

# Monthly Report on Consumer Complaint Activity



## January 2005

*William M. Flynn, Chairman*

*Sandra S. Sloane, Director  
Office of Consumer Services*

*February 28, 2005*



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# Office of Consumer Services

February 28, 2005

Dear Reader:

In June 2002, the New York State Public Service Commission's Office of Consumer Services implemented a new process for handling consumers' issues against energy, water, telecommunications and cable television service providers operating in New York State. This process is known as QRS – the Quick Resolution System. The process is intended to provide enhanced service to consumer issues. This procedure, in most cases, allows service provider's one opportunity to resolve an issue directly with their customer prior to the OCS classifying the case as a complaint. Service providers are required to contact consumers to discuss their concerns, seek resolution of the issue and then provide expedited feedback to OCS reporting the outcome of the contact.

In order to measure the effectiveness of a service provider's performance under this new program, our staff has spent the past year developing a Customer Service Response Index. The Customer Service Response Index measures a service provider's responsiveness to consumers' problems forwarded to it by the staff of the Office of Consumer Services. The index measures performance in four areas:

- ◆ Success in resolving a customers' problem in the first contact
- ◆ Timeliness of first contact responses
- ◆ Timeliness of complaint responses
- ◆ Age of cases awaiting reply by the service provider

After working with all service providers for several months, we began reporting the Customer Service Response Index (CSRI) as part of our monthly activity report beginning in August 2004. This index is only one of many measures used to monitor utility performance. It is not the sole indicator of a service provider's performance and may not be representative of the level of service you might receive as a consumer.

Preceding the CSRI report is a quick reference guide which will explain each of the individual metrics that make up the index. Questions concerning CSRI should be sent to: [Barry\\_Bedrosian@dps.state.ny.us](mailto:Barry_Bedrosian@dps.state.ny.us).

Sincerely,  
Sandra S. Sloane  
Director



# If You Have a Complaint About Your Utility Service

The Office of Consumer Services (OCS) takes all utility consumer matters seriously, including complaints. When you contact our office with a complaint about a utility or other service provider, we take immediate steps through our Quick Response System (QRS) to address your concerns.

## The QRS Process

**We Contact Your Utility** - In an effort to ensure that utilities fulfill their obligation to provide effective customer service, we first ask the utility to contact you and resolve your concerns.

**Your Utility Contacts You** - As directed by OCS, the utility will contact you to:

- Discuss your concerns
- Provide you with the name and telephone number of a utility representative to call if you need further assistance
- Give you a date by which the company will get back to you about your concerns

**You Maintain Contact With Your Utility** - All future correspondence will come directly from the utility. If you have questions regarding your case please call your utility representative.

## The Follow-up

**Contact us if:**

- ◆ The utility does not contact you
- ◆ The utility does not provide its response to you within a reasonable timeframe
- ◆ The matter remains unresolved

If you have any questions regarding the process for addressing your concerns outlined above, please contact us at 1-800-342-3377.

# Customer Service Response Index

## Quick Reference Guide

In order to measure the effectiveness of each service provider's performance concerning issues brought to our attention by their customers the Office of Consumer Services has developed a Customer Service Response Index (CSRI). This index is reported on a monthly basis to compare the level of service and responsiveness delivered by each service provider under the Commission's jurisdiction. The CSRI is determined by measuring the following four metrics:

*The Consumer Satisfaction Metric (CSM)*; a ratio of the number of complaints to the number of QRS cases in the reporting month. All customer contacts begin as QRS cases. A complaint is recorded as a result of the customer being dissatisfied with the service provider's resolution of a case which was handled as a QRS case. A CSM score of 5 points are awarded when a service provider receives no complaints during the reporting month. There is no score awarded if a service provider satisfies less than 50% of the customers that the PSC refers to them.

*The QRS Response Time Metric (QRM)*; the average number of days it took the service provider to respond to QRS cases closed in the reporting month. A QRM score of 2 points is awarded when a provider's average response time for QRS cases is 14 days or less. The response time on each case is calculated by subtracting the response date from the date the case was opened. The average response time for each service provider is calculated by adding all the response times for QRS cases closed in the reporting month and dividing by the number of QRS cases closed that month. No points are earned if the average response time for QRS cases is more than 28 days (twice the acceptable reply standard).

