

# Monthly Report on Consumer Complaint Activity



## February 2005

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# 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

## February 2005

Utility	Jan-05		Feb-05		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate* Feb-05
					Feb-04	Feb-05	Change	2004	2005	Change	
Central Hudson	0.3	1	1.0	3	31	28	-9.7	2	4	100.0	0.8
Con Edison	1.6	58	1.7	62	756	727	-3.8	120	120	0.0	1.8
KeySpan of L.I.	1.4	7	1.0	5	62	48	-22.6	5	12	140.0	0.9
NYSEG	0.2	2	0.1	1	57	37	-35.1	5	3	-40.0	0.4
Niagara Mohawk	1.3	22	1.0	17	403	283	-29.8	34	39	14.7	1.6
Orange & Rockland	0.5	1	0.9	2	31	31	0.0	3	3	0.0	1.2
RG & E	1.0	4	1.5	6	94	63	-33.0	7	10	42.9	1.7
KeySpan of NY	1.2	15	1.0	12	102	179	75.5	14	27	92.9	1.3
National Fuel Gas	0.4	2	0.8	4	102	69	-32.4	12	6	-50.0	1.2
Other Energy Utilities	N/A	3	N/A	2	56	26	-53.6	23	6	-73.9	N/A
ESCO's	N/A	57	N/A	40	615	517	-15.9	39	97	148.7	N/A
Verizon	0.4	37	0.3	27	942	434	-53.9	108	64	-40.7	0.4
Citizens Telcom	0.7	2	0.7	2	19	16	-15.8	4	4	0.0	0.4
Frontier of NY	1.4	1	1.4	1	6	10	66.7	2	2	0.0	1.1
Alltel	0.0	0	1.2	1	6	2	-66.7	2	1	-50.0	0.2
Frontier Tel of Roch.	0.2	1	0.4	2	31	21	-32.3	4	3	-25.0	0.4
Other LEC's,CLEC's, ICX's	N/A	141	N/A	128	1491	255	-82.9	206	281	36.4	N/A
DSL Providers	N/A	4	N/A	3	44	31	-29.5	8	7	-12.5	N/A
Adelphia	N/A	3	N/A	0	19	22	15.8	7	3	-57.1	N/A
Cablevision Systems	N/A	7	N/A	12	114	145	27.2	20	19	-5.0	N/A
Time-Warner	N/A	16	N/A	15	84	156	85.7	19	31	63.2	N/A
Other Cable Cos.	N/A	0	N/A	5	83	13	-84.3	3	4	33.3	N/A
Long Island Water	0.0	0	2.7	2	11	2	-81.8	0	2	#DIV/0!	0.2
UW - New Rochelle	0.0	0	0.0	0	3	12	300.0	3	0	-100.0	3.3
New York Water	0.0	0	0.0	0	2	4	100.0	1	0	-100.0	0.8
New York American	0.0	0	0.0	0	1	0	0.0	0	0	0.0	0.0
UW - New York	1.5	1	0.0	0	9	5	-44.4	1	1	0.0	0.6
Other Water Utilities	N/A	0	N/A	0	11	18	63.6	1	0	-100.0	N/A

All complaint rates are based on 2004 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

#### February-05

Utility	Feb-05			Last 12 Months			12 mos.	12 mos.
	Total	Credit	% Credit	Total	Credit	% Credit	Total C/Rate	Credit C/Rate
Central Hudson	3	0	0%	28	5	18%	0.8	0.4
Con Edison	62	12	19%	727	156	21%	1.8	0.4
KeySpan - LI	5	1	20%	48	14	29%	0.9	0.2
NYSEG	1	1	100%	37	15	41%	0.4	0.1
Niagara Mohawk	17	4	24%	283	94	33%	1.6	0.5
Orange & Rockland	2	0	0%	31	7	23%	1.2	0.3
RG & E	6	2	33%	63	45	71%	1.7	1.0
KeySpan - NY	12	0	0%	179	43	24%	1.3	0.3
National Fuel Gas	4	0	0%	69	26	38%	1.2	0.4

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.

