

Monthly Report on Consumer Complaint Activity



January 2001

Maureen O. Helmer, Chairman

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Office of Consumer Services*

February 22, 2001



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

January 2001

Utility	Dec-00		Jan-01		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Jan-01
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Jan-00	Jan-01		Change	2000		
Central Hudson	1.8	5	2.2	6	142	76	-46.5	4	6	50.0	2.3
Con Edison	4.0	142	5.0	179	1792	1843	2.8	152	179	17.8	4.3
KeySpan of L.I. (BUG Ea	1.0	5	2.1	10	44	68	54.5	0	10	#DIV/0!	1.2
NYSEG	0.7	6	1.3	12	179	121	-32.4	16	12	-25.0	1.1
Niagara Mohawk	2.9	49	3.5	59	1632	788	-51.7	66	59	-10.6	3.9
Orange & Rockland	3.8	9	6.4	15	130	135	3.8	6	15	150.0	4.8
RG & E	3.9	15	3.9	15	275	197	-28.4	22	15	-31.8	4.3
KeySpan of NY (BUG)	1.8	21	2.9	33	295	315	6.8	18	33	83.3	2.3
National Fuel Gas	2.5	13	3.3	17	236	217	-8.1	12	17	41.7	3.5
Other Energy Utilities	N/A	1	N/A	56	57	41	-28.1	3	4	33.3	N/A
ESCO's**	N/A	83	N/A	125	493	764	55.0	39	125	220.5	N/A
Verizon	6.1	466	5.3	406	4192	5636	34.4	317	406	28.1	6.2
Citizens Telcom	3.0	8	3.7	10	94	87	-7.4	6	10	66.7	2.8
Frontier of NY	0.0	0	0.0	0	16	7	-56.3	0	0	#DIV/0!	0.9
Alltel	1.0	1	1.9	2	27	25	-7.4	3	2	-33.3	1.9
Frontier Tel of Roch.	1.8	12	1.4	9	241	206	-14.5	7	9	28.6	2.7
Other LEC's	N/A	536	N/A	612	3176	7293	129.6	501	612	22.2	N/A
DSL Providers	N/A	70	N/A	52	N/A	339	N/A	N/A	52	N/A	N/A
Pre-paid Calling Cards	N/A	0	N/A	4	N/A	4	N/A	N/A	4	N/A	N/A
LD Resellers	N/A	445	N/A	440	2675	4117	53.9	247	440	78.1	N/A
COCOT Vendors	N/A	1	N/A	1	48	28	-41.7	3	1	-66.7	N/A
Adelphia	N/A	13	N/A	27	115	153	33.0	5	27	440.0	N/A
Cablevision Systems	N/A	52	N/A	61	591	491	-16.9	33	61	84.8	N/A
Time-Warner	N/A	46	N/A	63	695	614	-11.7	43	63	46.5	N/A
Other Cable Cos.	N/A	8	N/A	4	145	192	32.4	7	4	-42.9	N/A
Long Island Water	2.7	2	4.1	3	9	30	233.3	0	3	#DIV/0!	3.4
UW - New Rochelle	3.3	1	0.0	0	28	15	-46.4	1	0	-100.0	4.1
New York Water	2.2	1	0.0	0	10	8	-20.0	1	0	-100.0	1.5
New York American	0.0	0	0.0	0	2	0	-100.0	0	0	#DIV/0!	0.0
UW - New York	4.6	3	13.8	9	40	53	32.5	2	9	350.0	6.8
Other Water Utilities	N/A	1	N/A	2	94	34	-63.8	1	2	100.0	N/A

All complaint rates are based on 1999 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

Major New York Energy Utilities

January 2001

Utility	January 2001 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	6	0	0%	76	19	25%	2.3	0.6
Con Edison	179	30	17%	1843	314	17%	4.3	0.7
KeySpan - LI	10	4	40%	68	13	19%	1.2	0.2
NYSEG	12	2	17%	121	31	26%	1.1	0.3
Niagara Mohawk	59	19	32%	788	255	32%	3.9	1.3
Orange & Rockland	15	9	60%	135	57	42%	4.8	2.0
RG & E	15	10	67%	197	125	63%	4.3	2.7
KeySpan - NY	33	2	6%	315	63	20%	2.3	0.5
National Fuel Gas	17	4	24%	217	87	40%	3.5	1.4

January 2001

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

Informal Hearings

As of January 31, 2001, there were 19 complaints pending in pre-hearing. Five cases were resolved through pre-hearing mediation. The month ended with 82 informal hearings pending, for a total of 101 cases pending in the unit. This represents a decrease of 10 cases from last month. Following is a synopsis of some of the cases closed during January:

In a dispute concerning the applicability of the Gross Receipts Tax to bills rendered under an individually negotiated gas sales contract, the hearing officer found, based on the terms of the contract, the delivery point of the gas consumed and a review of the applicable tariff provisions, that the Gross Receipts Tax had been correctly billed by the utility.

In a case in which the utility alleged theft of service by a residential customer, it backbilled the customer for six years use of service as well as billing a charge to cover its costs for investigating the theft of service. The hearing officer found that not only were the utility's allegations unproven, but that the customer had been underbilled due to a utility error in using an incorrect meter constant. The utility's use of a constant of 60 rather than the correct constant of 120, resulted in the customer's being billed for only one-half the service used. Thus the investigation charge was cancelled, and the backbilling was limited to one year as required by HEFPA.

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 the cases concern the penalty assessed to owners for failure to find and correct instances of shared metering. At the end of January, there were 235 shared meter designee complaints pending, a decrease of four from the previous month. Twenty-three (23) new complaints were received in January, and 27 complaints were closed.

