

Monthly Report on Consumer Services



February 2006

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March 8, 2006



Monthly Report on Consumer Complaint Activity

February 2006

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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

February 2006

Utility	Jan-06		Feb-06		12 Month Compl. Rate* Feb-06
	Rate*	No.	Rate*	No.	
Central Hudson	1.4	4	0.3	1	1.3
Con Edison	2.1	79	2.1	78	2.0
KeySpan of Long Island	0.6	3	0.8	4	0.6
NYSEG	0.4	4	0.3	3	0.4
National Grid	0.6	10	1.2	20	1.1
Orange & Rockland	0.9	2	0.9	2	0.9
RG & E	1.3	5	0.5	2	1.0
KeySpan of New York	1.5	19	1.1	14	1.6
National Fuel Gas	1.2	6	1.2	6	1.1
All other Energy Utilities	N/A	1	N/A	5	N/A
ESCO's	N/A	36	N/A	33	N/A
Verizon	0.4	34	0.3	25	0.3
Citizens Telcom	0.3	1	0.0	0	0.4
Frontier of NY	0.0	0	0.0	0	0.6
Alltel	0.0	0	0.0	0	0.1
Frontier Tel of Rochester	0.4	2	0.4	2	0.4
All VoIP Cos.	N/A	1	N/A	1	N/A
All other LEC's,CLEC's, IXC's	N/A	111	N/A	101	N/A
Adelphia Cable	N/A	0	N/A	0	N/A
Cablevision Systems	N/A	12	N/A	6	N/A
Time-Warner Cable	N/A	6	N/A	11	N/A
All other Cable Cos.	N/A	1	N/A	1	N/A
Long Island Water	1.4	1	1.4	1	1.6
United Water - New Rochelle	0.0	0	6.5	2	1.9
New York Water	2.3	1	2.3	1	1.7
Aquarion Water Co. of New York	0.0	0	0.0	0	0.8
United Water - New York	0.0	0	1.5	1	1.5
All other Water Utilities	N/A	1	N/A	2	N/A

All complaint rates are based on Dec. 2004 customer populations. Updates occur in April.

* - Complaints per 100,000 customer accounts where populations are reported by the utility

N/A = data not available because populations for these companies/industries are not available.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS Major New York Energy Utilities February 2006

Utility	February 2006 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	1	0	0%	#REF!	9	#REF!	1.3	0.3
Con Edison	62	7	11%	819	142	17%	2.0	0.3
KeySpan - LI	5	0	0%	46	7	15%	0.6	0.1
NYSEG	3	1	33%	38	10	26%	0.4	0.1
National Grid	19	4	21%	236	94	40%	1.1	0.5
Orange & Rockland	1	0	0%	26	10	38%	0.9	0.4
RG & E	5	0	0%	52	20	38%	1.0	0.4
KeySpan - NY	15	3	20%	217	76	35%	1.6	0.5
National Fuel Gas	9	2	22%	66	27	41%	1.1	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 non-payment.

