

Monthly Report on Consumer Complaint Activity



January 2003

William M. Flynn, Chairman

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February 24, 2003



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
January 2003

Utility	Dec-02		Jan-03		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Jan-02	Jan-03		Change	2002		
Central Hudson	1.1	3	0.0	0	59	33	-44.1	4	0	-100.0	1.0
Con Edison	1.0	36	1.4	53	1715	803	-53.2	130	53	-59.2	1.8
KeySpan of L.I.	0.8	4	0.6	3	114	52	-54.4	11	3	-72.7	0.9
NYSEG	0.2	2	0.4	4	110	66	-40.0	13	4	-69.2	0.6
Niagara Mohawk	0.6	10	0.8	13	539	218	-59.6	30	13	-56.7	1.1
Orange & Rockland	0.0	0	1.0	2	138	55	-60.1	7	2	-71.4	2.2
RG & E	0.5	2	0.5	2	172	72	-58.1	12	2	-83.3	1.5
KeySpan of NY	0.4	5	0.3	4	422	167	-60.4	22	4	-81.8	1.2
National Fuel Gas	0.2	1	0.4	2	281	113	-59.8	14	2	-85.7	1.8
Other Energy Utilities	N/A	1	N/A	1	103	168	63.1	10	1	-90.0	N/A
ESCO's**	N/A	99	N/A	82	1539	1640	6.6	363	82	-77.4	N/A
Verizon	0.8	61	0.9	69	4147	1528	-63.2	4549	1801	-60.4	1.6
Citizens Telcom	0.3	1	0.3	1	81	25	-69.1	90	27	-70.0	0.7
Frontier of NY	0.0	0	2.5	2	21	10	-52.4	21	1	-95.2	1.0
Alltel	0.0	0	0.0	0	17	8	-52.9	19	12	-36.8	0.8
Frontier Tel of Roch.	0.0	0	0.2	1	118	58	-50.8	127	73	-42.5	0.9
Other LEC's	N/A	109	N/A	127	6811	2795	-59.0	537	127	-76.4	N/A
DSL Providers	N/A	4	N/A	8	425	91	-78.6	16	8	-50.0	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	12	5	-58.3	0	0	#DIV/0!	N/A
LD Resellers	N/A	11	N/A	11	1018	402	-60.5	93	11	-88.2	N/A
COCOT Vendors	N/A	3	N/A	2	75	89	18.7	6	2	-66.7	N/A
Adelphia	N/A	5	N/A	2	153	89	-41.8	16	2	-87.5	N/A
Cablevision Systems	N/A	9	N/A	11	532	225	-57.7	48	11	-77.1	N/A
Time-Warner	N/A	6	N/A	12	723	270	-62.7	58	12	-79.3	N/A
Other Cable Cos.	N/A	1	N/A	3	124	100	-19.4	15	3	-80.0	N/A
Long Island Water	0.0	0	1.4	1	125	46	-63.2	11	1	-90.9	5.2
UW - New Rochelle	3.3	1	3.3	1	17	8	-52.9	1	1	0.0	2.2
New York Water	0.0	0	0.0	0	8	2	-75.0	2	0	-100.0	0.4
New York American	0.0	0	0.0	0	1	1	0.0	0	0	0.0	0.8
UW - New York	0.0	0	1.5	1	25	18	-28.0	3	1	-66.7	2.2
Other Water Utilities	N/A	2	N/A	4	30	33	10.0	4	4	0.0	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.

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

The reduction in the number of complaints is attributed to the method in which complaints are now processed.

Please refer to the July and August 2002 Month Report which describes the Quick Response System and the process by which cases are now handled.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS
New York Energy Utilities
January 2003

Utility	January 2003 Complaint Volume			Last 12 Months Complaint Volume			12 mos. Total	12 mos. Credit
	Total	Credit	% Credit	Total	Credit	% Credit	C/Rate	C/Rate
Central Hudson	0	0	0%	33	1	3%	1.0	0.0
Con Edison	53	10	19%	803	162	20%	1.8	0.4
KeySpan - LI	3	1	33%	52	9	17%	0.9	0.2
NYSEG	4	1	25%	66	15	23%	0.6	0.1
Niagara Mohawk	13	5	38%	218	76	35%	1.1	0.4
Orange & Rockland	2	1	50%	55	24	44%	2.2	0.8
RG & E	2	1	50%	72	37	51%	1.5	0.8
KeySpan - NY	4	0	0%	167	46	28%	1.2	0.3
National Fuel Gas	2	0	0%	113	50	44%	1.8	0.8

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

January 2003

Informal Hearings

As of January 31, 2003 there were 113 cases in the Informal Hearing Unit including thirteen in Prehearing. During January seven complaints were resolved with pre-hearing mediation, thirteen informal hearings were scheduled, three were postponed, and ten hearings were held. Eleven informal hearing cases were closed with written decisions and one case was resolved with a settlement agreement.

