Monthly Report
on
Consumer Complaint Activity

January 2004

William M. Flynn, Chairman

Jean M. Lowe, Interim Director
Office of Consumer Services

March 8, 2004

New York State Office of Consumer Services Public Service Commission

Monthly Report on Consumer Complaint Activity

January 2004

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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

January 2004

Utility	Dec-03 Rate*	Dec-03 No.	Jan-04 Rate*	Jan-04 No.	Annual Complaint Volume 12 mos ending Jan-03	Annual Complaint Volume 12 mos ending Jan-04	Annual Complaint Volume % Change	Y-T-D Complaint Volume Year-to-date 2003	Y-T-D Complaint Volume Year-to-date 2004	Y-T-D Complaint Volume % Change	12 Month Compl. Rate* Jan-04
Central Hudson	0.7	2	0.7	1	33	30	-9.1	0	1	#DIV/0!	0.9
Con Edison	1.5	55	1.5	48	803	775	-3.5	53	48	-9.4	1.8
KeySpan of L.I.	0.4	2	0.4	1	52	60	15.4	3	1	-66.7	1.0
NYSEG	0.5	5	0.5	3	66	60	-7.6	4	3	-25.0	0.5
Niagara Mohawk	0.9	15	0.9	12	218	408	87.2	13	12	-7.7	2.0
Orange & Rockland	0.5	1	0.5	1	55	32	-41.8	2	1	-50.0	1.3
RG & E	0.3	1	0.3	3	72	93	29.2	2	3	50.0	2.0
KeySpan of NY	0.8	9	0.8	7	167	106	-36.5	4	7	75.0	0.8
National Fuel Gas	1.0	5	1.0	8	113	106	-6.2	2	8	300.0	1.7
Other Energy Utilities	N/A	7	N/A	1	168	35	-79.2	1	1	0.0	N/A
ESCO's	N/A	44	N/A	1	1640	703	-57.1	82	1	-98.8	N/A
Verizon	1.0	81	1.0	53	1622	953	-41.2	69	53	-23.2	1.0
Citizens Telcom	0.3	1	0.3	1	25	21	-16.0	1	1	0.0	0.6
Frontier of NY	1.2	1	1.2	1	10	6	-40.0	2	1	-50.0	0.6
Alltel	0.0	0	0.0	1	8	6	-25.0	0	1	#DIV/0!	0.6
Frontier Tel of Roch.	0.6	3	0.6	2	58	31	-46.6	1	2	100.0	0.5
Other LEC's	N/A	132	N/A	87	2795	1500	-46.3	127	87	-31.5	N/A
DSL Providers	N/A	2	N/A	4	91	45	-50.5	8	4	-50.0	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	5	0	-100.0	0	0	#DIV/0!	N/A
LD Resellers	N/A	15	N/A	10	402	186	-53.7	11	10	-9.1	N/A
COCOT Vendors	N/A	2	N/A	3	89	45	-49.4	2	3	50.0	N/A
Adelphia	N/A	2	N/A	5	89	19	-78.7	2	5	150.0	N/A
Cablevision Systems	N/A	15	N/A	12	225	114	-49.3	11	12	9.1	N/A
Time-Warner	N/A	18	N/A	9	270	84	-68.9	12	9	-25.0	N/A
Other Cable Cos.	N/A	2	N/A	3	100	94	-6.0	3	3	0.0	N/A
Long Island Water	1.4	0	0.0	0	46	12	-73.9	1	0	-100.0	1.4
UW - New Rochelle	3.3	1	3.3	0	8	3	-62.5	1	0	-100.0	0.8
New York Water	0.0	0	0.0	1	2	2	0.0	0	1	#DIV/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	1.5	0	0.0	0	18	10	-44.4	1	0	-100.0	1.2
Other Water Utilities	N/A	0	N/A	0	33	5	-84.8	4	0	-100.0	N/A

All complaint rates are based on 2003 customer populations.

