manner as required by our regulations.

In a dispute concerning the assessment of charges for unmetered service on the non-residential rate, the hearing officer determined the non-residential rate was correct since the company had found evidence that a business was being run from the basement of the private dwelling. In addition, it was determined that the utility satisfactorily demonstrated there had been meter tampering by the customer. Billing on the residential rate was resumed after an inspection indicated that a business was no longer being conducted at the premises.

In a dispute concerning a group of Direct Inward Dialing (DID) lines and associated trunks, the complainant disputed monthly charges billed to his account while he was unable to use the lines because of incomplete utility work. The hearing officer found the evidence supported the complainant's position. The utility was directed to cancel billing for DID service and associated late payment charges for the period in question.

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 penalty assessed to owners for failure to find and correct instances of shared metering. At the end of December there were 239 shared meter complaints pending, an increase of 18 over the previous month. Twenty-nine (29) new complaints were received in December and 16 complaints were closed. Of the 16 complaints closed, the designee directed that the penalty be reduced to the statutory minimum of 25% in three instances. In five cases, the penalty was either sustained or reduced to a lesser degree. In 8 cases the penalty was cancelled because of a finding by staff that minimal use, a legal impediment or extraordinary cost (as defined in our regulations) was involved.

Appeals and Rehearings

At the December 13, 2000 session, the Commission approved two appeal determinations recommended by OCS. One determination (a consolidation of two cases) required Con Edison to adjust a single demand electric bill for each of two customers. Adjustment was required because the utility had failed to demonstrate that it had in place procedures assuring that demand-billed customers were receiving the offer required by the Commission's rules of a special meter reading appointment in the event that the utility must issue an estimated demand bill. (Under the Commission's nonresidential gas and electric service rules, if a utility fails to offer such an appointment along with an estimated demand bill it must, if it later rebills based on a subsequent actual demand, reduce that actual demand by 5%.) The other determination upheld an informal decision finding that, in the circumstances of the case, the utility properly held a customer responsible for an account despite the customer's claim that it had been opened fraudulently in his name.

During December, three appeal requests were accepted. Two customers appealed decisions upholding their billing for residential gas service: one appeal concerns a high bill gas complaint against Keyspan; the other concerns the legitimacy of Central Hudson's gas transportation charges. In the third case, Jamestown Board of Public Utilities appeals from an informal decision requiring rebilling of complainants (community residences meeting the criteria of PSL §76 as amended in 1993) at a residential rate from 1994.

**NO. OF COMPLAINTS AGAINST REGULATED COMPANIES
BETWEEN 12/01/2000 AND 12/31/2000**

<i>Service</i>	<i>Utility</i>	<i>Complaints</i>
Cable	Adelphia - Buffalo	5
	Adelphia Cable - Utica	4
	Adelphia Cable-Harbor Vue	1
	Adelphia Cable-International	1
	Adelphia Cable-Niagara	2
	Adelphia Cable-Resort	1
	Cablevision of Brookhaven	2
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	2
	Cablevision of Long Island	6
	Cablevision of New York City	14
	Cablevision of Port Chester	1
	Cablevision of Southern Westchester	3
	Cablevision of Westchester	3
	Cablevision-Rockland	4
	Charter Communications	1
	Hamilton County Cable TV, Inc.	1
	MediaOne - Rockland	1
	RCN of Southeast New York, Inc.	5
	Time Warner - Albany	1
	Time Warner - Binghamton	1
	Time Warner - Boonville/Lowville/Adams	1
	Time Warner - Brooklyn	2
	Time Warner - CableCom. - Johnstown	1
	Time Warner - Glens Falls	3
	Time Warner - Kingston	1
	Time Warner - Manhattan	7
	Time Warner - Massena	1
	Time Warner - Mt. Vernon	1
	Time Warner - Newburgh	2
	Time Warner - Orange County	1
	Time Warner - Owego	1
	Time Warner - Poughkeepsie	1
	Time Warner - Queens	10
	Time Warner - QUICS	1
	Time Warner - Rochester	4
	Time Warner - Schenectady	1
	Time Warner - Staten Island	1
	Time Warner - Sullivan County	1
	Time Warner - Syracuse	2
Time Warner - Troy	1	