The Shared Meter Law also requires the Designee to order a remedy in cases where the two parties are entitled to enter into an agreement for reimbursement of the charges for service used outside the tenant's dwelling. A decision in one such case was issued during the month. The tenant challenged the utility's determination that the shared use was minimal (less than 10% of the total use) under our regulations and argued that the shared use actually constituted 35% of the total gas consumed. Staff's analysis confirmed that the utility's analysis of the shared use was correct as confirmed by two separate inspections. It disallowed the report submitted by the customer's contractor, as staff was unable to confirm the validity of the report. Because the landlord had already reimbursed the tenant for the shared use, staff found that no further adjustment warranted.

Appeals and Rehearings

At the January 24, 2001 session, the Commission approved two appeal determinations recommended by OCS. One determination concerns a now defunct provision of Con Edison's electric tariff, which allowed a building already receiving low tension service to convert to high tension under certain circumstances; the determination upholds the utility's interpretation of its tariff. The other determination (upholding utility billing) concerns a nonresidential customer's objection to higher electric bills resulting from mandatory transfer to Con Edison's demand-billed rate.

During January, six appeal requests were accepted each of which involves a different utility. Two appeals are by utilities (Verizon and Kiamesha Water), and concern nonresidential service. The four appeals by customers involve, respectively: responsibility for residential electric service (Con Edison); high bills for residential electric service (NMPC); high bills for nonresidential electric service (O&R); and theft of residential gas service (KeySpan/NYC). In addition, in January, one rehearing request (by a customer) was accepted.

NUMBER OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 01/01/2001 AND 1/31/2001

<i>Service</i>	<i>Utility</i>	<i>Complaints</i>
Cable	Adelphia - Adirondack	4
	Adelphia - Buffalo	17
	Adelphia Cable - Utica	4
	Adelphia Cable-International	1
	Adelphia Cable-Niagara	1
	Cablevision of Brookhaven	1
	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	28
	Cablevision of New York City	16
	Cablevision of Riverhead	2
	Cablevision of Southern Westchester	2
	Cablevision of Westchester	6
	Cablevision of Yorktown	3
	Cablevision-Rockland	2
	Charter Comm.- Salamanca	1
	MediaOne - US Cablevision	2
	Time Warner - Amsterdam	6
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	3
	Time Warner - CableCom. - Johnstown	2
	Time Warner - Fingerlakes	1
	Time Warner - Fredonia	1
	Time Warner - Fulton	1
	Time Warner - Genesee	1
	Time Warner - Glens Falls	2
	Time Warner - Manhattan	7
	Time Warner - Newburgh	1
	Time Warner - Ogdensburg	1
	Time Warner - Orange County	4
	Time Warner - Paragon Manhattan	2
	Time Warner - Poughkeepsie	2
	Time Warner - Queens	9
	Time Warner - Rochester	5
	Time Warner - Rome	1
	Time Warner - Saugerties	2
	Time Warner - Schenectady	3
	Time Warner - Staten Island	1
	Time Warner - Syracuse	3
	Time Warner - Tri County	1
	Time Warner - Troy	1
	Time Warner - Watertown	1
	US Cable of Westfield	2

NUMBER OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 01/01/2001 AND 1/31/2001

Service	Utility	Complaints
DSL	Covad Communications Company	2
	Digital Fusion	1
	DSLnet Communications, LLC ("DSLnet")	1
	Earthlink, Inc.	2
	Prism New York Operations, LLC	1
	Verizon Advanced Data, Inc.	45

		52
Electric	Central Hudson Electric & Gas	5
	Con Edison	169
	Jamestown Board of Public Utilities	2
	New York State Electric & Gas	9
	Niagara Mohawk Power Corp	56
	Orange & Rockland	13
	Rochester Gas + Electric	13
	Village of Penn Yan	1

		268
Gas	Central Hudson Electric & Gas	1
	Con Edison	10
	Corning Natural Gas	1
	KeySpan of Long Island	10
	KeySpan of New York	33
	National Fuel Gas Distribution	17
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	3
	Orange & Rockland	2
	Rochester Gas + Electric	2

		82
Prepaid	AT&T Wireless Services	1
	Park Punjab Daily	1
	Union Telecard Alliance	1
	Verizon Wireless	1

		4
Telephone	1 Com, Inc.	3
	ACC Buffalo Telecom Corp.	1
	ACN Communication Services, Inc.	1
	Adelphia Business Solutions Operations,	1
	ADVAMTEL, LLC dba Plan B Communications	10
	Alliance Telecom of New York, Inc.	24

NUMBER OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 01/01/2001 AND 1/31/2001

Service	Utility	Complaints
Telephone	AllTel Of New York	2
	America's Tele-Network Corp.	1
	American Nortel Communications, Inc.	2
	American Phone Services, Corp.	1
	American Telecommunications Enterps, Inc.	1
	AmeriVision Communications, Inc.	1
	AT&T Communications of New York, Inc.	383
	BridgeCom International, Ltd.	1
	Broadview Networks	30
	Business Telecom, Inc., dba BTI Telecomm	1
	Capsule Communications, Inc.	1
	Citizens Telecom	10
	Citizens Telecom Long Distance	1
	Core-Comm-New York, Inc.	2
	CTC Communications Corp.	4
	CTSI, Inc.	1
	Custom Network Solutions, Inc.	1
	DFT Local Service Corporation d/b/a DFT	1
	EqualNet Corporation	1
	Essential.com, Inc.	3
	Essex Communications, Inc.	1
	Essex Communications, Inc. d/b/a/ Elec C	3
	Excel Telecommunications Inc.	5
	Fairpoint Communications	6
	Federal TransTel, Inc.	2
	Frontier Comm of AuSable Valley	1
	Frontier Comm of NY/fka Highland Tel	1
	Frontier Telephone of Rochester, Inc.	9
	Future Focus Telecommunications	1
	Global Crossing Telecommunications, Inc.	7
	Global Crossing Telemanagement Inc	1
	GTC Telecom	1
	Inmark, Inc. dba Preferred Billing	2
	Intellicall Operator Services Inc.	2
	Intermedia Communications, Inc.	1
	International Discount Telecommunication	1
	LCI International Telecom Corp.	3
	Lightyear Communications, Inc.	2
	Long Island Telephone Company	4
	MCImetro Access Transmission Services, I	1
	MCIWorldCom	191
	Metropolitan Telecommunications dba MetT	22
Network Plus, Inc.	11	
Norstar Communications, Inc. d/b/a Busin	1	
North American Telecommunications Corpor	9	
NOS Communications Inc.	1	