Customer Service Response Index February 2006

<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>
Citizens Communications (ILEC)	8	0	5	7.5	2	9.1	2	5	1	10
Optimum Voice	19	0	5	9.3	2	0	2	32.5	0.6	9.6
Rochester Gas & Electric Corp.	56	2	4.6	4.6	2	13.1	1.7	6	1	9.3
Verizon Communications (LEC)	315	24	4.2	7.9	2	8	2	9	1	9.2
Time Warner - Albany Division	8	0	5	16.9	1.7	0	2	36.2	0.5	9.2
Orange & Rockland	21	2	4	3.2	2	5.9	2	3.3	1	9
Time Warner - Syracuse Division	10	1	4	6.9	2	0	2	3	1	9
Accent Energy Midwest, LLC	26	2	4.2	7.3	2	0	2	26.9	0.7	8.9
Time Warner - Rochester Division	8	1	3.8	12.6	2	0	2	3	1	8.8
Central Hudson Gas & Electric Corp.	15	2	3.7	9.3	2	3.2	2	1	1	8.7
National Grid, Inc.	182	20	3.9	14.8	1.9	12	1.9	15.7	0.9	8.6
IDT Energy, Inc.	72	7	4	7.4	2	0	2	32.5	0.6	8.6
Time Warner - New York City Division	73	8	3.9	12	2	15.8	1.5	7.9	1	8.4
Long Island American Water	9	1	3.9	9	2	0	2	39.2	0.5	8.4
MX Energy, Inc	22	3	3.6	10.8	2	0	2	26.1	0.7	8.3
Econergy	18	3	3.3	8.6	2	5.9	2	5.4	1	8.3
National Fuel Gas Distribution	33	6	3.2	7.2	2	8.9	2	4.5	1	8.2
KeySpan of Long Island	31	4	3.7	3.5	2	17	1.4	7.3	1	8.1
AT&T (C)	134	26	3.1	8.1	2	6	2	17.4	0.9	8
Time Warner - Binghamton	6	1	3.3	1.4	2	3.9	2	26	0.7	8
Time Warner ResCom of New York,LLC	11	2	3.2	11.4	2	12.9	1.8	19.2	0.9	7.9
Broadview Networks, Inc.	20	3	3.5	13.1	2	19.5	1.1	10.9	1	7.6
KeySpan of New York	97	14	3.6	15.5	1.8	18.2	1.2	11.2	1	7.6
New York State Electric & Gas Corp.	50	3	4.4	11.7	2	54.9	0	7.4	1	7.4
Cablevision of Long Island	22	0	5	21.3	1.2	74.1	0	9.8	1	7.2
Corning Natural Gas Corp.	10	1	4	11	2	73	0	6	1	7
Cablevision of Westchester	6	2	1.7	11.5	2	12.8	1.8	9.5	1	6.5
Con Edison of New York	391	83	2.9	18.1	1.5	19.4	1.1	19.9	0.9	6.4
Cordia Communications Company	14	5	1.4	4.1	2	0	2	4	1	6.4
MCI	63	21	1.7	11.1	2	8.6	2	30.1	0.6	6.3
IDT America Corp.	27	8	2	9.8	2	0	2	49.4	0.3	6.3
Frontier Telephone of Rochester, Inc.	13	2	3.5	8.1	2	30.2	0	23	0.8	6.3
Cablevision of New York City	16	4	2.5	20.3	1.3	17.8	1.3	17.1	0.9	6
Sprint Communications	11	3	2.3	12	2	110.2	0	16.2	0.9	5.2
Columbia Energy Services Company	14	7	0	3.6	2	0	2	22	0.8	4.8
Liberty Power Corp.	8	2	2.5	22.6	1.1	85.9	0	24	0.8	4.4
Hudson Energy Services, LLC	6	5	0	10.4	2	0	2	43.1	0.4	4.4
World-Link Solutions, Inc	12	9	0	9.2	2	3.8	2	60.9	0	4
Next Gen Telephone Co.	9	3	1.7	24.7	0.8	24.9	0.2	84.1	-5	0