## Customer Service Response Index February 2005

<b>Service Provider</b>	<b>QRS Cases</b>	<b>SRS Compl.</b>	<b>CSM Index</b>	<b>Avg. QRS Response</b>	<b>QTM Index</b>	<b>Avg. SRS Response</b>	<b>SRM Index</b>	<b>Avg. Age of Cases</b>	<b>PCM Index</b>	<b>CSRI</b>
Zoom-I-Net Communications, Inc.	4	0	5.0	0.7	2.0	0.0	2.0	6.0	1.0	10.0
Energetix, Inc.	4	0	5.0	1.7	2.0	0.0	2.0	1.0	1.0	10.0
New York State Electric & Gas Corp.	44	1	4.8	6.1	2.0	6.0	2.0	12.2	1.0	9.8
Accent Energy Midwest, LLC	6	0	5.0	12.2	2.0	0.0	2.0	21.9	0.8	9.8
Broadview Networks, Inc.	12	1	4.2	4.7	2.0	2.0	2.0	6.0	1.0	9.2
Adelphia Cable - Buffalo	7	0	5.0	1.5	2.0	0.0	2.0	50.8	0.2	9.2
Verizon Communications (LEC)	328	30	4.1	7.1	2.0	8.7	2.0	13.0	1.0	9.1
Time Warner - Albany Division	8	0	5.0	17.9	1.6	0.0	2.0	40.8	0.4	9.0
Frontier Telephone of Rochester, Inc.	18	2	3.9	2.6	2.0	10.0	2.0	2.5	1.0	8.9
Verizon Advanced Data, Inc.	29	2	4.3	7.4	2.0	15.1	1.5	6.8	1.0	8.8
Orange & Rockland	16	2	3.8	1.3	2.0	0.8	2.0	1.0	1.0	8.8
Time Warner - Syracuse Division	8	1	3.8	3.4	2.0	0.0	2.0	7.0	1.0	8.8
Citizens Communications (ILEC)	13	2	3.5	4.0	2.0	4.8	2.0	1.0	1.0	8.5
Trinsic	24	2	4.2	10.8	2.0	17.9	1.3	20.3	0.8	8.3
Cablevision of Long Island	22	4	3.2	14.3	1.9	9.9	2.0	11.4	1.0	8.1
Verizon Communications (PayPhones)	5	1	3.0	10.9	2.0	1.1	2.0	2.5	1.0	8.0
Cablevision of New York City	30	7	2.7	10.2	2.0	9.9	2.0	13.4	1.0	7.7
Central Hudson Gas & Electric Corp.	13	3	2.7	6.7	2.0	4.1	2.0	5.2	1.0	7.7
Time Warner - New York City Division	83	13	3.4	10.6	2.0	15.6	1.5	34.8	0.6	7.5
Frontier Communications of NY/fka Highland Tel	4	1	2.5	5.3	2.0	1.1	2.0	5.5	1.0	7.5
Time Warner ResCom of New York,LLC	9	0	5.0	3.8	2.0	48.8	0.0	54.7	0.2	7.2
Rochester Gas & Electric Corp.	73	6	4.2	5.0	2.0	75.6	0.0	17.2	0.9	7.1
New Rochelle Telephone Company	10	3	2.0	7.9	2.0	0.0	2.0	13.9	1.0	7.0
Time Warner - Rochester Division	5	1	3.0	6.7	2.0	0.0	2.0	68.0	0.0	7.0
VarTec Telecom, Inc.	7	1	3.6	13.5	2.0	0.0	2.0	70.9	0.0	6.6
National Fuel Gas Distribution	26	4	3.5	6.2	2.0	38.2	0.0	3.3	1.0	6.5
Niagara Mohawk - A National Grid Company	110	17	3.5	11.6	2.0	43.9	0.0	40.0	0.5	6.0
KeySpan of New York	70	11	3.4	8.5	2.0	33.7	0.0	30.9	0.6	6.0
IDT America Corp.	61	12	3.0	5.8	2.0	28.6	0.0	20.8	0.8	5.8
Con Edison of New York	294	63	2.9	12.6	2.0	53.9	0.0	24.6	0.8	5.7
MCI	113	23	3.0	9.5	2.0	30.8	0.0	35.5	0.5	5.5
KeySpan of Long Island	19	5	2.4	11.5	2.0	46.0	0.0	1.8	1.0	5.4
AT&T of New York	178	43	2.6	10.2	2.0	67.1	0.0	29.0	0.7	5.3
Talk America, Inc.	9	2	2.8	5.2	2.0	23.9	0.4	69.1	0.0	5.2
Susquehanna Communications	5	3	0.0	3.0	2.0	5.6	2.0	11.0	1.0	5.0
Metropolitan Telecommunications	7	4	0.0	19.2	1.4	4.9	2.0	8.0	1.0	4.4
Covista Communications, Inc.	5	1	3.0	11.7	2.0	73.1	0.0	74.1	-1.0	4.0
Reconex, Inc. (USTEL/1-800-Reconex)	4	2	0.0	1.0	2.0	36.6	0.0	42.8	0.4	2.4
Taconic Telephone Corp.	6	0	5.0	9.5	2.0	0.0	2.0	88.2	-7.0	2.0
Time Warner - Binghamton	4	0	5.0	1.8	2.0	0.0	2.0	88.5	-7.0	2.0
Cordia Communications Company	20	9	0.5	21.1	1.2	34.1	0.0	57.4	0.1	1.8
Sprint Communications	28	4	3.6	12.0	2.0	70.3	0.0	97.3	-9.0	0.0
Econnergy	12	6	0.0	28.2	0.0	7.1	2.0	76.9	-3.0	0.0
Long Island American Water	6	2	1.7	16.5	1.7	5.9	2.0	113.0	-9.0	0.0
Verizon Communications (LD)	5	1	3.0	44.2	0.0	0.0	2.0	167.6	-9.0	0.0

