

Monthly Report on Consumer Complaint Activity



July 2001

Maureen O. Helmer, Chairman

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Office of Consumer Services*

August 15, 2001



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July 2001

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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

July 2001

Utility	Jun-01		Jul-01		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Jul-01
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Jul-00	Jul-01		Change	2000		
Central Hudson	2.6	7	2.2	6	120	58	-51.7	49	36	-26.5	1.8
Con Edison	5.6	200	4.0	144	1787	1827	2.2	1035	1241	19.9	4.2
KeySpan of L.I.	1.9	9	2.3	11	51	98	92.2	34	76	123.5	1.7
NYSEG	1.1	10	1.2	11	161	105	-34.8	87	76	-12.6	1.0
Niagara Mohawk	3.5	59	3.6	61	1064	648	-39.1	435	382	-12.2	3.2
Orange & Rockland	6.8	16	5.1	12	139	131	-5.8	65	94	44.6	4.6
RG & E	3.4	13	3.4	13	229	159	-30.6	122	94	-23.0	3.5
KeySpan of NY	4.6	53	1.8	21	295	384	30.2	180	290	61.1	2.8
National Fuel Gas	5.4	28	4.6	24	205	247	20.5	111	166	49.5	4.0
Other Energy Utilities	N/A	13	N/A	4	49	536	993.9	29	105	262.1	N/A
ESCO's**	N/A	73	N/A	62	361	1047	190.0	234	598	155.6	N/A
Verizon	6.1	467	4.6	352	4765	5640	18.4	2736	2862	4.6	6.2
Citizens Telcom	2.2	6	1.9	5	96	87	-9.4	57	68	19.3	3.0
Frontier of NY	3.1	2	3.1	2	12	7	-41.7	4	15	275.0	2.3
Alltel	1.0	1	1.0	1	29	25	-13.8	16	8	-50.0	1.4
Frontier Tel of Roch.	0.6	4	1.4	9	236	206	-12.7	127	65	-48.8	1.8
Other LEC's	N/A	726	N/A	616	6174	7617	23.4	2926	4092	39.8	N/A
DSL Providers	N/A	57	N/A	32	N/A	575	N/A	N/A	1	N/A	N/A
Pre-paid Calling Cards	N/A	4	N/A	0	N/A	14	N/A	N/A	16	N/A	N/A
LD Resellers	N/A	76	N/A	49	3516	1230	-65.0	2306	654	-71.6	N/A
COCOT Vendors	N/A	2	N/A	2	40	41	2.5	21	21	0.0	N/A
Adelphia	N/A	11	N/A	6	137	153	11.7	42	101	140.5	N/A
Cablevision Systems	N/A	49	N/A	30	499	491	-1.6	176	290	64.8	N/A
Time-Warner	N/A	58	N/A	39	611	614	0.5	237	358	51.1	N/A
Other Cable Cos.	N/A	20	N/A	7	147	191	29.9	105	189	80.0	N/A
Long Island Water	12.3	9	11.0	8	8	53	562.5	0	31	#DIV/0!	6.1
UW - New Rochelle	3.3	1	3.3	1	15	16	6.7	1	7	600.0	4.4
New York Water	2.2	1	2.2	1	9	7	-22.2	1	4	300.0	1.3
New York American	0.0	0	0.0	0	0	1	#DIV/0!	0	1	#DIV/0!	0.7
UW - New York	1.5	1	1.5	1	49	28	-42.9	2	18	800.0	4.3
Other Water Utilities	N/A	9	N/A	1	70	39	-44.3	41	23	-43.9	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

July 2001

Utility	July 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	1	17%	58	13	22%	1.8	0.4
Con Edison	144	18	13%	1827	322	18%	4.2	0.7
KeySpan - LI	11	1	9%	98	14	14%	1.7	0.2
NYSEG	11	3	27%	105	25	24%	1.0	0.2
Niagara Mohawk	61	19	31%	648	245	38%	3.2	1.2
Orange & Rockland	12	5	42%	131	58	44%	4.6	2.0
RG & E	13	9	69%	159	102	64%	3.5	2.2
KeySpan - NY	21	4	19%	384	71	18%	2.8	0.5
National Fuel Gas	24	14	58%	247	108	44%	4.0	1.7

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

July 2001

Informal Hearings

As of July 31, 2001, there were 10 cases pending in pre-hearing. The month ended with 63 informal hearing cases pending for a total of 73 cases pending in the unit, a decrease of 16 over last month. During July, a total of five (5) cases were resolved through mediation, both at the pre-hearing and the informal hearing levels.

Shared Meter Designee Complaints

Under Section 52 of PSL (Shared Meter Law), only the Commission or its Designee can decide certain complaints. The majority of these cases concern the penalty assessed to owners for failure to find and correct instances of shared metering. At the end of July there were 271 shared meter complaints pending, a decrease of 7 from the previous month. Twenty-eight (28) new complaints were received in July, and 31 were closed. Brief descriptions of some of the closed cases are outlined below.

In seven of the cases closed, the penalty was cancelled after staff made a finding that the shared use was minimal under our regulations. The designee reduced the penalty to the minimum of 25% in 16 cases, and to 35% in 1 case. In one case the owner provided documentation showing that the costs to correct the shared meter condition were extraordinary as defined in our regulations. Therefore, the penalty was cancelled. In one case, the charge was cancelled because the company continued billing the owner after the owner provided proof that the shared meter condition was corrected.

Appeals and Rehearings

At its July 26, 2001 session, the Commission approved three appeal determinations recommended by OCS. All three appeals were by residential customers. Two of the determinations uphold informal decisions in their entirety. One determination rejects a Con Ed gas heating customer's objections to charges for metered service. Another determination upholds a customer's responsibility to Brooklyn Union for a residential account the customer denied having opened. The third determination modifies an informal decision permitting Brooklyn Union to backbill for unmetered gas heating service to the extent of correcting an earlier computational error and otherwise upholds it.