Customer Service Response Index February 2006

<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>
U.S. Gas & Electric, Inc.	6	1		9		0		6.5		
Tristate Bell Inc	6	0		0.7		0		174		
New York Water Service	5	1		11.8		0		46		
VarTec Telecom, Inc.	5	1		8.2		0		13		
Infinite Energy, Inc.	5	0		14		0		9		
Trinsic	5	0		12.4		0		89.9		
Startec Global Licensing Company	4	2		8		0		25.2		
United Water-New Rochelle	4	2		2.3		0		81.9		
Brown's Fuel	4	1		3.7		0.8		8		
Metropolitan Telecommunications	4	1		6.8		6.7		6		
Verizon Communications (LD)	4	1		6.5		178.1		60.2		
XO Communications, Inc.	4	1		15		0		50		
Adelphia Cable - Buffalo	4	0		10		0		53		
Resdntl Comms. Netwrk of NY	4	0		13.5		0		37.3		
Talk America, Inc.	4	0		12.9		0		23		
U.S. Energy Savings Corp	4	0		14		0		6.5		
ClearTel Communications, Inc.	3	2		26.7		0		0		
BridgeCom International, Ltd.	3	1		23.5		44.2		27		
Choice One Communications of New York,	3	1		44		0		0		
Conversent Communications of New York,	3	1		3.2		0		0		
Energetix, Inc.	3	1		6.8		0		48		
United Water-New York	3	1		14.3		0		39.5		
Cablevision of Dutchess County	3	0		11.7		0		5.5		
Cablevision of Rockland	3	0		9.3		0		0		
STRATEGIC ENERGY LLC	3	0		1		0		2		
Vonage Communications	3	0		66.8		0		8		
NYSEG Solutions, Inc.	2	1		1.7		0		0		
XChange Telecom	2	1		10		0		30.5		
Cablevision - MediaOne - Rockland	2	0		8.5		0		0		
City of Jamestown Board of Public Utilities	2	0		6.5		0		0		
Commerce Energy, Inc	2	0		14		0		14		
CTC Communications Corp.	2	0		1		0		0		
Excel Telecommunications, Inc.	2	0		14		0		13		
Global Touch Telecom, Inc.	2	0		3		0		7		
ILD Telecommunications, Inc.	2	0		6		0		7		
LCI International Telecom Corp.	2	0		0		0		5		
Mirabito Fuel Group, Inc.	2	0		0		0		1		
PowerNet Global Communications	2	0		14.7		0		0		
SusCom Communications - CATV	2	0		0		0		0		
SusCom Communications - LEC	2	0		2		0		0		
Taconic Telephone Corp.	2	0		0		0		16		
Verizon Advanced Data, Inc.	2	0		25		0		16		
Kiamesha Artesian Spring Water Co., Inc.	1	2		15.5		0.2		0		
ACN Communication Services, Inc.	1	1		10.7		0		94		
Empire One Telecommunications, Inc.	1	1		7		0		15		
NECC Telecom, Inc.	1	1		5		0		45		
Reconex, Inc. (USTEL/1-800-Reconex)	1	1		3		0		0		
Spectrotel, Inc.	1	1		22.7		0		8		
Telecarrier Services, Inc.	1	1		3		0		108		
United Telecom, LLC	1	1		22		0		77.5		
Verizon Communications (PayPhones)	1	1		1		0.5		0		
Village of Rockville Centre Inc.	1	1		1		0		0		
Village of Spencerport	1	1		8.5		0		0		
Village of Wellsville	1	1		4		0		0		
ACN Energy, Inc.	1	0		0		0		51		
Adelphia Cable - Harbor Vue	1	0		0		0		7		
Adelphia Cable - Niagara	1	0		17		0		99		
Adelphia Telecommunications, Inc.	1	0		7		0		0		
Agway Energy Services, LLC.	1	0		19.3		0		0		
AllTel Communications, Inc.	1	0		1		0		0		
AllTel Long Distance, Inc.	1	0		0		0		0		
AllTel of New York	1	0		4		0		47		
American Telecommunications Corporatior	1	0		1		0		0		
AmeriVision Communications, Inc.	1	0		0		0		60.7		
Broadwing Communications, LLC.	1	0		0		0		41		