*This report is considered confidential and is for information purposes only.  
Only the PSC Staff is authorized to disseminate or discuss this information with third parties.*

## Customer Service Response Index February 2005

<b>Service Provider</b>	<b>QRS Cases</b>	<b>SRS Compl.</b>	<b>Avg. QRS Response</b>	<b>Avg. SRS Response</b>	<b>Avg. Age of Cases</b>	<b>CSRI</b>
Acceris Communications, Inc.	2	3	25.3	2.8	47.9	2.9
ACN Communication Services, Inc.	3	1	7.7	0.0	164.8	0.0
Adelphia Cable - Auburn	0	0	0.0	0.0	57.0	9.1
Adelphia Cable - Aurora	1	0	4.0	0.0	0.0	10.0
Adelphia Cable - Glens Falls	2	0	8.0	0.0	56.0	9.1
Adelphia Cable - International	2	0	6.0	0.0	5.0	10.0
Adelphia Cable - Lancaster	1	0	7.0	0.0	46.0	9.3
Adelphia Cable - Niagara	1	0	3.0	0.0	66.0	9.0
Adelphia Cable - Utica	3	0	0.0	0.0	44.0	9.4
Adelphia Cable - Wellsville	0	0	0.0	0.0	0.0	10.0
Agway Energy Services, LLC.	2	0	5.7	0.0	0.0	10.0
Airnex Communications, Inc.	0	0	0.0	0.0	5.0	10.0
Allegiance Telecom of New York, Inc.	4	0	7.5	75.8	53.2	7.2
AllTel Communications, Inc.	3	0	4.0	0.0	4.0	10.0
AllTel of New York	1	1	11.5	0.0	64.0	4.0
Alpha Phone Inc.	1	0	0.0	0.0	11.0	10.0
American Nortel Communications, Inc.	0	0	0.0	0.0	385.0	0.0
American Pay Phone, Inc.	1	0	6.0	0.0	0.0	10.0
American Telecommunications Corporation	0	0	0.0	0.0	230.0	0.0
America's Digital Satellite Telephone	0	0	0.0	0.0	347.0	0.0
America's Tele-Network Corp.	0	0	0.0	0.0	29.0	9.7
Aqua Maine Water	2	0	0.0	0.0	126.2	0.0
Aquarion Water Company of NY	0	0	0.0	0.0	54.0	9.2
Arbor Hills Waterworks	0	0	0.0	0.0	232.0	0.0
ARC Networks, Inc.	1	0	1.0	0.0	0.0	10.0
AT&T Payphones	0	0	28.0	0.0	0.0	8.2
BAS Communications	0	0	56.0	0.0	0.0	8.0
Birns Telecommunications	0	0	0.0	0.0	347.8	0.0
BridgeCom International, Ltd.	3	2	22.0	0.0	18.2	4.1
Broadwing Communications, LLC.	1	0	0.0	0.0	11.0	10.0
Broadwing Telecommunications Inc.	0	0	0.0	0.0	232.0	0.0
Brown's Fuel	1	0	2.0	0.0	0.0	10.0
Budtel Associates, Inc.	0	0	0.0	0.0	215.0	0.0
BullsEye Telecom, Inc.	2	1	16.0	98.4	118.0	0.0
Cablevision - MediaOne - Westchester	1	0	4.2	0.0	0.0	10.0
Cablevision Lightpath, Inc.	2	0	2.0	0.0	0.0	10.0
Cablevision of Dutchess County	2	0	7.1	0.0	27.0	9.7
Cablevision of Hauppauge	2	0	1.0	0.0	4.0	10.0
Cablevision of Rockland	2	0	20.0	0.0	4.0	9.4
Cablevision of Southern Westchester	1	0	9.1	0.0	7.0	10.0
Cablevision of Warwick	2	0	3.6	0.0	0.0	10.0
Cablevision of Westchester	2	0	1.1	0.0	0.0	10.0
Call Plus, Inc.	1	0	0.0	0.0	0.0	10.0
Carmel Telephone Services, Inc. d/b/a SusCom	3	0	3.3	0.0	11.0	10.0
Celtic Communications of Central NY	0	0	0.0	0.0	111.0	0.0
Century Telecommunications, Inc.	0	0	0.0	0.0	91.0	0.0

