

Monthly Report on Consumer Complaint Activity



December 2001

Maureen O. Helmer, Chairman

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

February 4, 2002



Monthly Report on Consumer Complaint Activity

December 2001

Table of Contents

Table of Complaint Rates of Major New York Utilities	3
Credit Related Complaints vs. Total (Energy Utilities).....	3
Informal Hearings, Shared Meter Cases, Appeals and Rehearings	4
Detail of Complaints Received against All Companies	5
Summary of Slamming Complaints by Utility.....	8
Summary of Customer Contacts recorded against ESCO's.....	12
Graph of Energy Company Complaint Rates	13
Graph of Telephone Company Complaint Rates	14
Graph of Water Company Complaint Rates.....	15

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
December 2001 - corrected

Utility	Nov-01		Dec-01		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Dec-01
	Rate*	No.	Rate*	No.	12 mos ending Dec-00	12 mos ending Dec-01	% Change	Year-to-date 2000	Year-to-date 2001	% Change	
Central Hudson	2.6	7	2.2	6	74	61	-17.6	74	61	-17.6	1.9
Con Edison	3.2	116	3.1	112	1815	1773	-2.3	1815	1773	-2.3	4.1
KeySpan of L.I.	1.7	8	1.3	6	58	113	94.8	58	113	94.8	2.0
NYSEG	1.2	11	0.3	3	125	108	-13.6	125	108	-13.6	1.0
Niagara Mohawk	2.1	35	1.9	32	795	564	-29.1	795	564	-29.1	2.8
Orange & Rockland	6.8	16	3.4	8	126	146	15.9	126	146	15.9	5.2
RG & E	4.2	16	2.1	8	204	175	-14.2	204	175	-14.2	3.8
KeySpan of NY	2.6	30	2.6	30	300	433	44.3	300	433	44.3	3.2
National Fuel Gas	3.3	17	3.7	19	212	284	34.0	212	284	34.0	4.6
Other Energy Utilities	N/A	11	N/A	4	48	76	58.3	48	76	58.3	N/A
ESCO's**	N/A	168	N/A	206	803	1313	63.5	803	1313	63.5	N/A
Verizon	3.7	285	3.3	253	5640	4276	-24.2	5640	4276	-24.2	4.6
Citizens Telcom	2.2	6	3.7	10	87	88	1.1	87	88	1.1	2.7
Frontier of NY	0.0	0	1.5	1	7	20	185.7	7	20	185.7	2.6
Alltel	1.0	1	1.0	1	25	15	-40.0	25	15	-40.0	1.2
Frontier Tel of Roch.	2.3	15	0.9	6	206	112	-45.6	206	112	-45.6	1.4
Other LEC's	N/A	557	N/A	467	7092	5618	-20.8	7092	5618	-20.8	N/A
DSL Providers	N/A	31	N/A	17	N/A	463	N/A	N/A	463	N/A	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	N/A	15	N/A	N/A	15	N/A	N/A
LD Resellers	N/A	98	N/A	85	4163	1051	-74.8	4163	1051	-74.8	N/A
COCOT Vendors	N/A	20	N/A	5	31	71	129.0	31	71	129.0	N/A
Adelphia	N/A	9	N/A	16	153	164	7.2	153	164	7.2	N/A
Cablevision Systems	N/A	52	N/A	45	491	545	11.0	491	545	11.0	N/A
Time-Warner	N/A	64	N/A	64	614	728	18.6	614	728	18.6	N/A
Other Cable Cos.	N/A	15	N/A		124	130	4.8	124	130	4.8	N/A
Long Island Water	24.7	18	28.8	21	27	117	333.3	27	117	333.3	13.4
UW - New Rochelle	6.6	2	6.6	2	16	16	0.0	16	16	0.0	4.4
New York Water	0.0	0	4.5	2	9	6	-33.3	9	6	-33.3	1.1
New York American	0.0	0	0.0	0	0	1	#DIV/0!	0	1	#DIV/0!	0.7
UW - New York	4.6	3	3.1	2	46	31	-32.6	46	31	-32.6	4.0
Other Water Utilities	N/A	5	N/A	2	23	38	65.2	23	38	65.2	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
New York Energy Utilities
December 2001