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**NO. OF COMPLAINTS AGAINST REGULATED COMPANIES
BETWEEN 12/01/2000 AND 12/31/2000**

Service	Utility	Complaints
Electric	Central Hudson Electric & Gas	5
	Con Edison	134
	Jamestown Board of Public Utilities	1
	New York State Electric & Gas	6
	Niagara Mohawk Power Corp	42
	Orange & Rockland	8
	Rochester Gas + Electric	12
		----- 208
Gas	Con Edison	8
	KeySpan of Long Island	5
	KeySpan of New York	21
	National Fuel Gas Distribution	13
	Niagara Mohawk Power Corp	7
	Orange & Rockland	1
	Rochester Gas + Electric	3
		----- 58
Other	ACI Corp.	1
	CTSI, Inc.	1
	Earthlink, Inc.	2
	NorthPoint Communications, Inc.	1
	Sprint Communications Company L.P.	1
	Verizon Advanced Data, Inc.	59
	----- 65	
Telephone	1 Com, Inc.	2
	ACC Long Distance Corporation	1
	ACC Rochester Telecom Corp.	1
	Adelphia Telecommunications, Inc.	1
	ADVAMTEL, LLC dba Plan B Communications	12
	Allegiance Telecom of New York, Inc.	23
	ALLTEL Corporation	1
	AllTel Of New York	2
	America's Tele-Network Corp.	1
	AmeriCom Communications	1
	AT&T Communications of New York, Inc.	344
	BridgeCom International, Ltd.	1
	Broadview Networks	18
	Cable & Wireless Commun. Co.	2

**NO. OF COMPLAINTS AGAINST REGULATED COMPANIES
BETWEEN 12/01/2000 AND 12/31/2000**

Service	Utility	Complaints
Telephone	Cablevision Lightpath, Inc.	2
	Choice One Communications of New York In	2
	Citizens Telecom	8
	Commonwealth Telecom	4
	Core-Comm-New York, Inc.	2
	Covad Communications Company	1
	CTC Communications Corp.	1
	DualStar Communications, Inc.	1
	Econ-o-call Inc.	2
	Essential.com, Inc.	4
	Essex Communications, Inc.	1
	Essex Communications, Inc. d/b/a/ Elec C	3
	Excel Telecommunications Inc.	6
	EZ Tel Corp.	1
	Fairpoint Communications	5
	Federal TransTel, Inc.	1
	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Communications of Rochester, Inc	2
	Frontier Telephone of Rochester, Inc.	13
	Global Crossing Telecommunications, Inc.	6
	IDT Corporate	1
	Intellicall Operator Services Inc.	3
	Intermedia Communications, Inc.	2
	International Discount Telecommunication	1
	LCI International Telecom Corp.	8
	Long Distance Wholesale Club	2
	Matrix Telecommunications	2
	MCImetro Access Transmission Services, I	1
	MCIWorldCom	222
	Metropolitan Telecommunications dba MetT	28
	Minimum Rate Pricing	1
	Network Enhanced Technologies, Inc.	1
	Network Plus, Inc.	15
	New England CTI, Inc.	1
	NEXTLINK New York, L.L.C.	1
	Nicholville Telephone	1
	North American Telecommunications Corpor	18
	Ogden Telephone	2
	One Call Communications Inc. dba Opticom	2
	Opticom Corporation	1
Pacific Gateway Exchange	1	
PT-1 Communications, Inc.	1	
QAI, Inc d/b/a Long Distance Billing	1	
QWest Communications Corporation	10	