Chain Lakes Cablevision	1	1	10.0	4.9	0.0	5.0
Charter Communications	0	1	7.0	6.1	50.0	4.3
Choice One Communications of New York, Inc.	3	0	8.8	0.0	60.6	9.0
Chronometric Telecommunications, Inc.	0	0	0.0	0.0	161.0	0.0
Ciera Network Systems	0	0	0.0	0.0	347.0	0.0
City of Jamestown Board of Public Utilities	1	1	8.0	15.1	0.0	4.5
ClearTel Communications, Inc.	4	1	6.7	0.0	96.6	0.0
Columbia Energy Services Company	1	0	1.0	0.0	0.0	10.0
Comcast Telecommunications, Inc.	0	0	0.0	0.0	344.0	0.0
Communicate Technological Systems, CTS, LL	3	0	1.5	32.2	46.3	7.3
Con Edison Solutions	1	0	7.0	0.0	0.0	10.0
CondorPhone	0	0	0.0	0.0	137.0	0.0
Conserve	0	0	0.0	0.0	140.0	0.0
Conversent Communications of New York, LLC.	1	1	14.0	0.0	4.0	5.0
Cooper Square Realty	0	0	0.0	0.0	60.0	9.1
CornerStone Telephone Company, LLC.	0	0	0.0	0.0	88.0	2.0
Corning Natural Gas Corp.	1	2	40.5	0.0	5.0	3.0
Corporatepage.com, Inc.	0	0	0.0	0.0	128.5	0.0
Covad Communications Company	1	0	25.0	0.0	11.0	8.8
CTC Communications Corp.	2	0	0.0	55.0	12.3	8.0
Custom Teleconnect, Inc.	2	0	7.5	0.0	28.0	9.7
Cypress Telecommunications Corporation	0	0	0.0	107.1	25.0	7.8
Dara Owners Corp.	0	0	0.0	0.0	146.0	0.0
DaveITel, Inc.	0	1	0.0	40.0	1.0	3.0
Digitglobal Communications, Inc.	1	0	6.0	0.0	0.0	10.0
Dykeer Water Company, Inc.	0	0	0.0	0.0	389.0	0.0
Eclipse Telecommunications, Inc.	0	1	52.0	0.0	22.0	2.8
Edwards Telephone	1	0	1.0	0.0	0.0	10.0
ELDS, Inc.	1	0	0.0	0.0	28.0	9.7
El-Mar Communication Co.	0	0	0.0	0.0	0.0	10.0
Empire One Telecommunications, Inc.	0	0	0.0	0.0	140.0	0.0
Ernest Communications, Inc.	0	1	0.0	0.0	0.0	5.0
ESS.com, L.L.C.	0	0	0.0	0.0	342.0	0.0
Essex Communications, Inc.	0	0	0.0	239.8	0.0	8.0
Excel Telecommunications, Inc.	3	3	11.8	0.0	22.5	4.8
FFC Energy	0	0	0.0	0.0	109.0	0.0
Fillmore Gas Company Inc.	0	0	0.0	4.0	0.0	10.0
Focal Communications Corporation	0	0	0.0	0.0	37.5	9.5
Frontier Communications of Rochester, Inc.	1	0	4.1	0.0	0.0	10.0
Frontier Communications of Seneca-Gorham, Ir	2	0	9.1	0.0	1.0	10.0
Future Focus Telecommunications	0	0	0.0	0.0	342.0	0.0
GE Capital Communications Services, Corp	0	0	0.0	0.0	421.0	0.0
Germantown Telephone Co., Inc.	1	0	0.0	0.0	4.0	10.0
Global Crossing Telecommunications, Inc.	1	0	8.0	0.0	0.0	10.0
Global Network Comms.	0	0	0.0	0.0	104.0	0.0
GNC Public Communications	0	0	0.0	0.0	85.5	2.0
Granite Telecommunications, LLC	2	0	0.0	0.0	0.0	10.0
Great Eastern Energy	2	0	0.0	0.0	6.0	10.0
Green Mountain Energy	0	0	0.0	0.0	405.0	0.0
GTC Telecom	1	0	6.0	0.0	0.0	10.0
Hudson Energy Services, LLC	2	0	1.0	0.0	0.0	10.0

