

# Monthly Report on Consumer Complaint Activity



## February 2003

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*March 21, 2003*



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**COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES**  
**February 2003**

Utility	Jan-03		Feb-03		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending Feb-02	12 mos ending Feb-03	% Change	Year-to-date 2002	Year-to-date 2003	% Change	
Central Hudson	0.0	0	1.1	3	63	28	-55.6	12	3	-75.0	0.8
Con Edison	1.4	53	1.2	44	1688	706	-58.2	271	97	-64.2	1.6
KeySpan of L.I.	0.6	3	1.0	5	111	45	-59.5	23	8	-65.2	0.7
NYSEG	0.4	4	0.4	4	113	59	-47.8	24	8	-66.7	0.5
Niagara Mohawk	0.8	13	1.0	17	527	202	-61.7	63	30	-52.4	1.0
Orange & Rockland	1.0	2	1.0	2	140	47	-66.4	17	4	-76.5	1.9
RG & E	0.5	2	0.5	2	165	65	-60.6	21	4	-81.0	1.4
KeySpan of NY	0.3	4	0.3	4	409	147	-64.1	46	8	-82.6	1.1
National Fuel Gas	0.4	2	1.2	6	280	100	-64.3	33	8	-75.8	1.6
Other Energy Utilities	N/A	1	N/A	2	106	194	83.0	4	4	0.0	N/A
ESCOs**	N/A	82	N/A	59	1718	1428	-16.9	634	141	-77.8	N/A
Verizon	0.9	69	0.7	53	3953	1366	-65.4	488	122	-75.0	1.4
Citizens Telcom	0.3	1	0.3	1	78	20	-74.4	8	2	-75.0	0.5
Frontier of NY	2.5	2	0.0	0	20	10	-50.0	1	2	100.0	1.0
Alltel	0.0	0	0.0	0	18	6	-66.7	6	0	-100.0	0.6
Frontier Tel of Roch.	0.2	1	0.4	2	113	57	-49.6	18	3	-83.3	0.9
Other LEC's	N/A	127	N/A	104	6582	2474	-62.4	977	480	-50.9	N/A
DSL Providers	N/A	8	N/A	5	388	84	-78.4	27	27	0.0	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	9	4	-55.6	1	1	0.0	N/A
LD Resellers	N/A	11	N/A	16	1005	335	-66.7	179	27	-84.9	N/A
COCOT Vendors	N/A	2	N/A	1	79	82	3.8	14	2	-85.7	N/A
Adelphia	N/A	2	N/A	2	159	89	-44.0	34	4	-88.2	N/A
Cablevision Systems	N/A	11	N/A	11	529	225	-57.5	83	22	-73.5	N/A
Time-Warner	N/A	12	N/A	7	726	270	-62.8	110	19	-82.7	N/A
Other Cable Cos.	N/A	3	N/A	3	34	4	-88.2	30	6	-80.0	N/A
Long Island Water	1.4	1	1.4	1	133	37	-72.2	21	2	-90.5	4.2
UW - New Rochelle	3.3	1	0.0	0	18	7	-61.1	3	1	-66.7	1.9
New York Water	0.0	0	0.0	0	7	1	-85.7	3	0	-100.0	0.2
New York American	0.0	0	0.0	0	1	1	0.0	0	0	0.0	0.8
UW - New York	1.5	1	1.5	1	25	16	-36.0	6	2	-66.7	2.0
Other Water Utilities	N/A	4	N/A	0	31	31	0.0	8	3	-62.5	N/A

All complaint rates are based on 2001 customer populations.

\* - Complaints per 100,000 customer accounts

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

*The number of cases received for and assigned to individual utilities are subject to review and could eventually change the numbers reflected in this report*

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**  
**New York Energy Utilities**  
**February 2003**

Utility	February 2003 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	3	0	0%	28	1	4%	0.8	0.0
Con Edison	44	12	27%	706	148	21%	1.6	0.3
KeySpan - LI	5	0	0%	45	8	18%	0.7	0.1
NYSEG	4	1	25%	59	13	22%	0.5	0.1
Niagara Mohawk	17	6	35%	202	75	37%	1.0	0.4
Orange & Rockland	2	1	50%	47	21	45%	1.9	0.7
RG & E	2	2	100%	65	36	55%	1.4	0.8
KeySpan - NY	4	1	25%	147	41	28%	1.1	0.3
National Fuel Gas	6	1	17%	100	45	45%	1.6	0.7

## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings**

### **February 2003**

#### **Informal Hearings**

As of February 28, 2003 there were ninety-seven in the informal hearing unit. During this month nine complaints were resolved with pre-hearing mediation, seventeen informal hearings were scheduled and fifteen hearings were held. Twenty informal hearing cases were closed with written decisions and five cases were resolved with settlement agreements. A synopsis of a significant case follows:

A group of 14 cases concerning bi-monthly billing for large commercial customers was decided during the month. The relevant utility tariff allowed demand-metered customers whose use was not "seasonal in nature" to have their meters read every two months. The rate consultant alleged that this caused his clients to be overbilled for demand charges. The hearing officer directed the utility to issue refunds on accounts where the demand varied by more than 10% from one month to the next. The service classification upon which these accounts were billed is no longer in effect.