* - Complaints per 100,000 customer accounts

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

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

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

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

January-04

Utility	Jan-04 Complaint Volume Total	Jan-04 Complaint Volume Credit	Jan-04 Complaint Volume % Credit	Last 12 Months Complaint Volume Total	Last 12 Months Complaint Volume Credit	Last 12 Months Complaint Volume % Credit	12 mos. Total C/Rate	12 mos. Credit C/Rate
Central Hudson	1	0	0	30	11	0	1	0
Con Edison	48	6	0	775	176	0	2	0
KeySpan - LI	1	0	0	60	9	0	1	0
NYSEG	3	2	1	61	197	3	1	2
Niagara Mohawk	12	0	0	408	23	0	2	0
Orange & Rockland	1	0	0	32	13	0	1	1
RG & E	3	2	1	93	66	1	2	1
KeySpan - NY	7	2	0	106	27	0	1	0
National Fuel Gas	8	3	0	106	53	1	2	1

Note: This chart shows the correlation between all complaints received and cases concerning credit related issues such as: Deferred payment agreements, extensions for payment, threathened termination of service and termination of service to to non-payment.

Informal Hearings, Shared Meter Cases, Appeals and Rehearings
January 2004

Informal Hearing Cases

As of January 31, 2004 there were sixty seven cases in the Informal Hearing Unit. During this month three complaints were resolved with pre-hearing mediation, ten informal hearings were scheduled, three were postponed, six hearings were held, eight 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 one hundred forty-nine shared meter complaints pending. Thirty-eight new complaints were received in January and twenty-eight cases were closed. The designee reduced the twelve-month assessment to the minimum of 25% in fourteen cases, to between 25% to 50% in four cases, and to between 50% to 75% in two cases. The twelve-month assessment was cancelled in two cases due to extraordinary cost. In one case the shared use was minimal and the designee apportioned the charges between the owner and tenant and granted an extension in one case. In one case the charges were cancelled because the Company billed the owner in error.

Appeals and Rehearings

At its January 21, 2004 session, the Commission approved OCS's recommended determinations of three appeals. Two determinations involve Con Edison nonresidential electric customers. One of these determinations upholds the informal hearing officer's conclusion that a utility deficiency justified limiting backbilling in a case where there was an unexplained meter defect, but clarifies that, in future cases, if the utility can demonstrate that it followed all relevant regulations, tariff provisions and written business procedures, then failure to identify and correct a latent meter defect would not necessarily be found to constitute utility deficiency or neglect. The second determination reverses a hearing officer's decision that Con Edison improperly reassigned the customer (a medical office building) to the redistribution rate, but concludes that the reassignment was not warranted until a later date than the utility had set, resulting in a refund of some utility charges to the customer. A third determination, involving a Con Edison residential electric customer, upholds the hearing officer's decision that the customer was responsible for electric bills he refused to pay.

Also during this month, a KeySpan-LI multiple-dwelling customer withdrew its appeal and accepted a utility settlement offer.

Two appeals were accepted for review during January: a Niagara Mohawk residential customer disputes charges for electric service, and a Verizon non-residential customer disputes the monthly charge for an off-premises extension. In addition, three rehearing petitions were received: a residential NYSEG customer petitions for rehearing of a recent Commission appeal determination, and two landlords seek rehearing of the Commission designee's decisions in separate shared meter cases both involving Con Edison electric service.