Two appeal requests were accepted in July. One is a cross appeal by a residential customer of an informal decision already appealed by National Fuel Gas. Although the informal decision favors the customer, the customer argues it does not sufficiently penalize the utility for failing to provide service upon his application. The other is an appeal by Con Ed from an informal decision finding that a religious customer receiving residential electric service was eligible under the utility's tariff to receive gas service at a nonresidential rate and is entitled to backbilling at the lower nonresidential gas rate.

**No. of Complaints Received Against Regulated Companies
Between 7/1/2001 and 7/31/201**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	3
	Adelphia Cable - Auburn	1
	Adelphia Cable - Utica	1
	Cablevision of Brookhaven	1
	Cablevision of Hauppauge (V-CABLE)	5
	Cablevision of Long Island	9
	Cablevision of New York City	8
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	3
	Cablevision of Westchester	3
	Charter Communications	1
	MediaOne - US Cablevision	1
	Public Service Commission	2
	RCN of Southeast New York, Inc.	3
	Time Warner - Albany	1
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	4
	Time Warner - Central Square	1
	Time Warner - Ilion	1
	Time Warner - Kingston	1
	Time Warner - Manhattan	14
	Time Warner - Orange County	1
	Time Warner - Poughkeepsie	1
	Time Warner - Queens	7
	Time Warner - Rochester	2
	Time Warner - Saratoga	1
	Time Warner - Saugerties	1
	Time Warner - Staten Island	1
	Time Warner - Sullivan County	1
US Cable of Tri-County, Ltd.	1	
Total Cable		82
DSL	Covad Communications Company	2
	Earthlink, Inc.	2
	Public Service Commission	1
	Verizon Advanced Data, Inc.	27
Total DSL		32
Electric	Central Hudson Electric & Gas	6
	Con Edison	122
	New York State Electric & Gas	10
	Niagara Mohawk Power Corp	54
	Orange & Rockland	12
	Rochester Gas + Electric	9
Village of Theresa	1	
Total Electric		214

**No. of Complaints Received Against Regulated Companies
Between 7/1/2001 and 7/31/201**

Gas	Con Edison	22
	KeySpan of Long Island	11
	KeySpan of New York	21
	National Fuel Gas Distribution	24
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	7
	Public Service Commission	1
	Rochester Gas + Electric	4
Total Gas	<hr/> 91	

Telephone	ACC Buffalo Telecom Corp.	1
	Adelphia Business Solutions Operations	1
	ADVAMTEL, LLC dba Plan B Communications	2
	Affinity Network, Inc.	2
	Allegiance Telecom of New York, Inc.	15
	AllTel Of New York	1
	AT&T Communications of New York, Inc.	315
	Berkshire Telephone	2
	BridgeCom International, Ltd.	2
	Broadview Networks	16
	Broadwing Telecommunications Inc.	1
	Cable & Wireless Commun. Co.	1
	Cablevision Lightpath, Inc.	1
	Chautauqua & Erie Telephone Corp.	1
	Choctaw Communications, Inc. d/b/a Smoke	1
	Choice One Communications of New York, Inc	5
	Citizens Telecom	5
	Citizens Telecom Long Distance	3
	Citizens Telecommunications Co. of NY	1
	Claricom Networks, Inc.	1
	Coastal Communications	1
	Core-Comm-New York, Inc.	2
	Econ-o-call Inc.	1
	Econophone, Inc.	1
	Empire One Telecommunications, Inc.	1
	Essential.com, Inc.	6
	Essex Communications, Inc. d/b/a/ Elec	4
	Excel Telecommunications Inc.	4
	Fairpoint Communications	3
	Frontier Comm of AuSable Valley	1
	Frontier Comm of NY/fka Highland Tel	2
	Frontier Communications of Rochester, Inc	2
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	9
	Global Crossing Telecommunications, Inc	4
	GTE Long Distance fka GTE Card Srvs,Inc	1
	Inet Interactive Network System, Inc.	1
	International Discount Telecommunication	2
	LCI International Telecom Corp.	6
	Long Island Telephone Company	1
	Matrix Telecommunications	2
	MCIWorldCom	157
	Mercury Marketing Company Ltd.	1

**No. of Complaints Received Against Regulated Companies
Between 7/1/2001 and 7/31/201**

Telephone (cont).	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications dba MetTel	33
	Network Plus, Inc.	9
	New York Payphone	1
	North American Telephone Network, LLC	2
	NOS Communications Inc.	1
	OneStar Long Distance, Inc.	1
	Onsite Access Local LLC	1
	Ontera Broadband	1
	PNG Telecommunications, Inc.	2
	Primus Telecommunications, Inc.	1
	PT-1 Communications, Inc.	2
	QWest Communications Corporation	5
	RCN Telecom Services of New York, Inc	2
	Resdntl Comms. Netwrk of NY dba RCN	12
	ServiSense.com, Inc.	1
	Sprint Communications Company L.P.	18
	T-NETIX, Inc.	1
	Taconic Long Distance Service Corp.	1
	Taconic Telephone	3
	Tel-Save, Inc. (Talk.com)	76
	Time Warner Telecommunications	2
	Tri-Tel Communications, Inc.	1
	United States Telecommunications, Inc	1
	USN Communications Long Distance, Inc	1
	Verizon Communications (LD)	4
	Verizon Communications (LEC)	352
	Warwick Valley Telephone	1
	Webnet Communications, Inc.	1
	WorldCom Inc, dba LDDS World Com	1
	XO New York, Inc.	1
	ZTel Communications, Inc.	71
Total Telephone		1200
Water	Hunter Water Supply Corp.	1
	Long Island Water Corp.	8
	New York Water Service	1
	United Water-New Rochelle	1
	United Water-New York	1
Total Water		12
TOTAL COMPLAINTS RECEIVED		1631

