

Monthly Report on Consumer Complaint Activity



January 2002

Maureen O. Helmer, Chairman

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Office of Consumer Services*

March 14, 2002



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
January 2002

Utility	Dec-01		Jan-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Jan-02
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Jan-01	Jan-02		2001	2002		
Central Hudson	2.2	6	1.4	4	76	59	-22.4	6	4	-33.3	1.7
Con Edison	3.1	112	3.6	130	1854	1715	-7.5	191	130	-31.9	3.9
KeySpan of L.I.	1.3	6	2.2	11	68	114	67.6	10	11	10.0	1.9
NYSEG	0.3	3	1.4	13	120	110	-8.3	11	13	18.2	1.0
Niagara Mohawk	1.9	32	2.2	37	784	546	-30.4	55	37	-32.7	2.7
Orange & Rockland	3.4	8	3.8	8	135	139	3.0	15	8	-46.7	5.5
RG & E	2.1	8	3.1	12	197	132	-33.0	15	12	-20.0	2.8
KeySpan of NY	2.6	30	1.9	22	315	422	34.0	33	22	-33.3	3.0
National Fuel Gas	3.7	19	2.7	14	217	281	29.5	17	14	-17.6	4.6
Other Energy Utilities	N/A	4	N/A	2	41	103	151.2	4	2	-50.0	N/A
ESCO's**	N/A	206	N/A	363	764	1539	101.4	125	363	190.4	N/A
Verizon	3.3	253	3.3	273	5725	4147	-27.6	402	273	-32.1	4.3
Citizens Telcom	3.7	10	3.7	2	90	81	-10.0	9	2	-77.8	2.2
Frontier of NY	1.5	1	1.5	1	7	21	200.0	0	21	0.0	2.2
Alltel	1.0	1	1.0	4	24	17	-29.2	2	4	100.0	1.7
Frontier Tel of Roch.	0.9	6	0.9	15	208	118	-43.3	9	15	66.7	1.9
Other LEC's	N/A	467	N/A	537	7183	6922	-3.6	612	537	-12.3	N/A
DSL Providers	N/A	17	N/A	16	339	430	26.8	52	16	-69.2	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	4	11	175.0	4	0	-100.0	N/A
LD Resellers	N/A	85	N/A	93	1246	1035	-16.9	440	93	-78.9	N/A
COCOT Vendors	N/A	5	N/A	6	28	74	164.3	1	6	500.0	N/A
Adelphia	N/A	16	N/A	16	175	153	-12.6	27	16	-40.7	N/A
Cablevision Systems	N/A	45	N/A	48	519	532	2.5	61	48	-21.3	N/A
Time-Warner	N/A	64	N/A	58	634	723	14.0	63	58	-7.9	N/A
Other Cable Cos.	N/A	11	N/A	15	192	136	-29.2	4	15	275.0	N/A
Long Island Water	28.8	21	28.8	11	30	125	316.7	3	11	266.7	14.1
UW - New Rochelle	6.6	2	6.6	1	15	17	13.3	0	1	0.0	4.7
New York Water	4.5	2	4.5	2	8	8	0.0	0	2	0.0	1.5
New York American	0.0	0	0.0	0	0	1	0.0	0	0	0.0	0.8
UW - New York	3.1	2	3.1	3	53	25	-52.8	9	3	-66.7	3.1
Other Water Utilities	N/A	2	N/A	4	34	38	11.8	2	4	100.0	N/A

All complaint rates are based on 2001 customer populations.

Customer populations are not available for cable companies.

* - Complaints per 100,000 customer accounts

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

Readers should exercise caution in reaching conclusions based on contacts by ESCO customers.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS
New York Energy Utilities
January 2002

Utility	January 2002 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	4	1	25%	59	14	24%	1.7	0.4
Con Edison	152	31	20%	1737	332	19%	4.0	0.8
KeySpan - LI	11	2	18%	114	11	10%	1.9	0.2
NYSEG	13	4	31%	110	25	23%	1.0	0.2
Niagara Mohawk	37	10	27%	546	183	34%	2.7	0.9
Orange & Rockland	8	6	75%	139	46	33%	5.5	1.6
RG & E	12	5	42%	132	95	72%	2.8	2.1
KeySpan - NY	22	6	27%	422	99	23%	3.0	0.7
National Fuel Gas	14	7	50%	281	116	41%	4.6	1.9

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

January 2002

Informal Hearings

As of January 31, 2002 there were 25 complaints in pre-hearing. Five cases were resolved with pre-hearing mediation. The month ended with 89 informal hearings pending, for a total of 114 cases pending in the unit.

Shared Meter Designee Complaints

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 penalty assessed to owners for failure to find and correct instances of shared metering. At the end of January there were 262 shared meter complaints pending, a decrease of 1 from the previous month. Thirty-one (31) new complaints were received in January and 33 were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the penalty to the minimum of 25% in 21 cases and to 50% in one case. One case was referred to Informal Hearings and one was returned for further analysis. One case was closed because the owner was time-barred from appealing to the designee. In 7 cases staff found that the shared use was minimal and the charges were cancelled. In one case the owner requested and was granted an extension to correct a shared meter condition.