ILD Telecommunications, Inc.	2	0	13.5	0.0	0.0	10.0
Intelecom Solutions, Inc.	2	0	1.0	0.0	22.0	9.8
InterGlobe Communications	0	0	0.0	0.0	85.5	2.0
International Satellite Communications	0	0	0.0	0.0	61.0	9.0
Kiamesha Artesian Spring Water Co., Inc.	0	0	0.0	0.0	121.0	0.0
LCI International Telecom Corp.	1	0	13.0	0.0	0.0	10.0
LCR Telecommunications, LLC	0	0	0.0	0.0	76.0	6.0
Lettiere Water Co	1	1	10.0	0.0	5.0	5.0
Level 3 Communications, LLC	1	1	5.0	0.0	29.5	4.7
Levy Associates	0	0	0.0	0.0	410.0	0.0
Long Distance Consolidated Billing Co.	1	0	8.0	0.0	0.0	10.0
Long Distance Services of N.Y.	0	0	0.0	0.0	203.5	0.0
Mascom Inc	0	0	0.0	0.0	97.0	0.0
Matrix Telecom, Inc.	1	0	0.0	0.0	5.0	10.0
McGraw Communications, Inc.	0	0	0.0	0.0	104.0	0.0
Metro Teleconnect Companies, Inc.	0	0	0.0	0.0	120.0	0.0
Metromedia Energy	0	0	1.0	0.0	0.0	10.0
MFS Telephone of New York, Inc.	0	0	0.0	0.0	154.0	0.0
Mid Hudson Cablevision, Inc.	0	0	1.0	0.0	0.0	10.0
MTG Communications, Inc	0	1	0.0	0.0	99.0	0.0
Munde Tel Communications, Inc. d/b/a TriTel	0	0	0.0	0.0	63.0	9.0
MX Energy, Inc	2	1	21.0	0.0	15.0	4.2
National Access Long Distance	0	0	0.0	0.0	105.0	0.0
National Aqueous	0	0	0.0	0.0	235.2	0.0
Net2phone, Inc.	0	0	0.0	0.0	75.0	8.0
Network Plus, Inc.	1	0	0.0	0.0	1.0	10.0
New Century Telecom, Inc.	2	0	203.3	14.9	102.5	0.0
New York Coin Telephone Company, Inc.	0	0	0.0	0.0	82.0	4.0
New York Water Service	3	0	1.0	0.0	1.0	10.0
North American Energy, Inc.	2	0	4.5	0.0	11.0	10.0
NorthPoint Communications, Inc.	0	0	0.0	0.0	264.0	0.0
NOS Communications, Inc.	3	0	5.3	0.0	33.0	9.6
NOW Communications Inc	0	0	0.0	0.0	148.8	0.0
NYSEG Solutions, Inc.	2	0	3.0	0.0	6.0	10.0
One Call Communications, Inc.	1	0	0.0	0.0	22.0	9.8
Optical Telephone Corporation	0	0	0.0	0.0	150.7	0.0
Optimum Voice	2	0	0.0	0.0	31.8	9.6
PAETEC Communications, Inc.	3	1	14.2	0.0	12.5	6.6
Payphone Communications Inc.	1	0	2.0	0.0	0.0	10.0
Phone Management Enterprises, Inc.	0	0	0.0	0.0	221.0	0.0
PowerNet Global Communications	1	0	6.0	0.0	306.0	0.0
Premier Communications, Inc.	0	0	0.0	0.0	102.0	0.0
Primus Telecommunications, Inc.	1	1	7.5	50.3	174.5	0.0
Pro Energy Development, LLC.	0	0	0.0	0.0	81.0	4.0
Promise Vision Technology	0	0	0.0	0.0	221.0	0.0
PT-1 Communications, Inc.	0	0	0.0	0.0	277.5	0.0
Qwest Communications Corporation	1	1	5.0	1.8	0.0	5.0
R&B Communications, Inc.	0	0	0.0	0.0	187.0	0.0
Rand Water CP - Brandt's Farm	0	0	0.0	0.0	152.0	0.0
Rand Water CP - Dogwood Knolls	0	0	0.0	0.0	236.0	0.0
RCN Telecom Services, Inc.	1	0	14.0	0.0	0.0	10.0