Shared Meter Designee Cases

Under Section 52 of PSL (Shared Meter Law) only the Commission or its Designee can decide certain complaints. The majority of these cases concern the twelve-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of January there were 194 shared meter complaints pending. Thirty (30) new complaints were received in January and thirty (30) cases were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the twelve-month charge in 20 cases. In 14 of those cases the charge was reduced to the minimum of 25%, between 25% - 50% in four cases and between 51% to 75% in two cases. The twelve-month charge was cancelled in five cases for reasons such as minimal use, theft of service and the owner requesting the investigation

Appeals and Rehearings

At its January 22, 2003 session, the Commission approved OCS's recommended determinations of one appeal and one rehearing (involving cross-rehearing petitions). The appeal determination upholds an informal decision that after Con Edison voluntarily eliminated a charge disputed by a residential customer, no further relief was required. The rehearing determination partially grants a landlord's request to modify the designee's decision in a Con Edison gas shared meter case, and denies the tenant's cross petition. At the January session, the Commission also approved OCS's and OGC's recommendation to initiate a formal proceeding regarding costs associated with the continued supply of an NFG residential customer. Also during January, cross appeals by a municipality and KeySpan Energy Delivery were settled following mediation efforts by Appeals Unit staff.

Four appeals were accepted during January. Two were from utilities: NYSEG appealed an informal decision prohibiting backbilling of a nonresidential electric customer where the utility had failed to use the correct meter multiplier; and NMPC appealed a decision regarding eligibility for the religious rate. The remaining two appeals were from residential customers objecting, respectively, to an increase by NMPC in the customer's monthly levelized electric payment, and to billing by Con Edison for a gas unmetered service condition.

In addition, a landlord's petition for rehearing of a designee's decision concerning electric shared meter service in Con Edison's territory was accepted for review.

**No. of Complaints Received Against Companies
Between 1/1/2003 and 1/31/2003**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia Cable - Auburn	1
	Adelphia Cable-International	1
	Cablevision of Long Island	1
	Cablevision of New York City	3
	Cablevision of Southern Westchester	6
	Cablevision of Yorktown	1
	MediaOne - US Cablevision	1
	MediaOne - Westchester	1
	Mid-Tel Cable	1
	Time Warner - Brooklyn	1
	Time Warner - Fingerlakes	1
	Time Warner - Manhattan	3
	Time Warner - Queens	2
	Time Warner - Rochester	1
	Time Warner - Saugerties	1
	Time Warner - Schenectady	2
	Time Warner - Staten Island	1
Total Cable Complaints	28	
DSL	Verizon Advanced Data, Inc.	8
	Total DSL Complaints	8
Electric	Con Edison	49
	Con Edison Solutions	1
	Econergy	1
	Keyspan Energy Services, Inc.	1
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	11
	NYSEG Solutions	1
	Orange & Rockland	2
	Rochester Gas + Electric	1
	SmartEnergy, Inc.	5
Total Electric Complaints	75	
Gas	Agway Energy Services, Inc.	1
	Con Edison	4
	Keyspan Energy Services, Inc.	1
	KeySpan of Long Island	3
	KeySpan of New York	4
	National Fuel Gas Distribution	2
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	2
	Rochester Gas + Electric	1
Total Gas Complaints	19	
Telephone	ACC Buffalo Telecom Corp.	1
	ACC Rochester Telecom Corp.	1
	Allegiance Telecom of New York, Inc.	2
	AT&T Communications of New York, Inc.	78
	Broadview Networks	4