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00
6902	1 Com Inc.							4	1						1		2	2			
5818	A.R.C. Networks Inc.				1	4			0												
5049	ACC Buffalo Telecom Corp							1	1		1								1		
5305	ACC Long Distance Corporation			1	2	1	1		2				1		1						
6184	ACC National Long Distance Corp								1					1							
5757	ACC National Telecom Corp.				1	1			0												
5069	ACC Rochester Telecom Corp.							1	0								1				
6159	Accutel Communications Inc.				8	38	4		0												
6849	ACN Communication Services Inc								2						1	1					
6135	ADVAMTEL LLC d/b/a Plan B Comm						1	29	26	1	4	1	2	3	5	10	7	1	4	1	1
5357	Advanced Telecommunications Ne		1	3			0	2	0									1	1		
5279	Advantage Communications Group Inc							0	0												
5324	Affinity Corporation					1			0												
5688	Affinity Network Inc.					1	1		1				1								
6055	All American Telephone Inc.			43		53			0												
6283	Allegiance Telecom of NY Inc.					1	3	24	36	3	3	6	6	4	7	7	4	9	1	3	4
6516	Alliance Group Services Inc							1	0										1		
5774	Alltel Long Distance Inc.								0												
5010	AllTel of New York							1	0												
5A02	Alltel Communications Inc								0												
5343	Am.Tech. Inc.dba Network Utili			9	4		1		0												
5779	American Business Alliance In				60	3	1		0												
5908	American Long Distance Service Inc.						1		0												
5683	American Long Lines								2		1	1									
6323	American Nortel Communications Inc.				3	49	60	13	1						1						2
6778	American Phone Services Corp.							4	5		3			1	1						2
5935	American Telecommunications En	2	7	9		3			0												
5A22	American Telecommunications System								3		1		1								
5249	American Telesource Intl Inc.		1		1				0												
5361	America's Tele-Network Corp.			5	20	45	19	14	0								1	1		1	
5984	Americom Inc.							0	1						1						
5322	Amer-I-Net Services Corporation				4	3			0												
5689	Ameri-Tel Communications Inc.			2	1		1		0												
6513	AmeriVision Communications Inc.						3		0												
5325	AMNEX See American Network Exc	1	5						0												
5805	AT&T Communications of New Yor	39	160	356	443	311	70	373	378	58	44	53	51	62	64	46	26	42	37	29	48
5364	Athena International L.L.C.				4	1			0												
5837	ATI Rentals Inc.				2				0												
5369	Atlas Communications Ltd.			3	3	3	1		0												
6057	BFI Communications Inc.				3				0												
5996	Briar Joy Development Corp.			1					0												
6140	BridgeCom International LTD								3	1	1			1							
5771	Brittan Communications International C				26	52	23	1	0												
6886	Broadview Networks					16	63	73	37	6	4	4	5	2	2	14	1	1	10	3	7
6869	Broadwing Telecommunications, Inc								1	1											
6111	Business Discount Plan Inc.				129	50	6	1	2			1		1							
5776	Business Options Inc.						1	3	0												1
5021	Business Telecom dbs BTI Telecom						1		0												
5340	Cable & Wireless Commun. Co.		1	1	1		1		3		1			1	1						
5949	Cablevision Lightpath Inc.							2	0												
6399	CBS Corporation dba Westinghouse						1		0												
5879	Cherry Communications Inc	2	5						0												
6646	Choice One Communications of NY								0												
5A17	Citizens Telecom				1	5			1					1							

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00
5127	Citizens Telecommunications Co			1	6				2			1				1					
5128	Clear Network Inc. dba ClearN			3					0												
5609	ClearTel Communications Inc.		2						0												
5693	Coast International Inc.			5	2	1		1	0												
6271	Coleman Enterprises Inc. d/b/a Local Lo					17	13		0												
5103	Colorado River Communications		31	1		2			0												
6143	Commonwealth Telecom						1	3	0												
6593	Communication Express					8	2		0												
5131	Communication TeleSystems Inte			1					0												
6372	Communications Billing Inc.							2	0												
5177	Communications TeleSytems Intl		1	17	1	1			0												
5133	Conetco Corp dba Comm.Network		1	5					0												
5612	Conquest Operator Services Corp.							0	0												
6810	Conversent Communications of NY								1						1						
6245	Core-Comm New York Inc.							2	0												
5336	Corporate Services Telecom Inc		2	5	2	13			0												
6260	CTC Communications Corp.							1	2			1				1					
5559	CTN Telephone Network, Inc.								1		1										
5191	Dial & Save of New York Inc.			1		2			0												
5117	Digital Dialing Communications	8	9						0												
6103	Discount Network Services Inc.				1	8	0		0												
6328	Discount Telecom Inc.				9	17			0												
5834	DualStar Communications Inc.							0	0												
5252	Eastern Telecommunications Inc			11	3				0												
6672	Econo-o-Call Inc.							8	3	1	1		1				2	2	1	1	2
5215	Econophone Inc.			1	1		2	1	0												
6138	Efficcy Group Inc.					1			0												
5137	Empire One Telecommunications								2	1				1							
5982	Equal Net Communications Inc.		48	7	2	1		2	0												
5198	EqualNet Corporation				2	1	1	1	0											1	
6659	erbia Network Inc.							1	0												
6748	Essential.com Inc.							17	9	1	3			2	3		1			1	1
6912	Essex Communications DBA Elec							12	9		1	2	2	2	1	1	3	1	1		4
6369	Essex Communications Inc								1				1								
5382	Excel Telecommunications Inc.		2	6	10	8	10	6	10	2			2	1	5						
5912	Executone Information Systems Inc.							1	0										1		
6157	EZ Tel Corp.							0	0												
6435	Fairpoint Communications							1	3		1					2			1		
5275	Federal TransTel Inc.				1		1		1		1										
5889	fka Comm.Gateway Netwk/now Win	28	85	4					0												
5081	fka USA Long Distance/see 5749		22	1					0												
5390	Flex Communications System	1		1					0												
5204	Frontier Comm. of NY/fka Highland Tel				1				0												
5176	Frontier Comm. Of Rochester, Inc.								0												
5197	Frontier Comm.Int'l Inc/fka RC		1	8	3	3			0												
5401	Frontier Communs. Services (fk			9	14	3	6		0												
5192	Frontier L.D. America			2	5	3	1		0												
5823	Frontier Local Services, Inc.								1			1									
5A41	Frontier Telephone of Rochester Inc.				4	3	1		0												
5391	Future Telecom Service		1						0												
5954	GE Capital Communications Serv		1	2					0												
6826	Global Crossing Telecommunications								10	3	1	1	3		2						
6152	Global Telephone Corporation				1	2			0												
5919	Group Long Distance Inc.		7	1	22	4	1		0												
5194	GTE Card Services Incorporated					60	31	2	1	1											