No. OF COMPLAINTS RCVD AGAINST REGULATED COMPANIES
BETWEEN 01/01/2004 AND 01/31/2004

Service	Utility	Complaints
CABLE		
	Adelphia - Buffalo	5
	Cablevision of Brookhaven	1
	Cablevision of Long Island	1
	Cablevision of New York City	3
	Cablevision of Southern Westche	2
	Cablevision of Westchester	4
	Cablevision-Rockland	1
	Mid Hudson Cablevision, Inc.	1
	RCN of Southeast New York, Inc.	2
	Time Warner - Binghamton	1
	Time Warner - Manhattan	6
	Time Warner - Queens	2
	Time Warner - Troy	1
*********		----------
sum		30
DSL		
	AT&T Communications of New York	1
	Covad Communications Company	1
	Verizon Advanced Data, Inc.	2
*********		----------
sum		4
ELECTRIC		
	Central Hudson Electric & Gas	1
	Con Edison	46
	Jamestown Board of Public Utili	1
	New York State Electric & Gas	2
	Niagara Mohawk Power Corp	10
	Orange & Rockland	1
	Rochester Gas + Electric	3
*********		----------
sum		64
GAS		
	Con Edison	2
	KeySpan of Long Island	1
	KeySpan of New York	7
	National Fuel Gas Distribution	8
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	2
*********		----------
sum		21

No. OF COMPLAINTS RCVD AGAINST REGULATED COMPANIES
BETWEEN 01/01/2004 AND 01/31/2004

Service	Utility	Complaints
TELEPHONE		
	ACN Communication Services, Inc	2
	AllTel Of New York	1
	AT&T Communications of New York	50
	Atlas Communications, Ltd.	1
	ATX Telecommunication Services	1
	Citizens Telecom	1
	Conversent Communications of Ne	1
	Excel Telecommunications Inc.	1
	Frontier Comm of NY/fka Highlan	1
	Frontier Telephone of Rochester	2
	GE Capital Communications Servi	1
	International Discount Telecomm	11
	J&N Communications	1
	MCIWorldCom	28
	Metropolitan Telecommunications	5
	Telephone New Rochelle Telephone Corp.	1
	Northeastern Telecom Inc.	1
	NOS Communications Inc.	1
	Primus Telecommunicatioms, Inc.	1
	QAI, Inc d/b/a Long Distance Bi	1
	QWest Communications Corporatio	1
	RCN Telecom Services of New Yor	1
	Resdntl Comms. Netwrk of NY dba	5
	Sprint Communications Company L	9
	Supra Telecom & Information Sys	1
	Tel-Save, Inc. (Talk.com)	1
	Telecarrier Services, Inc.	1
	Telecon Communications Corp	4
	TeleUno, Inc.	1
	Tristate Bell Inc.	1
	UKI Communications, Inc.	1
	VarTec Telecom, Inc.	4
	Verizon Communications (LD)	2
	Verizon Communications (LEC)	51
	ZTel Communications, Inc.	1
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sum		196
WATER		
	New York Water Service	1
*********		----------
sum		1
		----------
sum		316

NUMBER OF QRS CASES RECEIVED BY THE PSC
BETWEEN 01/01/2004 AND 01/31/2004

Service	Utility	QRS Cases
CABLE		
	Adelphia - Adirondack	1
	Adelphia - Buffalo	15
	Adelphia - Wellsville	1
	Adelphia Cable - Utica	5
	Adelphia Cable-Aurora	1
	Adelphia Cable-Niagara	1
	Cablevision of Dutchess County	3
	Cablevision of Hauppauge (V-CAB	2
	Cablevision of Long Island	22
	Cablevision of New York City	37
	Cablevision of Southern Westche	4
	Cablevision of Westchester	7
	Cablevision of Yorktown	2
	Cablevision-Rockland	3
	Cablevision-Warwick	1
	Chain Lakes Cablevision	1
	MediaOne - Westchester	5
	Mid Hudson Cablevision, Inc.	2
	RCN of Southeast New York, Inc.	7
	Time Warner - Albany	7
	Time Warner - Binghamton	4
	Time Warner - Manhattan	63
	Time Warner - Rochester	2
	Time Warner - Syracuse	13
	US Cable of Tri-County, Ltd.	1
*********		----------
sum		210
DSL		
	AT&T Communications of New York	2
	Covad Communications Company	1
	Gillette Global Network	1
	Verizon Advanced Data, Inc.	34
	XO New York, Inc.	1
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sum		39