**NO. OF COMPLAINTS AGAINST REGULATED COMPANIES
BETWEEN 12/01/2000 AND 12/31/2000**

Service	Utility	Complaints
Telephone	RCN Long Distance Company	2
	RCN Telecom Services of New York, Inc.	2
	Resdntl Comms. Netwrk of NY dba RCN	4
	RSL Com U.S.A. Inc.	1
	ServiSense.com, Inc.	1
	Sprint Communications Company L.P.	20
	Tel-Save, Inc dba The Phone Company of N	83
	Teleport Communications	1
	Time Warner Telecommunications	1
	Total Recall Corp.% NY Health & Racquet	1
	Tri-Tel Communications, Inc.	1
	UKI Communications, Inc.	1
	Upstate Hometel, L.L.C.	2
	USN Communications Long Distance, Inc.	2
	VarTec Telecom, Inc.	2
	Verizon Advanced Data, Inc.	4
	Verizon Communications Inc.	389
	Verizon Communications, Inc.	15
	Wiltel Inc.	1
	XO New York, Inc.	1
ZTel Communications, Inc.	70	
	-----	1406
Water	HV WATER	1
	Long Island Water Corp.	2
	New York Water Service	1
	United Water-New Rochelle	1
	United Water-New York	3
	-----	8
Total Complaints Against Regulated Companies - December 2000		----- 1848

