

Monthly Report on Consumer Complaint Activity



December 2005

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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

December 2005

Utility	Nov-05		Dec-05		Annual Complaint Volume			12 Month Compl. Rate* Dec-05
	Rate*	No.	Rate*	No.	12 mos ending		%	
					Dec-04	Dec-05		
Central Hudson	3.4	10	0.7	2	27	42	55.6	1.1
Con Edison	2.3	85	2.4	90	801	859	7.2	1.9
KeySpan of L.I.	0.8	4	0.4	2	50	43	-14.0	0.7
NYSEG	0.6	6	0.5	5	42	38	-9.5	0.3
National Grid	1.1	18	0.7	11	311	229	-26.4	1.1
Orange & Rockland	0.5	1	0.9	2	32	22	-31.3	0.9
RG & E	0.3	1	0.3	1	76	47	-38.2	1.0
KeySpan of NY	1.6	20	1.6	20	174	229	31.6	1.5
National Fuel Gas	0.4	2	1.2	6	77	65	-15.6	1.0
Other Energy Utilities	N/A	2	N/A	2	N/A	12	#VALUE!	N/A
ESCO's	N/A	124	N/A	120	N/A	929	#VALUE!	N/A
Verizon	0.4	40	0.3	27	478	393	-17.8	0.3
Citizens Telcom	0.0	0	0.0	0	15	18	20.0	0.5
Frontier of NY	0.0	0	0.0	0	10	7	-30.0	0.8
Alltel	0.0	0	0.0	0	3	2	-33.3	0.2
Frontier Tel of Roch.	0.0	0	0.7	3	21	19	-9.5	0.3
Other LEC's,CLEC's, IXC's, VoIP	N/A	109	N/A	86	N/A	1561	#VALUE!	N/A
DSL Providers	N/A	0	N/A	0	N/A	13	#VALUE!	N/A
Adelphia	N/A	2	N/A	1	26	20	-23.1	N/A
Cablevision Systems	N/A	6	N/A	11	146	117	-19.9	N/A
Time-Warner	N/A	12	N/A	14	144	141	-2.1	N/A
Other Cable Cos.	N/A	2	N/A	0	N/A	10	#VALUE!	N/A
Long Island Water	5.5	4	2.7	2	2	14	600.0	1.6
UW - New Rochelle	0.0	0	6.5	2	15	5	-66.7	1.4
New York Water	2.3	1	0.0	0	5	7	40.0	1.3
Aquarion of NY/New York Americ	0.0	0	0.0	0	0	1	0.0	0.8
UW - New York	4.4	3	1.5	1	5	12	140.0	1.5
Other Water Utilities	N/A	0	N/A	0	N/A	8	#VALUE!	N/A

All complaint rates are based on 2004 customer populations.

* - Complaints per 100,000 customer accounts

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

December 2005

Utility	December 2005 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	1	0	0%	42	10	24%	1.1	0.3
Con Edison	62	15	24%	819	148	18%	1.9	0.3
KeySpan - LI	5	1	20%	46	10	22%	0.7	0.2
NYSEG	3	1	33%	38	11	29%	0.3	0.1
National Grid	19	3	16%	236	70	30%	1.1	0.3
Orange & Rockland	1	0	0%	26	8	31%	0.9	0.3
RG & E	5	0	0%	52	21	40%	1.0	0.4
KeySpan - NY	15	5	33%	217	73	34%	1.5	0.5
National Fuel Gas	9	4	44%	66	24	36%	1.0	0.4

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 to non-payment.