NUMBER OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 01/01/2001 AND 1/31/2001

Service	Utility	Complaints
Telephone	One Call Communications Inc. dba Opticom	1
	Opex Communications, Inc.	1
	PaeTec Communications, Inc.	2
	Public Service Commission	1
	QWest Communications Corporation	13
	RCN Telecom Services of New York, Inc.	3
	Resdntl Comms. Netwrk of NY dba RCN	12
	ServiSense.com, Inc.	1
	Sprint Communications Company L.P.	25
	State Telephone	1
	Tel-Save, Inc. (Talk.com)	92
	Telecom USA	1
	Telergy Joint Venture	1
	Teligent, Inc.	1
	Total-Tel USA, Inc.	1
	Touch 1 Communications, Inc.	1
	Tri-Tel Communications, Inc.	2
	TruCom Corporation	1
	TTI National, Inc.	1
	UKI Communications, Inc.	2
	USN Communications Long Distance, Inc.	3
	VarTec Telecom, Inc.	2
	Verizon Advanced Data, Inc.	9
	Verizon Communications (LD)	8
	Verizon Communications (LEC)	344
	Webnet Communications, Inc.	1
	Winstar Wireless of New York, Inc. dba W	1
	WorldCom Network Services, Inc. d/b/a Wi	3
	XO New York, Inc.	5
	ZTel Communications, Inc.	108

	1424	
Water	Battisti Water Supply Co.	1
	Kiamesha Artesian Spring	1
	Long Island Water Corp.	3
	United Water-New York	9

	14	

Total Complaints Against Regulated Companies - January 2001		1999

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
6902	1 Com Inc.							4			2	2											
5818	A.R.C. Networks Inc.				1	4																	
5049	ACC Buffalo Telecom Corp							1				1											
5305	ACC Long Distance Corporation			1	2	1	1																
5757	ACC National Telecom Corp.				1	1																	
5069	ACC Rochester Telecom Corp.							1			1												
6159	Accutel Communications Inc.				8	38	4																2
6135	ADVAMTEL LLC d/b/a Plan B Comm						1	29	10	10	7	1	4	1	1	1	3	3	3	4	1		
5357	Advanced Telecommunications Ne			1	3			0				1	1										
5279	Advantage Communications Group Inc							0															
5324	Affinity Corporation						1																
5688	Affinity Network Inc.						1	1															
6055	All American Telephone Inc.				43	53																	
6283	Allegiance Telecom of NY Inc.					1	3	24	7	7	4	9	1	3	4	2		1					
6516	Alliance Group Services Inc							1					1										
5774	Alltel Long Distance Inc.																						
5010	AllTel of New York							1														1	
5A02	Alltel Communications Inc																						
5343	Am.Tech. Inc.dba Network Utili				9	4		1															
5779	American Business Alliance In					60	3	1															
5908	American Long Distance Service Inc.							1															
6323	American Nortel Communications Inc.					3	49	60	13						2	1		3	2	1	2	2	1
6778	American Phone Services Corp.							4							2		2						
5935	American Telecommunications En	2	7	9			3																
5249	American Telesource Intl Inc.		1		1																		
5361	America's Tele-Network Corp.			5	20	45	19	14			1	1		1		1		2	2	2	2	2	1
5984	Americom Inc.							0	1								1						
5322	Amer-I-Net Services Corporation				4	3																	
5689	Ameri-Tel Communications Inc.			2	1			1															
6513	AmeriVision Communications Inc.							3															
5325	AMNEX See American Network Exc	1	5																				
5805	AT&T Communications of New Yor	39	160	356	443	311	70	373	46	46	26	42	37	29	48	28	47	36	26	29	16	9	13
5364	Athena International L.L.C.				4	1																	
5837	ATI Rentals Inc.				2																		
5369	Atlas Communications Ltd.				3	3	3	1															
6057	BFI Communications Inc.				3																		
5996	Briar Joy Development Corp.			1																			
5771	Brittan Communications International C				26	52	23	1															1
6886	Broadview Networks					16	63	73	14	14	1	1	10	3	7	3	5	14	10	8	7	4	2
6111	Business Discount Plan Inc.				129	50	6	1								1							
5776	Business Options Inc.							1	3						1							1	1
5021	Business Telecom dbs BTI Telecom							1															
5340	Cable & Wireless Commun. Co.		1	1	1			1															
5949	Cablevision Lightpath Inc.							2												1		1	
6849	ACN Communication Services Inc								1	1													
6399	CBS Corporation dba Westinghouse							1															
5879	Cherry Communications Inc	2	5																				
6646	Choice One Communications of NY																						
5A17	Citizens Telecom					1	5																
5127	Citizens Telecommunications Co				1	6			1	1													
5128	Clear Network Inc. dba ClearN				3																		
5609	Cleartel Communications Inc.		2																				
5693	Coast International Inc.				5	2	1	1														1	
6271	Coleman Enterprises Inc. d/b/a Local Lo						17	13															1
5103	Colorado River Communications		31	1			2																
6143	Commonwealth Telecom							1	3									1				2	
6593	Communication Express						8	2															
5131	Communication TeleSystems Inte				1																		
6372	Communications Billing Inc.							2															