Utility	December 2001 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	6	0	0%	61	13	21%	1.9	0.4
Con Edison	112	19	17%	1773	337	19%	4.1	0.8
KeySpan - LI	6	0	0%	113	14	12%	2.0	0.2
NYSEG	3	4	133%	108	29	27%	1.0	0.3
Niagara Mohawk	32	6	19%	564	199	35%	2.8	1.0
Orange & Rockland	8	4	50%	146	52	36%	5.2	1.8
RG & E	8	4	50%	135	101	75%	3.0	2.2
KeySpan - NY	30	11	37%	433	96	22%	3.2	0.7
National Fuel Gas	19	8	42%	284	124	44%	4.6	2.0

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

December 2001

Informal Hearings

As of December 31, 2001, there were 21 cases pending in pre-hearing. The month ended with 88 informal hearing cases pending for a total of 109 cases pending in the unit. Five informal hearings were scheduled during December. One hearing was postponed and four hearings were held. Twelve complaints were closed through pre-hearing mediation. Four informal hearings were closed during the month.

Shared Meter Designee Complaints

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 263 shared meter complaints pending, a decrease of 4 from the previous month. Nineteen (19) new complaints were received in December and 23 were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the penalty to the minimum of 25% in 12 cases, to 40% in one case and 34% in one. Two cases were closed because the owners and tenants resolved minimum use shared meter conditions. In two cases staff found that the shared use was minimal and the charges were cancelled. In one case the charges were cancelled because the owner provided proof that the cost to correct the condition was extraordinary. In one case the owner requested and was granted an extension to correct a shared meter condition.

Appeals and Rehearings

At its December 19, 2001 session, the Commission approved three appeal determinations recommended by OCS. Two appeals were by customers: one determination upholds NYSEG's billing (challenged as high) for metered, residential electric service; the other determination upholds Con Edison's billing of a nonresidential customer at a demand rate as proper. The third appeal was by Con Edison, and the determination concludes that a nonresidential customer is not entitled to billing at the electric heat rate when only one of the customer's two combined-billed buildings is heated by electricity.

During December, two petitions by tenants for rehearing of shared meter designee determinations (one involving Con Edison and one involving Niagara Mohawk) were accepted.

**No. of Complaints Received Against Regulated Companies
Between 12/1/2001 and 12/31/2001**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Buffalo	9
	Adelphia Cable - Utica	3
	Adelphia Cable-Hoosick	1
	Adelphia Cable-International	1
	Adelphia Cable-Niagara	2
	Cablevision of Brookhaven	2
	Cablevision of Cross River	1
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	2
	Cablevision of Long Island	11
	Cablevision of New York City	11
	Cablevision of Port Chester	1
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	7
	Cablevision of Westchester	7
	Cablevision-Rockland	2
	Charter Communications	1
	MediaOne - US Cablevision	1
	MediaOne - Westchester	3
	Mid Hudson Cablevision, Inc.	2
	RCN of Southeast New York, Inc.	3
	Time Warner - Amsterdam	1
	Time Warner - Battenkill	1
	Time Warner - Binghamton	3
	Time Warner - Brooklyn	5
	Time Warner - Kingston	1
	Time Warner - Manhattan	18
	Time Warner - Mt. Vernon	2
	Time Warner - Newburgh	1
	Time Warner - Oneonta	1
	Time Warner - Orange County	7
	Time Warner - Potsdam	1
	Time Warner - Queens	12
	Time Warner - QUICS	1
	Time Warner - Rensselaer	1
Time Warner - Rochester	5	
Time Warner - Saugerties	1	
Time Warner - Schoharie	1	
Time Warner - Sullivan County	1	
Time Warner - Syracuse	1	
US Cable of Tri-County, Ltd.	1	
sum		<hr/> 137
DSL	Focal Communications Corporation	1
	Verizon Advanced Data, Inc.	15
	XO New York, Inc.	1
sum		<hr/> 17
Electric	Central Hudson Electric & Gas	6
	Con Edison	110
	Freeport Electric	1
	Jamestown Board of Public Utilities	1