#### **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 twelve-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of February there were 192 shared meter complaints pending. Twenty-three new complaints were received in February and twenty-six cases were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the twelve-month charge in seventeen cases. In nine of those cases the charge was reduced to the minimum of 25%, between 25% - 50% in seven cases and between 51% to 75% in one case. The twelve-month charge was cancelled in nine cases for reasons such as minimal use, extraordinary cost, theft of service and the owner requesting the investigation.

#### **Appeals and Rehearings**

At its February 18, 2003 session, the Commission approved OCS's recommended determinations of two rehearing petitions. One determination denies the customer's request for rehearing of a prior appeal determination, but grants Niagara Mohawk's cross-request for reconsideration and finds that the utility has shown it has authority pursuant to a telephone company easement to access and maintain its electric line crossing the customer's property. The other rehearing determination upholds the decision by the Commission's designee in a Con Edison shared meter case. Also during February, a complaint involving a KeySpan Energy Delivery nonresidential customer was settled following mediation efforts by Appeals Unit staff.

Six appeals were accepted during February. Four appeals are from Con Edison electric customers. Two residential customers and one nonresidential customer contest bills issued by Con Edison for unmetered electric service. Another Con Edison residential customer disputes charges for metered electric service. Two appeals are from Verizon customers. In one, a residential customer contests the denial of an informal hearing concerning which calls are regional, as opposed to local, for billing purposes. In the second, a municipality claims it is entitled to block loop billing for certain circuits.

In addition, a customer's petition for rehearing of an appeal determination upholding Bell Atlantic charges was accepted.

**No. of Complaints Received  
Between 2/1/2003 and 2/28/2003**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<b>Cable</b>	Adelphia Cable - Utica	1
	Adelphia Cable-International	1
	Cablevision of Brookhaven	1
	Cablevision of Hauppauge (V-CABLE)	2
	Cablevision of Long Island	3
	Cablevision of New York City	1
	Cablevision of Southern Westchester	2
	Cablevision of Westchester	1
	Cablevision-Warwick	1
	MediaOne - US Cablevision	1
	RCN of Southeast New York, Inc.	2
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	1
	Time Warner - Carthage	1
	Time Warner - Manhattan	1
	Time Warner - Queens	1
	Time Warner - Staten Island	1
	Time Warner - Tri County	1
Total Cable Complaints	<hr/> 23	
<b>DSL</b>	Sprint Communications Company L.P.	1
	Verizon Advanced Data, Inc.	4
Total DSL Complaints	<hr/> 5	
<b>Electric</b>	Central Hudson Electric & Gas	3
	Con Edison	39
	Con Edison Solutions	1
	Econnergy	2
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	13
	Orange & Rockland	2
	Rochester Gas + Electric	1
	Total Energy, Inc.	1
Total Electric Complaints	<hr/> 66	
<b>Gas</b>	Con Edison	5
	Interstate Energy Resources Inc.	1
	Keyspan Energy Services, Inc.	1
	KeySpan of Long Island	5
	KeySpan of New York	4
	National Fuel Gas Distribution	6
	Niagara Mohawk Power Corp	4
	Rochester Gas + Electric	1
Total Energy, Inc.	1	
Total Gas Complaints	<hr/> 28	
<b>Other</b>	Public Service Commission	1
Total Other Complaints	<hr/> 1	

**No. of Complaints Received  
Between 2/1/2003 and 2/28/2003**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<b>Steam</b>	Con Edison	2
Total Steam Complaints		<hr/> 2
<b>Telephone</b>	Allegiance Telecom of New York, Inc.	1
	Americas Digital Satellite Telephone	2
	AT&T Communications of New York, Inc.	58
	Broadview Networks	5
	Business Options, Inc.	1
	Cablevision Lightpath, Inc.	2
	Citizens Telecom	3
	Citizens Telecommunications Co. of NY	1
	Conversent Communications of New York, L	1
	Core-Comm-New York, Inc.	1
	Empire Telephone	1
	Essex Communications, Inc. d/b/a/ Elec C	1
	Excel Telecommunications Inc.	1
	Frontier Communications of Rochester, Inc	1
	Frontier Telephone of Rochester, Inc.	2
	Global Crossing Telecommunications, Inc.	2
	International Discount Telecommunication	2
	MCIWorldCom	32
	Metropolitan Telecommunications dba MetT	2
	Network Plus, Inc.	1
	NextGen Telephone, Inc.	2
	Optical Telephone Corporation	1
	PNG Telecommunications, Inc.	1
	ServiSense.com, Inc.	1
	Sprint Communications Company L.P.	8
	Tel-Save, Inc. (Talk.com)	2
	Time Warner Telecommunications	1
	UKI Communications, Inc.	1
	VarTec Telecom, Inc.	2
	Verizon Communications (LD)	1
	Verizon Communications (LEC)	53
	Verizon Corp. (payphones)	1
	Warwick Valley Telephone	1
	ZTel Communications, Inc.	1
Total Telephone Complaints		<hr/> 196
<b>Water</b>	Long Island Water Corp.	1
	United Water-New York	1
Total Water Complaints		<hr/> 2
<b>Total Complaints for All Services</b>		<b>325</b>