Appeals and Rehearings

At its January 23, 2002 session, the Commission approved two appeal determinations recommended by OCS. Both appeals were by customers: one determination, in a high bill complaint, upholds Con Edison's billing for residential electric service; the other determination concludes that LILCO properly billed a multiple dwelling customer at a firm gas rate rather than at a dual-fuel, interruptible rate.

During January, two appeals by nonresidential customers were accepted. One concerns the propriety of a fee imposed by ACC Long Distance on intra-LATA calls; the other concerns the propriety of the rate at which Keyspan billed the customer for gas. A petition from a utility for rehearing of a recent Commission complaint determination was received. In addition, three petitions for rehearing of shared meter designee determinations, all involving Con Edison, were accepted. Appeals staff was able to resolve a fourth rehearing petition received from a shared meter customer.

**No. of Complaints Received Against Regulated Companies
Between 1/1/02 and 1/31/02**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Buffalo	9
	Adelphia Cable - Utica	2
	Adelphia Cable-International	1
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	3
	Cablevision of Brookhaven	4
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	6
	Cablevision of Long Island	9
	Cablevision of New York City	19
	Cablevision of Southern Westchester	6
	Cablevision of Yorktown	1
	Cablevision-Rockland	2
	Charter Comm. - Plattsburgh	1
	Charter Communications	2
	MediaOne - Rockland	1
	MediaOne - US Cablevision	1
	Mid Hudson Cablevision, Inc.	2
	RCN of Southeast New York, Inc.	7
	Time Warner - Albany	2
	Time Warner - Amsterdam	1
	Time Warner - Binghamton	2
	Time Warner - Brooklyn	7
	Time Warner - Delmar	1
	Time Warner - Ilion	2
	Time Warner - Manhattan	14
	Time Warner - Mt. Vernon	6
	Time Warner - Newburgh	1
	Time Warner - Orange County	4
	Time Warner - Paragon Manhattan	1
	Time Warner - Queens	9
	Time Warner - Rochester	3
	Time Warner - Sullivan County	3
Time Warner - Syracuse	1	
Time Warner - Troy	1	
US Cable of Tri-County, Ltd.	1	
Total Cable	<hr/>	137
DSL	Earthlink, Inc.	2
	Sprint Communications Company L.P.	1
	Verizon Advanced Data, Inc.	13
Total DSL	<hr/>	16
Electric	Central Hudson Electric & Gas	4
	Con Edison	130
	New York State Electric & Gas	13
	Niagara Mohawk Power Corp	30
	Orange & Rockland	6
	Penn Electric Company (GPU Energy)	1
Rochester Gas + Electric	8	
Total Electric	<hr/>	192

**No. of Complaints Received Against Regulated Companies
Between 1/1/02 and 1/31/02**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Gas	Con Edison	22
	KeySpan of Long Island	11
	KeySpan of New York	22
	National Fuel Gas Distribution	14
	Niagara Mohawk Power Corp	7
	Orange & Rockland	2
	Rochester Gas + Electric	4
	St Lawrence Gas	1
Total Gas		<hr/> 83
Telephone	ACC Long Distance Corporation	1
	Access Point, Inc.	1
	ADVAMTEL, LLC dba Plan B Communications	1
	Allegiance Telecom of New York, Inc.	10
	AllTel Of New York	4
	AmTech, Inc. dba Network Utilization Svc	1
	AT&T Communications of New York, Inc.	242
	Berkshire Telephone	1
	BridgeCom International, Ltd.	5
	Broadview Networks	31
	Broadwing Communications Services Inc	1
	Buyers United International, Inc.	1
	Cablevision Lightpath, Inc.	4
	Choice One Communications of New York Inc	8
	Citizens Telecom	2
	Citizens Telecommunications Co. of NY	1
	Communicate Technological Systems, LLC	2
	Communications TeleSystems Intl. (CTS)	1
	Covista of New York, Inc.	2
	CTC Communications Corp.	1
	Direct American Marketers, Inc.	1
	Econotek, LLC	1
	Empire One Telecommunications, Inc.	2
	Empire Telephone	2
	Essex Communications, Inc. d/b/a/ Elec	3
	ETS Payphones	1
	Excel Telecommunications Inc.	10
	Fairpoint Communications	1
	Federal TransTel, Inc.	1
	Frontier Comm of NY/fka Highland Tel	1
	Frontier Communications of Rochester, Inc	3
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	15
	Global Crossing Telecommunications, Inc	1
	Intellicall Operator Services Inc.	3
	Intermedia Communications, Inc.	1
	LCI International Telecom Corp.	6
	Least Cost Routing, Inc.	1
	Lightyear Communications, Inc.	1
	Matrix Telecommunications	4
	MCIWorldCom	167
	Mercury Marketing Company Ltd.	1
	Metromedia Communications Corporation	1