SLAMMING COMPLAINTS RECEIVED BY NYS PSC

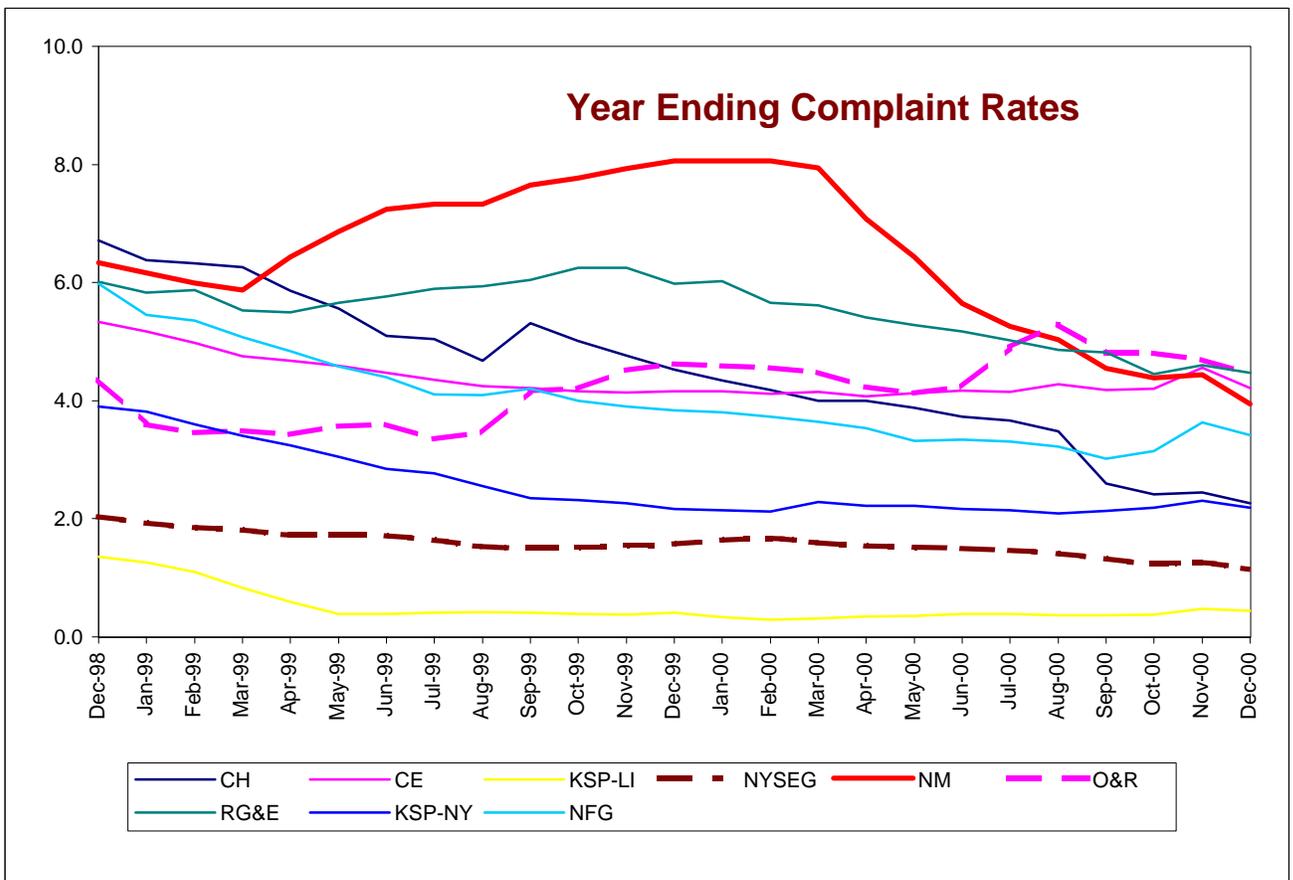
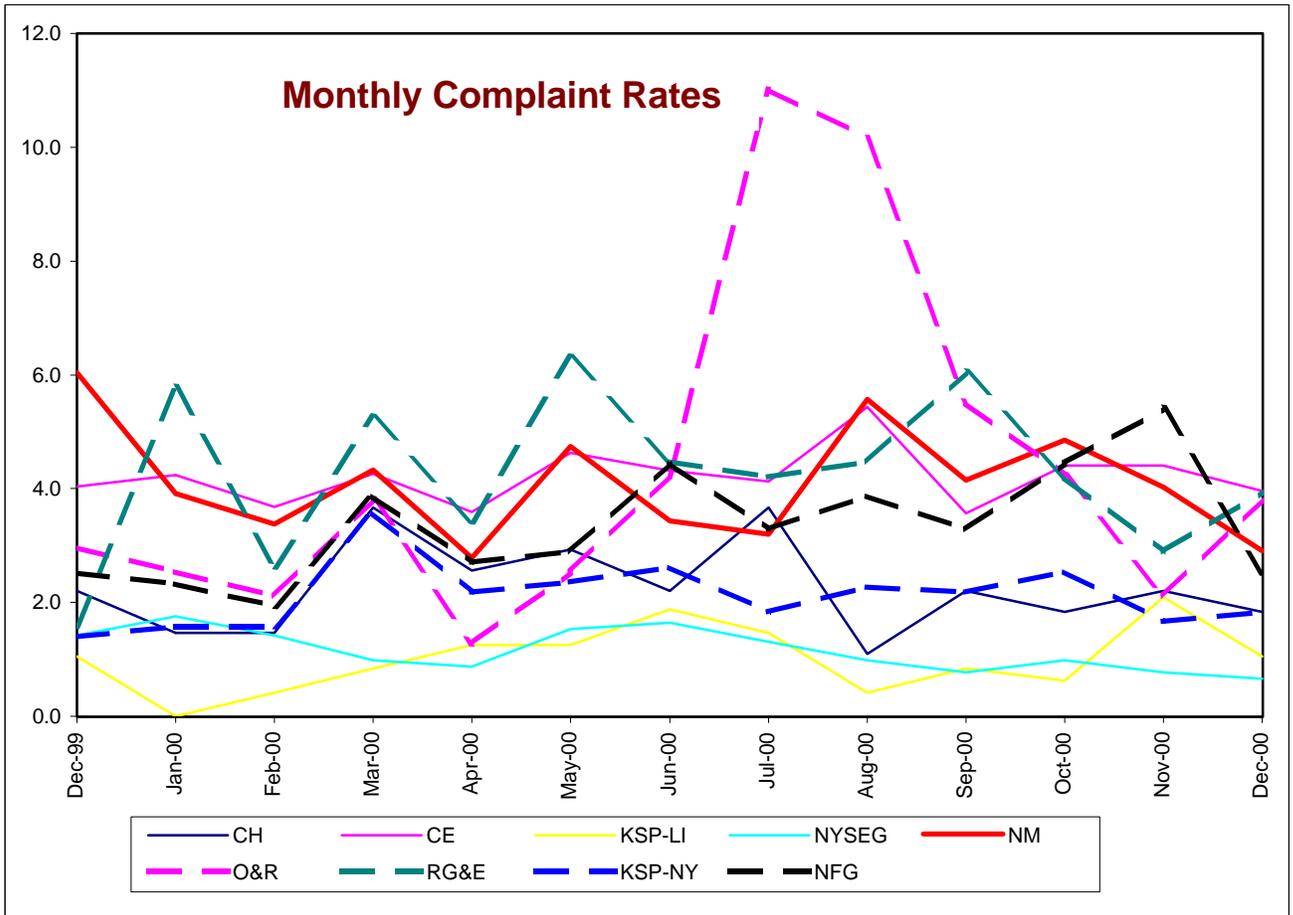
CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
5A99	U.S. Republic Communications Inc.					1	2	0													
6817	UKI Communications Inc.							1	1												
5A45	United Services Telephone LLC					1		0													
6493	Uni-Tel Communications Group Inc.							1		1									1	1	
5717	Universal Communications Inc					2		0													
5860	US Sprint Communications Co./	17	60	7				0													
5528	US Wats. Inc.						1	0													
6137	USA Tele Corp.						6	3													
6048	USN Communications Long Distance				2	78	72	2	1												1
5276	V.I.P Network Inc.				15			0													
5101	VarTec Telecom Inc.				6	0		0													
6300	VarTec Telecom Inc. d/b/a Clear Choice							1		1											
5120	Verizon				18	19	12	25	2	4	5	3	7			1	1	2			
6781	Verizon Communications							10	5	3					2						
6290	Veterans of America Assn.				4			0													
6073	Vista Group International Inc.				12	41	8	0													1
5172	Westinghouse Electric Corporation d/b/s				3	1		0													
5867	Witel Inc.	22	8	5	31	3	1	1	1												
5303	Winstar Gateway Network Inc.		3	76	1	1	1	0													
5770	Working Assets Funding Service			1	2		1	0													
5319	World Com Inc dba LDDS World			6	5	6		2													
5716	World Communications Inc.				6			0									1			1	
6124	Worldcom Inc.				9			0													
5203	WorldCom Network Service dba Wil						1	0													
6307	Worldcom Technologies Inc.						1	1									1				
5516	Xtracom Inc.						1	0													
6447	Ztel Communications Inc.						54	192	14	9	8	4	10	10	11	14	17	31	31	33	26
	Complaints Assigned by CPCN	250	2051	2180	1738	1904	1029	1783	233	183	165	121	153	116	134	148	121	184	125	100	104
	Unassigned Complaints	143	306	99	42	6	5	5	0	0	0	0	0	1	1	3	0	0	0	0	1
	Total	393	2357	2279	1780	1910	1034	1788	233	183	165	121	153	117	135	151	121	184	125	100	105