**No. of QRS Cases Received  
Between 2/1/2003 and 2/28/2003**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
<b>Cable</b>	Adelphia - Buffalo	4
	Adelphia Cable - Utica	7
	Adelphia Cable-Harbor Vue	1
	Adelphia Cable-International	2
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	5
	Cablevision of Brookhaven	1
	Cablevision of Cross River	2
	Cablevision of Dutchess County	2
	Cablevision of Hauppauge (V-CABLE)	4
	Cablevision of Long Island	17
	Cablevision of New York City	47
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	30
	Cablevision of Westchester	14
	Cablevision-Rockland	10
	Cablevision-Warwick	3
	Castle Cable TV, Inc.	1
	Charter Comm.- Salamanca	1
	Charter Communications	1
	El-Mar Communication Co.	1
	MediaOne - US Cablevision	1
	MediaOne - Westchester	8
	Mid Hudson Cablevision, Inc.	1
	RCN of Southeast New York, Inc.	5
	Time Warner - Adelphia - Syracuse	1
	Time Warner - Albany	2
	Time Warner - Brooklyn	1
	Time Warner - Carthage	1
	Time Warner - Elmira	2
	Time Warner - Fingerlakes	2
	Time Warner - Fulton	1
	Time Warner - Genesee	1
	Time Warner - Glens Falls	2
	Time Warner - Ilion	1
	Time Warner - Ithaca	2
	Time Warner - Jamestown	1
	Time Warner - Kingston	1
	Time Warner - Manhattan	11
	Time Warner - Mt. Vernon	3
	Time Warner - Newburgh	3
	Time Warner - Oneida	2
	Time Warner - Orange County	3
	Time Warner - Poughkeepsie	1
	Time Warner - Queens	18
	Time Warner - QUICS	1
	Time Warner - Rensselaer	1
	Time Warner - Rochester	9
	Time Warner - Schenectady	3
	Time Warner - Staten Island	7
	Time Warner - Sullivan County	3
	Time Warner - Syracuse	10
	Time Warner - Tri County	1
	Time Warner - Watertown	1

**No. of QRS Cases Received  
Between 2/1/2003 and 2/28/2003**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Time Warner Cable - Hornell	2
	US Cable of Tri-County, Ltd.	1
Total Cable QRS Cases		268
<b>DSL</b>	Choice One Communications of New York In	1
	Covad Communications Company	2
	Earthlink, Inc.	1
	Focal Communications Corporation	1
	Gillette Global Network	1
	Verizon Advanced Data, Inc.	19
Total DSL QRS Cases		25
<b>Electric</b>	Agway Energy Services, Inc.	2
	Central Hudson Electric & Gas	13
	Con Edison	280
	Con Edison Solutions	2
	Econnergy	4
	Keyspan Energy Services, Inc.	2
	Massena Electric	1
	New York State Electric & Gas	39
	Niagara Mohawk Power Corp	116
	NYSEG Solutions	3
	Orange & Rockland	11
	Robison Energy Of Westchester	2
	Rochester Gas + Electric	44
	SmartEnergy, Inc.	13
	Total Energy, Inc.	1
	Village of Penn Yan	1
Total Electric QRS Cases		534
<b>Gas</b>	Central Hudson Electric & Gas	1
	Con Edison	23
	Corning Natural Gas	1
	Econnergy	1
	Energetix, Inc.	1
	Filmore Gas	1
	Great Eastern Energy	1
	Keyspan Energy Services, Inc.	9
	KeySpan of Long Island	11
	KeySpan of New York	26
	Natgasco - A Mitchell-Supreme Company	1
	National Fuel Gas Distribution	26
	National Fuel Resources	1
	New York State Electric & Gas	2
	Niagara Mohawk Power Corp	11
	Reserve Gas Co.	1
	Rochester Gas + Electric	13
	SmartEnergy, Inc.	2
	Total Energy, Inc.	4
Total Gas QRS Cases		136