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00
5097	GTE Corporation					1	4		0												
5143	GTE Telecommunications Services Inc.						1		0												
5113	Heartline Communications	5	164	420	10				0												
5676	Home Owners Long Distance Inc		36	27	12	2	1		0												
5289	Host Network Inc.				1	1			0												
5284	Idealdial Corp. dba Idealdial Telephone					3			0												
6373	IDT Corporate							2	1												
6265	I-Link Communications					1			0												
5345	Inet Interactive Network System Inc.					1			1	1											
6156	Inmark Inc. dba Preferred Billing					5	10	4	0												
6095	Integrated Teleservices Inc.					3		1	0												
5062	Integrated Teletechnologies			1	1				0												
5624	Intellicall Operator Services Inc.						1	2	1		1						2				
6210	Intermedia Communications Inc.					1	0		0												
5409	International Exchnage Networks Ltd							2	0												
6065	International Telecom Ltd.						0		0									1			
6125	International Telecommunications Corp.					4	4		0												
5918	International Telemedia Assoc.		26	7	8				0												
6482	Internet Telephone Company d/b/a ITC								0												
5256	IXC Communications						1	2	0												
5292	Key Communication Management Inc.						12	4	0												
5980	L.D. Services Inc.		39	71	60	13	3		0												
6268	LCI International Inc.					7	2		0												
5078	LCI International Telecom Corp		9	23	60	70	8	5	4				1	1	2		1				
5268	LDC Telecommunications Inc.				16	3	2		0												
5013	LDDS-Metromedia A/O Inc	3	28	8	1	1			0												
5909	LDM Systems Inc.		10	22	16	1	1		0												
5339	LEAST COST ROUTING					1			0												
5854	Least Cost Routing Inc. dba Long Dist				16	54	4		0												
5036	Lightyear Communications Inc			1	3	3	1	2	2												
5904	Long Distance Direct Inc.			1	3	36			0				1	1					1		
5547	Long Distance International dba LDI Co				2	7			0												
5428	Long Distance Network Services		1	1					0												
5749	Long Distance Services of N.Y.		1	375	122	1	1		0												
5227	Long Distance Wholesale Club		7	15		3	1		0												
5149	Long Island Telephone Company					3			2							2					
6460	Marathon Communications Corp.						1		0												
5699	Matrix Telecommunications	22	8	13	1	1	2		5	1			2	1	1						
5820	MCI	66	243	220	158	213	199	280	263	27	45	56	36	39	38	22	33	22	10	18	14
5736	MCImetro Access Transmission Svcs							1	0												
6208	Mercury Marketing Co Ltd								1	1											
6423	Metro Telecomm. dba METTel					118	48	26	41	5	5	9	5	3	10	4	5	2	4	3	3
5220	MetroLink Communications Inc.					1			0												
5435	Metromedia Long Distance Inc.				2	1			2	1					1						
5900	MFS Intelnet of N.Y.				3				0												
5731	MIDCOM Communications Inc.		11	4	1				0												
5416	Minimum Rate Pricing			10	61	161	15	2	0								1				
5777	National Accounts Inc.			14	3	6			1			1									
5717	National Communications Associ			3					0												
6110	National Telephone & Communications						1		0												
5741	National Telephone Communicati			1	1				0												
6441	Nations Tel Inc.						1		0												
5154	Nationwide Long Distance Inc.		97	28	1				0												
6511	Nationwide Telecom Inc.			8	25				0												
5244	NeTel Inc.				2	2	1		0												