Rouhollah Kalimian Trust II	0	0	0.0	18.8	0.0	9.2
Rowlands Hollow Water Works, Inc.	0	0	0.0	0.0	230.0	0.0
Saratoga Water Services, Inc.	1	0	13.0	0.0	0.0	10.0
ServiSense.com, Inc.	0	0	0.0	0.0	86.6	2.0
SMART CHOICE COMMUNICATIONS, LLC	1	0	0.0	0.0	0.0	10.0
Spectrotel, Inc.	1	2	8.5	240.1	21.0	2.8
Startec Global Licensing Company	2	1	9.5	2.8	83.0	0.0
Supra Telecommunications & Information Syste	1	0	8.0	0.0	0.0	10.0
Taconic Long Distance Service Corp.	1	0	2.0	0.0	231.0	0.0
TC Systems, Inc. (Pay Phones Only)	0	0	0.0	0.0	219.5	0.0
TDS Telecom-Vernon Office	1	0	8.0	0.0	0.0	10.0
Tele Circuit Network	1	0	0.0	0.0	26.5	9.7
Telebeam	0	0	0.0	0.0	214.0	0.0
Telecarrier Services, Inc.	2	1	15.0	0.3	427.0	0.0
Telecom EZ	0	0	0.0	0.0	362.0	0.0
Telecom USA	0	0	0.0	0.0	56.0	9.1
Telecon Communications Corp	1	1	23.0	41.2	206.4	0.0
TELEDIAS Communications, Inc.	0	0	0.0	108.2	51.0	7.2
Telseven	1	0	0.0	0.0	14.0	10.0
Tiffany Mews	0	0	0.0	0.0	256.0	0.0
T-NETIX Telecommunications Services, Inc.	0	0	0.0	0.0	228.0	0.0
Total Call International, Inc.	0	0	0.0	0.0	249.0	0.0
Touch 1 Communications, Inc.	0	0	0.0	0.0	159.1	0.0
Tractebel Energy Services, Inc.	0	0	0.0	0.0	162.0	0.0
Tristate Bell Inc	0	1	15.0	0.0	54.0	4.1
United Systems Access Telecom	2	2	6.0	6.9	102.2	0.0
United Telecom, LLC	2	0	0.0	0.0	16.5	9.9
United Water-New Rochelle	0	0	0.0	0.0	34.8	9.6
United Water-New York	1	0	0.0	0.0	80.5	4.0
Uni-Tel Communications Group, Inc.	0	0	0.0	0.0	61.0	9.0
USA Datanet Corporation	1	0	0.0	0.7	0.0	10.0
USA Payphone, Inc.	0	0	0.0	0.0	344.0	0.0
USN Communications Long Distance, Inc.	1	0	0.0	0.0	26.0	9.7
Utility Solutions	0	0	0.0	0.0	320.0	0.0
Valley Energy, Inc.	1	0	0.0	0.0	0.0	10.0
Village of Andover	0	0	0.0	0.0	33.0	9.6
Village of Arcade	1	0	10.0	0.0	0.0	10.0
Village of Greene Electric Dept.	1	0	1.0	0.0	0.0	10.0
Village of Hilton	0	0	0.0	0.0	29.0	9.7
Village of Springville	1	0	0.0	0.0	26.0	9.7
Vonage Communications	3	0	16.5	0.0	15.0	9.6
Warwick Valley Telephone Company	0	0	0.0	0.0	72.5	8.0
Warwick Water Company	0	0	0.0	0.0	105.0	0.0
Winstar of New York, LLC	0	0	0.0	0.0	0.0	10.0
WorldLink Communications, Inc.	0	0	0.0	0.0	31.0	9.6
XChange Telecom	2	0	0.5	0.0	0.0	10.0
XO Communications, Inc.	3	1	9.0	36.9	29.0	4.4

## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings February 2005**

### **Informal Hearing Cases**

As of the end of December, there were 104 cases in the Informal Hearing Unit. During this month, 6 complaints were resolved with pre-hearing mediation, 14 informal hearings were scheduled, 2 hearings were postponed, 11 hearings were held during which 2 settlements were reached and one complainant failed to appear for his hearing. Written decisions were issued in 7 informal hearing cases.