* 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 *

CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
5177	Communications TeleSystems Intl		1	17	1	1																	
5133	Conetco Corp dba Comm.Network		1	5																			
5612	Conquest Operator Services Corp.							0															
6245	Core-Comm New York Inc.							2															
5336	Corporate Services Telecom Inc		2	5	2	13																	
6260	CTC Communications Corp.							1	1	1						1							
5191	Dial & Save of New York Inc.			1		2																	
5117	Digital Dialing Communications	8	9																				
6103	Discount Network Services Inc.				1	8		0															
6328	Discount Telecom Inc.				9	17																	
5834	DualStar Communications Inc.							0															
5252	Eastern Telecommunications Inc			11	3																		
6672	Econo-o-Call Inc.							8			2	2	1	1	2								
5215	Econophone Inc.			1	1			2	1										1				
6138	Efficcy Group Inc.					1																	
5982	Equal Net Communications Inc.		48	7	2	1		2								1		1					
5198	EqualNet Corporation				2	1	1	1					1										
6659	erbia Network Inc.							1													1		
6748	Essential.com Inc.							17			1		1	1	2	1			5	6			
6912	Essex Communications DBA Elec							12		1	3	1	1		4	1			1		1		1
5382	Excel Telecommunications Inc.		2	6	10	8	10	6								2		2		2			1
5912	Executone Information Systems Inc.							1				1											
6157	EZ Tel Corp.							0															
6435	Fairpoint Communications							1	2	2		1											
5275	Federal TransTel Inc.				1		1																
5889	fka Comm.Gateway Netwk/now Win	28	85	4																			
5081	fka USA Long Distance/see 5749		22	1																			
5390	Flex Communications System	1		1																			
5204	Frontier Comm. of NY/fka Highland Tel				1																		
5176	Frontier Comm. Of Rochester, Inc.																						
5197	Frontier Comm.Int'l Inc/fka RC		1	8	3	3																	
5401	Frontier Communs. Services (fk			9	14	3	6																1
5192	Frontier L.D. America			2	5	3	1																
5A41	Frontier Telephone of Rochester Inc.				4	3	1																
5391	Future Telecom Service		1																				
5954	GE Capital Communications Serv		1	2																			
6826	Global Crossing Telecommunications																						
6152	Global Telephone Corporation				1	2																	
5919	Group Long Distance Inc.		7	1	22	4	1																
5194	GTE Card Services Incorporated					60	31	2															
5097	GTE Corporation					1	4																
5143	GTE Telecommunications Services Inc.						1																
5113	Heartline Communications	5	164	420	10																		
5676	Home Owners Long Distance Inc		36	27	12	2	1																
5289	Host Network Inc.				1	1																	
5284	Idealdial Corp. dba Idealdial Telephone					3																	
6373	IDT Corporate							2								1						1	
6265	I-Link Communications					1																	
5345	Inet Interactive Network System Inc.					1																	
6156	Inmark Inc. dba Preferred Billing					5	10	4															
6095	Integrated Teleservices Inc.					3		1										1		1	1	1	
5062	Integrated Teletechnologies			1	1																		
5624	Intellicall Operator Services Inc.						1	2			2												
6210	Intermedia Communications Inc.					1	0																
5409	International Exchange Networks Ltd							2				1					1						
6065	International Telcom Ltd.						0																
6125	International Telecommunications Corp.					4	4																
5918	International Telemedia Assoc.		26	7	8																		
6482	Internet Telephone Company d/b/a ITC							1															
5256	IXC Communications						1	2										2					

* 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 *

CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
5292	Key Communication Management Inc.						12	4												1	2	1	3
5980	L.D. Services Inc.		39	71	60	13	3																
6268	LCI International Inc.					7	2																
5078	LCI International Telecom Corp		9	23	60	70	8	5			1					1			2		1		
5268	LDC Telecommunications Inc.				16	3	2																1
5013	LDDS-Metromedia A/O Inc	3	28	8	1	1																	
5909	LDM Systems Inc.		10	22	16	1	1																
5339	LEAST COST ROUTING					1																	
5854	Least Cost Routing Inc. dba Long Dist				16	54	4																
5036	Lightyear Communications Inc			1	3	3	1	2					1									1	
5904	Long Distance Direct Inc.			1	3	36																	
5547	Long Distance International dba LDI Co				2	7																	
5428	Long Distance Network Services		1	1																			
5749	Long Distance Services of N.Y.		1	375	122	1	1																
5227	Long Distance Wholesale Club		7	15		3	1																
5149	Long Island Telephone Company					3			2	2													
6460	Marathon Communications Corp.						1																
5699	Matrix Telecommunications	22	8	13	1	1	2																
5820	MCI	66	243	220	158	213	199	280	22	22	33	22	10	18	14	15	20	31	20	49	22	26	20
5736	MCImetro Access Transmission Svcs							1									1						
6423	Metro Telecomm. dba METTel					118	48	26	4	4	5	2	4	3	3		2		2	3	2		3
5220	MetroLink Communications Inc.					1																	
5435	Metromedia Long Distance Inc.				2	1																	
5900	MFS Intelnet of N.Y.				3																		
5731	MIDCOM Communications Inc.		11	4	1																		
5416	Minimum Rate Pricing			10	61	161	15	2			1								1				
5777	National Accounts Inc.			14	3	6																	
5717	National Communications Associ			3																			
6110	National Telephone & Communications						1																
5741	National Telephone Communicati			1	1																		
6441	Nations Tel Inc.						1																
5154	Nationwide Long Distance Inc.		97	28	1																		
6511	Nationwide Telecom Inc.			8	25																		
5244	NeTel Inc.				2	2	1																
6054	NET-TEL Corp.							1												1			
5385	Network Enhanced Technologies Inc.							1			1												
5826	Network Plus Inc.					1	2	40	2	2	3	3	5	1	1	3	1	3	7	9	3	1	
5447	Network Svcs Inc./ Long Dist. Net. Svcs					1																	
5419	New Century Telecom Inc.					2	1																
5238	New York Local Telephone Corp.					1																	
5125	Newport Telephone					1																	
6367	North American Telecommunications Corp						1	1								1							
5832	North American Telephone Network LLC				2	3		1								1							
5455	Northland Telephone Systems Limited					1																	
5458	NOS Communications Inc.						3																
5007	Nuestra Telefonica Ltd.	2	5																				
6177	OLS Inc.				2	19	1																
5887	Oncor Communications	12	7	1	1																		
5462	One Call Communications Inc. d			1																			
5A98	One Step Billing Inc.				5	39	2																
5819	OneStar Long Distance Inc.																						
5761	OPCOM Inc.			1																			
5883	Operator Services Company			1																			
5853	Optex Inc.						0																
6508	Opicom Corporation			1																			
5743	Phoenix Network Inc.			3	1																		
5763	Phone Calls Inc.		6	198	11		1																
5193	Phone One Inc.							1												1			
5456	Preferred Carrier Services			1	42	10																	
5459	Premier Communications Inc.						0																