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6054	NET-TEL Corp.							1	0												
5385	Network Enhanced Technologies Inc.							1	0								1				
5826	Network Plus Inc.					1	2	40	25	3	4	4	1	7	4	2	3	3	5	1	1
5447	Network Svcs Inc./ Long Dist. Net. Svcs					1			0												
5419	New Century Telecom Inc.					2	1		0												
5238	New York Local Telephone Corp.					1			0												
5125	Newport Telephone					1			0												
6928	Norstar Communications								1						1						
6367	North American Telecommunications Corp						1	1	2					1	1						
5832	North American Telephone Network LLC				2	3		1	0												
5455	Northland Telephone Systems Limited					1			0												
5458	NOS Communications Inc.						3		3			2		1							
5007	Nuestra Telefonica Ltd.	2	5						0												
6177	OLS Inc.				2	19	1		0												
5887	Oncor Communications	12	7	1	1				0												
5462	One Call Communications Inc. d			1					0												
5A98	One Step Billing Inc.				5	39	2		0												
5819	OneStar Long Distance Inc.								1	1											
5761	OPCOM Inc.			1					0												
5883	Operator Services Company			1					0												
5853	Optex Inc.							0	0												
6508	Opticom Corporation			1					0												
5743	Phoenix Network Inc.			3	1				0												
5763	Phone Calls Inc.		6	198	11		1		0												
5193	Phone One Inc.							1	0												
5263	PNG Telecommunications Inc								1	1											
5159	PowerNet Communications								1						1						
5456	Preferred Carrier Services			1	42	10			0												
5459	Premier Communications Inc.							0	0												
5245	Primus Telecommunications Inc.							4	1	1											
6151	Protel Advantage d/ba/ Long Distance							1	0												
5463	Protel Inc.					8	14	4	0												2
6324	PT-1 Communications Inc.							2	2			1	1				1				
5509	PTC - Peoples Telephone a/k/a ASCOM							0	0												
5346	Public Telephone Services Inc			10	2				0												
5797	QA1 Inc d/b/a Long Distance B			4	5	2	4	2	0								1				1
5212	QCC Inc.			12	8	1			0												
5700	Quintel Entertainment Inc.							0	0												
5468	Qwest Communications Corporati			1		5	21	15	22	2	2	4	8	3	3		3	1	2	2	1
5830	RCI Corporation see code 5197	3	1						0												
6316	RCN Long Distance Company					1		1	0								1				
5A13	RCN Telecom Services of NY Inc.					10	5	2	3			2			1		2				
5558	Residential Communications Network of				3		2	2	11	1	1	3		2	1	3					
5843	Robtel Inc.								1										1		
5824	RRV Enterprises Inc. dpa Consumer Access			2	4				0												
6278	RSL Com U.S.A. Inc.						1	1	0												
6933	ServicSense.com Inc.							1	2					1		1	1				
5915	Sonic Communications	7	826	1					0												
5748	Sprint Communications Company		1	45	80	70	59	39	89	10	16	18	11	16	13	5	8	2	1	2	3
6045	STA Telecommunications Corp				2	1			0												
5891	Standard Telecom L.D. Inc.	4	11						0												
5478	Starlink Communications L.L.C.			2	1	1	1		0												
5479	Startec Inc.						1		1			1									
5257	Switched Service Communications LLC				1				0												
5185	Taonic Telephone								1	1											

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5913	Target Telecom Inc.		2	1		1			0												
5487	TC Systems Inc. (TCG)					1			0												
6375	Telco Holdings dba Dial & Save					1	1		1						1						
6100	Telco Partners Inc.							1	0												
5164	Telecom Group USA Inc. d/b/a TelCom						2	1	0												
5310	Tele(Allnet Comm.Inc.) Allnet	6	20	2					0												
5762	Telecom USA			3	1	2		1	0												1
5167	Telecommunications Service Center Inc.					4			1			1									
6161	Telehub Network Service Corp.						0		0												
6288	Telemex/Sprint Communications						1		0												
6118	Telepath Communications Inc.							2	0												
5845	Teleport Communications				1	2	3	5	0								1			1	
6469	Telergy Network Services Inc.								0												
5492	Telnet Communications Inc.						0		0												
6088	Tel-Save Inc dba The Phone Company				6	16	17	153	373	47	51	57	52	40	69	57	45	26	9	8	7
5939	The Furst Group Inc.		29	11	8	2		1	0												
6131	The Phonco Inc. dba Network Services					1			0												
5499	TI Nat Telecom dba TI World Te			3			1		0												
5515	Total - Tel USA Inc.					1			0												
5271	Touch 1 Communications Inc.			4	1	5	2	1	0											1	
6093	Touch 1 Long Distance Inc.					1	1	1	0												1
5522	Trans National Communications Inc.				6				0												
5223	TresCom U.S.A Inc.			1	6				0												
5A72	Tri-Tel Communications Inc.							5	1			1					1	1	2		1
6331	TruCom Corporation							2	0										1		
6049	TTI National Inc.							1	0												
5659	U.S. Long Distance Inc.		2	6		1			0												
5A99	U.S. Republic Communications Inc.					1	2		1			1									
6817	UKI Communications Inc.							1	7		1	1	2	1	2		1				
5A45	United Services Telephone LLC					1			0												
6493	Uni-Tel Communications Group Inc.						1	2	1		1										
5717	Universal Communications Inc					2			0												
5860	US Sprint Communications Co./	17	60	7					0												
5528	US Wats. Inc.					1			0												
6137	USA Tele Corp.					6	3		0												
6048	USN Communications Long Distance				2	78	72	1	1							1					
5276	V.I.P Network Inc.			15					0												
5101	VarTec Telecom Inc.			6	0				1						1						
6300	VarTec Telecom Inc. d/b/a Clear Choice							1	0										1		
5120	Verizon				18	19	10	12	24	2	2	2	5	3	5	5	1	3	1	1	2
6830	Verizon Advanced Data								1					1							
6781	Verizon Communications							7	8		2	1	3		2		4	1			
6290	Veterans of America Assn.			4					0												
6073	Vista Group International Inc.				12	41	8		0												
6788	Webnet Communications								1	1											
5172	Westinghouse Electric Corporation d/b/s				3	1			0												
5867	Wiltel Inc.	22	8	5	31	3	1	1	0								1				
5303	Winstar Gateway Network Inc.		3	76		1	1		0												
5770	Working Assets Funding Service			1	2		1		0												
5319	World Com Inc dba LDDS World			6	5	6		2	1	1											
5716	World Communications Inc.				6				0												
6124	Worldcom Inc.				9				0												
5203	WorldCom Network Service dba Wil						0		5		1	1	2		1						
6307	Worldcom Technologies Inc.					1			0												
5516	XtraCom Inc.					1			0												