**No. of Complaints Received Against Companies
Between 1/1/2003 and 1/31/2003**

Choice One Communications of New York In	1
Citizens Telecom	1
Communicate Technological Systems, L.L.C	1
Conversent Communications of New York, L	1
Cordia Communications Corp	1
CTC Communications Corp.	1
Empire One Telecommunications, Inc.	1
Excel Telecommunications Inc.	2
Frontier Comm of NY/fka Highland Tel	2
Frontier Telephone of Rochester, Inc.	1
International Discount Telecommunication	1
LCI International Telecom Corp.	1
MCIWorldCom	40
Metropolitan Telecommunications dba MetT	2
NOS Communications Inc.	1
Ogden Telephone	1
Primus Telecommunications, Inc.	1
Resdntl Comms. Netwrk of NY dba RCN	1
Reyntel Communications	1
SBC Telecom, Inc.	1
Sprint Communications Company L.P.	6
Tel-Save, Inc. (Talk.com)	1
Total Call International, Inc.	1
Township Tel	1
UKI Communications, Inc.	1
VarTec Telecom, Inc.	4
Verizon Communications (LD)	3
Verizon Communications (LEC)	69
Verizon Corp. (payphones)	1
XO New York, Inc.	1
ZTel Communications, Inc.	2
Total Telephone Complaints	238
Water	
Forest Park Water Company	1
Long Island Water Corp.	1
Mountain Lodge Park	1
Relaxmor Cottages, Inc.	1
United Water-New Rochelle	1
United Water-New York	1
Total Water Complaints	6
Total of Complaints for All Services	375

**No. of QRS Cases Received Against Companies
Between 1/1/2003 and 1/31/2003**

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
Cable	Adelphia - Buffalo	15
	Adelphia Cable - Auburn	3
	Adelphia Cable - Utica	6
	Adelphia Cable-International	3
	Adelphia Cable-Lancaster	1
	Bath Television & Service Co.	2
	Cablevision of Brookhaven	4
	Cablevision of Dutchess County	1
	Cablevision of East Hampton	1
	Cablevision of Hauppauge (V-CABLE)	4
	Cablevision of Long Island	28
	Cablevision of New York City	39
	Cablevision of Port Chester	1
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	28
	Cablevision of Westchester	16
	Cablevision-Rockland	2
	Charter Communications	2
	MediaOne - Rockland	1
	MediaOne - US Cablevision	4
	MediaOne - Westchester	6
	Mid Hudson Cablevision, Inc.	3
	RCN of Southeast New York, Inc.	6
	Time Warner - Albany	7
	Time Warner - Binghamton	4
	Time Warner - Brooklyn	8
	Time Warner - Central Square	1
	Time Warner - Elmira	1
	Time Warner - Fredonia	1
	Time Warner - Glens Falls	1
	Time Warner - Jamestown	1
	Time Warner - Kingston	1
	Time Warner - Manhattan	21
	Time Warner - Newburgh	3
	Time Warner - Oneida	1
	Time Warner - Oneonta	1
	Time Warner - Orange County	6
	Time Warner - Queens	18
	Time Warner - Rochester	4
	Time Warner - Rome	1
	Time Warner - Saratoga	2
	Time Warner - Saugerties	5
	Time Warner - Schenectady	3
	Time Warner - Staten Island	9
	Time Warner - Sullivan County	3
	Time Warner - Syracuse	4
	Time Warner - Tri County	1
	Time Warner - Troy	2
	Time Warner Cable - Hornell	1
Total Cable QRS Cases		<hr/> 287
DSL	Best Web CLEC Ltd.	1

**No. of QRS Cases Received Against Companies
Between 1/1/2003 and 1/31/2003**

	Citizens Telecom	2
	Covad Communications Company	2
	Earthlink, Inc.	1
	New Edge Network, Inc. d/b/a New Edge Ne	1
	Verizon Advanced Data, Inc.	46
	Total DSL QRS Cases	53
Electric	Agway Energy Services, Inc.	1
	Central Hudson Electric & Gas	11
	Con Edison	272
	Con Edison Solutions	9
	Econnergy	7
	Energetix, Inc.	1
	Enron Capital & Trading Resources	1
	Keyspan Energy Services, Inc.	1
	New York State Electric & Gas	47
	Niagara Mohawk Power Corp	152
	NYSEG Solutions	4
	Orange & Rockland	10
	Rochester Gas + Electric	57
	SmartEnergy, Inc.	22
	Total Energy, Inc.	2
	Village of Endicott	1
	Total Electric QRS Cases	598
Gas	ACN Energy, Inc.	1
	Agway Energy Services, Inc.	2
	Con Edison	15
	Corning Natural Gas	1
	Econnergy	3
	Interstate Energy Resources Inc.	1
	Keyspan Energy Services, Inc.	5
	KeySpan of Long Island	19
	KeySpan of New York	55
	Main-Care Energy	1
	National Fuel Gas Distribution	41
	New York State Electric & Gas	5
	Niagara Mohawk Power Corp	18
	North American Energy	1
	Orange & Rockland	2
	Rochester Gas + Electric	7
	SmartEnergy, Inc.	3
	St Lawrence Gas	1
	Total Energy, Inc.	1
	Total Gas QRS Cases	182
Other	Public Service Commission	1
	Total Other QRS Cases	1
Steam	Con Edison	1