**No. of QRS Cases Received  
Between 2/1/2003 and 2/28/2003**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
<b>Other</b>	Public Service Commission	2
Total Other QRS Cases		2
<b>Telephone</b>	Adelphia Business Solutions Operations,	1
	ADVAMTEL, LLC dba Plan B Communications	2
	Affinity Network, Inc.	1
	Allegiance Telecom of New York, Inc.	3
	AllTel Of New York	3
	America's Tele-Network Corp.	1
	American Phone Services, Corp.	2
	AmeriVision Communications, Inc.	1
	AT&T Communications of New York, Inc.	325
	ATI Telecom, Inc.	1
	BridgeCom International, Ltd.	7
	Broadview Networks	20
	Cablevision Lightpath, Inc.	2
	Chautauqua & Erie Communications, Inc.	1
	Choice Communications, LLC	1
	Choice One Communications of New York In	8
	Citizens Telecom	12
	Communicate Technological Systems, L.L.C	7
	Communications TeleSystems Intl. (CTS)	1
	Conversent Communications of New York, L	1
	Cordia Communications Corp	1
	Core-Comm-New York, Inc.	1
	CTC Communications Corp.	1
	Empire One Telecommunications, Inc.	1
	Essex Communications, Inc. d/b/a/ Elec C	3
	Excel Telecommunications Inc.	9
	Frontier Comm of NY/fka Highland Tel	3
	Frontier Comm of Seneca-Gorham, Inc.	1
	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Communications of Rochester, Inc	2
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	31
	IDT Corporate	1
	Intellicall Operator Services Inc.	4
	International Discount Telecommunication	1
	Island Marketing, Inc. d/b/a Interglobe	1
	LCI International Telecom Corp.	5
	MAIN STREET TELEPHONE COMPANY	1
	MCIWorldCom	173
	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications dba MetT	5
	New Rochelle Telephone Corp.	6
	NextGen Telephone, Inc.	1
	NOS Communications Inc.	2
	Ogden Telephone	1
	Ontario Telephone	1
	Optical Telephone Corporation	1
	PNG Telecommunications, Inc.	2
	Preferred Network Solutions, Inc.	1

**No. of QRS Cases Received  
Between 2/1/2003 and 2/28/2003**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Primus Telecommunications, Inc.	2
	PT-1 Communications, Inc.	1
	Public Service Commission	1
	RCN Telecom Services of New York, Inc.	4
	Resdntl Comms. Netwrk of NY dba RCN	6
	Ridley Telephone Company, LLC	1
	Sprint Communications Company L.P.	63
	State Telephone	2
	Taconic Telephone	1
	Tel-Save, Inc. (Talk.com)	12
	Telecon Communications Corp	2
	Teleport Communications	1
	Touch 1 Communications, Inc.	1
	Tristate Bell Inc.	2
	Uni-Tel Communications Group, Inc.	1
	VarTec Telecom, Inc.	7
	Verizon Communications (LD)	11
	Verizon Communications (LEC)	499
	Verizon Corp. (payphones)	4
	Warwick Valley Telephone	2
	Working Assets Funding Service, Inc.	1
	ZTel Communications, Inc.	17
	<b>Total Telephone QRS Cases</b>	<b>1303</b>
<b>Water</b>	Long Island Water Corp.	8
	Mountain Lodge Park	1
	New York American Water Co.	1
	New York Water Service	1
	Relaxmor Cottages, Inc.	1
	Rowlands Hollow Water Co.	1
	United Water-New Rochelle	1
	United Water-New York	1
	<b>Total Water QRS Cases</b>	<b>15</b>
<b>Total of QRS Cases for All Services</b>		<b>2285</b>