*The SRS Response Time Metric (SRM)*; the average number of days it took to respond to SRS cases closed in the reporting month. An SRM score of 2 points is awarded when a service provider's average response time for SRS cases is 10 days or less. The response time on each case is calculated by subtracting the SRS response date from the date the SRS case was opened. The SRM average response time for each provider is calculated by adding all the response times for SRS cases closed in the reporting month and dividing by the number of SRS cases closed that month. If the case was in rebuttal status (a request by staff for additional information subsequent to a service providers initial reply), the response time will be calculated by subtracting the response date from the date the case was rebutted by staff. No points are earned if the average response time for SRS cases is more than 25 days (two weeks past due).

*The Pending Case Metric (PCM)*; the average age of all cases awaiting response, determined on the last day of the reporting month. A PCM score of 1 point is awarded when a service providers' average age of cases is 14 days or less. The age of each case is determined by subtracting the last day of the reporting month from the date opened on all cases awaiting a utility response. The PCM average is calculated by adding the age of all pending cases at the months end and dividing by the number of open cases. No points are earned if the average age of cases exceeds 70 days (two months delinquent) and a negative score is applied and if the average age is between 70 and 90 days.

The final CSRI score is the sum of the four metrics. Complete CSRI data is posted for those service providers that average 10 or more QRS cases per month. For all other service providers, the performance in each area is reported monthly less the actual CSRI measure. The volume of activity for these companies would result in significant fluctuations on a month to month basis. These fluctuations may result in the reader reaching an inaccurate conclusion as to a service providers performance.

## Customer Service Response Index January 2005

<b>Service Provider</b>	<b>QRS Cases</b>	<b>SRS Compl.</b>	<b>CSM Index</b>	<b>Avg. QRS Response</b>	<b>QTM Index</b>	<b>Avg. SRS Response</b>	<b>SRM Index</b>	<b>Avg. Age of Cases</b>	<b>PCM Index</b>	<b>CSRI</b>
Time Warner - Syracuse Division	14	0	5.0	2.6	2	0.0	2.0	4.0	1.0	10.0
Cablevision of Long Island	20	0	5.0	3.1	2	13.5	1.7	6.0	1.0	9.7
Frontier Telephone of Rochester, Inc.	21	1	4.5	8.6	2	10.1	1.9	3.3	1.0	9.4
National Fuel Gas Distribution	29	2	4.3	8.1	2	0.0	2.0	4.5	1.0	9.3
New York State Electric & Gas Corp.	75	2	4.7	5.8	2	15.6	1.5	10.6	1.0	9.2
Central Hudson Gas & Electric Corp.	10	1	4.0	5.4	2	0.0	2.0	5.0	1.0	9.0
Citizens Communications (ILEC)	15	2	3.7	8.1	2	7.4	2.0	5.5	1.0	8.7
Orange & Rockland	18	1	4.4	1.0	2	18.9	1.2	1.0	1.0	8.6
Verizon Advanced Data, Inc.	26	4	3.5	9.4	2	7.6	2.0	9.9	1.0	8.5
Communicate Technological Systems, CTS, LLC.	10	1	4.0	12.6	2	0.0	2.0	41.0	0.4	8.4
Broadview Networks, Inc.	13	1	4.2	7.0	2	19.5	1.1	1.0	1.0	8.3
Verizon Communications (LEC)	369	37	4.0	8.4	2	19.5	1.1	10.4	1.0	8.1
Cablevision of New York City	33	7	2.9	9.3	2	2.0	2.0	10.6	1.0	7.9
Trinsic f/k/a Z-Tel	16	3	3.1	16.7	1.7	8.0	2.0	8.6	1.0	7.8
Excel Telecommunications, Inc.	8	2	2.5	12.0	2	0.0	2.0	8.0	1.0	7.5
Rochester Gas & Electric Corp.	78	4	4.5	4.6	2	87.4	0.0	21.2	0.8	7.3
Time Warner - New York City Division	73	9	3.8	13.9	2	30.7	0.0	33.3	0.6	6.4
Choice One Communications of New York, Inc.	9	3	1.7	14.1	1.9	0.0	2.0	27.6	0.7	6.3
Time Warner - Albany Division	17	6	1.5	10.1	2	1.1	2.0	28.5	0.7	6.2
Niagara Mohawk - A National Grid Company	160	22	3.6	12.8	2	37.9	0.0	34.4	0.6	6.2
MCI	112	32	2.1	11.5	2	17.6	1.3	30.1	0.6	6.0
Time Warner ResCom of New York, LLC	11	2	3.2	27.3	0.2	0.0	2.0	45.5	0.3	5.7
KeySpan of New York	68	15	2.8	6.6	2	50.5	0.0	19.9	0.9	5.7
Econnergy	27	5	3.1	66.4	0	0.1	2.0	44.7	0.4	5.5
IDT America Corp.	51	13	2.5	8.0	2	73.9	0.0	10.5	1.0	5.5
KeySpan of Long Island	26	7	2.3	6.8	2	34.8	0.0	1.0	1.0	5.3
Con Edison of New York	300	59	3.0	17.2	1.6	54.0	0.0	25.2	0.7	5.3
AT&T of New York	251	62	2.5	10.3	2	51.0	0.0	29.6	0.7	5.2
Cordia Communications Company	21	5	2.6	12.8	2	32.9	0.0	49.3	0.3	4.9
VarTec Telecom, Inc.	8	4	0.0	9.2	2	32.6	0.0	45.9	0.3	2.3
Talk America, Inc.	11	3	2.3	36.2	0	31.1	0.0	63.8	0.0	2.3
Sprint Communications	36	3	4.2	10.3	2	7.3	2.0	93.2	-9.0	0.0
Verizon Communications (LD)	9	0	5.0	150.5	0	0.0	2.0	153.0	-9.0	0.0