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
5245	Primus Telecommunications Inc.							4															
6151	Protel Advantage d/b/a/ Long Distance							1															
5463	Protel Inc.					8	14	4							2							2	1
6324	PT-1 Communications Inc.							2			1											1	
5509	PTC - Peoples Telephone a/k/a ASCOM							0															
5346	Public Telephone Services Inc			10	2																		
5797	QAI Inc d/b/a Long Distance B			4	5	2	4	2			1				1								
5212	QCC Inc.			12	8	1																	
5700	Quintel Entertainment Inc.							0															
5468	Qwest Communications Corporati			1		5	21	15			3	1	2	2	1	1		3				2	1
5830	RCI Corporation see code 5197	3	1																				
6316	RCN Long Distance Company					1		1			1												
5A13	RCN Telecom Services of NY Inc.					10	5	2			2												
5558	Residential Communications Network of				3		2	2	3	3										2			
5843	Robtel Inc.							1				1											
5824	RRV Enterprises Inc. dpa Consumer Access			2	4																		
6278	RSL Com U.S.A. Inc.						1	1										1					
6933	ServicSense.com Inc.							1	1	1	1												
5915	Sonic Communications	7	826	1																			
5748	Sprint Communications Company		1	45	80	70	59	39	5	5	8	2	1	2	3	3	2	8	3	4	2	1	6
6045	STA Telecommunications Corp				2	1																	
5891	Standard Telcom L.D. Inc.	4	11																				
5478	Starlink Communications L.L.C.			2	1	1	1	1															
5479	Startec Inc.							1															
5257	Switched Service Communications LLC				1																		
5913	Target Telecom Inc.		2	1		1																	
5487	TC Systems Inc. (TCG)					1																	
6375	Telco Holdings dba Dial & Save					1	1																
6100	Telco Partners Inc.							1													1		
5164	Telecom Group USA Inc. d/b/a TelCom							2	1									1					
5310	Tele(Allnet Comm.Inc.) Allnet	6	20	2																			
5762	Telecom USA			3	1	2		1							1								
5167	Telecommunications Service Center Inc.					4																	
6161	Telehub Network Service Corp.							0															
6288	Telemex/Sprint Communications							1															
6118	Telepath Communications Inc.							2								1						1	
5845	Teleport Communications				1	2	3	5			1			1							1	2	
6469	Telergy Network Services Inc.																						
5492	Telnet Communications Inc.							0															
6088	Tel-Save Inc dba The Phone Company				6	16	17	153	57	57	45	26	9	8	7	5	8	8	6	14	14	3	3
5939	The Furst Group Inc.		29	11	8	2		1														1	
6131	The Phonco Inc. dba Network Services					1																	
5499	TI Nat Telecom dba TI World Te			3			1																
5515	Total - Tel USA Inc.					1																	
5271	Touch 1 Communications Inc.			4	1	5	2	1					1										
6093	Touch 1 Long Distance Inc.					1	1	1							1								
5522	Trans National Communications Inc.				6																		
5223	TresCom U.S.A Inc.			1	6																		
5A72	Tri-Tel Communications Inc.							5			1	1	2		1								
6331	TruCom Corporation							2					1				1						
6049	TTI National Inc.							1												1			
5659	U.S. Long Distance Inc.			2	6	1																	
5A99	U.S. Republic Communications Inc.					1	2																
6817	UKI Communications Inc.							1			1												
5A45	United Services Telephone LLC					1																	
6493	Uni-Tel Communications Group Inc.						1	2														1	1
5717	Universal Communications Inc					2																	
5860	US Sprint Communications Co./	17	60	7																			
5528	US Wats. Inc.					1																	
6137	USA Tele Corp.					6	3																

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
6048	USN Communications Long Distance				2	78	72	1	1	1												1	
5276	V.I.P Network Inc.			15																			
5101	VarTec Telecom Inc.			6	0																		
6300	VarTec Telecom Inc. d/b/a Clear Choice							1				1											
5120	Verizon				18	19	10	12	5	5	1	3	1	1	2			1	1	2			
6781	Verizon Communications							7			4	1					2						
6290	Veterans of America Assn.				4																		
6073	Vista Group International Inc.				12	41	8													1			1
5172	Westinghouse Electric Corporation d/b/s				3	1																	
5867	Witel Inc.	22	8	5	31	3	1	1			1												
5303	Winstar Gateway Network Inc.		3	76		1	1																
5770	Working Assets Funding Service			1	2		1																
5319	World Com Inc dba LDDS World			6	5	6		2												1		1	
5716	World Communications Inc.				6																		
6124	Worldcom Inc.				9																		
5203	WorldCom Network Service dba Wil						0																
6307	Worldcom Technologies Inc.					1																	
5516	Xtracom Inc.					1																	
6447	Ztel Communications Inc.						53	160	23	23	8	3	2	3	8	6	9	13	16	30	30	32	24
	Complaints Assigned by CPCN	250	2051	2180	1738	1904	966	1414	208	208	173	130	95	79	117	82	106	136	111	171	119	96	86
	Unassigned Complaints	143	306	99	42	6	2	5	2	2	0	0	0	0	0	1	1	3	0	0	0	0	0
	Total	393	2357	2279	1780	1910	968	1419	210	210	173	130	95	79	117	83	107	139	111	171	119	96	86