NUMBER OF QRS CASES RECEIVED BY THE PSC
BETWEEN 01/01/2004 AND 01/31/2004

Service	Utility	QRS Cases
ELECTRIC		
	Central Hudson Electric & Gas	15
	Con Edison	296
	Con Edison Solutions	1
	Econnergy	3
	Energetix, Inc.	1
	Jamestown Board of Public Utili	1
	Keyspan Energy Services, Inc.	3
	New York State Electric & Gas	59
	Niagara Mohawk Power Corp	178
	Orange & Rockland	18
	Penn Electric Company (GPU Ener	1
	Rochester Gas + Electric	62
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sum		638
GAS		
	All Energy Marketing Co., L.L.C	1
	Central Hudson Electric & Gas	2
	Columbia Energy Services Compan	3
	Gas Con Edison	28
	Corning Natural Gas	1
	Econnergy	4
	Keyspan Energy Services, Inc.	2
	KeySpan of Long Island	22
	KeySpan of New York	63
	National Fuel Gas Distribution	46
	New York State Electric & Gas	13
	Niagara Mohawk Power Corp	23
	Orange & Rockland	2
	Reserve Gas Co.	1
	Rochester Gas + Electric	10
	St Lawrence Gas	1
	Total Energy, Inc.	1
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sum		223

NUMBER OF QRS CASES RECEIVED BY THE PSC
BETWEEN 01/01/2004 AND 01/31/2004

Service	Utility	QRS Cases
TELEPHONE		
	ACN Communication Services, Inc	3
	ADVAMTEL, LLC dba Plan B Commun	2
	Allegiance Telecom of New York,	6
	Alliance Group Services Inc.	1
	Alltel Communications, Inc.	1
	AllTel Of New York	1
	American Phone Services, Corp.	1
	ARC Networks, Inc.	4
	AT&T Communications of New York	274
	Atlas Communications and Teleph	2
	Atlas Communications, Ltd.	1
	ATX Telecommunication Services	1
	Birns Telecommunications	1
	BridgeCom International, Ltd.	1
	Broadview Networks	26
	Cablevision Lightpath, Inc.	2
	Choice One Communications of Ne	8
	Chronometric Telecommun.Inc (db	1
	Citizens Telecom	28
	Communicate Technological Syste	2
	COMTECH 21, LLC	1
	Conversent Communications of Ne	2
	Cordia Communications Corp	2
	Covad Communications Company	1
	CTC Communications Corp.	2
	Empire Telecom, Inc.	1
	Essex Communications, Inc. d/b/	1
	Excel Telecommunications Inc.	13
	EZ Tel Corp.	1
	Fast Connections, Inc.	1
	Frontier Comm of AuSable Valley	1
	Frontier Comm of NY/fka Highlan	10
	Frontier Comm of Seneca-Gorham,	1
	Frontier Telephone of Rochester	35
	Telephone IDT America, Corp.	2
	Intellicall Operator Services I	1
	International Discount Telecomm	53
	LCI International Telecom Corp.	3
	MCIWorldCom	148
	Metro Teleconnect, Inc.	2
	Metropolitan Telecommunications	7
	New Century Telecom, Inc.	2
	New Rochelle Telephone Corp.	5
	NextGen Telephone, Inc.	2
	NOS Communications Inc.	11
	Ogden Telephone	4
	OLS, Inc.	1

