

Monthly Report on Consumer Complaint Activity



December 2004

William M. Flynn, Chairman

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

February 1, 2005



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Office of Consumer Services

February 1, 2005

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 for several months, we began reporting the Customer Service Response Index (CSRI) as part of our monthly activity report beginning in August 2004. 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,

Sandra S. Sloane
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).

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.

Customer Service Response Index December-04

<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>
Cablevision of Southern Westchester	7	0	5.0	5.6	2.0	0.0	2.0	5.3	1.0	10.0
Central Hudson Gas & Electric Corp.	10	0	5.0	7.3	2.0	0.0	2.0	0.0	1.0	10.0
Acceris Communications, Inc.	4	0	5.0	15.5	1.8	0.0	2.0	17.0	0.9	9.7
Cablevision of Long Island	25	1	4.6	5.4	2.0	0.0	2.0	2.8	1.0	9.6
Frontier Telephone of Rochester, Inc.	21	1	4.5	4.6	2.0	9.1	2.0	2.3	1.0	9.5
Citizens Communications (ILEC)	14	1	4.3	5.1	2.0	7.0	2.0	4.0	1.0	9.3
Verizon Advanced Data, Inc.	23	2	4.1	9.8	2.0	0.0	2.0	8.0	1.0	9.1
New York State Electric & Gas Corp.	47	4	4.1	6.4	2.0	13.8	1.7	7.3	1.0	8.8
Choice One Communications of New York, Inc.	11	1	4.1	8.7	2.0	0.1	2.0	32.8	0.6	8.7
Time Warner - Rochester Division	9	1	3.9	7.4	2.0	0.0	2.0	37.0	0.5	8.4
Verizon Communications (LEC)	455	46	4.0	7.0	2.0	16.4	1.4	10.6	1.0	8.4
Niagara Mohawk - A National Grid Company	146	14	4.0	14.4	1.9	12.5	1.8	32.4	0.6	8.3
Orange & Rockland	30	4	3.7	1.6	2.0	16.6	1.4	0.0	1.0	8.1
Accent Energy Midwest, LLC	5	1	3.0	7.0	2.0	0.0	2.0	3.0	1.0	8.0
Broadview Networks, Inc.	17	2	3.8	10.9	2.0	18.5	1.2	3.8	1.0	8.0
Cablevision of New York City	41	6	3.5	9.1	2.0	15.5	1.5	4.0	1.0	8.0
Z-Tel Communications, Inc.	21	4	3.1	19.4	1.4	0.0	2.0	5.3	1.0	7.5
Metropolitan Telecommunications	8	2	2.5	3.7	2.0	9.7	2.0	16.0	0.9	7.4
Rochester Gas & Electric Corp.	49	3	4.4	4.8	2.0	100.0	0.0	19.8	0.9	7.3
National Fuel Gas Distribution	38	3	4.2	10.4	2.0	36.0	0.0	13.2	1.0	7.2
Allegiance Telecom of New York, Inc.	10	1	4.0	79.0	0.0	0.0	2.0	19.5	0.9	6.9
IDT America Corp.	66	14	2.9	9.9	2.0	20.0	1.1	16.9	0.9	6.9
Time Warner - New York City Division	86	16	3.1	15.9	1.8	17.5	1.3	27.0	0.7	6.9
Time Warner - Albany Division	17	2	3.8	40.6	0.0	0.0	2.0	14.4	0.9	6.7
Communicate Technological Systems, CTS, LLC.	7	2	2.1	7.9	2.0	9.5	2.0	40.0	0.5	6.6
KeySpan of New York	73	11	3.5	12.2	2.0	128.6	0.0	17.2	0.9	6.4
Excel Telecommunications, Inc.	8	2	2.5	25.1	0.6	0.0	2.0	12.0	1.0	6.1
Access Point, Inc.	0	0	5.0	175.0	0.0	51.9	0.0	0.0	1.0	6.0
Time Warner ResCom of New York, LLC	8	1	3.8	32.8	0.0	4.3	2.0	50.6	0.2	6.0
Cordia Communications Company	18	6	1.7	15.4	1.8	0.8	2.0	39.6	0.5	6.0
MCI	115	32	2.2	14.7	1.9	22.1	0.6	22.4	0.8	5.5
AT&T of New York	327	86	2.4	9.4	2.0	41.4	0.0	22.6	0.8	5.2
Econnergy	16	5	1.9	21.2	1.2	0.0	2.0	70.0	0.0	5.1
KeySpan of Long Island	13	5	1.2	16.4	1.7	22.8	0.6	2.0	1.0	4.5
Talk America, Inc.	19	5	2.4	40.4	0.0	0.0	2.0	64.8	0.0	4.4
Con Edison of New York	283	79	2.2	19.6	1.4	44.4	0.0	23.5	0.8	4.4
Sprint Communications	45	3	4.3	12.7	2.0	42.6	0.0	75.7	-3.0	3.3
Verizon Communications (LD)	7	3	0.7	38.0	0.0	174.6	0.0	162.2	-9.0	0.0