**No. of QRS Cases Received Against Companies
Between 1/1/2003 and 1/31/2003**

Total Steam QRS Cases	1
Telephone	
ACC Buffalo Telecom Corp.	1
ACC Rochester Telecom Corp.	1
ADVAMTEL, LLC dba Plan B Communications	1
Affinity Network, Inc.	1
Allegiance Telecom of New York, Inc.	4
AllTel Of New York	3
American Phone Services, Corp.	2
Americas Digital Satellite Telephone	2
AT&T Communications of New York, Inc.	379
Atlas Communications, Ltd.	1
Broadview Networks	33
Business Options, Inc.	1
Cable & Wireless Commun. Co.	1
Cablevision Lightpath, Inc.	3
Choice One Communications of New York In	11
Citizens Telecom	17
Communicate Technological Systems, L.L.C	9
Communications TeleSystems Intl. (CTS)	1
Convergent Telesis LLC	1
Conversent Communications of New York, L	1
Crown Point Telephone	1
Direct American Marketers, Inc. d/b/a D	1
Easton Telecom Services, Inc.	1
Econotek, LLC	1
eLink Telecommunications, Inc.	1
Empire Telephone	1
Essex Communications, Inc. d/b/a/ Elec C	1
Excel Telecommunications Inc.	5
Frontier Comm of NY/fka Highland Tel	4
Frontier Comm of Sylvan Lake, Inc.	1
Frontier Communications of Rochester, Inc	1
Frontier Telephone of Rochester, Inc.	22
Genesis Communications International, Inc	1
Gillette Global Network	1
IDT Corporate	1
Inet Interactive Network System, Inc.	1
International Discount Telecommunication	5
KCI Long Distance, Inc.	2
LCI International Telecom Corp.	3
Matrix Telecommunications	1
MCIWorldCom	207
Metromedia Long Distance, Inc.	2
Metropolitan Telecommunications dba MetT	12
New Rochelle Telephone Corp.	5
Norstar Communications, Inc. d/b/a Busin	1
NOS Communications Inc.	3
Ogden Telephone	1
Opex Communications, Inc.	1
Optical Telephone Corporation	3
Outside Connection, Inc.	1
PNG Telecommunications, Inc.	2

**No. of QRS Cases Received Against Companies
Between 1/1/2003 and 1/31/2003**

Preferred Network Solutions, Inc.	1
Primelink, Inc.	1
Primus Telecommunications, Inc.	2
QWest Communications Corporation	2
RCN Telecom Services of New York, Inc.	10
Resdntl Comms. Netwrk of NY dba RCN	18
Ridley Telephone Company, LLC	1
ServiSense.com, Inc.	2
Sprint Communications Company L.P.	71
Startec, Inc.	1
Tel-Save, Inc. (Talk.com)	14
Telecom USA	1
Telecon Communications Corp	1
Time Warner - Rochester	1
Township Tel	1
Tristate Bell Inc.	4
UKI Communications, Inc.	2
US Datanet Corporation	1
Utility Solutions	1
VarTec Telecom, Inc.	5
VarTec Telecom, Inc. dba Clear Choice Co	1
Verizon Communications (LD)	17
Verizon Communications (LEC)	586
Verizon Corp. (payphones)	4
Warwick Valley Telephone	1
Wiltel Inc.	1
Working Assets Funding Service, Inc.	1
XO New York, Inc.	5
Zone Telecom, Inc.	1
ZTel Communications, Inc.	15
Total Telephone QRS Cases	1538
Water	
Dykeer Water Company, Inc.	1
Jennifer Roberts Development Corp.	1
Long Island Water Corp.	7
Mountain Lodge Park	1
New York Water Service	1
Relaxmor Cottages, Inc.	1
United Water-New Rochelle	2
United Water-New York	2
Total Water QRS Cases	16
Total QRS Cases All Services	2676