Customer Service Response Index December 2005

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index	CSRI
Citizens Communications (ILEC)	12	0	5	6.3	2	6.9	2	5	1	10
Adelphia Cable - Buffalo	8	0	5	7.6	2	0	2	11.5	1	10
Columbia Energy Services Company	8	0	5	0.7	2	0	2	2	1	10
Sprint Communications	16	1	4.4	9.7	2	7.6	2	3.5	1	9.4
Optimum Voice	14	1	4.3	13.1	2	0	2	11.4	1	9.3
KeySpan of Long Island	24	2	4.2	2.4	2	6.9	2	18	0.9	9.1
IDT Energy, Inc.	32	2	4.4	4.6	2	0	2	31.2	0.6	9
Broadview Networks, Inc.	10	0	5	15.2	1.8	16.4	1.4	24.4	0.8	9
New York State Electric & Gas Corp.	58	6	4	9.8	2	10.4	1.9	8.3	1	8.9
Cablevision of Westchester	9	1	3.9	12.4	2	7.1	2	8.7	1	8.9
Verizon Communications (LEC)	308	27	4.1	9.5	2	13.4	1.7	8.6	1	8.8
Orange & Rockland	17	2	3.8	12.1	2	5.6	2	0	1	8.8
VarTec Telecom, Inc.	8	1	3.8	7.3	2	3.8	2	7.6	1	8.8
Cablevision of New York City	29	4	3.6	13.8	2	8.4	2	11.8	1	8.6
Verizon Communications (LD)	8	1	3.8	14.2	1.9	0	2	18.1	0.9	8.6
MX Energy, Inc	12	1	4.2	18	1.6	0	2	31.4	0.6	8.4
Time Warner ResCom of New York,LLC	12	2	3.3	12	2	0	2	11.8	1	8.3
National Fuel Gas Distribution	34	6	3.2	8.1	2	7	2	8.4	1	8.2
Central Hudson Gas & Electric Corp.	10	2	3	8.8	2	4.5	2	2	1	8
Long Island American Water	10	2	3	14	2	4.8	2	6	1	8
Accent Energy Midwest, LLC	23	5	2.8	7	2	1.7	2	13.1	1	7.8
Cablevision of Long Island	23	5	2.8	10.7	2	8	2	9.8	1	7.8
Time Warner - Albany Division	10	2	3	3.2	2	0	2	28.4	0.7	7.7
Rochester Gas & Electric Corp.	50	2	4.6	6.7	2	27.9	0	5.1	1	7.6
National Grid, Inc.	160	12	4.2	12.2	2	23.3	0.4	22.8	0.8	7.4
IDT America Corp.	35	9	2.4	7.8	2	7.2	2	5.2	1	7.4
AT&T (C)	137	37	2.3	8.8	2	4.3	2	11.3	1	7.3
Frontier Telephone of Rochester, Inc.	15	4	2.3	6.5	2	10.9	1.9	9.3	1	7.2
Time Warner - New York City Division	87	12	3.6	10.5	2	23.2	0.4	9	1	7
Cordia Communications Company	20	1	4.5	18.6	1.5	33.1	0	2.5	1	7
Econnergy	10	3	2	14.1	1.9	3	2	11	1	6.9
MCI	89	16	3.2	10.1	2	22.4	0.6	13	1	6.8
KeySpan of New York	86	20	2.7	7.2	2	19.8	1.1	9.3	1	6.8
World-Link Solutions, Inc	13	5	1.2	5.6	2	1.1	2	25.8	0.7	5.9
Con Edison of New York	410	93	2.7	22	1.2	20.4	1	20.1	0.8	5.7
Liberty Power Corp.	9	4	0.6	21.3	1.2	38.9	0	20.4	0.8	2.6