Customer Service Response Index December-04

Service Provider	QRS Cases	SRS Compl.	Avg. QRS Response	Avg. SRS Response	Avg. Age of Cases
ACN Communication Services, Inc.	6	1	45.5	0.0	140.3
ACN Energy, Inc.	1	0	2.0	0.0	0.0
Adelphia Cable - Buffalo	6	0	21.7	0.0	20.3
Adelphia Cable - Glens Falls	1	0	1.0	0.0	0.0
Adelphia Cable - Lancaster	1	0	0.0	0.0	22.0
Adelphia Cable - Niagara	3	1	9.3	6.8	8.5
Adelphia Cable - Utica	6	1	31.2	0.0	6.0
Agway Energy Services, LLC.	3	0	5.0	0.0	3.5
Airnex Communications, Inc.	0	0	0.0	0.0	66.0
AllTel Communications, Inc.	1	0	0.0	0.0	4.0
AllTel of New York	3	0	1.0	0.0	5.0
American Cyber Corporation	1	0	13.0	0.0	0.0
American Long Lines, Inc.	0	0	114.0	0.0	0.0
American Nortel Communications, Inc.	0	0	0.0	0.0	326.0
American Package	0	0	0.0	0.0	127.0
American Pay Phone, Inc.	0	0	71.0	0.0	0.0
American Telecommunications Corporation	2	0	17.5	0.0	131.0
America's Digital Satellite Telephone	0	0	0.0	0.0	288.0
Americatel Corporation	0	0	273.0	0.0	0.0
Aqua Maine Water	0	0	0.0	0.0	183.5
Aquarion Water Company of NY	0	0	77.0	0.0	87.0
Arbor Hills Waterworks	0	0	0.0	0.0	173.0
BAS Communications	1	0	159.3	0.0	0.0
Beekman Water Company	0	1	0.0	0.0	0.0
Birch Hill Water Supply Corporation	0	0	253.0	0.0	0.0
Birns Telecommunications	0	0	0.0	0.0	288.8
BridgeCom International, Ltd.	4	0	21.3	24.0	4.0
Broadwing Telecommunications Inc.	0	0	0.0	0.0	173.0
Budtel Associates, Inc.	0	0	0.0	0.0	156.0
BullsEye Telecom, Inc.	2	0	0.0	0.0	76.4
Business Network Long Distance, Inc.	0	1	130.0	0.0	0.0
Cablevision - MediaOne - Rockland	1	0	0.0	0.0	0.0
Cablevision - MediaOne - US Cablevision	1	0	1.1	0.0	0.0
Cablevision - MediaOne - Westchester	2	0	1.4	0.0	0.0
Cablevision Lightpath, Inc.	3	1	3.0	1.0	0.0
Cablevision of Brookhaven	1	1	2.0	1.1	0.0
Cablevision of Cross River	1	0	3.2	0.0	0.0
Cablevision of Dutchess County	2	0	1.0	0.0	9.0
Cablevision of East Hampton	0	0	0.0	0.0	0.0
Cablevision of Hauppauge	1	0	7.0	0.0	0.0
Cablevision of Port Chester	1	0	0.0	0.0	3.0
Cablevision of Riverhead	0	0	16.8	0.0	0.0
Cablevision of Rockland	4	0	4.5	0.0	15.0
Cablevision of Westchester	2	0	3.5	40.2	0.0
Capsule Communications, Inc.	0	0	44.0	0.0	0.0
Carmel Telephone Services, Inc. d/b/a SusCom	2	0	0.5	0.0	0.0
Celtic Communications of Central NY	0	0	0.0	0.0	52.0
Century Telecommunications, Inc.	0	0	0.0	0.0	39.0
Chautauqua & Erie Telephone Corp.	2	0	1.5	0.0	0.0
Chronometric Telecommunications, Inc.	0	0	0.0	1032.0	102.0