NUMBER OF QRS CASES RECEIVED BY THE PSC
BETWEEN 01/01/2004 AND 01/31/2004

Service	Utility	QRS Cases
Telephone	Optical Telephone Corporation	2
	PaeTec Communications, Inc.	4
	Primus Telecommunicatioms, Inc.	1
	Protel, Inc.	2
	PT-1 Communications, Inc.	1
	RCN Telecom Services of New Yor	3
	Resdntl Comms. Netwrk of NY dba	9
	Sprint Communications Company L	93
	State Telephone	1
	Supra Telecom & Information Sys	1
	Taconic Telephone	1
	Tel-Save, Inc. (Talk.com)	6
	Telecarrier Services, Inc.	2
	Telecom USA	2
	Telecon Communications Corp	16
	TeleUno, Inc.	6
	Township Tel	1
	Tristate Bell Inc.	5
	UKI Communications, Inc.	2
	USN Communications Long Distanc	1
	VarTec Telecom, Inc.	17
	Verizon Communications (LD)	11
	Verizon Communications (LEC)	488
	Verizon Corp. (payphones)	3
	Vernon Telephone	1
	Working Assets Funding Service,	1
	WorldLink Communications, Inc.	1
	XO New York, Inc.	2
	ZTel Communications, Inc.	10
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sum		1372
WATER		
	Cambridge Water Works Company	1
	Dykeer Water Company, Inc.	1
	Forest Park Water Company	1
	Knolls Water Co.	2
	Long Island Water Corp.	7
	New York Water Service	1
	Smallwood Water Corp.	1
	United Water-New Rochelle	4
	United Water-New York	3
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sum		21

Total		2506

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-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															
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															
5357	Advanced Telecommunications Ne																	
5324	Affinity Corporation	1																
5688	Affinity Network Inc.	1																
6283	Allegiance Telecom of NY Inc.	36	4	1												1		
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															
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	6			1	1			1	2				1		1
5369	Atlas Communications Ltd.		1															
6459	Big Planet Inc.	1																
6140	BridgeCom International LTD	5	1															
5771	Brittan Communications International C																	
6886	Broadview Networks	58	26															
6838	Broadwing Communcations	1																
6869	Broadwing Telecommunications Inc	2																
6111	Business Discount Plan Inc.	1	1															
5776	Business Options Inc.	1	1															
5021	Business Telecom dbs BTI Telecom																	
6426	Buyers United International Inc		2															
5340	Cable & Wireless Commun. Co.	6	2															
5949	Cablevision Lightpath Inc.		1															
6986	Capsule Communications Inc	2	1															
6399	CBS Corporation dba Westinghouse																	
6646	Choice One Communitcations of NY		3															
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															
6593	Communication Express																	
6372	Communications Billing Inc.	1	1															
5986	Community Network Services Inc	1	1															
6927	COMTECH 21, LLC		1															
6188	Connectamerica, Inc																	
6810	Conversent Communications of NY	2																
6245	Core-Comm New York Inc.																	
5B87	Covista of New York Inc	5	2															
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-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02
5559	CTN Telephone Network, Inc.	1																
6536	CTSI, Inc																	
6651	Direct America Marketers	1																
5997	Eclipse Telecommuniations Inc																	
6672	Econo-o-Call Inc.	6																
5215	Econophone Inc.		1															
6112	ELDS, Inc		2															
5137	Empire One Telecommunications	2	3															
5982	Equal Net Communications Inc.																	
5198	EqualNet Corporation			1							1							
6659	erbia Network Inc.																	
6748	Essential.com Inc.	3																
6912	Essex Communications DBA Elec	20	4															
6369	Essex Communications Inc	1																
5382	Excel Telecommunications Inc.	12	4	1											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															
5401	Frontier Communs. Services (fk																	
5192	Frontier L.D. America																	
5823	Frontier Local Services, Inc.	1																
5A41	Frontier Telephone of Rochester Inc.	1	1															
5573	Genesis Communications International	2	2															
6826	Global Crossing Telecommunications	5	3															
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															
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															
5408	IntelliCom Solutions Inc																	
6440	International Communication Services Inc		1															
5114	International Discount Telecommunications	4	3															
5409	International Exchnage Networks Ltd																	
6125	International Telecommunications Corp.																	
5241	Island Marketing d/b/a Interglobe	1																
5256	IXC Communications		1															
6913	Jirehcom Inc																	
5292	Key Communication Management Inc.																	
5980	L.D. Services Inc.		1															
6268	LCI International Inc.																	
5078	LCI International Telecom Corp	10	7															
5268	LDC Telecommunications Inc.																	
5909	LDM Systems Inc.																	
5339	LEAST COST ROUTING	4	4															
5854	Least Cost Routing Inc. dba Long Dist																	
5036	Lightyear Communications Inc	4	1															
6690	Long Distance Consolidated Billing Co		1															
5904	Long Distance Direct, Inc		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															
6460	Marathon Communications Corp.																	
5699	Matrix Telecommunications	3		2			1				1							
5820	MCI WorldCom	257	60	5					1	1		2		1				