*This report is considered confidential and is for information purposes only.  
Only the PSC Staff is authorized to disseminate or discuss this information with third parties.*

## Customer Service Response Index January 2005

<b>Service Provider</b>	<b>QRS Cases</b>	<b>SRS Compl.</b>	<b>Avg. QRS Response</b>	<b>Avg. SRS Response</b>	<b>Avg. Age of Cases</b>
16 E 96TH Corp	0	0	0.0	0.0	229.0
1st Rochdale Cooperative Group	0	0	0.0	0.0	123.0
57 Thames Rentals	0	0	0.0	0.0	328.0
ACC Business	1	0	1.0	0.0	0.0
ACN Communication Services, Inc.	5	0	12.3	0.0	153.3
Adelphia Cable - Auburn	1	0	0.0	0.0	29.0
Adelphia Cable - Buffalo	5	0	13.9	0.0	35.8
Adelphia Cable - Glens Falls	1	1	14.0	0.0	28.0
Adelphia Cable - Lancaster	0	1	35.0	0.0	18.0
Adelphia Cable - Niagara	1	1	0.0	0.0	26.7
Adelphia Cable - Penn Yan	1	0	2.0	0.0	0.0
Adelphia Cable - Utica	1	0	6.0	0.0	37.0
Agway Energy Services, LLC.	2	0	5.3	0.0	1.0
Airnex Communications, Inc.	0	0	0.0	0.0	97.0
Allegiance Telecom of New York, Inc.	2	2	28.0	0.0	37.8
AllTel Communications, Inc.	1	0	13.5	0.0	0.0
AllTel of New York	2	0	11.3	0.0	36.0
American Nortel Communications, Inc.	0	0	0.0	0.0	357.0
American Pay Phone, Inc.	1	0	2.0	0.0	0.0
American Telecommunications Corporation	1	0	191.0	0.0	101.5
America's Digital Satellite Telephone	0	0	0.0	0.0	319.0
America's Tele-Network Corp.	1	1	5.0	0.0	1.0
Aqua Maine Water	0	0	0.0	0.0	214.5
Aquarion Water Company of NY	1	0	0.0	97.2	26.0
Arbor Hills Waterworks	0	0	0.0	0.0	204.0
ARC Networks, Inc.	1	0	0.0	0.0	0.0
AT&T Payphones	1	0	0.0	0.0	21.0
Birns Telecommunications	0	0	0.0	0.0	319.8
BridgeCom International, Ltd.	7	3	15.3	0.0	12.2
Broadwing Telecommunications Inc.	0	0	0.0	0.0	204.0
Budtel Associates, Inc.	0	0	0.0	0.0	187.0
BullsEye Telecom, Inc.	0	0	0.0	0.0	111.1
Cablevision - MediaOne - Westchester	1	0	0.0	0.0	4.0
Cablevision Lightpath, Inc.	0	0	0.0	54.0	0.0
Cablevision of Dutchess County	3	0	7.2	0.0	21.0
Cablevision of Hauppauge	1	0	1.0	0.0	0.0
Cablevision of Port Chester	0	0	6.0	0.0	0.0
Cablevision of Rockland	1	0	9.0	0.0	0.0
Cablevision of Southern Westchester	3	0	7.7	0.0	8.0
Cablevision of Westchester	6	0	4.6	0.0	0.0
Cablevision of Yorktown	0	0	0.0	0.0	0.0
Carmel Telephone Services, Inc. d/b/a SusCom	3	0	3.5	0.0	5.0
Celtic Communications of Central NY	0	0	0.0	0.0	83.0
Century Telecommunications, Inc.	0	0	0.0	0.0	63.0
Chain Lakes Cablevision	2	0	12.0	0.0	0.0
Charter Communications	2	0	0.0	0.0	13.0
Chronometric Telecommunications, Inc.	0	0	0.0	0.0	133.0
Ciera Network Systems	0	0	0.0	0.0	319.0
City of Jamestown Board of Public Utilities	7	1	1.2	0.0	4.0
Cleartel Communications, Inc.	4	0	61.2	0.0	100.6
Comcast Telecommunications, Inc.	0	0	0.0	0.0	316.0