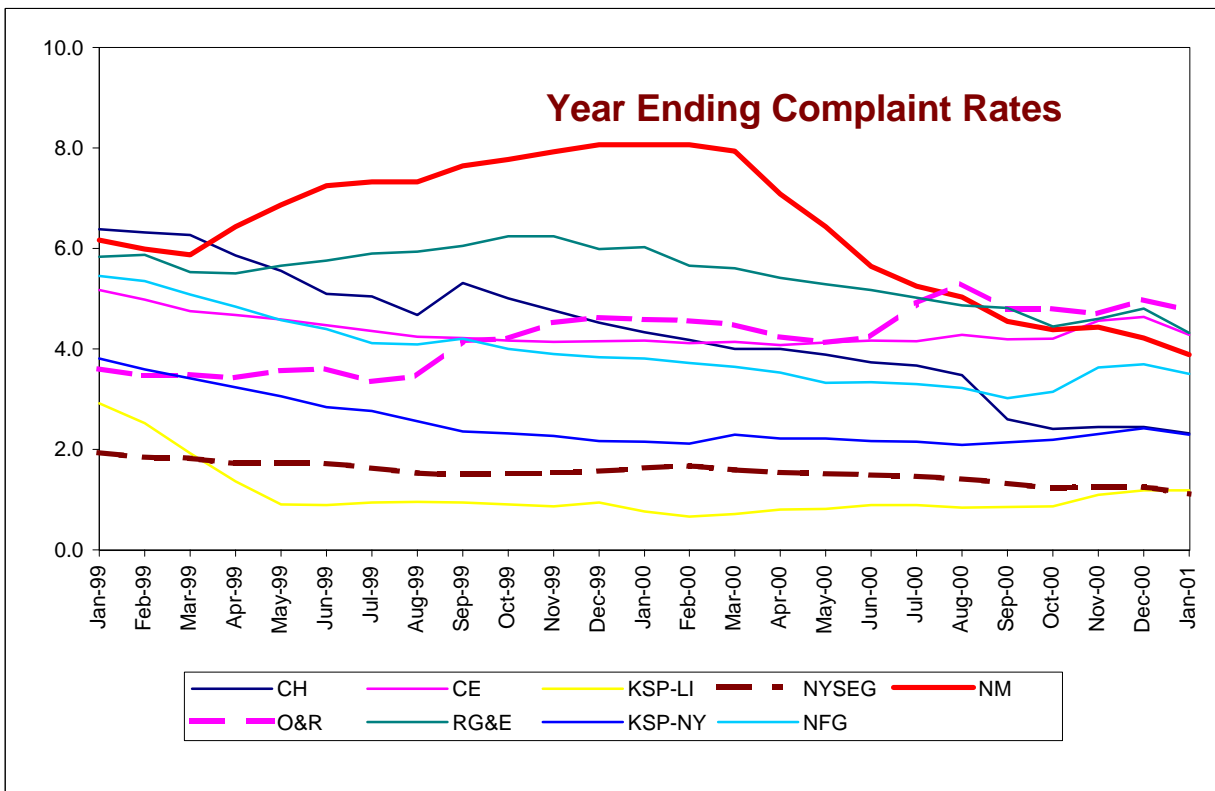
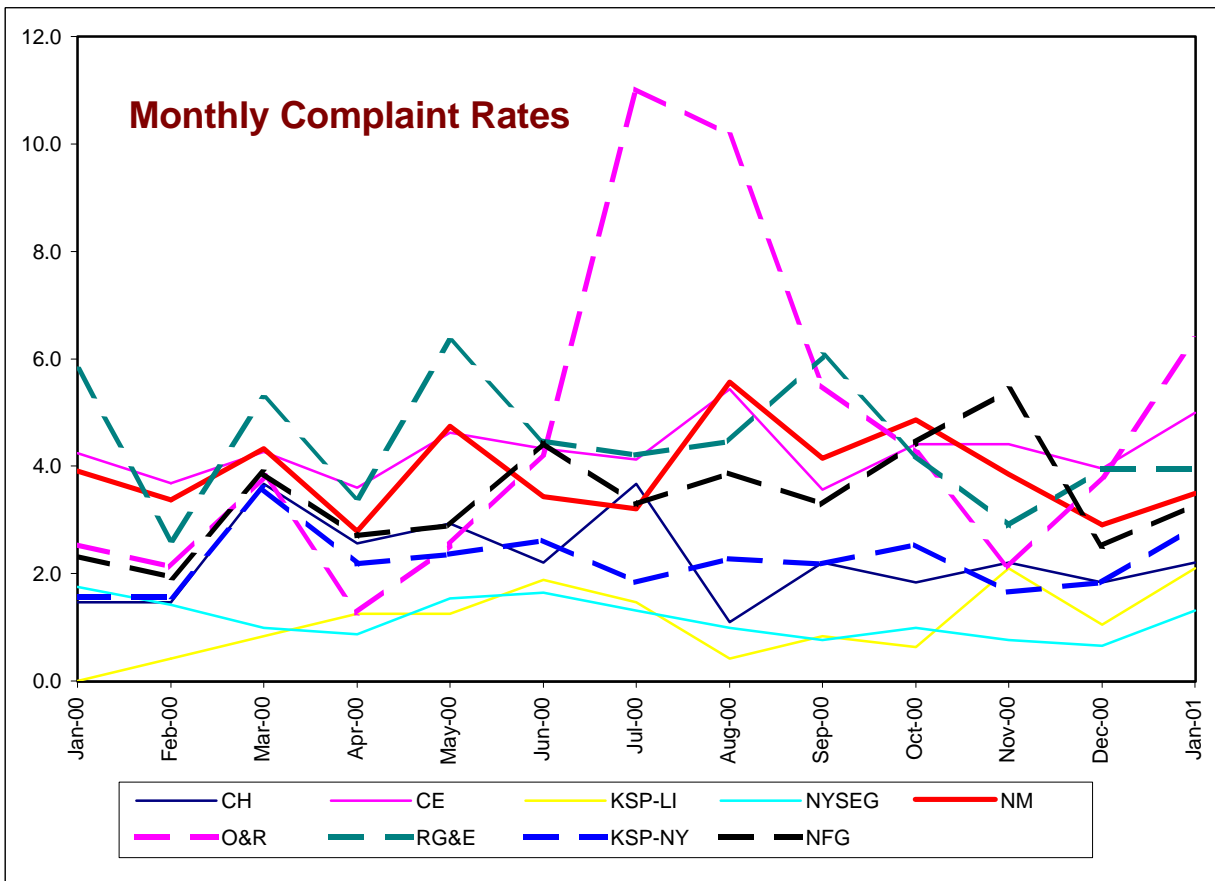
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**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