Customer Service Response Index February 2006

<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>
BullsEye Telecom, Inc.	1	0		12		0		0		
Business Network Long Distance, Inc.	1	0		15.3		0		113		
Cablevision - MediaOne - US Cablevision	1	0		0		0		15		
Cablevision of Southern Westchester	1	0		13.6		0		0		
Charter Communications	1	0		11		0		0		
Chazy & Westport Telephone Corp.	1	0		1		0		0		
City of Salamanca Electric	1	0		1		0		0		
Con Edison Solutions	1	0		7		0		49		
CornerStone Telephone Company, LLC.	1	0		3		0		0		
Delhi Telephone	1	0		1		0		0		
DFT Local Service Corporation d/b/a DFT	1	0		0		0		0		
Eureka Telecom, LLC	1	0		0		0		20		
FFC Energy	1	0		0		0		16		
Frontier Communications of NY/fka Highlar	1	0		8.8		0		0		
Frontier Communications of Seneca-Gorha	1	0		9.1		0		0		
Integrated Teletechnologies, Inc.	1	0		7		0		0		
InterGlobe Communications	1	0		0		0		5		
Keyspan Energy Services, Inc.	1	0		0		0		6		
Lake Joseph Water Co	1	0		0		0		16		
LDC Telecommunications, Inc.	1	0		0		0		132		
Level 3 Communications, LLC	1	0		8		0		89		
Long Distance Services of N.Y.	1	0		0		0		27		
Matrix Telecom, Inc.	1	0		0		0		2		
McGraw Communications, Inc.	1	0		0		0		24		
Metro Energy Group, LLC	1	0		0		0		35.5		
MFS Intelenet of N.Y.	1	0		0		0		26		
Mid Hudson Cablevision, Inc.	1	0		0		0		0		
National Fuel Resources	1	0		4		0		103		
New Rochelle Telephone Company	1	0		181.2		0		103.9		
NOCO ENERGY CORP.	1	0		0		0		69		
PAETEC Communications, Inc.	1	0		15		0		0		
Penelec (A First Energy Company)	1	0		4		0		0		
Qwest Communications Corporation	1	0		25		0		0		
Robison Energy Of Westchester	1	0		4		0		0		
State Telephone Company, Inc.	1	0		3		0		0		
Stuyvesant Energy, LLC	1	0		16.5		0		0		
St. Lawrence Gas	1	0		1		0		0		
Telecom USA	1	0		8		0		0		
Telemanagement Services, Inc.	1	0		4		0		0		
Utility Solutions	1	0		0		0		148.8		
U.S. ENERGY PARTNERS II, LLC/ENVIR	1	0		1		0		0		
Village of Frankfort	1	0		5		0		0		
Village of Freeport Electric	1	0		1		83		0		
Zoom-I-Net Communications, Inc.	1	0		0		0		20		
Acceris Communications, Inc.	0	1		10		0		154		
Chain Lakes Cablevision	0	1		7		0		5		
Fairfield Towers Condominium Corporation	0	1		0		11.9		11.8		
One Call Communications, Inc.	0	1		30.5		0		0		
RCN Telecom Services, Inc.	0	1		38		0		0		
Roosevelt Island Associates	0	1		0		0		20		
Adelphia Cable - International	0	0		0		0		0		
Airmont Construction Corp.	0	0		0		0		35		
American Long Lines, Inc.	0	0		2		0		0		
American Telcom, Inc.	0	0		0		0		72		
Aquarion Water Company of Sea Cliff	0	0		0		0		50		
ARC Networks, Inc.	0	0		0		0		92.3		
Automatic Meter Reading, Inc	0	0		0		0		54		
Bay City Metering	0	0		0		0		34		
Bonville Water Co. Inc.	0	0		0		0		163		
Cablevision - MediaOne - Westchester	0	0		11.5		14.2		0		
Cablevision of Hauppauge	0	0		7.1		0		0		
Cablevision of Riverhead	0	0		14.1		0		0		
Cablevision of Yorktown	0	0		18.2		0		0		
Chautauqua & Erie Telephone Corp.	0	0		60		0		0		
Chronometric Telecommunications, Inc.	0	0		0		0		42.3		
CIC Communications, Inc.	0	0		0		0		48		

Customer Service Response Index February 2006

<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>
Clear World Communications Corporation	0	0		12		0		0		
Communicate Technological Systems, CT	0	0		12		0		0		
Conserve	0	0		0		0		260		
Cooper Square Realty	0	0		0		0		55		
Core-Comm-New York, Inc.	0	0		0		0		144.5		
Covista Communications, Inc.	0	0		0		0		69		
Dara Owners Corp.	0	0		0		0		283.5		
Datone Communications	0	0		0		95.9		0		
DigiZip.Com, Inc.	0	0		0		0		47		
ECI Communications, Inc.	0	0		0		0		112		
Empire Telephone Corp.	0	0		0		0		78		
Essex Communications, Inc.	0	0		0		0		40		
ETS Payphones, Inc.	0	0		0		0		34		
Forest Park Water Co. Inc.	0	0		0		0		49		
Frontier Communications of Sylvan Lake, I	0	0		9		0		0		
Global Network Comms.	0	0		0		0		191.5		
Granite Telecommunications, LLC	0	0		0		0		79.5		
Great Eastern Energy	0	0		0		22		0		
J&N Communications	0	0		0		0		198		
M & L Milevoi	0	0		0		0		260		
Mahopac Water Company Inc.	0	0		0		0		216		
Mountain Lodge Park Water Corp.	0	0		0		0		266		
M&R ENERGY RESOURCES CORPORATION	0	0		0		0		57		
National Aqueous	0	0		0		0		477		
New York City Public Telephone	0	0		0		0		167		
NOS Communications, Inc.	0	0		0		0		30		
NOW Communications Inc	0	0		0		0		596		
OLYMPIC POWER, INC.	0	0		0		0		321		
Orchard Hill Water Co.	0	0		0		0		212		
Painted Apron Water Co.	0	0		0		0		75		
PayPhone Systems, Inc.	0	0		0		0		135		
Phipps House Services, Inc	0	0		0		0		63		
Preferred Telecom, Inc.	0	0		0		0		54		
Primelink, Inc.	0	0		0		0		215		
PT-1 Communications, Inc.	0	0		0		0		642.5		
Pyne Company	0	0		0		0		262.5		
ServiSense.com, Inc.	0	0		0		0		406		
SunRocket, Inc.	0	0		21		0		0		
Supra Telecommunications & Information S	0	0		0		0		240.5		
Tech Valley Communications	0	0		0		0		135		
TelCove Investment	0	0		0		0		210		
Telecon Communications Corp	0	0		66		0		0		
TELEDIAS Communications, Inc.	0	0		0		0		47		
Teletech Inc.	0	0		0		0		28		
Tiffany Mews	0	0		0		0		621		
Tri-Tel Communications, Inc.	0	0		0		0		69		
United Systems Access Telecom	0	0		20		0		93.3		
USN Communications Long Distance, Inc.	0	0		0		0		107		
Utility Resource Solutions, L.P.	0	0		0		0		64		
Western NY Communications, Inc. (Trusty	0	0		0		0		41		
Xtension Services Inc.	0	0		0		0		103		