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02
6902	1 Com Inc.	4															
5049	ACC Buffalo Telecom Corp	1															
5305	ACC Long Distance Corporation	3															
6184	ACC National Long Distance Corp	1															
5757	ACC National Telecom Corp.	1															
5069	ACC Rochester Telecom Corp.																
6250	Access Point Inc	1	1														1
6159	Accutel Communications Inc.																
6849	ACN Communication Services Inc	4															
6984	Adelphia Business Solutions	1															
6135	ADVAMTEL LLC d/b/a Plan B Comm	14	1											1			
5357	Advanced Telecommunications Ne																
5324	Affinity Corporation	1															
5688	Affinity Network Inc.	1															
6283	Allegiance Telecom of NY Inc.	36	4											1	1		2
6516	Alliance Group Services Inc																
5010	AllTel of New York																
5343	Am.Tech. Inc.dba Network Utili																
5779	American Business Alliance In																
5908	American Long Distance Service Inc.																
6323	American Nortel Communications Inc.	1															
6778	American Phone Services Corp.	4															
6190	American Private Telephone LLC		1										1				
5A22	American Telecommunications System	1															
5361	America's Tele-Network Corp.																
6299	Americatel Corporation																
5984	Americom Inc.	2															
5322	Amer-I-Net Services Corporation	1															
5689	Ameri-Tel Communications Inc.																
6513	AmeriVision Communications Inc.																
5805	AT&T Communications of New Yor	452	188			1				1	3		39	45	34	22	43
5369	Atlas Communications Ltd.		1													1	
6459	Big Planet Inc.	1															
6140	BridgeCom International LTD	5	1											1			
5771	Brittan Communications International C																
6886	Broadview Networks	58	26									1	8	2	6	3	6
6838	Broadwing Communcations	1															
6869	Broadwing Telecommunications Inc	2															
6111	Business Discount Plan Inc.	1	1											1			
5776	Business Options Inc.	1	1												1		
5021	Business Telecom dbs BTI Telecom																
6426	Buyers United International Inc		2										1				1
5340	Cable & Wireless Commun. Co.	6	2										1		1		
5949	Cablevision Lightpath Inc.		1														1
6986	Capsule Communications Inc	2	1										1				
6399	CBS Corporation dba Westinghouse																
6646	Choice One Communitications of NY		3				1										2
5A17	Citizens Telecom	2															
5693	Coast International Inc.																
6271	Coleman Enterprises Inc. d/b/a Local Lo	2															
6143	Commonwealth Telecom																
5C65	Communicate Technological Systems		27										6	8	4	6	3
6593	Communication Express																
6372	Communications Billing Inc.	1	1												1		
5986	Community Network Services Inc	1	1										1				
6927	COMTECH 21, LLC		1											1			
6188	Connectamerica, Inc																
6810	Conversent Communications of NY	2															
6245	Core-Comm New York Inc.																
5B87	Covista of New York Inc	5	2												1		1
6260	CTC Communications Corp.	1															