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

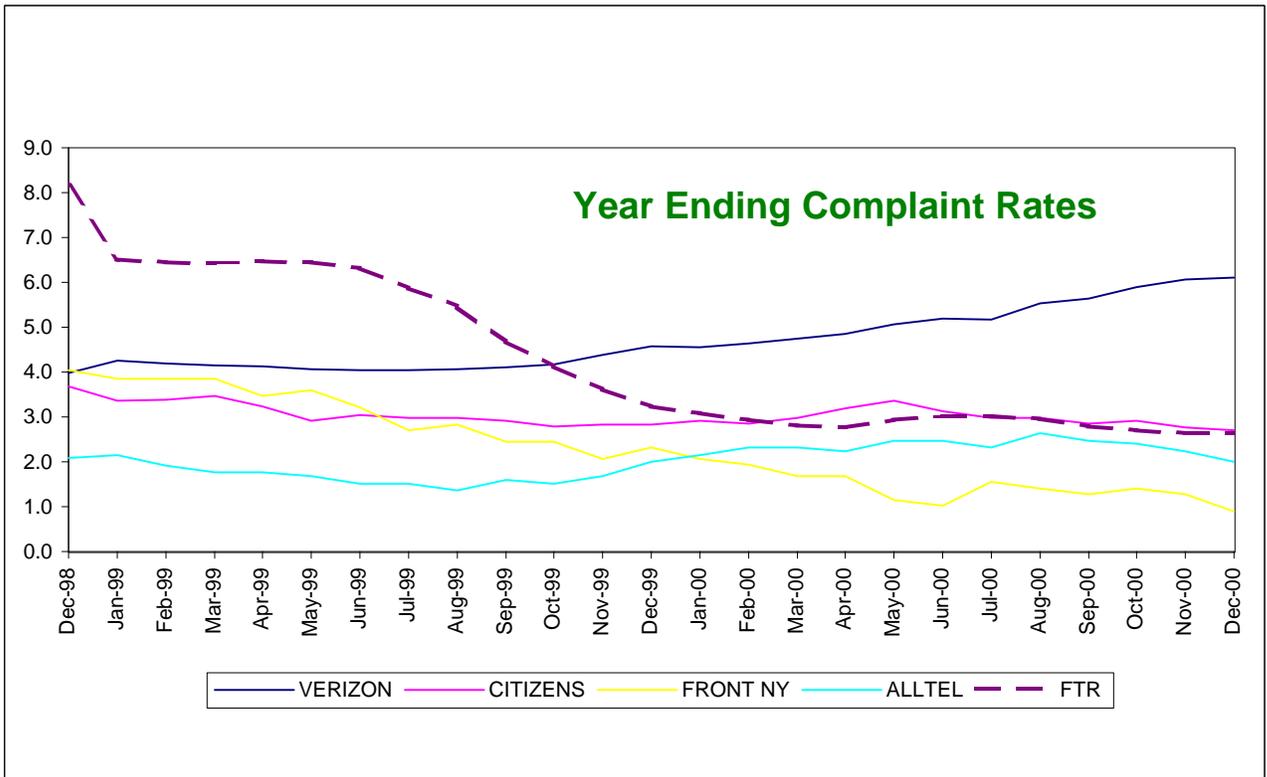
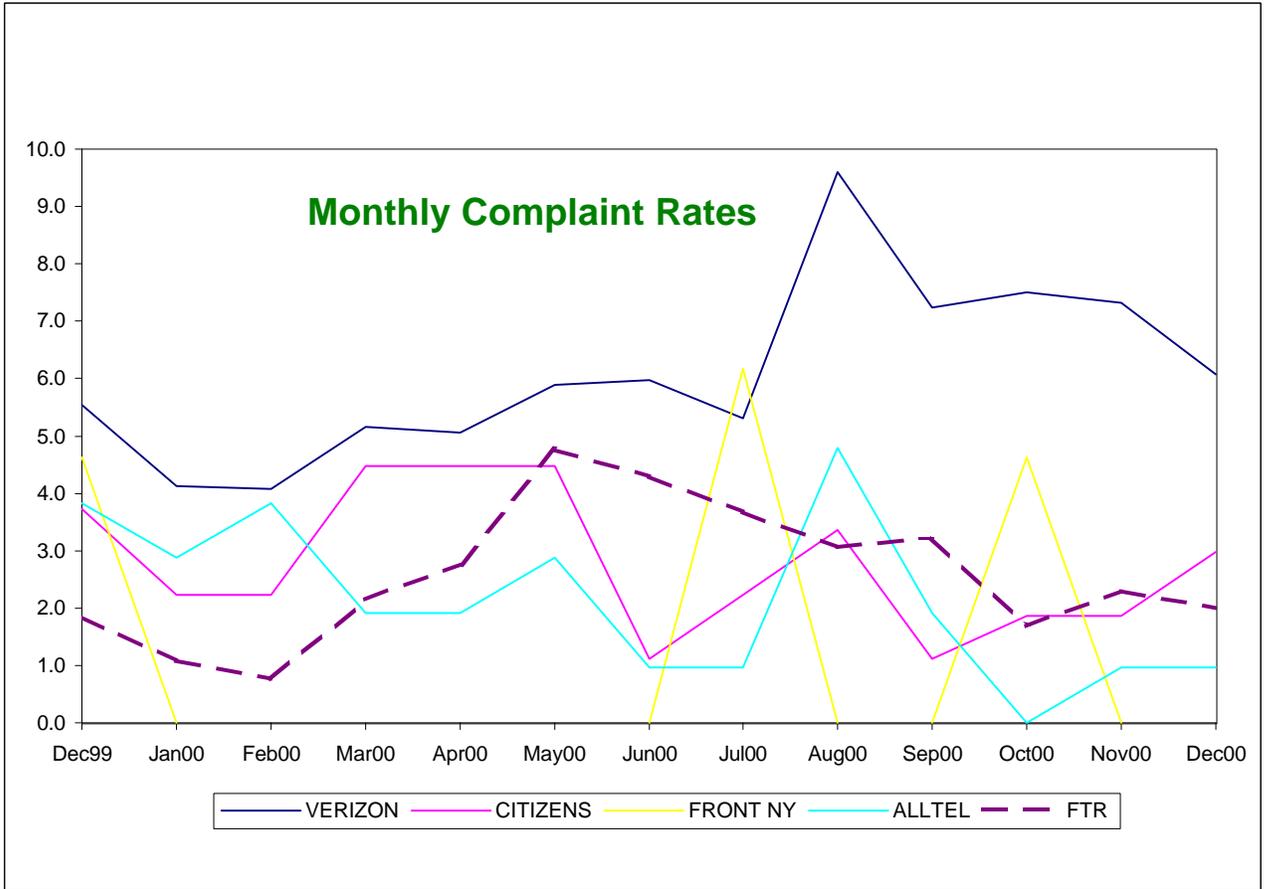
CODE	FULL NAME	1997	1998	1999	2000	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
D001	Agway Energy Services Inc.	2	3	7	13	1	2	2	4	2			1	1				
D002	Amerada Hess			2														
D005	Castle Power Corporatoin		2	0														
D013	Interstate Energy Resources Inc.			1	11	3	4	2						1			1	
D014	KBC Energy Services		2	3														
D015	Keyspan Energy Services, Inc.	1	23	38	84	5	11	9	4	5	8	4	8	8	9	6	7	4
D019	Morania		1	0														
D020	Natgasco - A Mitchell-Supreme Co.			1														
D021	National Fuel Resources			8	12		1	2	2	1	1	1	1	1	1	1		1
D023	New York Gas Co., Inc.			6	40	16	11	2	3	4	1	2			1			
D024	North American Energy			9	8	1			2				2		2		1	1
D032	Total Energy Inc.		21	125	158	18	20	17	17	21	10	7	4	15	11	9	9	6
D034	Wepco Gas	1	1	0														
D035	Williams Energy Services Co.			0	1										1			
D041	Con Ed of New York			1	1										1			
D046	Econnergy		79	73	198	9	17	13	11	9	19	24	23	23	19	19	12	12
D054	Enron Capital & Trading Resources		2	0														
D057	Iroquois Energy		5	5	63	11	33	14	1	1	1					1	1	
D062	MC2	1	20	3	1		1											