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6447	Ztel Communications Inc.						53	160	131	8	18	17	23	16	26	23	8	3	2	3	8
	Complaints Assigned by CPCN	250	2051	2180	1738	1904	966	1414	1417		222	251	232	223	281	208	173	130	95	79	117
	Unassigned Complaints	143	306	99	42	6	2	5	3				0	0	1	2	0	0	0	0	0
	Total	393	2357	2279	1780	1910	968	1419	1420	0	222	251	232	223	282	210	173	130	95	79	117

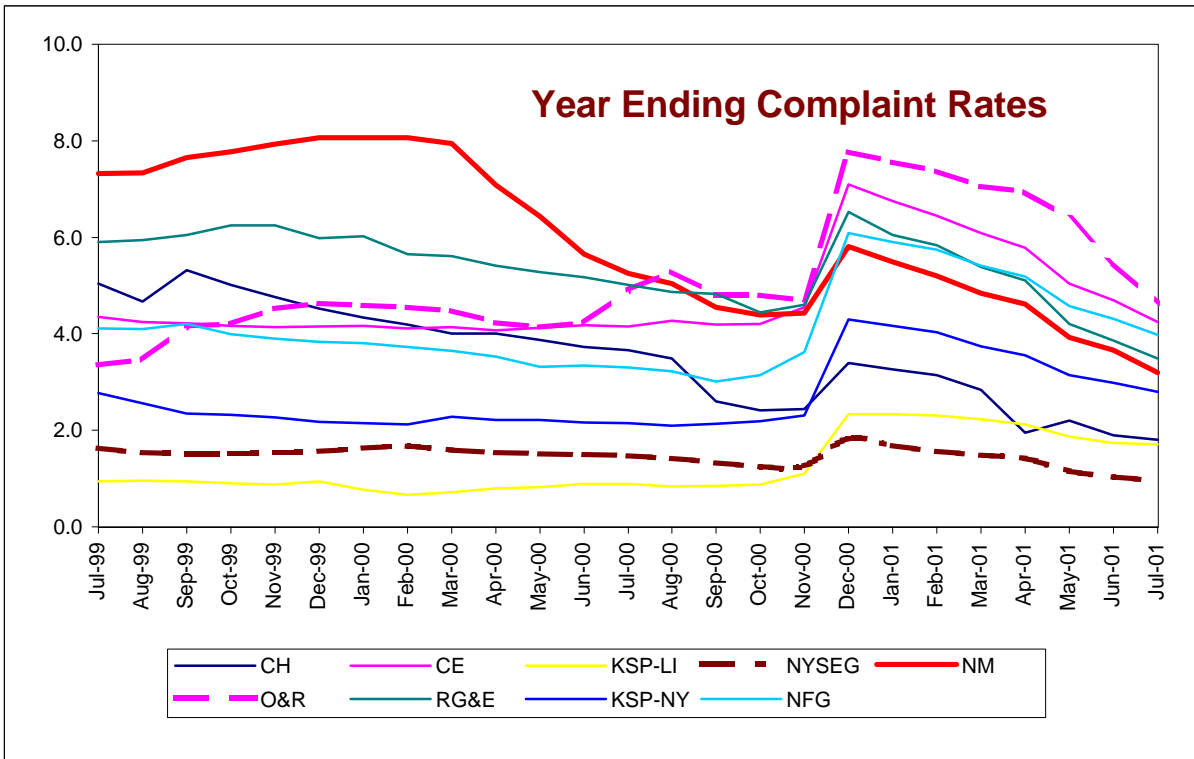
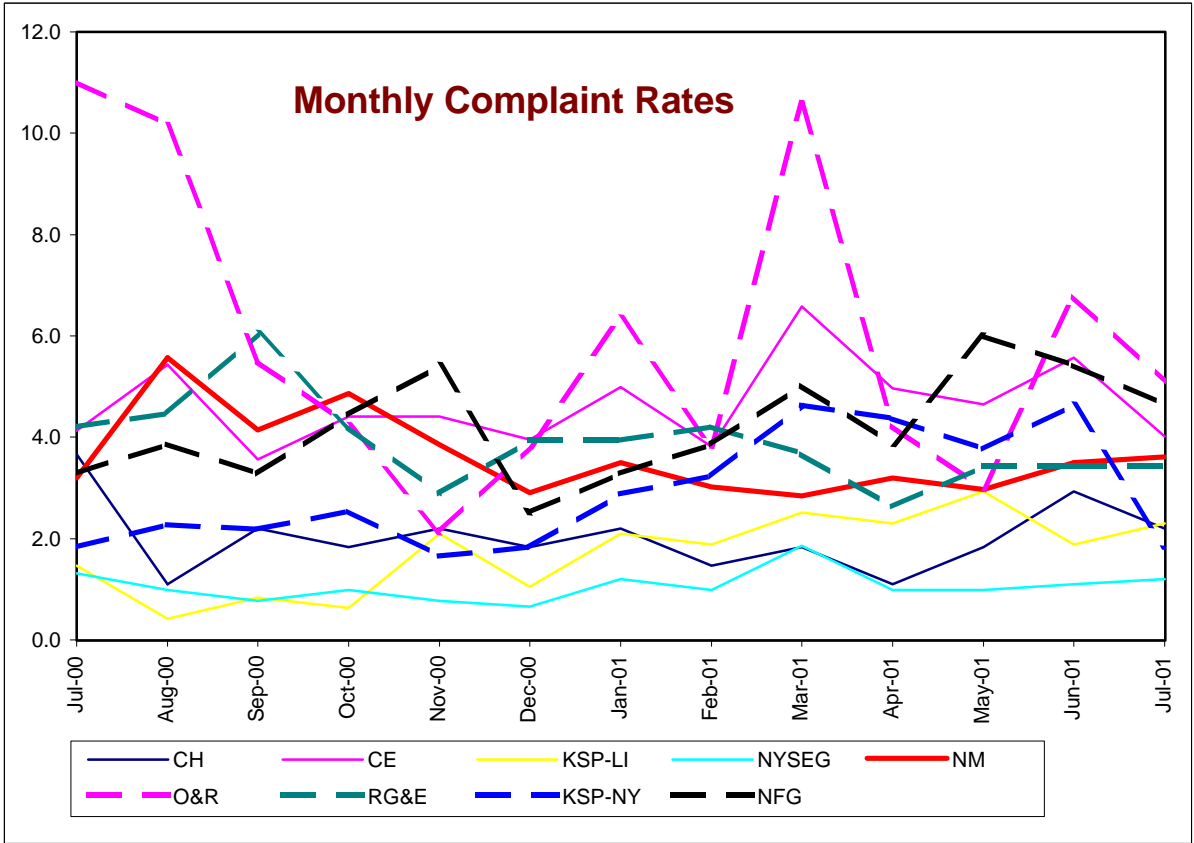
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**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