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

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

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02
5736	MCImetro Access Transmission Svs																
6208	Mercury Marketing Co Ltd	1	1													1	
6423	Metro Telecomm. dba METTel	59	5										1	1	2		1
5435	Metromedia Long Distance Inc.	2	4										1	1	1		1
5416	Minimum Rate Pricing																
5777	National Accounts Inc.	3	4										1	2		1	
6110	National Telephone & Communications																
6441	Nations Tel Inc.																
5244	NeTel Inc.																
6054	NET-TEL Corp.	1	1													1	
5385	Network Enhanced Technologies Inc.																
5826	Network Plus Inc.	32	4											3			1
5419	New Century Telecom Inc.																
6907	NextGen Telephone	5	19											1	7	5	6
6928	Norstar Communications	4	2											2			
6367	North American Telecommunications Corp	2															
5832	North American Telephone Network LLC	1															
5458	NOS Communications Inc.	4	2											1	1		
6177	OLS Inc.	3															
5A98	One Step Billing Inc.																
5819	OneStar Long Distance Inc.	1															
5834	Ontera Broadband	2															
6768	OpenTel Communications Inc.		1											1			
6769	Opex Commications, Inc.		3												1	1	1
5C61	Optical Telephone Corp	11	36			1				1			7	7	7	5	8
5639	Opticom Corp		1											1			
5763	Phone Calls Inc.																
5193	Phone One Inc.																
5263	PNG Telecommunications Inc	4															
5159	PowerNet Communications	1															
5476	Primetel Communications		1													1	
5245	Primus Telecommunications Inc.	2	2										2				
6794	Promise Vision Technology	1															
6151	Protel Advantage d/ba/ Long Distance																
5463	Protel Inc.																
6324	PT-1 Communications Inc.	2															
5797	QAI Inc d/b/a Long Distance B																
5468	Qwest Communications Corporati	28	7										2	2		1	2
6316	RCN Long Distance Company																
5A13	RCN Telecom Services of NY Inc.	1	1												1		
5558	Residential Communications Network of	5															
5843	Robtel Inc.		1														1
6278	RSL Com U.S.A. Inc.																
6232	SaveMart Com, Inc		1													1	
6933	ServicSense.com Inc.	2															
5D57	Silverleaf Communications Inc		1											1			
5748	Sprint Communications Company	159	107								1	2	22	31	16	13	22
5478	Starlink Communications L.L.C.																
5479	Startec Inc.	1	1											1			
5185	Taconic Telephone																
6375	Telco Holdings dba Dial & Save																
6100	Telco Partners Inc.																
5164	Telcom Group USA Inc. d/b/a TelCom																
5762	Telecom USA		2										1				1
5167	Telecommunications Service Center Inc.	1															
6288	Telemex/Sprint Communications																
6118	Telepath Communications Inc.																
6207	Telephone Company of Central Florida	2															
5845	Teleport Communications																
6469	Telergy Network Services Inc.																
6345	Teligent Inc		1														1
5C24	Telis Communicaitons Group Inc	1	1											1			

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02
6088	Tel-Save Inc dba The Phone Company	430	38								1		6	7	7	7	10
5B23	TelUno, Inc		6											2	1	1	2
6654	The Free Netwrok LLC	2															
5939	The Furst Group Inc.																
5499	TI Nat Telecom dba TI World Te																
5515	Total - Tel USA Inc.	1															
5271	Touch 1 Communications Inc.																
6093	Touch 1 Long Distance Inc.																
5A72	Tri-Tel Communications Inc.	4	1											1			
6331	TruCom Corporation																
6049	TTI National Inc.																
6111	TTI Telecommunications																
5A99	U.S. Republic Communications Inc.	1															
6817	UKI Communications Inc.	28	20									1		3	5	9	2
5C87	United Systems Access Telecom Inc	2	1										1				
6493	Uni-Tel Communications Group Inc.	1	2											1		1	
6137	USA Tele Corp.																
6269	USLD Communications Ind																
6048	USN Communications Long Distance	3															
5101	VarTec Telecom Inc.	2	4										1	1			2
6300	VarTec Telecom Inc. d/b/a Clear Choice																
5120	Verizon	32	14										4	1	4	3	2
6830	Verizon Advanced Data	1															
6781	Verizon Communications	8	6										1	1	1	3	
6073	Vista Group International Inc.																
6788	Webnet Communications	9	3											1	1		1
5867	Wittel Inc.	1	2													1	1
5303	Winstar Gateway Network Inc.																
5770	Working Assets Funding Service	1															
5319	World Com Inc dba LDDS World	2	2												1	1	
5203	WorldCom Network Service dba Wil	4	1												1		
6929	XO New York Inc		1												1		
6447	Ztel Communications Inc.	108	6										1	1	2	1	1
	Complaints Assigned by CPCN	1973	695			2	3	1	1	2	7	6	132	160	126	112	143
	Unassigned Complaints	6	6											3	1		2
	Total	1979	701	0	0	2	3	1	1	2	7	6	132	163	127	112	145