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CondorPhone	0	0	0.0	0.0	109.0
Conserve	0	0	0.0	0.0	112.0
Conversent Communications of New York, LLC.	0	1	28.2	0.0	0.0
Cooper Square Realty	0	0	0.0	0.0	32.0
CornerStone Telephone Company, LLC.	0	0	0.0	0.0	60.0
Corning Natural Gas Corp.	2	1	10.0	0.0	5.0
Corporatepage.com, Inc.	0	0	0.0	0.0	100.5
Covad Communications Company	2	0	5.0	0.0	4.0
Covista Communications, Inc.	2	1	3.0	0.0	63.6
CTC Communications Corp.	0	0	57.0	0.0	83.0
Custom Teleconnect, Inc.	1	0	0.0	0.0	1.0
Cypress Telecommunications Corporation	0	0	0.0	0.0	89.0
Dara Owners Corp.	0	0	0.0	0.0	118.0
DaveTel, Inc.	0	0	0.0	0.0	222.0
Deposit Telephone	3	0	2.3	0.0	0.0
DSLnet Communications, LLC.	1	0	0.0	0.0	12.0
Dykeer Water Company, Inc.	0	0	0.0	0.0	361.0
Eclipse Telecommunications, Inc.	0	0	0.0	0.0	46.0
Empire One Telecommunications, Inc.	0	0	0.0	0.0	112.0
Empire State Payphone Inc.	0	0	0.0	0.0	105.0
Energetix, Inc.	3	1	10.8	0.0	1.0
Ernest Communications, Inc.	1	0	2.0	0.0	0.0
ESS.com, L.L.C.	0	0	0.0	0.0	314.0
Essex Communications, Inc.	0	0	0.0	0.0	230.0
Eureka Telecom, LLC	1	0	3.0	0.0	0.0
FFC Energy	0	0	0.0	0.0	81.0
Fillmore Gas Company Inc.	1	1	24.0	0.0	4.0
Focal Communications Corporation	1	0	0.0	0.0	9.5
Frontier Communications of NY/fka Highland Tel	4	1	6.1	3.0	0.0
Frontier Communications of Rochester, Inc.	0	0	0.0	0.0	0.0
Future Focus Telecommunications	0	0	0.0	0.0	314.0
GE Capital Communications Services, Corp	0	0	0.0	0.0	393.0
Global Network Comms.	0	0	0.0	0.0	76.0
GNC Public Communications	0	0	0.0	0.0	57.5
Green Mountain Energy	0	0	0.0	0.0	377.0
GTC Telecom	0	1	0.0	0.0	0.0
Hudson Energy Services, LLC	1	1	1.0	0.1	0.0
InterGlobe Communications	0	1	74.0	0.0	124.0
International Satellite Communications	0	0	0.0	0.0	33.0
Kiamesha Artesian Spring Water Co., Inc.	0	0	0.0	178.8	96.0
Knolls Water Co.	0	0	0.0	0.0	613.0
LCI International Telecom Corp.	3	1	7.0	0.0	0.0
LCR Telecommunications, LLC	0	0	0.0	0.0	48.0
Level 3 Communications, LLC	2	1	12.0	0.0	16.5
Levy Associates	0	0	0.0	0.0	382.0
Liberty Power Corp.	2	0	50.9	0.0	0.0
Long Distance Consolidated Billing Co.	0	0	14.0	0.0	0.0
Long Distance Services of N.Y.	0	0	0.0	0.0	175.5
Long Island American Water	7	0	22.8	0.0	67.1
LoTel, Inc. d/b/a Coordinated Billing Services	1	0	0.0	0.0	0.0
Mascom Inc	0	0	0.0	0.0	69.0