**No. of Complaints Received Against Regulated Companies
Between 1/1/02 and 1/31/02**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Metromedia Long Distance, Inc.	2
	Metropolitan Telecommunications dba MetTel	24
	Network Plus, Inc.	15
	NextGen Telephone, Inc.	17
	Optical Telephone Corporation	10
	PaeTec Communications, Inc.	1
	Primelink, Inc.	1
	Primus Telecommunications, Inc.	1
	QWest Communications Corporation	4
	RCN Long Distance Company	1
	RCN Telecom Services of New York, Inc	3
	Resdntl Comms. Netwrk of NY dba RCN	8
	RSL Com U.S.A. Inc.	1
	RTI Telecom	1
	ServiSense.com, Inc.	1
	Sprint Communications Company L.P.	36
	State Telephone	2
	Tel-Save, Inc. (Talk.com)	41
	Telebeam	1
	Telecom USA	3
	Teleport Communications	2
	Telergy Joint Venture	2
	Telergy Network Services, Inc.	1
	Teligent, Inc.	1
	UKI Communications, Inc.	5
	United Systems Access Telecom, Inc.	3
	Unknown COCOT Vender	1
	US Datanet Corporation	1
	USLD Communications, Inc.	1
	USN Communications Long Distance, Inc	2
	VarTec Telecom, Inc.	4
	VarTec Telecom, Inc. dba Clear Choice	2
	Verizon Communications (LD)	2
	Verizon Communications (LEC)	273
	Verizon Corp. (payphones)	3
	Webnet Communications, Inc.	1
	Wiltel Inc.	1
	Winstar Gateway Network, Inc.	1
	WorldCom Inc, dba LDDS World Com	2
	ZTel Communications, Inc.	42
Total Telephone		<hr/> 1071
Water	Kiamesha Artesian Spring	1
	Long Island Water Corp.	11
	New York Water Service	2
	Red Mills Water Company Inc.	1
	Saratoga Water Services Inc.	1
	Sea Cliff Water Co.	1
	United Water-New Rochelle	1
	United Water-New York	3
Total Water		<hr/> 21
	Total Complaints	<hr/> 1520

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2000	2001	2002	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
6902	1 Com Inc.	4	4	0												1	3
5049	ACC Buffalo Telecom Corp	1	1	0				1									
5305	ACC Long Distance Corporation		2	0										1		1	
6184	ACC National Long Distance Corp		1	0											1		
5757	ACC National Telecom Corp.		1	0			1										
5069	ACC Rochester Telecom Corp.	1		0													
6250	Access Point Inc		1	1	1					1							
6159	Accutel Communications Inc.			0													
6849	ACN Communication Services Inc		4	0			1								1	1	1
6135	ADVAMTEL LLC d/b/a Plan B Comm	29	18	0		1				1		3	1	2	1	4	5
5357	Advanced Telecommunications Ne	2		0													
6984	Adelphia Business Solutions		1	0				1									
5324	Affinity Corporation		1	0											1		
5688	Affinity Network Inc.		1	0											1		
6283	Allegiance Telecom of NY Inc.	24	35	3	3		4	2			3	2	5	5	4	6	4
6516	Alliance Group Services Inc	1		0													
5010	AllTel of New York	1	1	0		1											
5343	Am.Tech. Inc.dba Network Utili			0													
5779	American Business Alliance In			0													
5908	American Long Distance Service Inc.			0													
6323	American Nortel Communications Inc.	13	1	0												1	
6778	American Phone Services Corp.	4	6	0			1			1		1		1	1	1	
5A22	American Telecommunications System		2	0										1	1		
6299	Americatel Corporation		1	0						1							
5361	America's Tele-Network Corp.	14	1	0													1
5984	Americom Inc.	1	2	0												2	
5322	Amer-I-Net Services Corporation		1	0				1									
5689	Ameri-Tel Communications Inc.			0													
6513	AmeriVision Communications Inc.			0													
5805	AT&T Communications of New Yor	373	494	58	58	45	53	34	35	32	38	25	49	37	52	49	45
5369	Atlas Communications Ltd.			0													
6459	Big Planet Inc.		1	0						1							
6140	BridgeCom International LTD		5	0			1		1		1				1	1	
5771	Brittan Communications International C	1		0													
6886	Broadview Networks	73	66	11	11	9	15	5	2	3	5	3	3	3	5	2	11
6869	Broadwing Telecommunications Inc		2	0				1			1						
6838	Broadwing Communcations		1	0				1									
6111	Business Discount Plan Inc.	1	2	0									1		1		
5776	Business Options Inc.	3	1	0				1									
5021	Business Telecom dbs BTI Telecom			0													
6426	Buyers United International Inc			1	1												
5340	Cable & Wireless Commun. Co.		6	0		2			1			1			1	1	
5949	Cablevision Lightpath Inc.	2		1	1												
6986	Capsule Communications Inc		2	0				1									1
6399	CBS Corporation dba Westinghouse			0													
6646	Choice One Communications of NY		1	2	2			1									
5A17	Citizens Telecom		2	0		1									1		
5693	Coast International Inc.	1		0													
6271	Coleman Enterprises Inc. d/b/a Local Lo		3	0		1				2							
6143	Commonwealth Telecom	3		0													
5C65	Communicate Technological Systems			2	2												
6593	Communication Express			0													
6372	Communications Billing Inc.		1	0		1											
5986	Community Network Services Inc		1	0				1									

* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2000	2001	2002	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
6810	Conversent Communications of NY		2	0					1	1							
6245	Core-Comm New York Inc.		1	0			1										
5B87	Covista of New York Inc		4	1	1		1	3									
6260	CTC Communications Corp.	1	1	0									1				
5559	CTN Telephone Network, Inc.		1	0								1					
6651	Direct America Marketers		1	0		1											
6672	Econo-o-Call Inc.	8	6	0					2	1	1	1		1			
5215	Econophone Inc.	1		0													
6112	ELDS, Inc			0													
5137	Empire One Telecommunications		2	1	1						1				1		
5982	Equal Net Communications Inc.	2		0													
5198	EqualNet Corporation	1		0													
6659	erbia Network Inc.	1		0													
6748	Essential.com Inc.	17	4	0						1	1	1				1	
6912	Essex Communications DBA Elec	12	21	1	1	2	3	2		2	1	1	2	3	2	1	2
6369	Essex Communications Inc		1	0										1			
5382	Excel Telecommunications Inc.	6	12	4	4	1		1		2	1			2	1	4	
5912	Executone Information Systems Inc.	1		0													
6435	Fairpoint Communications	1	2	0													2
5275	Federal TransTel Inc.		1	0													1
5315	Frontier Comm. Of the West Inc		1	0				1									
5401	Frontier Communs. Services (fk			0													
5192	Frontier L.D. America			0													
5823	Frontier Local Services, Inc.		2	0				1					1				
5A41	Frontier Telephone of Rochester Inc.		1	0				1									
5573	Genesis Communications International		2	0						2							
6826	Global Crossing Telecommunications		16	1	1	1	7	3		2				2			1
5919	Group Long Distance Inc.			0													
5194	GTE Card Services Incorporated	2		0													
5097	GTE Corporation			0													
5143	GTE Telecommunications Services Inc.			0													
5676	Home Owners Long Distance Inc			0													
6373	IDT Corporate	2	2	0						1			1				
5345	Inet Interactive Network System Inc.		2	0				1			1						
6156	Inmark Inc. dba Preferred Billing	4	1	0													1
6095	Integrated Teleservices Inc.	1		0													
5624	Intellicall Operator Services Inc.	2	11	3	3	5	4					1					1
5114	International Discount Telecommunications		3	0				1	2								
5409	International Exchnage Networks Ltd	2		0													
6125	International Telecommunications Corp.			0													
5408	IntelliCom Solutions Inc		1	0				1									
5241	Island Marketing d/b/a Interglobe		1	0			1										
5256	IXC Communications	2		0													
6913	Jirehcom Inc		1	0					1								
5292	Key Communication Management Inc.	4		0													
5980	L.D. Services Inc.			0													
6268	LCI International Inc.			0													
5078	LCI International Telecom Corp	5	16	3	3	5	3	3		2				1	1		1
5268	LDC Telecommunications Inc.			0													
5909	LDM Systems Inc.			0													
5339	LEAST COST ROUTING		5	1	1	2	1	2									
5854	Least Cost Routing Inc. dba Long Dist			0													
5036	Lightyear Communications Inc	2	4	0				1						2	1		
5904	Long Distance Direct, Inc			0													
5A09	Long Distance of Michigan		1	0								1					

* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2000	2001	2002	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
5749	Long Distance Services of N.Y.		1	0					1								
5227	Long Distance Wholesale Club			0													
6460	Marathon Communications Corp.			0													
5699	Matrix Telecommunications		3	2	2			1						1	1		
5820	MCI WorldCom	280	347	35	35	26	41	28	23	27	13	33	36	24	33	29	34
5736	MCImetro Access Transmission Svs	1		0													
6208	Mercury Marketing Co Ltd		1	0							1						
6423	Metro Telecomm. dba METTel	26	66	2	2	2	7	9	7	4	6	5	7	5	4	7	3
5435	Metromedia Long Distance Inc.		3	1	1		1		1			1					
5416	Minimum Rate Pricing	2		0													
5777	National Accounts Inc.		3	0		1	1			1							
6110	National Telephone & Communications			0													
6441	Nations Tel Inc.			0													
5244	NeTel Inc.			0													
6054	NET-TEL Corp.	1	1	0					1								
5385	Network Enhanced Technologies Inc.	1		0													
5826	Network Plus Inc.	40	33	6	6		4	3	2	1	3	4	4	1	5	3	3
5419	New Century Telecom Inc.			0													
6907	NextGen Telephone		12	16	16	6	6										
6928	Norstar Communications		3	0			2		1								
6367	North American Telecommunications Corp	1	2	0											1	1	
5832	North American Telephone Network LLC	1	1	0							1						
5458	NOS Communications Inc.		4	0		1		1					1		1		
6177	OLS Inc.		2	0		1			1								
5A98	One Step Billing Inc.			0													
5819	OneStar Long Distance Inc.		1	0							1						
5834	Ontera Broadband		2	0				2									
6769	Opex Commications, Inc.			0													
5C61	Optical Telephone Corp		8	9	9	5	2	1									
5763	Phone Calls Inc.			0													
5193	Phone One Inc.	1		0													
5263	PNG Telecommunications Inc		3	0					2		1						
5159	PowerNet Communications		1	0												1	
5476	Primetel Communications			0													
5245	Primus Telecommunications Inc.		1	0							1						
6794	Promise Vision Technology		1	0			1										
6151	Protel Advantage d/ba/ Long Distance			0													
5463	Protel Inc.	4		0													
6324	PT-1 Communications Inc.	2	2	0					1	1							
5797	QAI Inc d/b/a Long Distance B	2		0													
5468	Qwest Communications Corporati	15	48	3	3	11	12	3	2	1	1	1	2	7	2	2	4
6316	RCN Long Distance Company	1		0													
5A13	RCN Telecom Services of NY Inc.	2	1	0						1							
5558	Residential Communications Network of	2	7	0		1	1						2	1	1	1	
5843	Robtel Inc.	1		1	1												
6278	RSL Com U.S.A. Inc.	1		0													
6232	SaveMart Com, Inc			0													
6933	ServicSense.com Inc.	1	2	0			1									1	
5748	Sprint Communications Company	39	197	30	30	32	19	29	22	22	8	13	11	8	14	11	8
5478	Starlink Communications L.L.C.			0													
5479	Startec Inc.		1	0									1				
5185	Taconic Telephone		1	0							1						
6375	Telco Holdings dba Dial & Save			0													
6100	Telco Partners Inc.	1		0													
5164	Telcom Group USA Inc. d/b/a TelCom	1		0													

* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2000	2001	2002	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01
5762	Telecom USA	1	2	1	1	2											
5167	Telecommunications Service Center Inc.		1	0									1				
6288	Telemex/Sprint Communications			0													
6118	Telepath Communications Inc.	2		0													
6207	Telephone Company of Central Florida		2	0						1			1				
5845	Teleport Communications	5		0													
6469	Telergy Network Services Inc.		1	0			1										
6345	Teligent Inc			1	1												
5C24	Telis Communicaitons Group Inc		1	0				1									
6088	Tel-Save Inc dba The Phone Company	153	476	21	21	23	38	30	35	27	40	46	57	46	69	26	39
6654	The Free Network LLC		2	0				1	1								
5939	The Furst Group Inc.	1		0													
5499	TI Nat Telecom dba TI World Te			0													
5515	Total - Tel USA Inc.		1	0					1								
5271	Touch 1 Communications Inc.	1		0													
6093	Touch 1 Long Distance Inc.	1		0													
5A72	Tri-Tel Communications Inc.	5	4	0				1					1				2
6331	TruCom Corporation	2		0													
6049	TTI National Inc.	1	2	0		1	1										
6111	TTI Telecommunications		1	0					1								
5A99	U.S. Republic Communications Inc.		1	0										1			
6817	UKI Communications Inc.	1	25	3	3	2	10	2	2			1	1	2	1	2	2
5C87	United Systems Access Telecom Inc		2	1	1			1	1								
6493	Uni-Tel Communications Group Inc.	2	1	0								1					
6137	USA Tele Corp.			0													
6269	USLD Communications Ind			1	1												
6048	USN Communications Long Distance	1	3	1	1		2		1								
5101	VarTec Telecom Inc.		2	3	3	1										1	
6300	VarTec Telecom Inc. d/b/a Clear Choice	1		0													
5120	Verizon	12	35	2	2	5	5	2	2	3	2	2	2	4	2	3	3
6830	Verizon Advanced Data		1	0											1		
6781	Verizon Communications	7	8	0				1	2		1	2	1	1			
6073	Vista Group International Inc.			0													
6788	Webnet Communications		9	1	1	1	1	3	2		1						1
5867	Wiltel Inc.	1	1	1	1			1									
5303	Winstar Gateway Network Inc.			0													
5770	Working Assets Funding Service		1	0						1							
5319	World Com Inc dba LDDS World	2	1	1	1						1						
5203	WorldCom Network Service dba Wil		4	0								1	1	1			1
6447	Ztel Communications Inc.	160	120	1	1	1	6	2	2	2	9	15	14	21	16	17	15
	Complaints Assigned by CPCN	1414	2267	237	237	200	259	193	159	148	145	166	206	186	230	180	195
	Unassigned Complaints	5	11	1	1	5	0	1	0	0	1	0	2	0	0	0	2
	Total	1419	2278	238	238	205	259	194	159	148	146	166	208	186	230	180	197