Customer Service Response Index December-04

Service Provider	QRS Cases	SRS Compl.	Avg. QRS Response	Avg. SRS Response	Avg. Age of Cases
Ciera Network Systems	0	0	0.0	0.0	288.0
City of Jamestown Board of Public Utilities	3	1	0.8	0.2	0.0
Cleartel Communications, Inc.	2	1	22.7	1.9	79.9
Comcast Telecommunications, Inc.	0	0	0.0	0.0	285.0
Con Edison Solutions	2	0	2.0	0.0	190.0
CondorPhone	0	0	0.0	0.0	78.0
Conserve	0	0	0.0	0.0	81.0
Conversent Communications of New York, LLC.	5	0	2.0	0.0	3.0
Cooper Square Realty	0	0	0.0	0.0	1.0
CornerStone Telephone Company, LLC.	2	0	1.0	0.0	29.0
Corning Natural Gas Corp.	1	0	6.0	0.0	0.0
Corporatepage.com, Inc.	0	0	0.0	0.0	69.5
Covad Communications Company	0	0	205.0	0.0	0.0
Covista Communications, Inc.	5	4	11.2	387.8	44.5
Crystal Public Communications, Inc.	0	1	0.0	0.0	0.0
CTC Communications Corp.	1	1	0.0	464.0	44.7
Cypress Telecommunications Corporation	0	0	0.0	0.0	58.0
Dara Owners Corp.	0	0	0.0	0.0	87.0
DaveITel, Inc.	0	1	0.0	0.0	191.0
Dutchess Estates	0	0	0.0	173.1	0.0
Earthlink, Inc.	1	0	4.0	0.0	0.0
Eclipse Telecommunications, Inc.	1	0	0.0	0.0	15.0
Empire One Telecommunications, Inc.	0	0	0.0	0.0	81.0
Empire State Payphone Inc.	0	0	0.0	0.0	74.0
Energetix, Inc.	6	0	1.4	0.0	1.0
Energy Service Providers, Inc.	1	0	2.0	0.0	0.0
ESS.com, L.L.C.	0	0	0.0	0.0	283.0
Essex Communications, Inc.	0	0	0.0	0.0	199.0
FFC ENERGY	0	0	0.0	0.0	50.0
Focal Communications Corporation	1	1	4.0	0.0	0.0
Forest Park Water Co. Inc.	0	0	53.0	0.0	0.0
Fortuna Energy Inc.	0	0	21.0	0.0	0.0
Frontier Communications of NY/fka Highland Tel	4	1	28.1	32.5	3.3
Frontier Communications of Rochester, Inc.	2	0	0.0	0.0	1.0
Future Focus Telecommunications	0	0	0.0	0.0	283.0
Gateway Plaza Management	0	0	0.0	182.4	0.0
GE Capital Communications Services, Corp	0	0	0.0	0.0	362.0
Global Network Comms.	0	0	0.0	0.0	45.0
Globalplex Telecom & Technologies, Inc.	0	0	21.0	0.0	0.0
Globcom, Inc.	0	0	224.0	0.0	0.0
GNC Public Communications	0	1	109.0	0.0	26.5
Granite Telecommunications, LLC	1	0	7.0	0.0	0.0
Great Eastern Energy	0	0	270.3	0.0	0.0
Green Mountain Energy	0	0	0.0	0.0	346.0
GTC Telecom	0	0	28.0	0.0	0.0
ILD Telecommunications, Inc.	1	0	44.5	0.0	0.0
Intelecom Solutions, Inc.	0	0	141.5	0.0	0.0
InterGlobe Communications	0	0	0.0	0.0	81.0
International Satellite Communications	1	0	0.0	0.0	2.0
Kiamesha Artesian Spring Water Co., Inc.	0	0	0.0	0.0	166.5
Knolls Water Co.	0	0	0.0	0.0	582.0