D074	Utilicorp Energy Solutions			3														
D078	Advantage Energy Inc.			0	1	1												
D079	Wheeled Electric Power Co (WEPCO)		10	5														
D084	New Energy Ventures, LLC		6	4	1								1					
D086	Con Edison Solutions		271	108	80		1	6	3	1	8	6	8	29	17	1		3
D087	Energetix, Inc.			5	16	2	2		1		3	1	2	1	4			1
D089	Duke Solutions, Inc.		2	1														1
D090	Nev East, L.L.C.		2	0	1							1						
D092	Advantage Energy			0	1												1	
D093	Robison Energy of Westchester		1	7	4		1			1					1	1		1
D098	Metromedia Energy		11	26	13					1		1	2	1	5	2	1	
D102	Telecon Energy Services Corp.			9	1										1			1
D103	NYSEG Solutions			9	15	1	1	1	2		1		1	1	3	1	3	2
D104	Great Eastern Energy			6	14		1		2	2		1		3	1	3	1	1
D105	ACN Energy, Inc.			0	18	2	1			1		4		5	2	2	1	
D106	Orion Energy Services			10	33	13	5	4	10	1								
D888	Unassigned Customer Contacts	30	147	16	15		3	3		2	1	3			2		1	
Total		35	609	491	803	83	115	75	62	52	53	55	53	89	81	46	39	34

This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions but does not resolve complaints against ESCO's. Customers are referred to their contract for resolution guidelines.

MAJOR ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