Customer Service Response Index December 2005

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index	CSRI
Acceris Communications, Inc.	0	0		0		0		95		
ACN Communication Services, Inc.	3	1		18.5		0		33.3		
ACN Energy, Inc.	1	0		2		0		30		
Adelphia Cable - International	2	0		8		0		12		
Adelphia Cable - Niagara	1	1		16		0		26.5		
Adelphia Cable - Utica	4	0		2.5		0		0		
Agway Energy Services, LLC.	2	0		9		0		0		
Alliance Telecom of New York, Inc.	1	0		14		0		0		
AllTel Communications, Inc.	0	0		0		0		10		
AllTel of New York	3	0		2.3		0		0		
Alphaphone Inc.	2	0		2		0		0		
American Telcom, Inc.	1	0		0		0		13		
Americatel Corporation	0	0		39		0		0		
AmeriVision Communications, Inc.	1	0		0		0		31		
Aquarion Water Company of Sea Cliff	1	0		0		0		17		
ARC Networks, Inc.	1	0		0		0		59		
Bonville Water Co. Inc.	0	0		0		0		104		
BridgeCom International, Ltd.	4	1		22.1		5		81.2		
Broadwing Communications, LLC.	1	0		0		0		3		
Brown's Fuel	1	0		0		0		2		
BullsEye Telecom, Inc.	1	1		14		0		0		
Business Network Long Distance, Inc.	1	0		17.5		0		54		
Cablevision - MediaOne - Rockland	1	0		6		0		0		
Cablevision - MediaOne - Westchester	3	1		12.7		7.3		11		
Cablevision Lightpath, Inc.	1	0		0		0		12		
Cablevision of Dutchess County	3	0		5.6		0		0		
Cablevision of Hauppauge	0	0		0		0		0		
Cablevision of Rockland	2	0		6		5.1		0		
Cablevision of Southern Westchester	4	0		8.7		0		11		
Cablevision of Warwick	1	0		8		0		0		
Chain Lakes Cablevision	0	0		0		0		39		
Chautauqua & Erie Communications, Inc.	1	1		2		0		0		
Chautauqua & Erie Telephone Corp.	1	0		0		0		2		
Choice One Communications of New York, Inc	6	0		9.8		0		0		
Citizens Cablevision	1	0		0		0		0		
City of Jamestown Board of Public Utilities	4	0		2		0		2		
ClearTel Communications, Inc.	6	1		17.7		0		19.7		
Communications Network Billing, Inc.	1	0		26		0		0		
Con Edison Solutions	3	0		4.3		0		4		
Conserve	0	0		0		0		201		
Conversent Communications of New York, LLC	1	0		43		19.8		0		
Core-Comm-New York, Inc.	0	0		0		0		85.5		
CornerStone Telephone Company, LLC.	1	0		1		0		0		
Corning Natural Gas Corp.	4	1		13		0		11		
Covista Communications, Inc.	1	0		89		22.1		8.3		
CTC Communications Corp.	1	0		0		0		20		
Dara Owners Corp.	0	0		0		0		452		
Datone Communications	0	0		0		0		65		
DaveTel, Inc.	0	1		0		0		0		
DigiZip.Com, Inc.	1	0		0		0		20		
ECl Communications, Inc.	0	0		0		0		53		
Empire Telephone Corp.	1	0		0		0		19		
Energetix, Inc.	2	0		1		0		0		
Excel Telecommunications, Inc.	5	0		14		10.1		12		
Fairfield Towers Condominium Corporation	0	2		0		22.9		23.5		
Forest Park Water Co. Inc.	0	0		0		0		26		
Frontier Communications of NY/fka Highland T	1	0		0		0		11		
Frontier Communications of Rochester, Inc.	2	1		0.6		0.1		0		
Frontier Communications of Seneca-Gorham, I	0	0		4.8		0		0		
Global Network Comms.	0	0		0		0		281		
GNC Public Communications	0	0		0		0		321.5		
Grandview Water Works Corp.	0	0		0		0		0		
Granite Telecommunications, LLC	2	0		0		0		34.7		
Hudson Energy Services, LLC	7	2		10.9		21.9		33.2		
Hudson Park Investors, LLC	0	1		0		0		19		
Infinite Energy, Inc.	0	1		31		0		31		
J&N Communications	0	1		0		4.1		139		

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Customer Service Response Index December 2005