### **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 February there were 254 shared meter complaints pending. Fifty-five new complaints were received in February and 11 cases were closed. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 8 cases and to 38% in 1 case. The charges were cancelled in 2 cases – in one case because the owner provided proof of extraordinary cost to correct the condition, and in the other case because the utility should not have billed the new owner for the shared meter where the shared meter condition was found to exist before the sale of the property.

### **Appeals and Rehearings**

During February 2005, one appeal – from a commercial customer disputing responsibility for NFG gas service – was accepted for review.

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

**Table of Consumer Contacts filed against ESCO's**

CODE	FULL NAME	2002	2003	2004	2005	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04
D108	1st Rochdale Coop Group	1	1	2	0					1							
D105	ACN Energy, Inc.	1	4	3	0			1					1		1		
	Accent Energy			3	0				3								
D078	Advantage Energy Inc.	3	0	0	0												
D084	Constellation NewEnergy	0	0	0	0												
D001	Agway Energy Services Inc.	17	18	12	5	2	3	4				2				2	1
D036	All Energy Marketing Co.	1	2	1	0												
D002	Amerada Hess	0	0	0	0												
D113	Brown Fuel, Inc	0	0	0	1	1											
D005	Castle Power Corporatoin	2	0	1	0												1
D040	Columbia Energy Services Co.		1	10	2	1	1					2	1		2		2
D086	Con Edison Solutions	55	43	18	1	1		3		1		5		2	1		4
D046	Econnergy	123	133	221	52	18	34	21	6	13	11	24	16	29	19	35	32
D047	Empire Natural Gas Corp	0	0	0	0												
D087	Energetix, Inc.	17	25	71	11	5	6	5	1	3	3	2	2	2	15	34	3
D054	Enron Energy Services	9	1	0	0												
D023	Federal Electric & Gas Co.	0	0	0	0												
	FFC Energy	0	0	1	0				1								
	Fortuna Energy	0	0	1	0				1								
D104	Great Eastern Energy	3	3	4	2	2							1			1	2
D013	Interstate Energy Resources Inc.	2	4	0	0												
D015	Keyspan Energy Services, Inc.	154	194	50	0			1	3	11	0	5	6	3	2	3	8
	Liberty Power	0	0	2	0				2								
D060	Main-Care Energy	0	1	0	0												
D107	Metro Energy Group	0	8	1	0								1				
D098	Metromedia Energy	1	0	0	1		1										
D018	Mirabito Fuel Group Inc.	3	9	3	0					2							1
D020	Mitchell-Supreme Energy	3	2	5	0				1		1					3	
D021	National Fuel Resources, Inc.	76	18	4	0					1	1	1	1				
D023	New York Gas Co, Inc.	4	0	0	0												
D024	North American Energy	20	25	3	5	2	3					1				1	
D026	North Atlantic Utilities Inc.	0	0	0	0												
D103	NYSEG Solutions	20	32	8	4	2	2	2	1				1		1		2
D067	PG&E Energy Trading	0	0	1	0							1					
D114	PRO-ENERGY RESOURCES	2	0	1	0			1									
D093	Robison Energy of Westchester	2	9	1	0									1			
D068	Select Energy of New York (aka Plub St)	2	0	0	0												
D112	Smart Energy Services	1249	129	0	0												
D102	Telecon Energy Services Corp.	0	0	0	0												
D032	Total Gas & Electric (Energy)	116	46	23	6	3	3	2	3	1	1	1	3	4	5		
D052	TXU Energy	2	1	0	0												
	US Energy Partners	0	0	1	0				1								
D888	Unassigned Customer Contacts	30	8	7	8	3	5	6		0	1						
	<b>Total</b>	<b>1918</b>	<b>717</b>	<b>458</b>	<b>98</b>	<b>40</b>	<b>58</b>	<b>46</b>	<b>23</b>	<b>33</b>	<b>18</b>	<b>44</b>	<b>33</b>	<b>41</b>	<b>46</b>	<b>79</b>	<b>56</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.