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02
5736	MCImetro Access Transmission Svs																	
6208	Mercury Marketing Co Ltd	1	1															
6423	Metro Telecomm. dba METTel	59	5	1			1											
5435	Metromedia Long Distance Inc.	2	4															
5416	Minimum Rate Pricing																	
5777	National Accounts Inc.	3	4															
6110	National Telephone & Communications																	
6441	Nations Tel Inc.																	
5244	NeTel Inc.																	
6054	NET-TEL Corp.	1	1															
5385	Network Enhanced Technologies Inc.																	
5826	Network Plus Inc.	32	4															
5419	New Century Telecom Inc.																	
5D79	New Rochelle Telephone Corp.			1	1							1						
6907	NextGen Telephone	5	19															
6928	Norstar Communications	4	2															
6367	North American Telecommunications Corp	2																
5832	North American Telephone Network LLC	1																
5458	NOS Communications Inc.	4	2															
6177	OLS Inc.	3																
5A98	One Step Billing Inc.																	
5819	OneStar Long Distance Inc.	1																
5834	Ontera Broadband	2																
6768	OpenTel Communications Inc.		1															
6769	Opex Commications, Inc.		3															
5C61	Optical Telephone Corp	11	36	1			1											1
5639	Opticom Corp		1															
5763	Phone Calls Inc.																	
5193	Phone One Inc.																	
5263	PNG Telecommunications Inc	4																
5159	PowerNet Communications	1																
5476	Primetel Communications		1															
5245	Primus Telecommunications Inc.	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	1					1									
6316	RCN Long Distance Company																	
5A13	RCN Telecom Services of NY Inc.	1	1															
5558	Residential Communications Network of	5																
5843	Robtel Inc.		1															
6278	RSL Com U.S.A. Inc.																	
6232	SaveMart Com, Inc		1															
6933	ServicSense.com Inc.	2																
5D57	Silverleaf Communications Inc		1															
5748	Sprint Communications Company	159	107	8	1		2	1		1			1	2		1		
5478	Starlink Communications L.L.C.																	
5479	Startec Inc.	1	1															
5185	Taconic Telephone																	
6375	Telco Holdings dba Dial & Save																	
6100	Telco Partners Inc.																	
5164	Telcom Group USA Inc. d/b/a TelCom																	
6066	Telecarrier Services Inc			1			1											
5762	Telecom USA		2															
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.																	