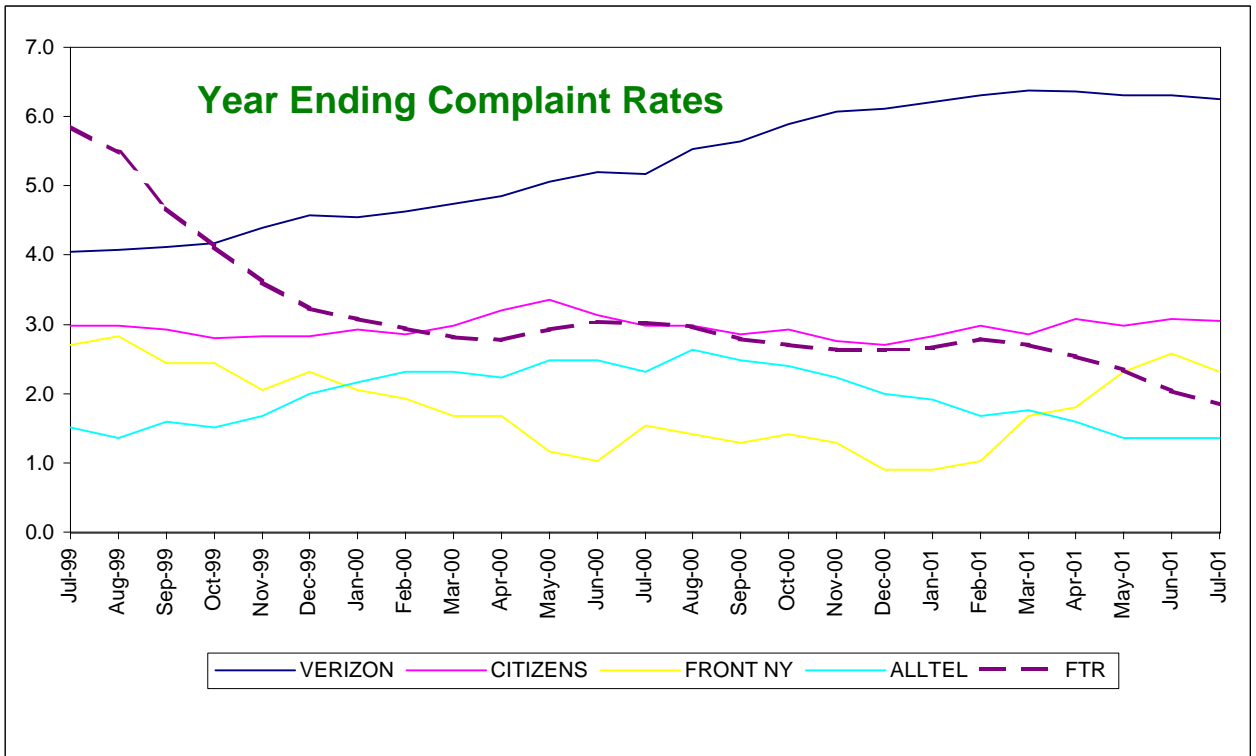
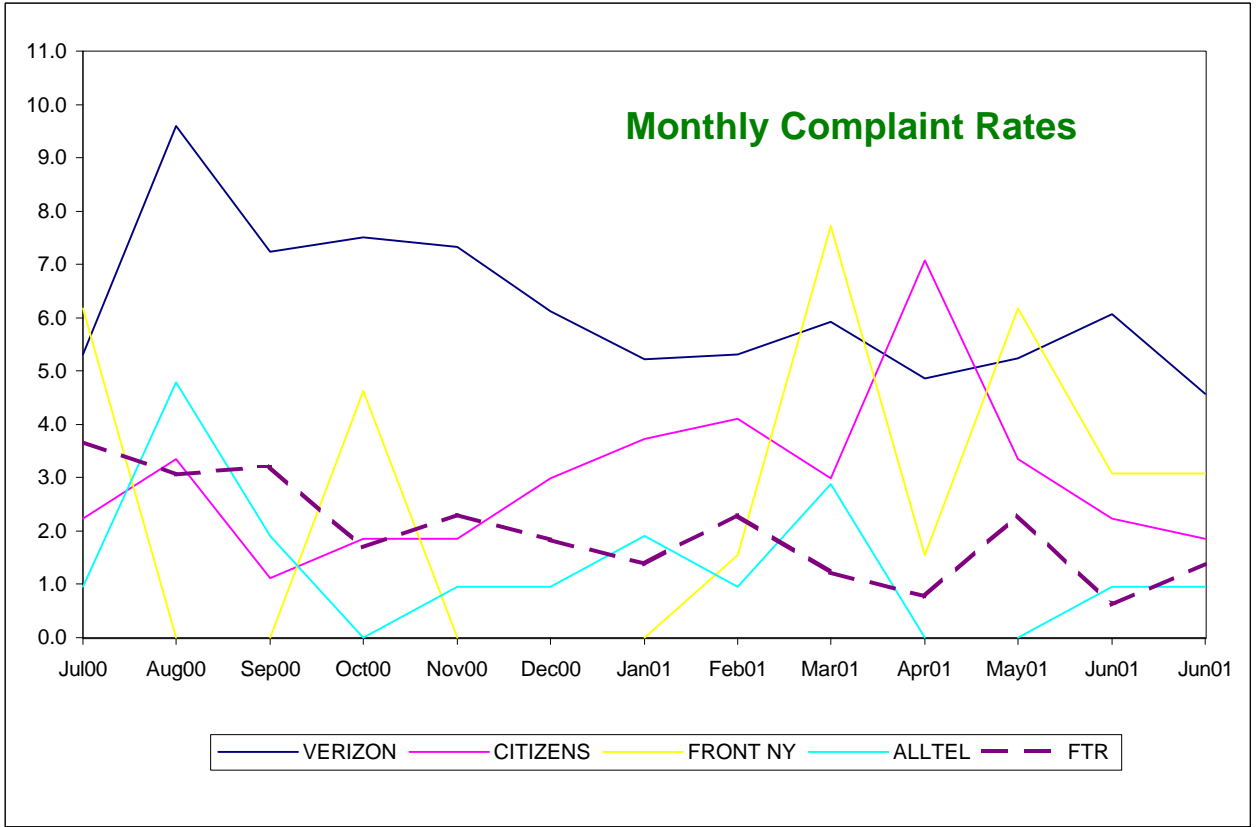
CODE	FULL NAME	1997	1998	1999	2000	2001	Jul-01	Jun-01	May-01	Apr - 01	Mar - 01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00
D001	Agway Energy Services Inc.	2	3	7	13	14	2	1	1		1	4	5	1	2	2	4	2	
D002	Amerada Hess			2		5			2		1	1	1						
D005	Castle Power Corporatoin		2	0		1	1												
D013	Interstate Energy Resources Inc.			1	11	11					2	3	6	3	4	2			
D014	KBC Energy Services		2	3		0													
D015	Keyspan Energy Services, Inc.	1	23	38	84	66	7	10	13	6	5	7	18	5	11	9	4	5	8
D018	Mirabito Fuel Group Inc.			1		1							1						
D019	Morania		1	0		0													
D020	Natgasco - A Mitchell-Supreme Co.			1		6		2			1	2	1						
D021	National Fuel Resources			8	12	7	2	1		1	1	1	2		1	2	2	1	1
D023	New York Gas Co., Inc.			6	40	72	5	10	14	7	6	4	26	16	11	2	3	4	1
D024	North American Energy			9	8	12	1	3	1		3	2	2	1			2		
D026	North Atlantic Utilities Inc.					1							1						
D032	Total Energy Inc.		21	125	158	117	11	13	14	6	22	20	31	18	20	17	17	21	10
D034	Wepco Gas	1	1	0		0													
D035	Williams Energy Services Co.			0	1	0													
D036	All Energy Marketing Co.					1						1							
D041	Con Ed of New York			1	1	2			1	1									
D046	Econnergy		79	73	198	84	11	12	15	2	7	23	14	9	17	13	11	9	19
D047	Empire Natural Gas Corp					0													