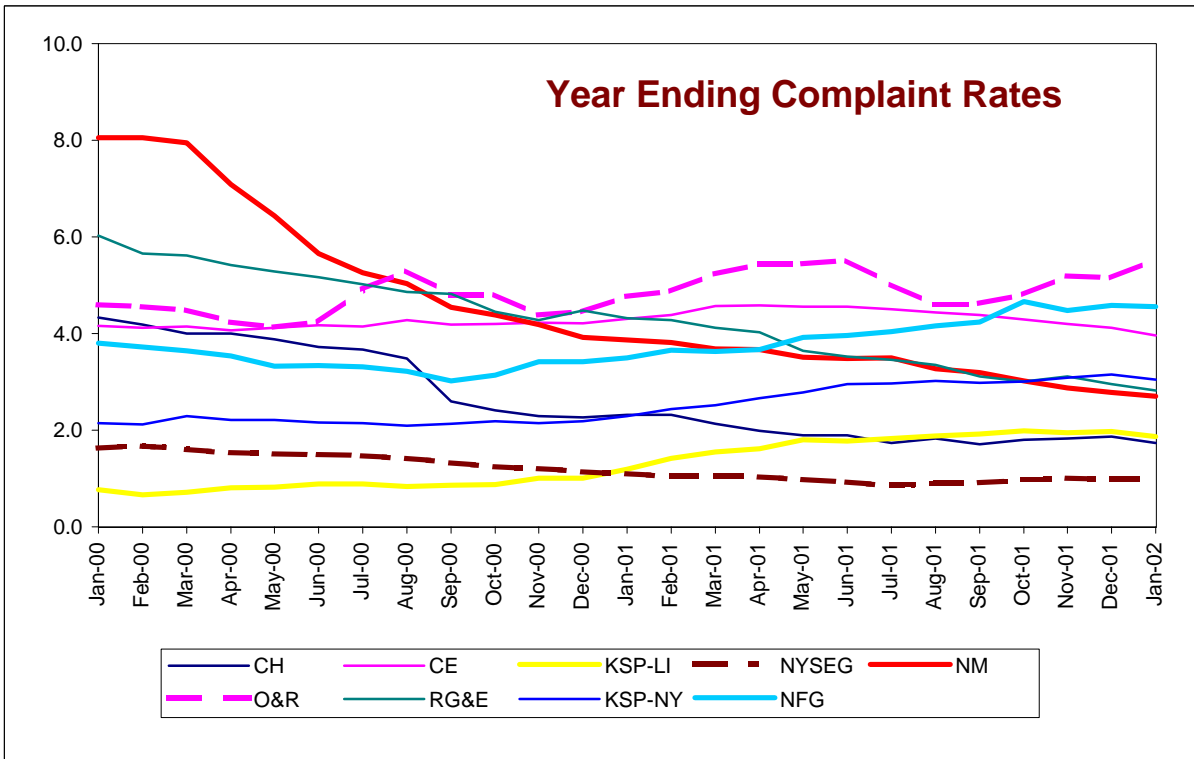
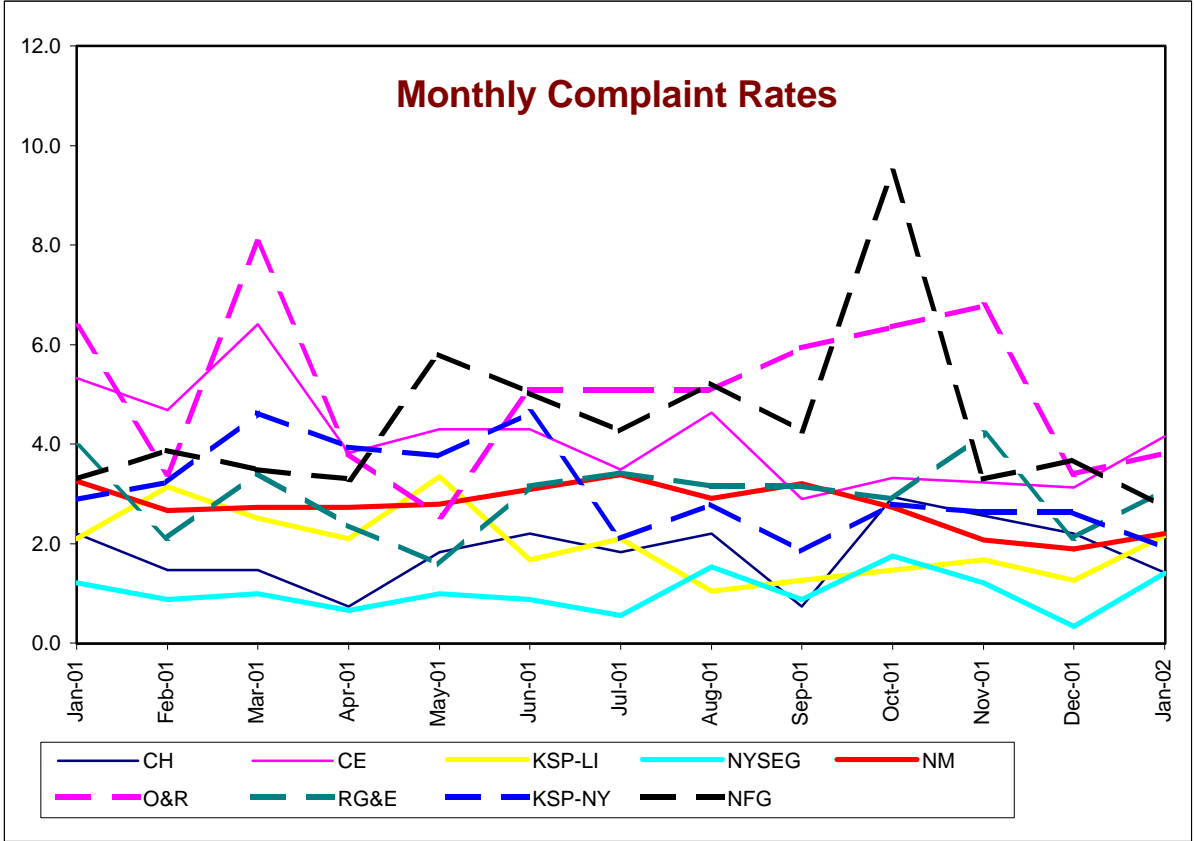
* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