**No. of Complaints Received Against Regulated Companies
Between 12/1/2001 and 12/31/2001**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	26
	Orange & Rockland	7
	Rochester Gas + Electric	7
sum		<hr/> 161
Gas	Con Edison	14
	KeySpan of Long Island	6
	KeySpan of New York	30
	National Fuel Gas Distribution	19
	Niagara Mohawk Power Corp	6
	Orange & Rockland	1
	Rochester Gas + Electric	1
sum		<hr/> 77
Telephone	ACC National Telecom Corp.	2
	ADVAMTEL, LLC dba Plan B Communications	1
	Allegiance Telecom of New York, Inc.	5
	AllTel Of New York	1
	AT&T Communications of New York, Inc.	214
	AT&T Payphones	1
	Atlas Communications, Ltd.	1
	Best Payphone	1
	bigredwire.com, Inc.	1
	BridgeCom International, Ltd.	1
	Broadview Networks	20
	Business Discount Plan, Inc.	1
	Cable & Wireless Commun. Co.	2
	Choice One Communications of New York	6
	Citizens Telecom	10
	Citizens Telecommunications Co. of NY	1
	Coleman Enterprises, Inc. d/b/a Local	1
	Communicate Technological Systems, LLC	1
	Communications Billing, Inc.	1
	COMTECH 21, LLC	1
	Crystal Communications, Inc.	1
	DFT Local Service Corporation d/b/a DFT	1
	Direct American Marketers, Inc.	1
	DPI-TELECONNECT, INC. ("DPI")	1
	Eagle Communications, Inc.	1
	eLink Telecommunications, Inc.	1
	Essex Communications, Inc. d/b/a/ Elec	5
	Excel Telecommunications Inc.	2
	Fairpoint Communications	3
	Frontier Comm of AuSable Valley	1
	Frontier Comm of NY/fka Highland Tel	1
	Frontier Communications of Rochester, Inc	2
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	5
	Global Crossing Telecommunications, Ind	3
	Intellicall Operator Services Inc.	6

**No. of Complaints Received Against Regulated Companies
Between 12/1/2001 and 12/31/2001**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Intermedia Communications, Inc.	1
	International Discount Telecommunication	1
	LCI International Telecom Corp.	11
	Least Cost Routing, Inc.	2
	Marathon Communications Corporation	1
	Matrix Telecommunications	1
	MCIWorldCom	146
	Metropolitan Telecommunications dba Met Tel	17
	Middleburgh Telephone	1
	National Accounts, Inc.	3
	Network One International, Inc.	1
	Network Plus, Inc.	9
	NextGen Telephone, Inc.	7
	NOS Communications Inc.	1
	OLS, Inc.	1
	Ontera Broadband	1
	Optical Telephone Corporation	5
	PNG Telecommunications, Inc.	1
	PT-1 Communications, Inc.	1
	QWest Communications Corporation	15
	RCN Telecom Services of New York, Inc	1
	Resdntl Comms. Netwrk of NY dba RCN	7
	Sprint Communications Company L.P.	42
	Tel-Save, Inc. (Talk.com)	57
	Telecom Group USA, Inc. d/b/a Telecom One	1
	Telecom USA	3
	Telergy Network Services, Inc.	1
	Time Warner Telecommunications	1
	TTI National, Inc.	1
	UKI Communications, Inc.	2
	United States Advanced Network, Inc.	1
	United Systems Access Telecom, Inc.	1
	USN Communications Long Distance, Inc	2
	VarTec Telecom, Inc.	1
	Verizon Communications (LEC)	254
	Verizon Corp. (payphones)	3
	Warwick Valley Telephone	1
	Webnet Communications, Inc.	3
	Winstar Gateway Network, Inc.	1
	XO Long Distance Services, Inc.	1
	ZTel Communications, Inc.	56
sum		<hr/> 973
Water	Hudson Valley Water Co.	1
	Long Island Water Corp.	21
	New York Water Service	2
	United Water-New Rochelle	2
	United Water-New York	2
	Whistle Tree Development Co, Inc.	1
sum		<hr/> 29
Total		<hr/> 1394