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02
6902	1 Com Inc.	4															
5049	ACC Buffalo Telecom Corp	1															
5305	ACC Long Distance Corporation	3															
6184	ACC National Long Distance Corp	1															
5757	ACC National Telecom Corp.	1															
5069	ACC Rochester Telecom Corp.																
6250	Access Point Inc	1	1														
6159	Accutel Communications Inc.																
6849	ACN Communication Services Inc	4															
6984	Adelphia Business Solutions	1															
6135	ADVAMTEL LLC d/b/a Plan B Comm	14	1												1		
5357	Advanced Telecommunications Ne																
5324	Affinity Corporation	1															
5688	Affinity Network Inc.	1															
6283	Allegiance Telecom of NY Inc.	36	4	1	1										1	1	
6516	Alliance Group Services Inc																
5010	AllTel of New York																
5343	Am.Tech. Inc.dba Network Utili																
5779	American Business Alliance In																
5908	American Long Distance Service Inc.																
6323	American Nortel Communications Inc.	1															
6778	American Phone Services Corp.	4															
6190	American Private Telephone LLC		1											1			
5A22	American Telecommunications System	1															
5361	America's Tele-Network Corp.																
6299	Americatel Corporation																
5984	Americom Inc.	2															
5322	Amer-I-Net Services Corporation	1															
5689	Ameri-Tel Communications Inc.																
6513	AmeriVision Communications Inc.																
5805	AT&T Communications of New Yor	452	188	1	1		1				1	3		39	45	34	22
5369	Atlas Communications Ltd.		1														1
6459	Big Planet Inc.	1															
6140	BridgeCom International LTD	5	1												1		
5771	Brittan Communications International C																
6886	Broadview Networks	58	26										1	8	2	6	3
6838	Broadwing Communcations	1															
6869	Broadwing Telecommunications Inc	2															
6111	Business Discount Plan Inc.	1	1												1		
5776	Business Options Inc.	1	1													1	
5021	Business Telecom dbs BTI Telecom																
6426	Buyers United International Inc		2											1			
5340	Cable & Wireless Commun. Co.	6	2											1		1	
5949	Cablevision Lightpath Inc.		1														
6986	Capsule Communications Inc	2	1											1			
6399	CBS Corporation dba Westinghouse																
6646	Choice One Communitcations of NY		3					1									
5A17	Citizens Telecom	2															
5693	Coast International Inc.																
6271	Coleman Enterprises Inc. d/b/a Local Lo	2															
6143	Commonwealth Telecom																
5C65	Communicate Technological Systems		27											6	8	4	6
6593	Communication Express																
6372	Communications Billing Inc.	1	1													1	
5986	Community Network Services Inc	1	1											1			
6927	COMTECH 21, LLC		1												1		
6188	Connectamerica, Inc																
6810	Conversent Communications of NY	2															
6245	Core-Comm New York Inc.																
5B87	Covista of New York Inc	5	2													1	
6260	CTC Communications Corp.	1															

\* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02
5559	CTN Telephone Network, Inc.	1															
6536	CTSI, Inc																
6651	Direct America Marketers	1															
5997	Eclipse Telecommunications Inc																
6672	Econo-o-Call Inc.	6															
5215	Econophone Inc.		1											1			
6112	ELDS, Inc		2														2
5137	Empire One Telecommunications	2	3							1							
5982	Equal Net Communications Inc.																
5198	EqualNet Corporation																
6659	erbia Network Inc.																
6748	Essential.com Inc.	3															
6912	Essex Communications DBA Elec	20	4												2		1
6369	Essex Communications Inc	1															
5382	Excel Telecommunications Inc.	12	4										1				2
5912	Executone Information Systems Inc.																
6435	Fairpoint Communications	3															
5275	Federal TransTel Inc.	1															
5315	Frontier Comm. Of the West Inc	1															
5176	Frontier Communications of Rochester		1											1			
5401	Frontier Communs. Services (fk																
5192	Frontier L.D. America																
5823	Frontier Local Services, Inc.	1															
5A41	Frontier Telephone of Rochester Inc.	1	1											1			
5573	Genesis Communications International	2	2											1			1
6826	Global Crossing Telecommunications	5	3											1	2		
5919	Group Long Distance Inc.																
5194	GTE Card Services Incorporated																
5097	GTE Corporation																
5143	GTE Telecommunications Services Inc.																
5676	Home Owners Long Distance Inc																
6373	IDT Corporate	2	1											1			
5345	Inet Interactive Network System Inc.	1															
6156	Inmark Inc. dba Preferred Billing	1															
6095	Integrated Teleservices Inc.																
5624	Intellicall Operator Services Inc.	6	10											1	3	3	
5408	IntelliCom Solutions Inc																
6440	International Communication Services Inc		1												1		
5114	International Discount Telecommunications	4	3								1				1		1
5409	International Exchnage Networks Ltd																
6125	International Telecommunications Corp.																
5241	Island Marketing d/b/a Interglobe	1															
5256	IXC Communications		1											1			
6913	Jirehcom Inc																
5292	Key Communication Management Inc.																
5980	L.D. Services Inc.		1													1	
6268	LCI International Inc.																
5078	LCI International Telecom Corp	10	7												1	1	2
5268	LDC Telecommunications Inc.																
5909	LDM Systems Inc.																
5339	LEAST COST ROUTING	4	4													3	
5854	Least Cost Routing Inc. dba Long Dist																
5036	Lightyear Communications Inc	4	1											1			
6690	Long Distance Consolidated Billing Co		1											1			
5904	Long Distance Direct, Inc		1														1
5A09	Long Distance of Michigan	2															
5749	Long Distance Services of N.Y.	1															
5227	Long Distance Wholesale Club																
5628	Long Distance/USA, Inc		1												1		
6460	Marathon Communications Corp.																
5699	Matrix Telecommunications	3															
5820	MCI WorldCom	257	60				2	1				1	1	13	14	9	13