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

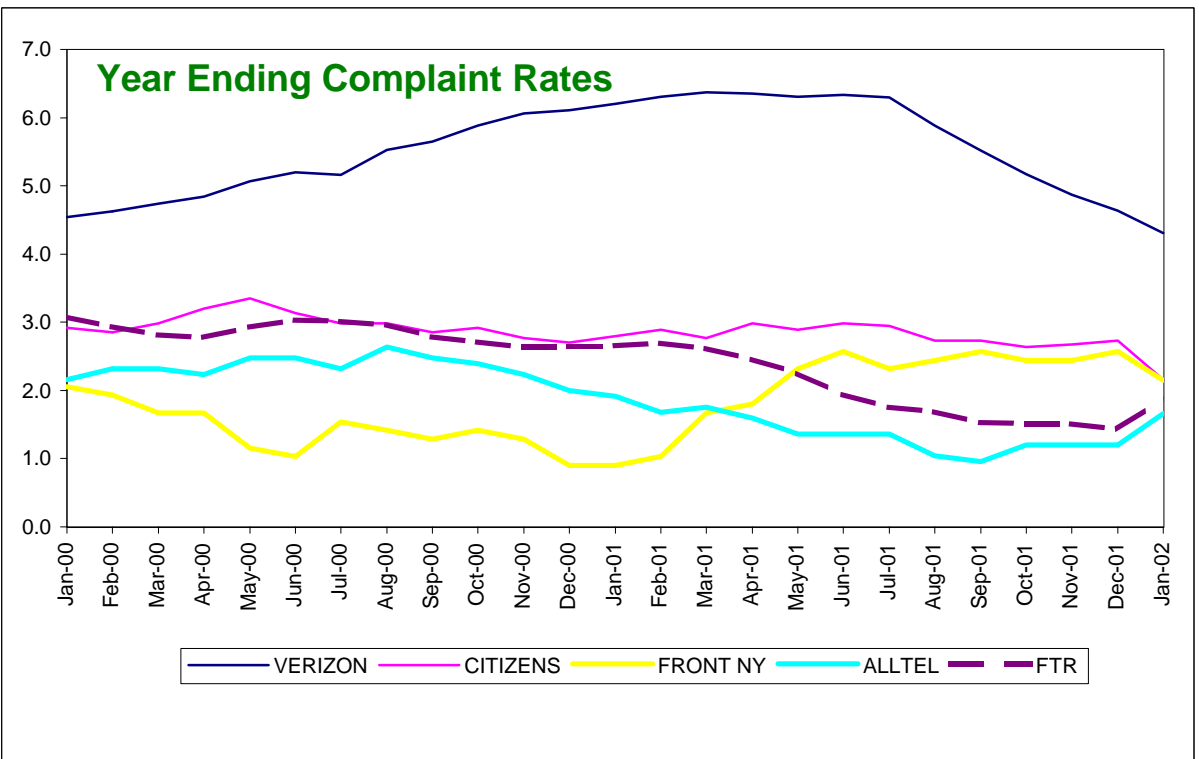
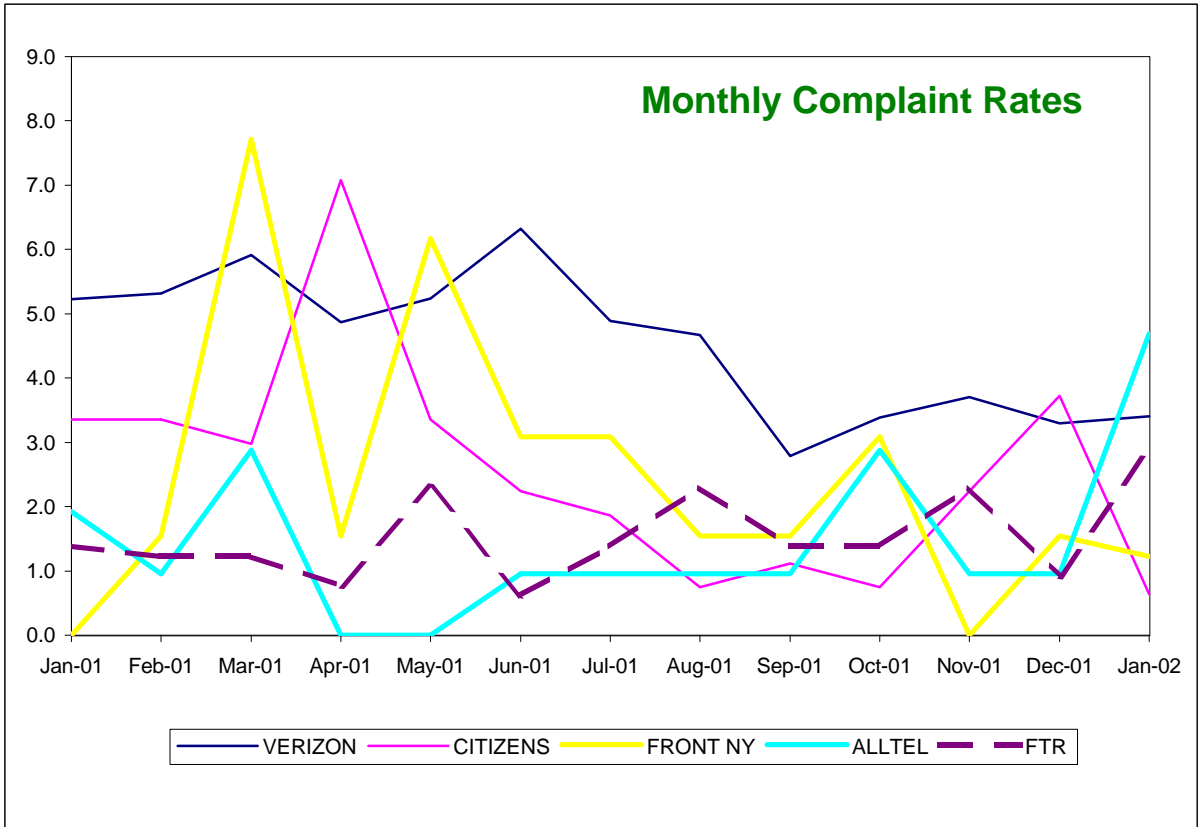
CODE	FULL NAME	2000	2001	2002	Jan-02	Dec-01	Nov-01	Oct-01	Sep - 01	Aug - 01	Jul-01	Jun-01	May-01	Apr - 01	Mar - 01	Feb-01	Jan-01
D108	1st Rochdale Coop Group		2	0		2											
D105	ACN Energy, Inc.	18	3	0			1				1						1
D078	Advantage Energy Inc.	2	0	1	1												
D084	AES Energy	2	1	0							1						
D001	Agway Energy Services Inc.	13	17	2	2	1	1	1			2	1	1		1	4	5
D036	All Energy Marketing Co.		2	1	1				1							1	
D002	Amerada Hess		7	0					2				2		1	1	1
D113	Brown Fuel, Inc		1	0		1											
D005	Castle Power Corporatoin		1	0							1						
D086	Con Edison Solutions	81	4	2	2								2	1			1
D089	Duke Solutions, Inc.		0	0													
D046	Econnergy	198	158	12	12	9	15	20	21	9	11	12	15	2	7	23	14
D047	Empire Natural Gas Corp		2	0						2							
D087	Energetix, Inc.	16	148	1	1	2	2	5	5	2	4	6	12	33	69	3	5
D054	Enron Energy Services		5	1	1			3	1							1	
D023	Federal Electric & Gas Co.	40	89	0		1	7	6	3		5	10	14	7	6	4	26
D104	Great Eastern Energy	14	3	0			1									2	
D013	Interstate Energy Resources Inc.	11	11	0											2	3	6
D015	Keyspan Energy Services, Inc.	84	97	8	8	6	8	4	9	4	7	10	13	6	5	7	18
D060	Main-Care Energy		1	0				1									