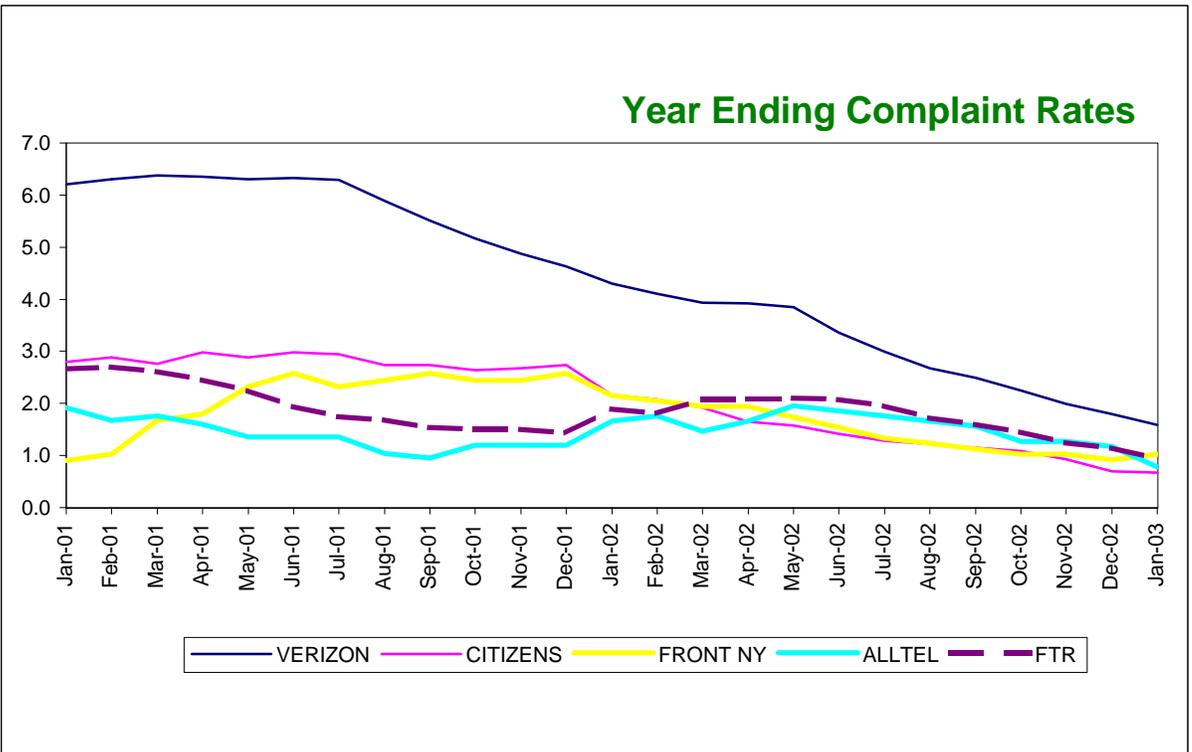
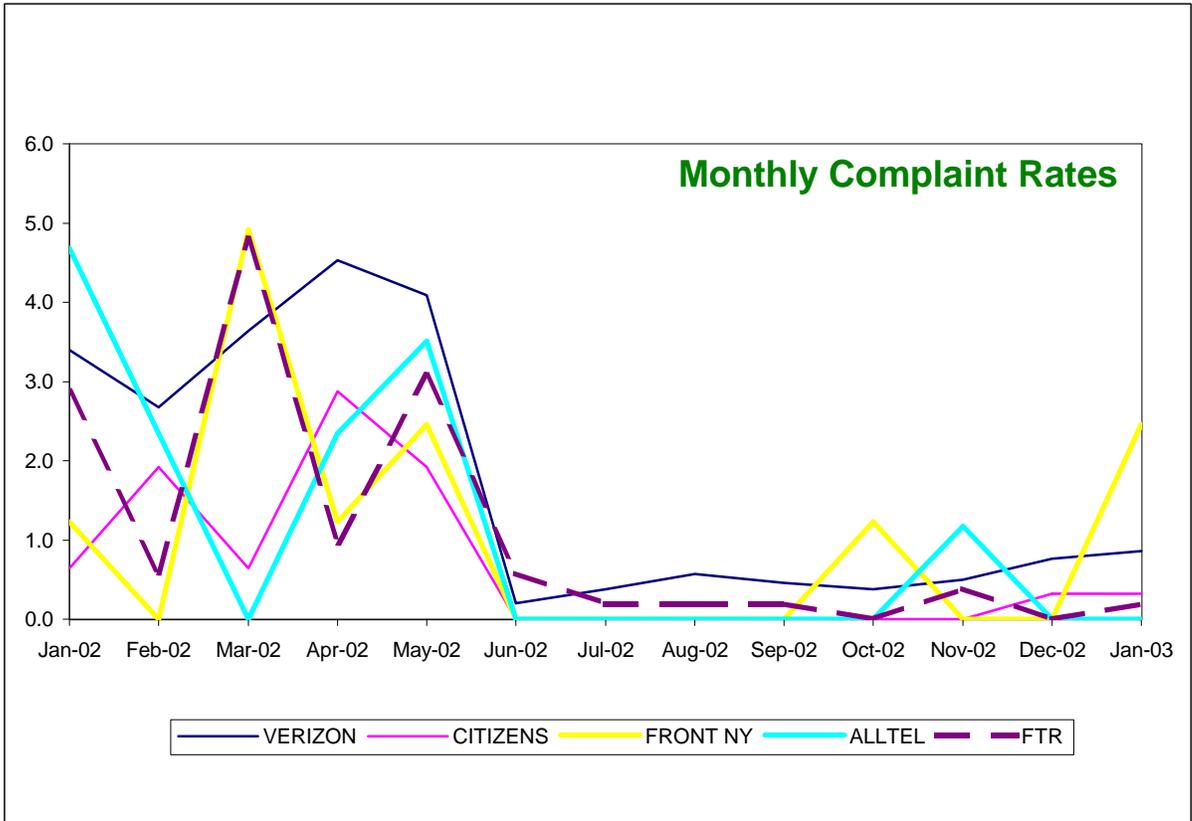
* After reported slamming cases are analyzed, the numbers are adjusted.