Customer Service Response Index December-04

Service Provider	QRS Cases	SRS Compl.	Avg. QRS Response	Avg. SRS Response	Avg. Age of Cases
LCI International Telecom Corp.	1	0	14.0	0.0	0.0
LCR Telecommunications, LLC	1	0	150.0	246.0	17.0
Levy Associates	0	0	0.0	0.0	351.0
Liberty Power Corp.	5	0	2.5	0.0	68.4
Lightyear Network Solutions, LLC.	2	0	8.5	0.0	0.0
Long Distance Consolidated Billing Co.	2	0	35.3	0.0	2.0
Long Distance Services of N.Y.	0	0	0.0	0.0	144.5
Long Island American Water	7	0	10.6	0.0	80.7
Mascom Inc	0	0	0.0	0.0	38.0
Matrix Telecom, Inc.	0	0	119.5	0.0	0.0
McGraw Communications, Inc.	0	0	0.0	0.0	45.0
Metro Teleconnect Companies, Inc.	0	0	348.0	0.0	61.0
MFS Telephone of New York, Inc.	0	0	0.0	0.0	95.0
Mid Hudson Cablevision, Inc.	2	0	4.0	0.0	102.0
MTG Communications, Inc	0	0	0.0	0.0	178.0
Munde Tel Communications, Inc. d/b/a TriTel	1	0	0.0	0.0	4.0
Natgasco, Inc. - A Mitchell-Supreme Company	0	0	1.0	0.0	0.0
National Access Long Distance	0	0	0.0	0.0	166.7
National Aqueous	0	0	0.0	0.0	176.2
NECC Telecom, Inc.	0	0	192.0	0.0	0.0
Net2phone, Inc.	1	0	0.0	0.0	16.0
Network Enhanced Technologies, Inc.	1	0	3.0	0.0	0.0
Network Plus, Inc.	1	0	0.0	0.0	0.0
New Century Telecom, Inc.	2	1	4.0	0.0	77.4
New Rochelle Telephone Company	2	3	11.4	1.5	0.0
New York Coin Telephone Company, Inc.	0	1	52.0	0.0	23.0
New York Water Service	3	1	36.6	0.0	12.0
North American Energy, Inc.	0	0	120.0	0.0	0.0
North American Telephone Network, LLC.	0	0	274.0	0.0	0.0
NorthPoint Communications, Inc.	0	0	0.0	0.0	205.0
NOS Communications, Inc.	3	0	21.8	0.0	0.0
NOW Communications Inc	2	0	0.0	0.0	89.8
NYSEG Solutions, Inc.	0	0	0.0	0.0	0.0
One Call Communications, Inc.	2	0	2.0	0.0	9.0
Optical Telephone Corporation	0	0	0.0	0.0	91.7
Optimum Voice	5	1	78.2	2.1	6.0
PAETEC Communications, Inc.	4	1	35.2	0.0	7.0
Paytell Corp.	0	0	0.0	0.0	99.0
Penelec (A First Energy Company)	0	0	190.0	0.0	0.0
Phone Management Enterprises, Inc.	0	0	0.0	0.0	162.0
Pioneer Telecom, Inc.	1	0	1.0	0.0	0.0
PowerNet Global Communications	3	0	32.2	0.0	247.0
Premier Communications, Inc.	0	0	0.0	0.0	43.0
Primus Telecommunications, Inc.	1	1	25.0	161.6	95.8
Pro Energy Development, LLC.	1	0	0.0	0.0	22.0
Promise Vision Technology	0	0	0.0	0.0	162.0
Protel Advantage, Inc. d/b/a Long Distance Savings	1	1	0.0	0.0	10.0
PT-1 Communications, Inc.	0	0	0.0	0.0	218.5
Qwest Communications Corporation	3	0	2.0	0.0	35.5
R&B Communications, Inc.	0	0	0.0	0.0	128.0
Rand Water CP - Brandt's Farm	0	0	90.0	0.0	93.0