## Customer Service Response Index January 2005

<b>Service Provider</b>	<b>QRS Cases</b>	<b>SRS Compl.</b>	<b>Avg. QRS Response</b>	<b>Avg. SRS Response</b>	<b>Avg. Age of Cases</b>
Massena Electric Department	1	0	2.0	0.0	0.0
McGraw Communications, Inc.	0	0	0.0	0.0	76.0
Metro Teleconnect Companies, Inc.	0	0	0.0	0.0	92.0
Metromedia Energy	1	0	0.0	0.0	1.0
Metropolitan Telecommunications	6	1	14.2	7.9	4.3
MFS Telephone of New York, Inc.	0	0	0.0	0.0	126.0
Mid Hudson Cablevision, Inc.	1	0	0.0	126.0	1.0
MTG Communications, Inc	1	0	0.0	0.0	115.0
Munde Tel Communications, Inc. d/b/a TriTel	0	0	0.0	0.0	35.0
National Access Long Distance	0	0	193.0	0.0	77.0
National Aqueous	0	0	0.0	0.0	207.2
Net2phone, Inc.	0	0	0.0	0.0	47.0
New Century Telecom, Inc.	2	1	50.0	0.0	104.8
New Rochelle Telephone Company	8	2	7.3	0.2	11.3
New York Coin Telephone Company, Inc.	0	0	0.0	0.0	54.0
Next Gen Telephone Co.	1	1	20.0	0.2	0.0
North American Energy, Inc.	3	0	2.5	0.0	4.0
NorthPoint Communications, Inc.	0	0	0.0	0.0	236.0
NOS Communications, Inc.	2	0	0.0	0.0	5.0
NOW Communications Inc	0	0	0.0	0.0	120.8
NYSEG Solutions, Inc.	2	0	2.5	0.0	0.0
Ogden Telephone	1	0	14.1	0.0	0.0
One Call Communications, Inc.	0	0	13.0	0.0	0.0
Optical Telephone Corporation	0	0	0.0	0.0	122.7
Opticom Corporation	1	0	2.0	0.0	0.0
Optimum Voice	1	0	46.0	0.0	23.0
PAETEC Communications, Inc.	4	0	11.7	0.0	8.7
Paytell Corp.	0	0	0.0	0.0	130.0
Phone Management Enterprises, Inc.	0	0	0.0	0.0	193.0
PowerNet Global Communications	0	0	0.0	0.0	278.0
Premier Communications, Inc.	0	0	0.0	0.0	74.0
Primus Telecommunications, Inc.	3	1	10.7	190.1	82.5
Pro Energy Development, LLC.	0	0	0.0	0.0	53.0
Promise Vision Technology	0	0	0.0	0.0	193.0
Protel Advantage, Inc. d/b/a Long Distance Savings	0	0	15.0	0.0	0.0
PT-1 Communications, Inc.	0	0	0.0	0.0	249.5
Qwest Communications Corporation	1	0	64.0	0.0	5.0
R&B Communications, Inc.	0	0	0.0	0.0	159.0
Rand Water CP - Brandt's Farm	0	0	0.0	0.0	124.0
Rand Water CP - Dogwood Knolls	0	0	0.0	0.0	208.0
RCN Telecom Services, Inc.	0	0	14.0	0.0	0.0
Reconex, Inc. (USTEL/1-800-Reconex)	2	4	6.3	0.0	38.5
Resdntl Comms. Netwrk of NY	2	1	15.3	2.9	0.0
Rouhollah Kalimian Trust II	0	1	0.0	0.0	12.0
Rowlands Hollow Water Works, Inc.	0	0	0.0	0.0	202.0
ServiSense.com, Inc.	1	1	14.0	0.0	58.6
Spectrotel, Inc.	3	1	8.5	0.0	82.0
Startec Global Licensing Company	1	0	7.0	0.0	55.0
Susquehanna Communications	4	0	3.5	0.0	5.0
Symbiont, Inc.	1	0	4.0	0.0	0.0
Taconic Long Distance Service Corp.	0	0	0.0	0.0	203.0