D054	Enron Capital & Trading Resources		2	0		1						1							
D057	Iroquois Energy		5	5	63	3		1		1			1	11	33	14	1	1	1
D062	MC2	1	20	3	1	0													
D067	PG&E Energy Trading					1							1						
D074	Utilicorp Energy Solutions			3		0													
D078	Advantage Energy Inc.			0	1	0								1					
D079	Wheeled Electric Power Co (WEPCO)		10	5		0													
D082	National Fuel Resources, Inc.					1							1						
D084	New Energy Ventures, LLC		6	4	1	1	1												
D086	Con Edison Solutions		271	108	80	2		1					1		1	6	3	1	8
D087	Energetix, Inc.			5	16	132	4	6	12	33	69	3	5	2	2		1		3
D089	Duke Solutions, Inc.		2	1		0													
D090	Nev East, L.L.C.		2	0	1	0													
D092	Advantage Energy			0	1	0													
D093	Robison Energy of Westchester		1	7	4	0									1			1	
D098	Metromedia Energy		11	26	13	4				4								1	
D102	Telecon Energy Services Corp.			9	1	0													
D103	NYSEG Solutions			9	15	5	1		3				1	1	1	1	2		1
D104	Great Eastern Energy			6	14	2						2			1		2	2	
D105	ACN Energy, Inc.			0	18	2	1						1	2	1			1	
D106	Orion Energy Services			10	33	88	15		35	12	12	9	5	13	5	4	10	1	
D888	Unassigned Customer Contacts	30	147	16	15	18		16	1				1		3	3		2	1
Total		35	609	491	803	598	62	73	115	67	135	83	125	83	115	75	62	52	53

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