Informal Hearings, Shared Meter Cases, Appeals and Rehearings February 2006

Informal Hearing Cases

At the end of February, there were 105 cases in the Informal Hearing Unit. During this month, 5 complaints were resolved with pre-hearing mediation, 17 informal hearings were scheduled, 7 hearings were postponed, one complainant failed to appear for her hearing and 9 hearings were held during which 2 settlement agreements reached. Eight informal hearing cases were closed with either written decisions or post-hearing settlements.

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 228 shared meter complaints pending (135 SMD & 93 SMU). Nineteen (19) cases were closed¹ and 30 were opened. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 6 cases and between 26% to 50% in 2 cases. In 1 case, the landlord was not billed because the shared use was minimal. In 1 case, the landlord and tenant settled their differences for the minimal use shared meter. The assessment was cancelled in 5 cases because the company did not prove "non-cooperation" by the owner². In 1 case, the designee agreed that the tenant's meter was shared and the shared usage was minimal. In 2 cases, the appeals to the designee were rejected because they were late.

Appeals and Rehearings

At its February 8, 2006 session, the Commission approved OCS's recommended determinations of 3 appeals. Two appeal determinations uphold the billing of Con Edison electric customers (one residential and one nonresidential) for unmetered service. The third appeal determination concludes that, pursuant to a Con Edison gas tariff provision, a church receiving Con Edison electric service at a residential rate could not, until the relevant tariff provision was changed in October 2004, obtain gas service at a nonresidential rate.

Three appeals were accepted for review during February. The first contends that NYSEG should retroactively make findings that shared gas and electric meters existed at a customer's former residence. In the other 2 appeals, nonresidential customers dispute various charges billed by Verizon. Also during February, 1 petition for rehearing of an appeal determination, involving National Grid, was accepted for review.

¹ 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. These 5 cases are for National Grid.

Table of Consumer Complaints filed against ESCO's

CODE	FULL NAME	2006	Feb-06	Jan-06
D128	Accent Energy	7	2	5
D105	ACN Energy, Inc.	0	0	0
D001	Agway Energy Services Inc.	2	0	2
D123	All American Gas & Energy	0	0	0
D113	Brown Fuel, Inc	2	1	1
D040	Columbia Energy Services Co.	11	7	4
D086	Con Edison Solutions	1	0	1
D046	Econnergy	6	3	3
D087	Energetix, Inc.	1	1	0
D104	Great Eastern Energy	1	0	1
D120	Hudson Energy Services, Inc.	7	5	2
D177	IDT Energy, Inc.	14	7	7
D167	Infinite Energy, Inc.	2	0	2
D015	Keyspan Energy Services, Inc.	0	0	0
D117	Liberty Power	5	2	3
D018	Mirabito Fuel Group Inc.	0	0	0
D032	MX Energy, Inc. (Total Gas & Electric (Energy	6	3	3
D021	National Fuel Resources, Inc.	0	0	0
D148	NOCO Energy Corp.	0	0	0
D103	NYSEG Solutions	1	1	0
D159	Strategic Energy, LLC	0	0	0
D213	US Energy Savings Corp.	1	0	1
D119	U.S. Gas & Electric, Inc.	2	1	1
D187	Utility Resource Solutions, L.P.	0	0	0
	Total	69	33	36