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<b>Service Provider</b>	<b>QRS Cases</b>	<b>SRS Compl.</b>	<b>Avg. QRS Response</b>	<b>Avg. SRS Response</b>	<b>Avg. Age of Cases</b>
Taconic Telephone Corp.	1	0	0.0	0.0	137.5
TC Systems, Inc. (Pay Phones Only)	0	0	0.0	0.0	191.5
Tele Circuit Network	1	0	22.0	0.0	21.0
Telebeam	0	0	0.0	0.0	186.0
Telecarrier Services, Inc.	4	0	3.0	0.0	402.1
Telecom EZ	0	0	0.0	0.0	334.0
Telecom Management, Inc. D/B/A Pioneer Telephone	1	0	15.0	0.0	0.0
Telecom USA	1	0	26.5	0.0	28.0
Telecon Communications Corp	1	0	0.0	0.0	157.3
TELEDIAS Communications, Inc.	4	0	3.3	0.0	23.0
Teleport Communications	0	0	53.0	0.0	0.0
Tiffany Mews	0	0	0.0	0.0	228.0
Time Warner - Binghamton	2	0	0.2	0.0	67.8
Time Warner - Rochester Division	4	1	9.0	14.0	43.3
T-NETIX Telecommunications Services, Inc.	0	0	0.0	0.0	200.0
Total Call International, Inc.	0	0	0.0	0.0	221.0
Total Gas & Electric, Inc.	3	0	10.0	0.0	17.5
Touch 1 Communications, Inc.	0	0	0.0	0.0	131.1
Tractebel Energy Services, Inc.	0	0	0.0	0.0	134.0
Tristate Bell Inc	2	1	3.5	0.0	26.0
United Systems Access Telecom	0	0	0.0	0.0	163.0
United Telecom of America, Inc.	1	0	0.0	0.0	0.0
United Telecom, LLC	1	0	5.0	0.0	0.0
United Water-New Rochelle	2	0	0.0	0.0	9.7
United Water-New York	2	1	19.5	1.0	64.8
Uni-Tel Communications Group, Inc.	0	0	0.0	0.0	33.0
USA Payphone, Inc.	0	0	0.0	0.0	316.0
Utility Solutions	0	0	0.0	0.0	292.0
Verizon Communications (PayPhones)	2	1	19.9	6.9	1.0
Village of Andover	0	0	0.0	0.0	5.0
Village of Freeport Electric	1	0	0.0	0.0	0.0
Village of Hilton	1	0	0.0	0.0	1.0
Vonage Communications	2	0	6.0	0.0	9.5
Warwick Valley Telephone Company	1	1	2.0	0.0	44.5
Warwick Water Company	0	0	0.0	0.0	77.0
Winstar of New York, LLC	0	0	0.0	0.0	223.0
WorldLink Communications, Inc.	0	1	29.0	0.0	17.5
XChange Telecom	2	1	3.0	0.0	0.0
XO Communications, Inc.	2	1	5.5	430.0	92.3
Zone Telecom, Inc.	1	0	5.0	0.0	0.0

# COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES

## January 2005

Utility	Dec-04		Jan-05		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Jan-05
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Jan-04	Jan-05		Change	2004		
Central Hudson	0.0	0	0.3	1	31	26	-16.1	1	1	0.0	0.8
Con Edison	2.1	79	1.6	58	756	739	-2.2	48	58	20.8	1.8
KeySpan of L.I.	1.0	5	1.4	7	62	52	-16.1	1	7	600.0	0.9
NYSEG	0.5	5	0.2	2	57	39	-31.6	3	2	-33.3	0.4
Niagara Mohawk	0.8	14	1.3	22	403	299	-25.8	12	22	83.3	1.6
Orange & Rockland	1.9	4	0.5	1	31	30	-3.2	1	1	0.0	1.2
RG & E	0.8	3	1.0	4	94	73	-22.3	3	4	33.3	1.6
KeySpan of NY	0.9	11	1.3	15	102	175	71.6	7	15	114.3	1.3
National Fuel Gas	0.6	3	0.4	2	102	67	-34.3	8	2	-75.0	1.2
Other Energy Utilities	N/A	1	N/A	3	35	140	300.0	1	3	200.0	N/A
ESCO's	N/A	46	N/A	57	703	494	-29.7	22	57	159.1	N/A
Verizon	0.3	23	0.5	37	942	462	-51.0	53	37	-30.2	0.5
Citizens Telcom	0.3	1	0.6	2	19	15	-21.1	1	2	100.0	0.4
Frontier of NY	0.0	0	1.3	1	6	9	50.0	1	1	0.0	1.0
Alltel	0.0	0	0.0	0	6	2	-66.7	1	0	-100.0	0.2
Frontier Tel of Roch.	0.2	1	0.2	1	31	20	-35.5	2	1	-50.0	0.4
Other LEC's, CLEC's, ICX's	N/A	83	N/A	141	1507	1326	-12.0	114	141	23.7	N/A
DSL Providers	N/A	5	N/A	4	45	32	-28.9	4	4	0.0	N/A
Adelphia	N/A	2	N/A	3	19	24	26.3	5	3	-40.0	N/A
Cablevision Systems	N/A	8	N/A	7	114	141	23.7	12	7	-41.7	N/A
Time-Warner	N/A	23	N/A	16	84	151	79.8	9	16	77.8	N/A
Other Cable Cos.	N/A	0	N/A	0	94	10	-89.4	3	0	-100.0	N/A
Long Island Water	0.0	0	0.0	0	11	2	-81.8	0	0	0.0	0.2
UW - New Rochelle	9.9	3	0.0	0	3	15	400.0	0	0	0.0	4.1
New York Water	2.3	1	0.0	0	2	4	100.0	1	0	-100.0	0.8
New York American	0.0	0	0.0	0	1	0	0.0	0	0	0.0	0.0
UW - New York	0.0	0	1.5	1	9	5	-44.4	0	1	0.0	0.6
Other Water Utilities	N/A	1	N/A	0	5	18	260.0	0	0	0.0	N/A

All complaint rates are based on 2003 customer populations.  
 \* - Complaints per 100,000 customer accounts

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 Major New York Energy Utilities January-05

Utility	Jan-05			Last 12 Months			12 mos.	12 mos.
	Complaint Volume			Complaint Volume			Total	Credit
	Total	Credit	% Credit	Total	Credit	% Credit	C/Rate	C/Rate
Central Hudson	1	0	0%	26	15	58%	0.8	0.4
Con Edison	58	11	19%	739	150	20%	1.8	0.4
KeySpan - LI	7	0	0%	52	13	25%	0.9	0.2
NYSEG	2	4	200%	39	15	38%	0.4	0.1
Niagara Mohawk	22	3	14%	299	100	33%	1.6	0.5
Orange & Rockland	1	1	100%	30	8	27%	1.2	0.3
RG & E	4	1	25%	73	47	64%	1.6	1.0
KeySpan - NY	15	4	27%	175	40	23%	1.3	0.3
National Fuel Gas	2	2	100%	67	26	39%	1.2	0.4

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

## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings January 2005**

### **Informal Hearing Cases**

As of the end of December, there were 95 cases in the Informal Hearing Unit. During this month, 3 complaints were resolved with pre-hearing mediation, 12 informal hearings were scheduled, 2 hearings were postponed, 8 hearings were held during which 3 settlements were reached and two complainants failed to appear for their hearings. Written decisions were issued in 12 informal hearing cases.

### **Shared Meter Designee Cases**

Under Section 52 of the PSL (Shared Meter Law) only the Commission or its Designee can decide certain complaints. The majority of these cases concern the 12-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of January there were 210 shared meter complaints pending. Forty new complaints were received in January and 7 cases were closed. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 4 cases, between 25% to 50% in 2 cases and between 51% to 75% in 1 case.