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02
5736	MCImetro Access Transmission Svs																
6208	Mercury Marketing Co Ltd	1	1														1
6423	Metro Telecomm. dba METTel	59	5											1	1	2	
5435	Metromedia Long Distance Inc.	2	4											1	1	1	
5416	Minimum Rate Pricing																
5777	National Accounts Inc.	3	4											1	2		1
6110	National Telephone & Communications																
6441	Nations Tel Inc.																
5244	NeTel Inc.																
6054	NET-TEL Corp.	1	1														1
5385	Network Enhanced Technologies Inc.																
5826	Network Plus Inc.	32	4												3		
5419	New Century Telecom Inc.																
6907	NextGen Telephone	5	19												1	7	5
6928	Norstar Communications	4	2												2		
6367	North American Telecommunications Corp	2															
5832	North American Telephone Network LLC	1															
5458	NOS Communications Inc.	4	2												1	1	
6177	OLS Inc.	3															
5A98	One Step Billing Inc.																
5819	OneStar Long Distance Inc.	1															
5834	Ontera Broadband	2															
6768	OpenTel Communications Inc.		1												1		
6769	Opex Commications, Inc.		3													1	1
5C61	Optical Telephone Corp	11	36				1					1		7	7	7	5
5639	Opticom Corp		1												1		
5763	Phone Calls Inc.																
5193	Phone One Inc.																
5263	PNG Telecommunications Inc	4															
5159	PowerNet Communications	1															
5476	Primetel Communications		1														1
5245	Primus Telecommunications Inc.	2	2											2			
6794	Promise Vision Technology	1															
6151	Protel Advantage d/ba/ Long Distance																
5463	Protel Inc.																
6324	PT-1 Communications Inc.	2															
5797	QAI Inc d/b/a Long Distance B																
5468	Qwest Communications Corporati	28	7											2	2		1
6316	RCN Long Distance Company																
5A13	RCN Telecom Services of NY Inc.	1	1													1	
5558	Residential Communications Network of	5															
5843	Robtel Inc.		1														
6278	RSL Com U.S.A. Inc.																
6232	SaveMart Com, Inc		1														1
6933	ServicSense.com Inc.	2															
5D57	Silverleaf Communications Inc		1												1		
5748	Sprint Communications Company	159	107	1	1							1	2	22	31	16	13
5478	Starlink Communications L.L.C.																
5479	Startec Inc.	1	1												1		
5185	Taconic Telephone																
6375	Telco Holdings dba Dial & Save																
6100	Telco Partners Inc.																
5164	Telcom Group USA Inc. d/b/a TelCom																
5762	Telecom USA		2											1			
5167	Telecommunications Service Center Inc.	1															
6288	Telemex/Sprint Communications																
6118	Telepath Communications Inc.																
6207	Telephone Company of Central Florida	2															
5845	Teleport Communications																
6469	Telergy Network Services Inc.																
6345	Teligent Inc		1														
5C24	Telis Communicaitons Group Inc	1	1												1		

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02
6088	Tel-Save Inc dba The Phone Company	430	38	1	1							1		6	7	7	7
5B23	TelUno, Inc		6												2	1	1
6654	The Free Netwrok LLC	2															
5939	The Furst Group Inc.																
5499	TI Nat Telecom dba TI World Te																
5515	Total - Tel USA Inc.	1															
5271	Touch 1 Communications Inc.																
6093	Touch 1 Long Distance Inc.																
5A72	Tri-Tel Communications Inc.	4	1												1		
6331	TruCom Corporation																
6049	TTI National Inc.																
6111	TTI Telecommunications																
5A99	U.S. Republic Communications Inc.	1															
6817	UKI Communications Inc.	28	20										1		3	5	9
5C87	United Systems Access Telecom Inc	2	1											1			
6493	Uni-Tel Communications Group Inc.	1	2												1		1
6137	USA Tele Corp.																
6269	USLD Communications Ind																
6048	USN Communications Long Distance	3															
5101	VarTec Telecom Inc.	2	4											1	1		
6300	VarTec Telecom Inc. d/b/a Clear Choice																
5120	Verizon	32	14											4	1	4	3
6830	Verizon Advanced Data	1															
6781	Verizon Communications	8	6	1	1									1	1	1	3
6073	Vista Group International Inc.																
6788	Webnet Communications	9	3												1	1	
5867	Wittel Inc.	1	2														1
5303	Winstar Gateway Network Inc.																
5770	Working Assets Funding Service	1															
5319	World Com Inc dba LDDS World	2	2													1	1
5203	WorldCom Network Service dba Wil	4	1													1	
6929	XO New York Inc			1												1	
6447	Ztel Communications Inc.	108	6											1	1	2	1
	Complaints Assigned by CPCN	1973	695	5	5	0	2	3	1	1	2	7	6	132	160	126	112
	Unassigned Complaints	6	6												3	1	
	<b>Total</b>	<b>1979</b>	<b>701</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>6</b>	<b>132</b>	<b>163</b>	<b>127</b>	<b>112</b>

\* After reported slamming cases are analyzed, the numbers are adjusted.