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

CODE	FULL NAME	2001	2002	2003	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02
D108	1st Rochdale Coop Group	2	1	0								1					
D105	ACN Energy, Inc.	3	1	1	1										1		
D078	Advantage Energy Inc.	0	3	0								1				1	1
D084	AES Energy	1	0	0													
D001	Agway Energy Services Inc.	17	17	4	4	2	1	3			3	1			3	2	2
D036	All Energy Marketing Co.	2	1	0													1
D002	Amerada Hess	7	0	0													
D113	Brown Fuel, Inc	1	0	0													
D005	Castle Power Corporatoin	1	2	0									1			1	
D086	Con Edison Solutions	4	55	10	10	8	2	6	1	7	4	2	5	5	10	3	2
D046	Econnergy	158	123	11	11	11	4	10	8	8	9	11	11	11	21	7	12
D047	Empire Natural Gas Corp	2	0	0													
D087	Energetix, Inc.	148	17	1	1	1	1	1	1	4	2	2			2	2	1
D054	Enron Energy Services	5	9	1	1			1					1	1	5		1
D023	Federal Electric & Gas Co.	89	0	0													
D104	Great Eastern Energy	3	3	0				1						1		1	
D013	Interstate Energy Resources Inc.	11	2	1	1				1			1					
D015	Keyspan Energy Services, Inc.	97	154	8	8	20	14	14	6	17	26	9	16	5	5	14	8
D060	Main-Care Energy	1	0	1	1												
D107	Metro Energy Group	1	0	0													
D098	Metromedia Energy	6	1	0								1					
D018	Mirabito Fuel Group Inc.	1	3	0									1		2		
D020	Mitchell-Supreme Energy	6	3	0			1	1					1				
D021	National Fuel Resources, Inc.	10	76	0		1	1	1	3	4	5	6	4	5	21	15	10
D023	New York Gas Co, Inc.		4	0												1	3
D024	North American Energy	19	20	1	1			2	4	1		1	1	2	4	3	2
D026	North Atlantic Utilities Inc.	1	0	0													
D103	NYSEG Solutions	10	20	6	6	17	1				2						
D067	PG&E Energy Trading	1	0	0													
D114	PRO-ENERGY RESOURCES		2	0		1											1
D093	Robison Energy of Westchester	0	2	0									1				1
D068	Select Energy of New York (aka Plub St)	1	2	0										1			1
D112	Smart Energy Services	439	1249	31	31	30	36	40	32	45	45	45	89	144	220	217	306
D102	Telecon Energy Services Corp.	0	0	0													
D032	Total Gas & Electric	158	116	3	3	5	7	9	7	11	21	13	16	9	9	3	6
D052	TXU Energy		2	0											2		
D888	Unassigned Customer Contacts	26	30	3	3	3	1	7	1	3	2		10			1	2
	Total	1231	1918	82	82	99	69	96	64	100	119	94	157	184	305	271	360

Not all ESCO's listed above are currently operating in New York. OCS answers questions and mediates complaints against ESCO's. Customers are referred to their contract for resolution guidelines.

MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