### **Appeals and Rehearings**

At its January 14, 2005 session, the Commission approved OCS's recommended determinations of 1 appeal and 1 rehearing petition. The appeal determination found that a residential Cablevision customer was not entitled to a refund of cable charges. The rehearing determination upholds a decision by the Commission's designee in a shared meter case involving Con Edison electric service.

During January, appeals were accepted for review in 3 cases. In the first, a commercial electric customer questions Con Edison demand billing for electricity. In the second, a Niagara Mohawk customer disputes billing for unmetered residential gas service. In the third case, a building owner objects to denial of an informal review in two cases seeking information about decisions by Con Edison to resolve billing disputes (involving nonresidential electric service) in favor of the building owner.

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

**Table of Consumer Contacts filed against ESCO's**

CODE	FULL NAME	2002	2003	2004	2005	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04
D108	1st Rochdale Coop Group	1	1	2	0				1								
D105	ACN Energy, Inc.	1	4	3	0		1					1		1			
	Accent Energy			3	0			3									
D078	Advantage Energy Inc.	3	0	0	0												
D084	Constellation NewEnergy	0	0	0	0												
D001	Agway Energy Services Inc.	17	18	12	3	3	4				2				2	1	3
D036	All Energy Marketing Co.	1	2	1	0												
D002	Amerada Hess	0	0	0	0												
D113	Brown Fuel, Inc	0	0	0	0												
D005	Castle Power Corporatoin	2	0	1	0											1	
D040	Columbia Energy Services Co.		1	10	1	1					2	1		2		2	
D086	Con Edison Solutions	55	43	18	0		3		1		5		2	1		4	1
D046	Econnergy	123	133	221	34	34	21	6	13	11	24	16	29	19	35	32	8
D047	Empire Natural Gas Corp	0	0	0	0												
D087	Energetix, Inc.	17	25	71	6	6	5	1	3	3	2	2	2	15	34	3	
D054	Enron Energy Services	9	1	0	0												
D023	Federal Electric & Gas Co.	0	0	0	0												
	FFC Energy	0	0	1	0			1									
	Fortuna Energy	0	0	1	0			1									
D104	Great Eastern Energy	3	3	4	0							1			1	2	
D013	Interstate Energy Resources Inc.	2	4	0	0												
D015	Keyspan Energy Services, Inc.	154	194	50	0		1	3	11	0	5	6	3	2	3	8	2
	Liberty Power	0	0	2	0			2									
D060	Main-Care Energy	0	1	0	0												
D107	Metro Energy Group	0	8	1	0							1					
D098	Metromedia Energy	1	0	0	1	1											
D018	Mirabito Fuel Group Inc.	3	9	3	0				2							1	
D020	Mitchell-Supreme Energy	3	2	5	0			1		1					3		
D021	National Fuel Resources, Inc.	76	18	4	0				1	1	1	1					
D023	New York Gas Co, Inc.	4	0	0	0												
D024	North American Energy	20	25	3	3	3					1				1		1
D026	North Atlantic Utilities Inc.	0	0	0	0												
D103	NYSEG Solutions	20	32	8	2	2	2	1				1		1		2	1
D067	PG&E Energy Trading	0	0	1	0						1						
D114	PRO-ENERGY RESOURCES	2	0	1	0		1										
D093	Robison Energy of Westchester	2	9	1	0								1				
D068	Select Energy of New York (aka Plub St)	2	0	0	0												
D112	Smart Energy Services	1249	129	0	0												
D102	Telecon Energy Services Corp.	0	0	0	0												
D032	Total Gas & Electric (Energy)	116	46	23	3	3	2	3	1	1	1	3	4	5			1
D052	TXU Energy	2	1	0	0												
	US Energy Partners	0	0	1	0			1									
D888	Unassigned Customer Contacts	30	8	7	5	5	6		0	1							
	<b>Total</b>	<b>1918</b>	<b>717</b>	<b>458</b>	<b>58</b>	<b>58</b>	<b>46</b>	<b>23</b>	<b>33</b>	<b>18</b>	<b>44</b>	<b>33</b>	<b>41</b>	<b>46</b>	<b>79</b>	<b>56</b>	<b>17</b>

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.