Customer Service Response Index December-04

Service Provider	QRS Cases	SRS Compl.	Avg. QRS Response	Avg. SRS Response	Avg. Age of Cases
Rand Water CP - Dogwood Knolls	0	0	0.0	0.0	177.0
RCN Telecom Services, Inc.	2	0	8.0	0.0	11.0
Reconex, Inc. (USTEL/1-800-Reconex)	2	0	64.8	0.0	77.0
Resdntl Comms. Netwrk of NY	2	0	10.7	0.0	15.0
Rowlands Hollow Water Works, Inc.	0	0	0.0	0.0	171.0
ServiSense.com, Inc.	3	0	0.0	0.0	39.0
South County Wat CP - Blue Lake	0	0	44.0	0.0	0.0
Spectrotel, Inc.	0	0	88.0	0.0	193.0
Startec	1	0	0.0	0.0	24.0
State Telephone Company, Inc.	0	0	8.0	0.0	0.0
Stewarts Shops Corp.	0	1	0.0	0.0	0.0
Supra Telecommunications & Information Systems, Inc.	2	0	4.0	0.0	0.0
Susquehanna Communications	2	0	0.0	0.0	4.0
Taconic Long Distance Service Corp.	0	0	0.0	0.0	172.0
Taconic Telephone Corp.	1	0	2.0	1.1	148.0
TC Systems, Inc. (Pay Phones Only)	0	0	0.0	0.0	160.5
TDS Telecom-Oriskany Falls Office	0	0	160.0	0.0	0.0
Tech Valley Communications	0	0	0.0	0.0	116.0
Tele Circuit Network	1	0	0.0	0.0	5.0
Telebeam	0	0	0.0	0.0	155.0
Telecarrier Services, Inc.	3	5	21.4	1.1	418.1
Telecom EZ	0	0	0.0	0.0	303.0
Telecom USA	4	0	18.0	0.0	22.0
Telecomp Technologies Network, Inc.	0	0	277.0	0.0	0.0
Telecon Communications Corp	1	1	5.0	0.0	174.8
TELEDIAS Communications, Inc.	4	0	7.3	0.0	9.0
Teleport Communications	0	0	0.0	0.0	40.0
Telseven	0	0	141.0	0.0	0.0
Tiffany Mews	0	0	0.0	0.0	197.0
Time Warner - Binghamton	3	1	11.1	0.0	57.7
Time Warner - Syracuse Division	6	3	13.7	9.1	2.0
T-NETIX Telecommunications Services, Inc.	0	0	0.0	0.0	169.0
Total Call International, Inc.	0	0	0.0	0.0	190.0
Total Gas & Electric, Inc.	2	0	9.8	175.3	0.0
Touch 1 Communications, Inc.	0	1	0.0	0.0	100.1
Tractebel Energy Services, Inc.	0	0	0.0	0.0	103.0
Tristate Bell Inc	3	0	5.5	0.0	4.0
TTI National, Inc.	0	0	0.0	41.9	0.0
UKI Communications, Inc.	0	0	225.0	0.0	0.0
United Systems Access Telecom	1	0	37.7	42.9	132.0
United Telecom, LLC	0	0	75.0	0.0	0.0
United Water-New Rochelle	2	3	96.8	1.0	2.0
United Water-New York	5	0	66.2	0.0	49.8
Uni-Tel Communications Group, Inc.	1	0	74.0	0.0	2.0
US Energy Partners, LLC	1	0	8.0	0.0	0.0
USA Payphone, Inc.	0	0	0.0	0.0	285.0
Utility Solutions	0	0	0.0	0.0	261.0
VarTec Telecom, Inc.	5	3	19.8	10.0	44.7
Verizon Communications (PayPhones)	1	1	13.2	13.1	0.0
Village of Churchville	1	0	14.0	0.0	0.0
Village of Greene Electric Dept.	1	0	0.0	0.0	0.0