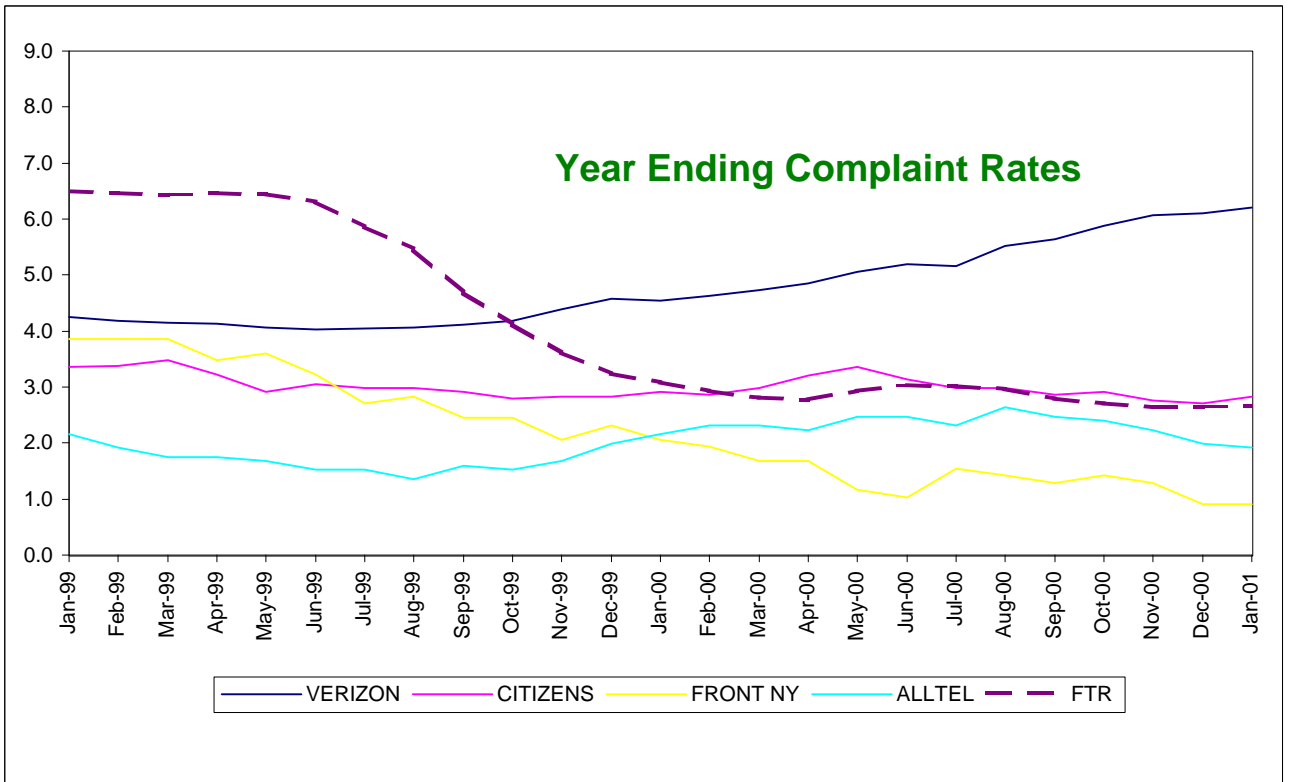
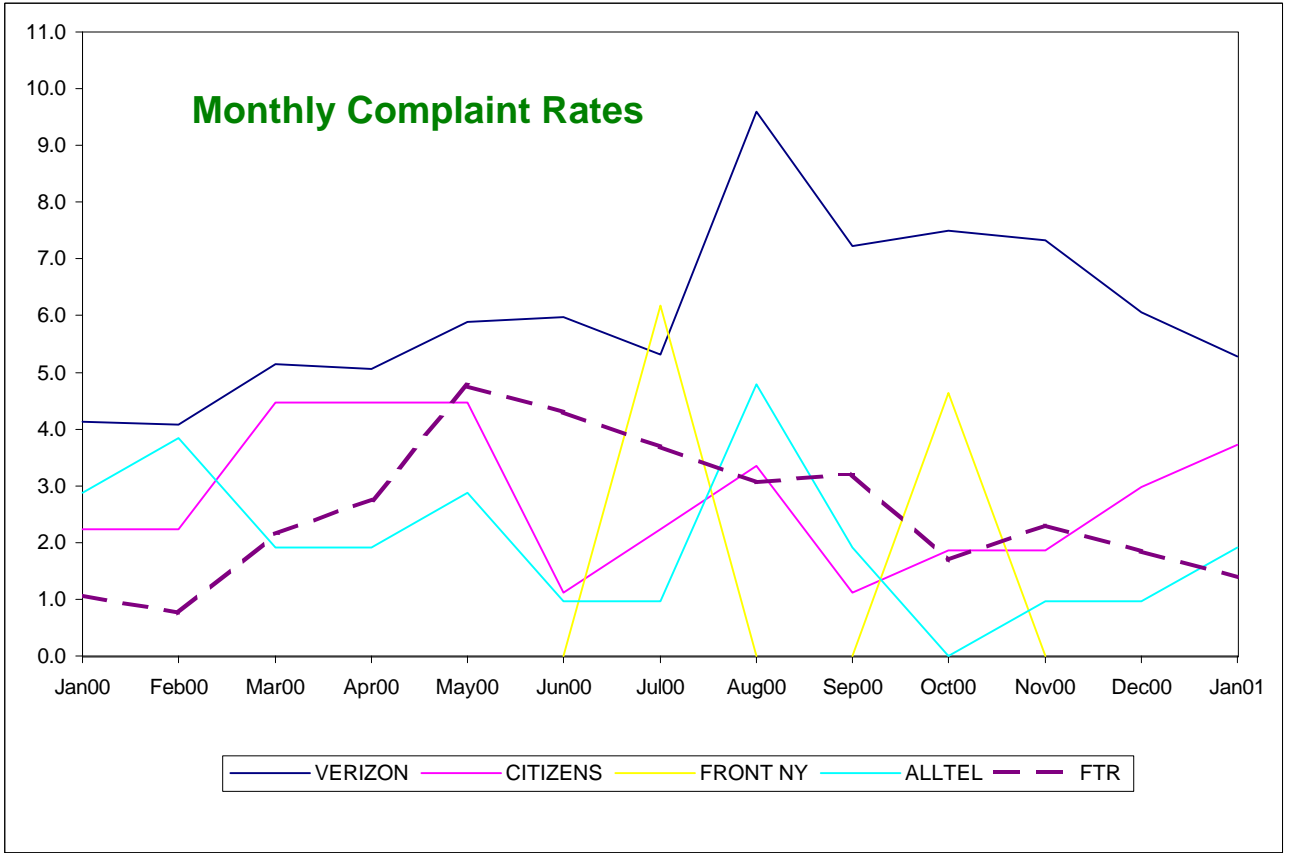
CODE	FULL NAME	1997	1998	1999	2000	2001	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
D001	Agway Energy Services Inc.	2	3	7	13	5	5	1	2	2	4	2			1	1				
D002	Amerada Hess			2		1	1													
D005	Castle Power Corporatoin		2	0																
D013	Interstate Energy Resources Inc.			1	11	6	6	3	4	2						1			1	
D014	KBC Energy Services		2	3																
D015	Keyspan Energy Services, Inc.	1	23	38	84	18	18	5	11	9	4	5	8	4	8	8	9	6	7	4
D018	Mirabito Fuel Group Inc.					1	1													
D019	Morania		1	0																
D020	Natgasco - A Mitchell-Supreme Co.			1		1	1													
D021	National Fuel Resources			8	12	2	2		1	2	2	1	1	1	1	1	1	1		1
D023	New York Gas Co., Inc.			6	40	26	26	16	11	2	3	4	1	2			1			
D024	North American Energy			9	8	2	2	1			2				2		2		1	1
D026	North Atlantic Utilities Inc.					1	1													
D032	Total Energy Inc.		21	125	158	31	31	18	20	17	17	21	10	7	4	15	11	9	9	6
D034	Wepco Gas	1	1	0																
D035	Williams Energy Services Co.			0	1												1			
D041	Con Ed of New York			1	1												1			
D046	Econnergy		79	73	198	14	14	9	17	13	11	9	19	24	23	23	19	19	12	12
D054	Enron Capital & Trading Resources		2	0																