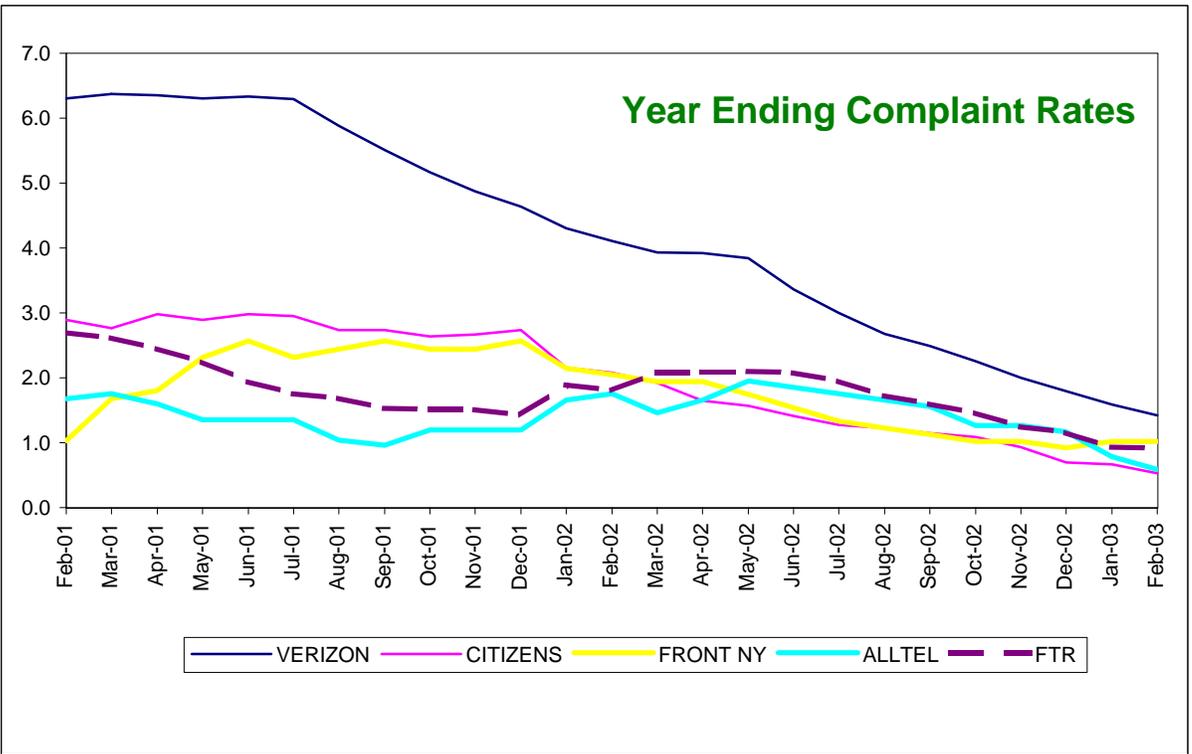
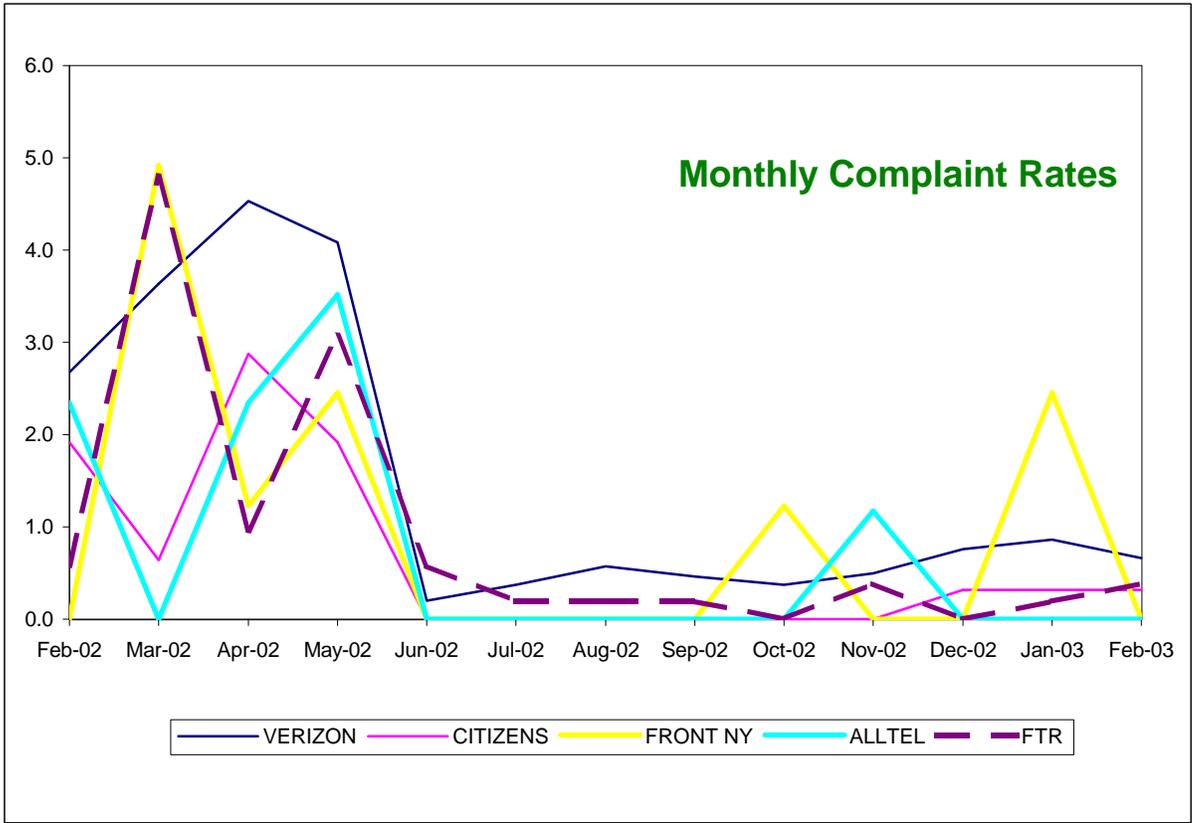
**Number of Customer Contacts related to Energy Service Companies  
(ESCO's)**