Customer Service Response Index December-04

Service Provider	QRS Cases	SRS Compl.	Avg. QRS Response	Avg. SRS Response	Avg. Age of Cases
Village of Penn Yan	1	0	3.0	0.0	0.0
Village of Rockville Centre Inc.	1	0	4.0	0.0	0.0
Village of Spencerport	1	0	0.0	0.0	0.0
Vonage Communications	3	0	4.0	0.0	1.0
Warwick Valley Telephone Company	0	0	0.0	0.0	33.0
Warwick Water Company	0	0	0.0	0.0	46.0
Westelcom Network, Inc.	1	0	69.3	0.0	0.0
Winstar of New York, LLC	0	0	0.0	0.0	192.0
Working Assets Funding Service, Inc.	0	0	54.0	0.0	0.0
WorldLink Communications, Inc.	1	0	1.0	29.0	10.0
XChange Telecom	1	0	46.7	0.0	0.0
XO Communications, Inc.	3	4	72.1	20.0	207.3
16 E 96TH Corp	0	0	0.0	0.0	198.0
1st Rochdale Cooperative Group	0	0	0.0	0.0	92.0
57 Thames Rentals	0	0	0.0	0.0	297.0

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

December 2004

Utility	Nov-04		Dec-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Dec-03	Dec-04		Change	2003		
Central Hudson	2.1	6	0.0	0	31	26	-16.1	30	27	-10.0	0.8
Con Edison	1.5	56	2.1	79	756	753	-0.4	775	801	3.4	1.8
KeySpan of L.I.	0.8	4	1.0	5	62	49	-21.0	60	50	-16.7	0.8
NYSEG	0.6	6	0.5	4	57	39	-31.6	60	42	-30.0	0.4
Niagara Mohawk	1.3	22	0.8	14	403	299	-25.8	408	311	-23.8	1.5
Orange & Rockland	1.4	3	1.9	4	31	31	0.0	32	32	0.0	1.2
RG & E	1.0	4	0.8	3	94	73	-22.3	93	76	-18.3	1.6
KeySpan of NY	1.5	17	0.9	11	102	167	63.7	106	174	64.2	1.2
National Fuel Gas	1.2	6	0.6	3	102	69	-32.4	106	77	-27.4	1.2
Other Energy Utilities	N/A	0	N/A	1	40	104	160.0	40	104	160.0	N/A
ESCO's	N/A	23	N/A	46	717	458	-36.1	4717	458	-90.3	N/A
Verizon	0.3	23	0.3	46	942	478	-49.3	1034	478	-53.8	0.5
Citizens Telcom	0.0	0	0.3	1	19	15	-21.1	22	16	-27.3	0.4
Frontier of NY	0.0	0	0.0	1	6	10	66.7	7	10	42.9	1.1
Alltel	0.0	0	0.0	0	6	3	-50.0	6	3	-50.0	0.3
Frontier Tel of Roch.	0.2	1	0.2	1	31	21	-32.3	34	22	-35.3	0.4
Other LEC's,CLEC's, ICX's	N/A	166	N/A	83	1532	1544	0.8	1532	1544	0.8	N/A
DSL Providers	N/A	5	N/A	5	49	32	-34.7	49	32	-34.7	N/A
Adelphia	N/A	2	N/A	2	19	26	36.8	19	26	36.8	N/A
Cablevision Systems	N/A	14	N/A	9	114	146	28.1	157	146	-7.0	N/A
Time-Warner	N/A	12	N/A	24	84	144	71.4	112	144	28.6	N/A
Other Cable Cos.	N/A	0	N/A	0	93	12	-87.1	93	12	-87.1	N/A
Long Island Water	0.0	0	0.0	0	11	2	-81.8	12	2	-83.3	0.2
UW - New Rochelle	0.0	0	9.9	3	3	12	300.0	4	8	100.0	3.3
New York Water	0.0	0	2.3	1	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	9	5	-44.4	10	5	-50.0	0.6
Other Water Utilities	N/A	1	N/A	1	10	22	120.0	10	22	120.0	N/A

All complaint rates are based on 2003 customer populations.

* - Complaints per 100,000 customer accounts

The reduction in 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

December-04

Utility	Dec-04			Last 12 Months			12 mos.	12 mos.
	Total	Credit	% Credit	Total	Credit	% Credit	Total C/Rate	Credit C/Rate
Central Hudson	0	0	0%	26	15	58%	0.8	0.4
Con Edison	79	11	14%	753	150	20%	1.8	0.3
KeySpan - LI	5	0	0%	49	13	27%	0.8	0.2
NYSEG	5	4	80%	39	15	38%	0.4	0.1
Niagara Mohawk	14	3	21%	299	100	33%	1.5	0.5
Orange & Rockland	4	1	25%	31	8	26%	1.2	0.3
RG & E	3	1	33%	73	48	66%	1.6	1.0
KeySpan - NY	11	4	36%	167	40	24%	1.2	0.3
National Fuel Gas	3	2	67%	69	29	42%	1.2	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 non-payment.