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index	CSRI
LCI International Telecom Corp.	1	0		5		0		0		
LDC Telecommunications, Inc.	0	0		0		0		198		
Level 3 Communications, LLC	1	0		0		0		30		
M & L Milevoi	0	0		0		0		201		
M&R ENERGY RESOURCES CORPORATIO	1	0		0		0		21		
Mahopac Water Company Inc.	0	0		0		0		157		
McGraw Communications, Inc.	0	0		25		0		0		
Metromedia Long Distance, Inc.	0	0		7.9		0		0		
Metropolitan Telecommunications	2	1		20.6		6.5		5		
Mirabito Fuel Group, Inc.	1	0		10		0		0		
Mountain Lodge Park Water Corp.	0	0		0		0		207		
MTG Communications, Inc	0	0		418		0		0		
National Aqueous	0	0		0		0		418		
National Fuel Resources	1	0		24.5		0		44		
Nationwide American Communications, Inc.	1	0		4		0		0		
NECC Telecom, Inc.	3	1		9		10.1		26		
New Rochelle Telephone Company	4	0		111.5		128.4		134.4		
New York City Public Telephone	0	0		0		0		108		
New York Coin Telephone Company, Inc.	0	0		0		76.1		0		
New York Water Service	1	0		11.5		0		34		
Next Gen Telephone Co.	4	0		0		0		58.5		
NOCO ENERGY CORP.	0	0		0		0		59		
NOW Communications Inc	0	0		0		0		537		
NYSEG Solutions, Inc.	2	0		2.7		0		0		
Ogden Telephone	1	0		0.1		0		0		
OLYMPIC POWER, INC.	0	0		0		0		262		
One Call Communications, Inc.	7	0		9.7		0		0		
Orchard Hill Water Co.	0	0		0		0		153		
PAETEC Communications, Inc.	1	0		27		0		32		
Painted Apron Water Co.	1	0		0		0		16		
PayPhone Systems, Inc.	0	0		0		0		76		
Phipps House Services, Inc	0	1		0		0		17		
Phone Management Enterprises, Inc.	0	0		0		214		0		
PowerNet Global Communications	1	0		0		0		4		
Primelink, Inc.	0	0		0		0		156		
PT-1 Communications, Inc.	0	0		0		0		583.5		
Pyne Company	0	0		0		0		203.5		
Qwest Communications Corporation	1	0		10		0		0		
RCN Telecom Services, Inc.	1	0		8		0		0		
Resdntl Comms. Netwrk of NY	3	0		11		0		21		
ServiSense.com, Inc.	0	0		0		0		420		
Spectrotel, Inc.	0	0		7		6.9		0		
Startec Global Licensing Company	3	0		2.5		0		27		
Supra Telecommunications & Information Syst	0	0		11		0		181.5		
SusCom Communications - CATV	2	0		2		0		5		
Taconic Long Distance Service Corp.	0	0		38		0		0		
Talk America, Inc.	2	1		2		0		8		
Tech Valley Communications	0	0		0		0		76		
TelCove Investment	0	0		0		0		81.5		
Telecarrier Services, Inc.	0	1		109		7.2		49		
Telecon Communications Corp	1	0		35		0		46		
Tiffany Mews	0	0		0		0		562		
Time Warner - Binghamton	4	0		1.1		0		0		
Time Warner - Rochester Division	8	0		17.6		26.8		12.5		
Time Warner - Syracuse Division	3	0		2.2		0		4		
Time Warner Telecom	1	0		0		0		9		
Trinsic	5	1		15.5		0		46.4		
Tristate Bell Inc	3	1		3.5		0		67.3		
Tri-Tel Communications, Inc.	2	0		0		0		10		
U.S. Gas & Electric, Inc.	4	2		13.8		13.1		0		
U.S. Energy Savings Corp	1	0		0		0		31		
United Systems Access Telecom	1	1		18		0		34.3		
United Telecom, LLC	0	0		0		0		73		
United Water-New Rochelle	5	2		20.3		0		29.6		
United Water-New York	4	1		14		5.7		81		
USA Datanet Corporation	0	1		1		0		0		
USN Communications Long Distance, Inc.	0	0		330		0		48		

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**Customer Service Response Index
December 2005**

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index	CSRI
Utility Resource Solutions, L.P.	1	0		0		0		5		
Utility Solutions	0	0		0		0		144.8		
Verizon Advanced Data, Inc.	1	0		11.8		0		0		
Verizon Communications (PayPhones)	3	1		18.5		0.6		0		
Village of Freeport Electric	1	1		4		0		26		
Village of Rockville Centre Inc.	1	0		20		0		0		
Vonage Communications	1	2		62.2		101		48.2		
Warwick Valley Telephone Company	1	0		0		0		12		
Western NY Communications, Inc. (Trusty Pay	0	0		14		0		0		
XChange Telecom	1	1		5		27.2		0		
XO Communications, Inc.	5	1		11.7		0		18		
Xtension Services Inc.	0	0		0		0		44		
Zenith Information System, Inc.	0	1		0		0		0		
Zoom-I-Net Communications, Inc.	0	0		32		0		0		

Informal Hearings, Shared Meter Cases, Appeals and Rehearings December 2005

Informal Hearing Cases

At the end of December, there were 110 cases in the Informal Hearing Unit. During this month, 4 complaints were resolved with pre-hearing mediation, 8 informal hearings were scheduled, a hearing was postponed, one complainant failed to appear for his hearing and 6 hearings were held. Nine informal hearing cases were closed with written decisions and one complainant withdrew his complaint.

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 198 shared meter complaints pending (121 SMD & 77 SMU). Twenty-five (25) cases were closed¹. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 12 cases, between 26% to 50% in 4 cases and between 51% to 75% in 5 cases. In 1 case, the twelve-month assessment billed to the landlord was cancelled because staff found that the shared use was minimal. The twelve-month assessment billed to the landlord was also cancelled in another case because the company did not prove non-cooperation by the owner².