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
6902	1 Com Inc.		4	4											1	3
5049	ACC Buffalo Telecom Corp		1	1			1									
5305	ACC Long Distance Corporation	1		2									1		1	
6184	ACC National Long Distance Corp			1										1		
5757	ACC National Telecom Corp.			1		1										
5069	ACC Rochester Telecom Corp.		1													
6250	Access Point Inc			1					1							
6159	Accutel Communications Inc.	4														
6849	ACN Communication Services Inc			4		1								1	1	1
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	29	18	1				1		3	1	2	1	4	5
5357	Advanced Telecommunications Ne	0	2													
6984	Adelphia Business Solutions			1			1									
5324	Affinity Corporation			1										1		
5688	Affinity Network Inc.	1		1										1		
6283	Allegiance Telecom of NY Inc.	3	24	35		4	2			3	2	5	5	4	6	4
6516	Alliance Group Services Inc		1													
5010	AllTel of New York		1	1	1											
5343	Am.Tech. Inc.dba Network Utili	1														
5779	American Business Alliance In	1														
5908	American Long Distance Service Inc.	1														
6323	American Nortel Communications Inc.	60	13	1											1	
6778	American Phone Services Corp.		4	6		1			1		1		1	1	1	
5A22	American Telecommunications System			2									1	1		
6299	Americatel Corporation			1					1							
5361	America's Tele-Network Corp.	19	14	1												1
5984	Americom Inc.	0	1	2											2	
5322	Amer-I-Net Services Corporation			1			1									
5689	Ameri-Tel Communications Inc.	1														
6513	AmeriVision Communications Inc.	3														
5805	AT&T Communications of New Yor	70	373	494	45	53	34	35	32	38	25	49	37	52	49	45
5369	Atlas Communications Ltd.	1														
6459	Big Planet Inc.			1					1							
6140	BridgeCom International LTD			5		1		1		1				1	1	
5771	Brittan Communications International C	23	1													
6886	Broadview Networks	63	73	66	9	15	5	2	3	5	3	3	3	5	2	11
6869	Broadwing Telecommunications Inc			2			1			1						
6838	Broadwing Communcations			1			1									
6111	Business Discount Plan Inc.	6	1	2								1		1		
5776	Business Options Inc.	1	3	1			1									
5021	Business Telecom dbs BTI Telecom	1														
5340	Cable & Wireless Commun. Co.	1		6	2			1			1			1	1	
5949	Cablevision Lightpath Inc.		2													
6986	Capsule Communications Inc			2			1									1
6399	CBS Corporation dba Westinghouse	1														
6646	Choice One Communitcations of NY			1			1									
5A17	Citizens Telecom			2	1									1		
5693	Coast International Inc.		1													
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		3	1				2							
6143	Commonwealth Telecom	1	3													
6593	Communication Express	2														
6372	Communications Billing Inc.	2		1	1											
5986	Community Network Services Inc			1			1									

* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
6810	Conversent Communications of NY			2				1	1							
6245	Core-Comm New York Inc.	2		1		1										
5B87	Covista of New York Inc			4		1	3									
6260	CTC Communications Corp.		1	1								1				
5559	CTN Telephone Network, Inc.			1							1					
6651	Direct America Marketers			1	1											
6672	Econo-o-Call Inc.		8	6				2	1	1	1		1			
5215	Econophone Inc.	2	1													
5137	Empire One Telecommunications			2						1				1		
5982	Equal Net Communications Inc.		2													
5198	EqualNet Corporation	1	1													
6659	erbia Network Inc.		1													
6748	Essential.com Inc.		17	4					1	1	1				1	
6912	Essex Communications DBA Elec		12	21	2	3	2		2	1	1	2	3	2	1	2
6369	Essex Communications Inc			1									1			
5382	Excel Telecommunications Inc.	10	6	12	1		1		2	1			2	1	4	
5912	Executone Information Systems Inc.		1													
6435	Fairpoint Communications		1	2												2
5275	Federal TransTel Inc.	1		1												1
5315	Frontier Comm. Of the West Inc			1			1									
5401	Frontier Communs. Services (fk	6														
5192	Frontier L.D. America	1														
5823	Frontier Local Services, Inc.			2			1					1				
5A41	Frontier Telephone of Rochester Inc.	1		1			1									
5573	Genesis Communications International			2					2							
6826	Global Crossing Telecommunications			16	1	7	3		2				2			1
5919	Group Long Distance Inc.	1														
5194	GTE Card Services Incorporated	31	2													
5097	GTE Corporation	4														
5143	GTE Telecommunications Services Inc.	1														
5676	Home Owners Long Distance Inc	1														
6373	IDT Corporate		2	2					1			1				
5345	Inet Interactive Network System Inc.			2			1			1						
6156	Inmark Inc. dba Preferred Billing	10	4	1												1
6095	Integrated Teleservices Inc.		1													
5624	Intellicall Operator Services Inc.	1	2	11	5	4					1					1
5114	International Discount Telecommunications			3			1	2								
5409	International Exchnage Networks Ltd		2													
6125	International Telecommunications Corp.	4														
5408	IntelliCom Solutions Inc			1			1									
5241	Island Marketing d/b/a Interglobe			1		1										
5256	IXC Communications	1	2													
6913	Jirehcom Inc			1				1								
5292	Key Communication Management Inc.	12	4													
5980	L.D. Services Inc.	3														
6268	LCI International Inc.	2														
5078	LCI International Telecom Corp	8	5	16	5	3	3		2				1	1		1
5268	LDC Telecommunications Inc.	2														
5909	LDM Systems Inc.	1														
5339	LEAST COST ROUTING			5	2	1	2									
5854	Least Cost Routing Inc. dba Long Dist	4														
5036	Lightyear Communications Inc	1	2	4			1						2	1		

* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
5A09	Long Distance of Michigan			1							1					
5749	Long Distance Services of N.Y.	1		1				1								
5227	Long Distance Wholesale Club	1														
6460	Marathon Communications Corp.	1														
5699	Matrix Telecommunications	2		3			1						1	1		
5820	MCI WorldCom	199	280	347	26	41	28	23	27	13	33	36	24	33	29	34
5736	MCImetro Access Transmission Svs		1													
6208	Mercury Marketing Co Ltd			1						1						
6423	Metro Telecomm. dba METTel	48	26	66	2	7	9	7	4	6	5	7	5	4	7	3
5435	Metromedia Long Distance Inc.			3		1		1			1					
5416	Minimum Rate Pricing	15	2													
5777	National Accounts Inc.			3	1	1			1							
6110	National Telephone & Communications	1														
6441	Nations Tel Inc.	1														
5244	NeTel Inc.	1														
6054	NET-TEL Corp.		1	1				1								
5385	Network Enhanced Technologies Inc.		1													
5826	Network Plus Inc.	2	40	33		4	3	2	1	3	4	4	1	5	3	3
5419	New Century Telecom Inc.	1														
6907	NextGen Telephone			12	6	6										
6928	Norstar Communications			3		2		1								
6367	North American Telecommunications Corp	1	1	2										1	1	
5832	North American Telephone Network LLC		1	1						1						
5458	NOS Communications Inc.	3		4	1		1					1		1		
6177	OLS Inc.	1		2	1			1								
5A98	One Step Billing Inc.	2														
5819	OneStar Long Distance Inc.			1						1						
5834	Ontera Broadband	0		2			2									
5C61	Optical Telephone Corp			8	5	2	1									
5763	Phone Calls Inc.	1														
5193	Phone One Inc.		1													
5263	PNG Telecommunications Inc			3				2		1						
5159	PowerNet Communications			1											1	
5245	Primus Telecommunications Inc.	4		1						1						
6794	Promise Vision Technology			1		1										
6151	Protel Advantage d/ba/ Long Distance	1														
5463	Protel Inc.	14	4													
6324	PT-1 Communications Inc.		2	2				1	1							
5797	QAI Inc d/b/a Long Distance B	4	2													
5468	Qwest Communications Corporati	21	15	48	11	12	3	2	1	1	1	2	7	2	2	4
6316	RCN Long Distance Company		1													
5A13	RCN Telecom Services of NY Inc.	5	2	1					1							
5558	Residential Communications Network of	2	2	7	1	1						2	1	1	1	
5843	Robtel Inc.		1													
6278	RSL Com U.S.A. Inc.	1	1													
6933	ServicSense.com Inc.		1	2		1								1		
5748	Sprint Communications Company	59	39	197	32	19	29	22	22	8	13	11	8	14	11	8
5478	Starlink Communications L.L.C.	1														
5479	Startec Inc.	1		1								1				
5185	Taconic Telephone			1						1						
6375	Telco Holdings dba Dial & Save	1														
6100	Telco Partners Inc.		1													

* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
5164	Telcom Group USA Inc. d/b/a TelCom	2	1													
5762	Telecom USA		1	2	2											
5167	Telecommunications Service Center Inc.			1									1			
6288	Telemex/Sprint Communications	1														
6118	Telepath Communications Inc.		2													
6207	Telephone Company of Central Florida			2					1			1				
5845	Teleport Communications	3	5													
6469	Telergy Network Services Inc.			1		1										
5C24	Telis Communicaitons Group Inc			1			1									
6088	Tel-Save Inc dba The Phone Company	17	153	476	23	38	30	35	27	40	46	57	46	69	26	39
6654	The Free Network LLC			2			1	1								
5939	The Furst Group Inc.		1													
5499	TI Nat Telecom dba TI World Te	1														
5515	Total - Tel USA Inc.			1				1								
5271	Touch 1 Communications Inc.	2	1													
6093	Touch 1 Long Distance Inc.	1	1													
5A72	Tri-Tel Communications Inc.		5	4			1					1				2
6331	TruCom Corporation		2													
6049	TTI National Inc.		1	2	1	1										
6111	TTI Telecommunications			1				1								
5A99	U.S. Republic Communications Inc.	2		1									1			
6817	UKI Communications Inc.		1	25	2	10	2	2			1	1	2	1	2	2
5C87	United Systems Access Telecom Inc			2			1	1								
6493	Uni-Tel Communications Group Inc.	1	2	1							1					
6137	USA Tele Corp.	3														
6048	USN Communications Long Distance	72	1	3		2		1								
5101	VarTec Telecom Inc.			2	1										1	
6300	VarTec Telecom Inc. d/b/a Clear Choice		1													
5120	Verizon	10	12	35	5	5	2	2	3	2	2	2	4	2	3	3
6830	Verizon Advanced Data			1										1		
6781	Verizon Communications		7	8			1	2		1	2	1	1			
6073	Vista Group International Inc.	8														
6788	Webnet Communications			9	1	1	3	2		1						1
5867	Wiltel Inc.	1	1	1			1									
5303	Winstar Gateway Network Inc.	1														
5770	Working Assets Funding Service	1		1					1							
5319	World Com Inc dba LDDS World		2	1						1						
5203	WorldCom Network Service dba Wil	0		4							1	1	1			1
6447	Ztel Communications Inc.	53	160	120	1	6	2	2	2	9	15	14	21	16	17	15
	Complaints Assigned by CPCN	966	1414	2267	200	259	193	159	148	145	166	206	186	230	180	195
	Unassigned Complaints	2	5	11	5	0	1	0	0	1	0	2	0	0	0	2
	Total	968	1419	2278	205	259	194	159	148	146	166	208	186	230	180	197

* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

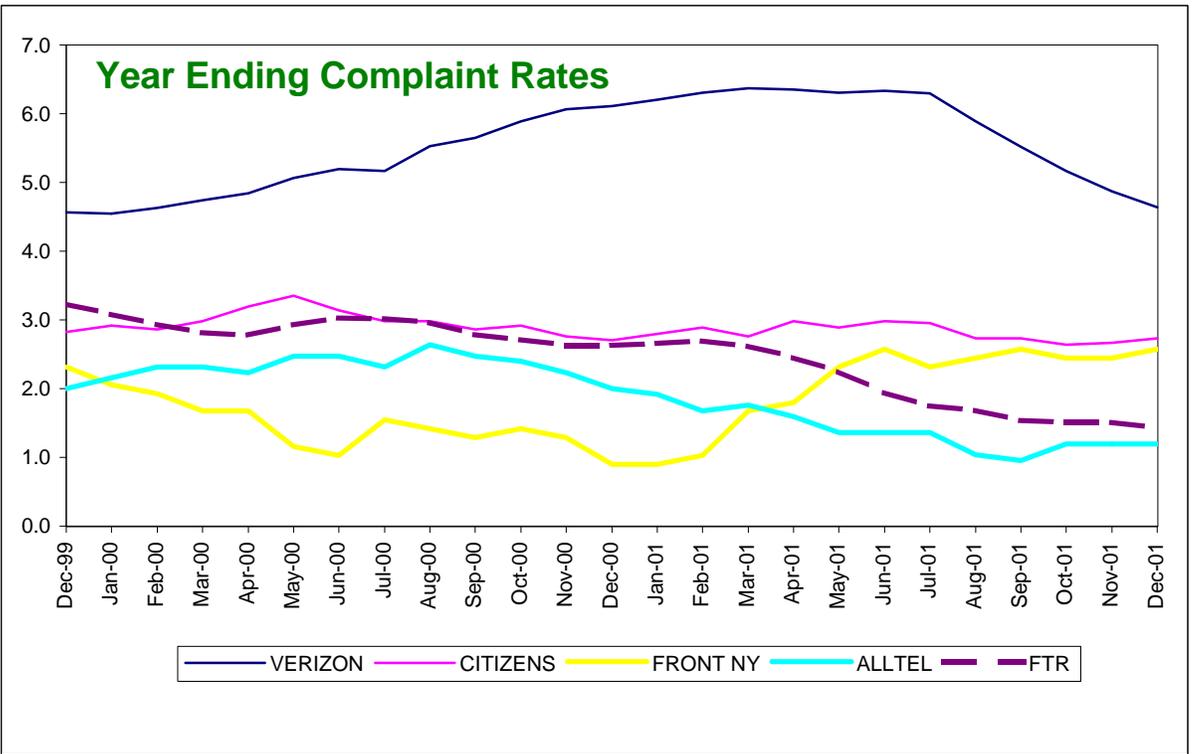
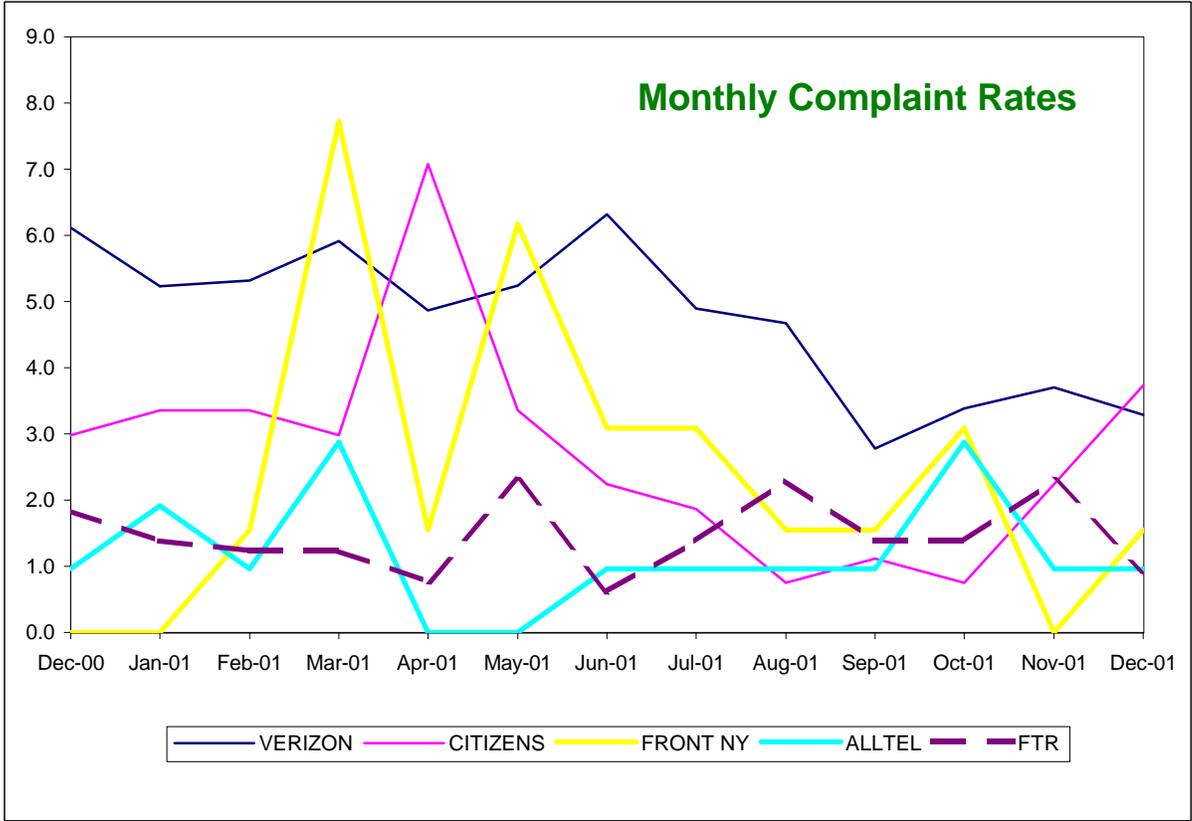
**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