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

Informal Hearing Cases

As of the end of December, there were 93 cases in the Informal Hearing Unit. During this month, 4 complaints were resolved with pre-hearing mediation, 15 informal hearings were scheduled, 7 hearings were postponed, 8 hearings were held, and 7 informal hearing cases were closed with 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. At the end of December there were 178 shared meter complaints pending. Twenty-eight new complaints were received in December and 17 cases were closed. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 11 cases and between 25% to 50% in 2 cases. The assessment was sustained in 2 cases. In 2 cases staff found that the shared use was minimal and directed the company to cancel the charges billed to the landlord.

Appeals and Rehearings

At its December 17, 2004 session, the Commission approved OCS's recommended determinations of 1 appeal and 2 rehearing petitions. The appeal determination holds that a Verizon business customer is entitled to a three-year refund for mobile radio circuits. One rehearing determination, in a shared meter case involving Con Edison's electric service, modifies a decision by the Commission's designee in order to correct an excessive reduction of the 12-month assessment. The other rehearing determination upholds a decision by the Commission's designee in a shared meter case involving National Fuel's gas service.

During December, appeals were accepted for review in 4 cases. In the first, a Con Edison residential customer appeals from an informal decision finding that no electric shared meter condition existed. In the second, a building owner using Niagara Mohawk electric service, disputes a shared meter decision made by an informal hearing officer. In the third, a nonresidential customer disputes billing for Centrex Plus Service by Verizon. In the fourth, a nonresidential Con Edison electric customer disputes billing for unmetered service. In addition, 1 petition by a Con Edison customer for rehearing of a shared meter decision by the Commission's designee was also accepted.

**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	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04
D108	1st Rochdale Coop Group	2	1	1	2			1									1
D105	ACN Energy, Inc.	3	1	4	3	1					1		1				
	Accent Energy				3		3										
D078	Advantage Energy Inc.	0	3	0	0												
D084	Constellation NewEnergy	1	0	0	0												
D001	Agway Energy Services Inc.	17	17	18	12	4				2				2	1	3	
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	18	3		1		5		2	1		4	1	1
D046	Econnergy	158	123	133	221	21	6	13	11	24	16	29	19	35	32	8	7
D047	Empire Natural Gas Corp	2	0	0	0												
D087	Energetix, Inc.	148	17	25	71	5	1	3	3	2	2	2	15	34	3		1
D054	Enron Energy Services	5	9	1	0												
D023	Federal Electric & Gas Co.	89	0	0	0												
	FFC Energy	0	0	0	1		1										
	Fortuna Energy	0	0	0	1		1										
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	50	1	3	11	0	5	6	3	2	3	8	2	6
	Liberty Power	0	0	0	2		2										
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	3			2							1		
D020	Mitchell-Supreme Energy	6	3	2	5		1		1					3			
D021	National Fuel Resources, Inc.	10	76	18	4			1	1	1	1						
D023	New York Gas Co, Inc.		4	0	0												
D024	North American Energy	19	20	25	3					1				1		1	
D026	North Atlantic Utilities Inc.	1	0	0	0												
D103	NYSEG Solutions	10	20	32	8	2	1				1		1		2	1	
D067	PG&E Energy Trading	1	0	0	1					1							
D114	PRO-ENERGY RESOURCES		2	0	1	1											
D093	Robison Energy of Westchester	0	2	9	1							1					
D068	Select Energy of New York (aka Plub St)	1	2	0	0												
D112	Smart Energy Services	439	1249	129	0												
D102	Telecon Energy Services Corp.	0	0	0	0												
D032	Total Gas & Electric (Energy)	158	116	46	23	2	3	1	1	1	3	4	5			1	2
D052	TXU Energy		2	1	0												
	US Energy Partners		0	0	1		1										
D888	Unassigned Customer Contacts	26	30	8	7	6		0	1								
	Total	1231	1918	717	458	46	23	33	18	44	33	41	46	79	56	17	22

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.