Appeals and Rehearings

At its December 16, 2005 session, the Commission approved OCS's recommended determinations of 3 appeals. One appeal determination concludes that prior to the existence of a Con Edison back-up steam rate, a nonresidential customer was not entitled to receive Con Edison interruptible gas service using the utility's steam service as its alternate energy source. Another appeal determination upholds a finding that Con Edison's gas tariff required a non-residential customer, under the circumstances of the case, to pay for enhancement of utility gas facilities necessary to supply an increased load as a condition of receiving interruptible service. The last appeal determination finds that NMPC was not required to provide refunds to a village and a school district of sales tax it collected from them for certain accounts until the accounts were identified by the customers as tax exempt.

In December, one appeal was accepted for review. It concerns billing of a residential customer by National Fuel. Two rehearing petitions were accepted for review. One, by a Con Edison gas customer, seeks rehearing of an appeal determination. The other petition, by a Con Edison electric customer, seeks rehearing of a decision by the Commission's designee in a shared meter dispute.

One case was a duplicate and one case was not SMD.

² The SML allows the utility to determine that a tenant's meter is shared if the landlord failed to cooperate with the utility's request to investigate.

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

CODE	FULL NAME	2004	2005	Dec-05	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04
D108	1st Rochdale Coop Group	2	0	0	0	0										
D128	Accent Energy	3	258	23	31	49	43	30	39	24	19					
D105	ACN Energy, Inc.	3	16	1	1	1	0	0	3	2		2	6			1
D001	Agway Energy Services Inc.	12	14	2	1	1	2	0			1	1	1	2	3	4
D123	All American Gas & Energy	0	1	0	0	1										
D036	All Energy Marketing Co.	1	0	0	0	0	0	0								
D113	Brown Fuel, Inc	0	5	1	1	1	1	0						1		
D005	Castle Power Corporatoin	1	0	0	0	0	0	0								
D040	Columbia Energy Services Co.	10	23	8	2	0	1	3			3		4	1	1	
D208	Commerce Energy, Inc.	0	2	0	0	0	2									
D086	Con Edison Solutions	18	12	3	3	2	0	0	1	1			1	1		3
D131	Crown Energy Services, Inc.	0	1	0	0	0	1									
D046	Econnergy	221	192	10	11	16	16	8		16	16	21	26	18	34	21
D047	Empire Natural Gas Corp	0	1	0	0	0	0	0		1						
D087	Energetix, Inc.	71	31	2	2	2	1	1	7	2		1	2	5	6	5
D137	Energy Service Providers, Inc.	0	2	0	0	0	0	2								
D138	FFC Energy	1	0	0	0	0	0	0								
D104	Great Eastern Energy	4	5	0	0	1	0	0	1			1		2		
D`120	Hudson Energy Services, Inc.	0	24	7	11	2	2	2								
D177	IDT Energy, Inc.	0	70	32	18	6	6	5	2	1						
D167	Infinite Energy, Inc.	0	3	0	0	2	0	1								
D015	Keyspan Energy Services, Inc.	50	3	0	0	0	0	2			1					1
D117	Liberty Power	2	101	9	20	22	25	10	2	8	5					
D107	Metro Energy Group	1	0	0	0	0	0	0								
D018	Mirabito Fuel Group Inc.	3	3	1	0	0	0	0			2					
D020	Mitchell-Supreme Energy	5	0	0	0	0	0	0								
D032	MX Energy, Inc. (Total Gas & Electric (Er	23	64	12	11	6	9	5	1	3	5	1	5	3	3	2
D021	National Fuel Resources, Inc.	4	4	1	1	1	0	0		1						
D148	NOCO Energy Corp.		1	0	1											
D024	North American Energy	3	7	0	0	0	0	0	1		1			2	3	
D103	NYSEG Solutions	8	51	2	2	6	7	3	7	6	3	6	5	2	2	2
D067	PG&E Energy Trading	1	0	0	0	0	0	0								
D114	PRO-ENERGY RESOURCES	1	2	0	0	0	0	0			1		1			1
D093	Robison Energy of Westchester	1	2	0	0	0	0	1			1					
D159	Strategic Energy, LLC	0	4	0	1	1	1	0		1						
D118	US Energy Partners, LLC	1	2	0	0	0	0	0		1	1					
D213	US Energy Savings Corp.		2	1	1											
D119	U.S. Gas & Electric, Inc.	0	11	4	6	0	1									
D187	Utility Resource Solutions, L.P.		1	1												
D888	Unassigned Customer Contacts	7	11	0	0	0	0	0			2	1		3	5	6
	Total	457	929	120	124	120	118	73	64	67	61	34	51	40	57	46

Not all ESCO's listed above are currently operating in New York.