CODE	FULL NAME	1999	2000	2001	Dec-02	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
D108	1st Rochdale Coop Group			2	2											
D105	ACN Energy, Inc.	0	18	3		1				1						1
D092	Advantage Energy	0	1	0												
D078	Advantage Energy Inc.	0	1	0												
D001	Agway Energy Services Inc.	7	13	17	1	1	1			2	1	1		1	4	5
D036	All Energy Marketing Co.			2				1							1	
D002	Amerada Hess	2		7				2				2		1	1	1
D113	Brown Fuel, Inc			1	1											
D005	Castle Power Corporatoin	0		1						1						
D041	Con Ed of New York	1	1	2								1	1			
D086	Con Edison Solutions	108	80	2								1				1
D089	Duke Solutions, Inc.	1		0												
D046	Econnergy	73	198	158	9	15	20	21	9	11	12	15	2	7	23	14
D047	Empire Natural Gas Corp			2					2							
D087	Energetix, Inc.	5	16	148	2	2	5	5	2	4	6	12	33	69	3	5
D054	Enron Capital & Trading Resources	0		5			3	1							1	
D104	Great Eastern Energy	6	14	3		1									2	
D013	Interstate Energy Resources Inc.	1	11	11										2	3	6
D057	Iroquois Energy	5	63	3								1		1		1
D014	KBC Energy Services	3		0												
D015	Keyspan Energy Services, Inc.	38	84	99	8	8	4	9	4	7	10	13	6	5	7	18
D060	Main-Care Energy			1			1									
D062	MC2	3	1	0												
D107	Metro Energy Group			1		1										
D098	Metromedia Energy	26	13	6		1	1							4		
D018	Mirabito Fuel Group Inc.			1												1
D020	Natgasco - A Mitchell-Supreme Co.	1		6							2			1	2	1
D021	National Fuel Resources	8	12	17	8			1	1	2		1		1	1	2
D082	National Fuel Resources, Inc.			1												1
D090	Nev East, L.L.C.	0	1	0												
D084	New Energy Ventures, LLC	4	1	1						1						
D023	New York Gas Co., Inc.	6	40	89	1	7	6	3		5	10	14	7	6	4	26
D024	North American Energy	9	8	19		4	1	2		1	3	1		3	2	2
D026	North Atlantic Utilities Inc.			1												1
D103	NYSEG Solutions	9	15	10	1		2		2	1		3				1
D106	Orion Energy Services	10	33	69			2	7	4	4	4	10	12	12	11	3
D067	PG&E Energy Trading			1												1
D068	Plum Street Energy Enterprises			1	1											
D093	Robison Energy of Westchester	7	4	0												
D112	Smart Energy Services			439	165	121	47	10	18	11	13	27	13	8	4	2
D102	Telecon Energy Services Corp.	9	1	0												
D032	Total Energy Inc.	125	158	158	7	7	10	9	8	11	13	14	6	22	20	31
D074	Utilicorp Energy Solutions	3		0												
D035	Williams Energy Services Co.	0	1	0												
D888	Unassigned Customer Contacts	16	15	26				8			16	1				1
	Total	486	803	1313	206	169	103	79	50	62	90	117	80	143	89	125

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 TELEPHONE UTILITIES



MAJOR WATER UTILITIES