D107	Metro Energy Group		1	0			1										
D098	Metromedia Energy	13	6	0			1	1							4		
D018	Mirabito Fuel Group Inc.		1	0													1
D020	Mitchell-Supreme Energy		6	0								2			1	2	1
D082	National Fuel Resources, Inc.		10	10	10				1	1	2		1		1	1	3
D023	New Yor Gas Co, Inc			3	3												
D024	North American Energy	8	19	2	2		4	1	2		1	3	1		3	2	2
D026	North Atlantic Utilities Inc.		1	0													1
D103	NYSEG Solutions	15	10	0		1		2		2	1		3				1
D106	Orion Energy Services	33	69	0				2	7	4	4	4	10	12	12	11	3
D067	PG&E Energy Trading		1	0													1
D114	PRO-ENERGY RESOURCES			1	1												
D093	Robison Energy of Westchester	4	0	1	1												
D068	Select Energy of New York (aka Plub St)		1	1	1	1											
D112	Smart Energy Services		439	306	306	165	121	47	10	18	11	13	27	13	8	4	2
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	6	6	7	7	10	9	8	11	13	14	6	22	20	31
D888	Unassigned Customer Contacts	15	26	2	2				8			16	1				1
	Total	726	1300	360	360	196	169	103	79	50	62	90	116	80	142	89	124

This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions but does not resolve complaints against ESCO's.
Customers are referred to their contract for resolution guidelines.

MAJOR ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