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02
6345	Teligent Inc		1															
5C24	Telis Communicaitons Group Inc	1	1															
6088	Tel-Save Inc dba The Phone Company	430	38	2									1			1		
5B23	TelUno, Inc		6															
6654	The Free Netwrok LLC	2																
5939	The Furst Group Inc.																	
5499	Tl Nat Telecom dba Tl 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															
6331	TruCom Corporation																	
6049	TTI National Inc.																	
6111	TTI Telecommunications																	
5A99	U.S. Republic Communications Inc.	1																
6817	UKI Communications Inc.	28	20	2	1							2						
5C87	United Systems Access Telecom Inc	2	1															
6493	Uni-Tel Communications Group Inc.	1	2															
6137	USA Tele Corp.																	
6269	USLD Communications Ind																	
6048	USN Communications Long Distance	3																
5101	VarTec Telecom Inc.	2	4	1		1												
6300	VarTec Telecom Inc. d/b/a Clear Choice																	
5120	Verizon	32	14	1								1						
6830	Verizon Advanced Data	1																
6781	Verizon Communications	8	6	1								1						
6073	Vista Group International Inc.																	
6788	Webnet Communications	9	3															
5867	Wiltel Inc.	1	2															
5303	Winstar Gateway Network Inc.																	
5770	Working Assets Funding Service	1																
5319	World Com Inc dba LDDS World	2	2															
5203	WorldCom Network Service dba Wil	4	1															
6929	XO New York Inc		1															
6447	Ztel Communications Inc.	108	6	1							1							
	Complaints Assigned by CPCN	1973	695	37		1	7	2	2	2	4	9	2	3	1	4	0	2
	Unassigned Complaints	6	6															
	Total	1979	701	37		1	7	2	2	2	4	9	2	3	1	4	0	2

* 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-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02
D108	1st Rochdale Coop Group	2	1	1	1										1			
D105	ACN Energy, Inc.	3	1	4						1			2				1	
D078	Advantage Energy Inc.	0	3	0														
D084	Constellation NewEnergy	1	0	0														
D001	Agway Energy Services Inc.	17	17	18		3		2			1	1	2	1	2	2	4	2
D036	All Energy Marketing Co.	2	1	2	1								1		1			
D002	Amerada Hess	7	0	0														
D113	Brown Fuel, Inc	1	0	0														
D005	Castle Power Corporatoin	1	2	0														
D040	Columbia Energy Services Co.			1	3									1				
D086	Con Edison Solutions	4	55	43	1	1		1	3	6	3	1	2	4	8	4	10	8
D046	Econnergy	158	123	133	7	13	8	9	7	9	18	9	14	17	10	8	11	11
D047	Empire Natural Gas Corp	2	0	0														
D087	Energetix, Inc.	148	17	25	1	3			1		2	1	9	5	2	1	1	1
D054	Enron Energy Services	5	9	1													1	
D023	Federal Electric & Gas Co.	89	0	0														
D104	Great Eastern Energy	3	3	3							1		1			1		
D013	Interstate Energy Resources Inc.	11	2	4									1	1		1	1	
D015	Keyspan Energy Services, Inc.	97	154	194	6	19	22	33	21	12	19	1	12	20	15	12	8	20
D060	Main-Care Energy	1	0	1													1	
D107	Metro Energy Group	1	0	8									8					
D098	Metromedia Energy	6	1	0														
D018	Mirabito Fuel Group Inc.	1	3	9					1				3	2	3			
D020	Mitchell-Supreme Energy	6	3	2									1			1		
D021	National Fuel Resources, Inc.	10	76	18		1		2	1		1		1	1	10	1		1
D023	New York Gas Co, Inc.		4	0														
D024	North American Energy	19	20	25		1	1			3	3	6	5	2	3		1	
D026	North Atlantic Utilities Inc.	1	0	0														
D103	NYSEG Solutions	10	20	32			1		1	1	3	3	4	8	2	3	6	17
D067	PG&E Energy Trading	1	0	0														
D114	PRO-ENERGY RESOURCES		2	0														1
D093	Robison Energy of Westchester	0	2	9		1					1			2	3	2		
D068	Select Energy of New York (aka Plub St)	1	2	0														
D112	Smart Energy Services	439	1249	129				2	4	13	19	8	16		20	16	31	30
D102	Telecon Energy Services Corp.	0	0	0														
D032	Total Gas & Electric	158	116	46	2	2		3	3	1	3	2	5	9	8	7	3	5
D052	TXU Energy		2	1						1								
D888	Unassigned Customer Contacts	26	30	8			1	2				1			1		3	3
	Total	1231	1918	717	22	44	33	54	42	47	74	33	87	73	89	59	82	99

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