CODE	FULL NAME	2001	2002	2003	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02
D108	1st Rochdale Coop Group	2	1	0									1				
D105	ACN Energy, Inc.	3	1	1		1										1	
D078	Advantage Energy Inc.	0	3	0									1				1
D084	AES Energy	1	0	0													
D001	Agway Energy Services Inc.	17	17	6	2	4	2	1	3			3	1			3	2
D036	All Energy Marketing Co.	2	1	0													
D002	Amerada Hess	7	0	0													
D113	Brown Fuel, Inc	1	0	0													
D005	Castle Power Corporatoin	1	2	0										1			1
D086	Con Edison Solutions	4	55	14	4	10	8	2	6	1	7	4	2	5	5	10	3
D046	Econnergy	158	123	19	8	11	11	4	10	8	8	9	11	11	11	21	7
D047	Empire Natural Gas Corp	2	0	0													
D087	Energetix, Inc.	148	17	2	1	1	1	1	1	1	4	2	2			2	2
D054	Enron Energy Services	5	9	1		1			1					1	1	5	
D023	Federal Electric & Gas Co.	89	0	0													
D104	Great Eastern Energy	3	3	1	1				1						1		1
D013	Interstate Energy Resources Inc.	11	2	2	1	1				1			1				
D015	Keyspan Energy Services, Inc.	97	154	20	12	8	20	14	14	6	17	26	9	16	5	5	14
D060	Main-Care Energy	1	0	1		1											
D107	Metro Energy Group	1	0	0													
D098	Metromedia Energy	6	1	0									1				
D018	Mirabito Fuel Group Inc.	1	3	0										1		2	
D020	Mitchell-Supreme Energy	6	3	1	1			1	1					1			
D021	National Fuel Resources, Inc.	10	76	1	1		1	1	1	3	4	5	6	4	5	21	15
D023	New York Gas Co, Inc.		4	0													1
D024	North American Energy	19	20	1		1			2	4	1		1	1	2	4	3
D026	North Atlantic Utilities Inc.	1	0	0													
D103	NYSEG Solutions	10	20	9	3	6	17	1				2					
D067	PG&E Energy Trading	1	0	0													
D114	PRO-ENERGY RESOURCES		2	0			1										
D093	Robison Energy of Westchester	0	2	2	2									1			
D068	Select Energy of New York (aka Plub St)	1	2	0											1		
D112	Smart Energy Services	439	1249	47	16	31	30	36	40	32	45	45	45	89	144	220	217
D102	Telecon Energy Services Corp.	0	0	0													
D032	Total Gas & Electric	158	116	10	7	3	5	7	9	7	11	21	13	16	9	9	3
D052	TXU Energy		2	0												2	
D888	Unassigned Customer Contacts	26	30	3		3	3	1	7	1	3	2		10			1
	<b>Total</b>	<b>1231</b>	<b>1918</b>	<b>141</b>	<b>59</b>	<b>82</b>	<b>99</b>	<b>69</b>	<b>96</b>	<b>64</b>	<b>100</b>	<b>119</b>	<b>94</b>	<b>157</b>	<b>184</b>	<b>305</b>	<b>271</b>

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.



# MAJOR TELEPHONE UTILITIES



# MAJOR WATER UTILITIES