D057	Iroquois Energy		5	5	63	1	1	11	33	14	1	1	1					1	1	
D062	MC2	1	20	3	1				1											
D067	PG&E Energy Trading					1	1													
D074	Utilicorp Energy Solutions			3																
D078	Advantage Energy Inc.			0	1			1												
D079	Wheeled Electric Power Co (WEPCO)		10	5																
D082	National Fuel Resources, Inc.					1	1													
D084	New Energy Ventures, LLC		6	4	1												1			
D086	Con Edison Solutions		271	108	80	1	1		1	6	3	1	8	6	8	29	17	1		3
D087	Energetix, Inc.			5	16	5	5	2	2		1		3	1	2	1	4			1
D089	Duke Solutions, Inc.		2	1																1
D090	Nev East, L.L.C.		2	0	1									1						
D092	Advantage Energy			0	1														1	
D093	Robison Energy of Westchester		1	7	4				1			1					1	1		1
D098	Metromedia Energy		11	26	13							1		1	2	1	5	2	1	
D102	Telecon Energy Services Corp.			9	1												1			1
D103	NYSEG Solutions			9	15	1	1	1	1	1	2		1		1	1	3	1	3	2
D104	Great Eastern Energy			6	14				1		2	2		1		3	1	3	1	1
D105	ACN Energy, Inc.			0	18	1	1	2	1		1	1		4		5	2	2	1	
D106	Orion Energy Services			10	33	5	5	13	5	4	10	1								
D888	Unassigned Customer Contacts	30	147	16	15	1	1		3	3		2	1	3			2		1	
Total		35	609	491	803	125	125	83	115	75	62	52	53	55	53	89	81	46	39	34

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

