

Monthly Report on Consumer Complaint Activity



July 2005

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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.

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

July 2005

Utility	Jun-05		Jul-05		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Jul-05
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Jul-04	Jul-05		Change	2004		
Central Hudson	1.0	3	0.3	1	30	30	0.0	16	19	18.8	0.9
Con Edison	1.6	60	1.9	70	766	771	0.7	463	433	-6.5	1.9
KeySpan of L.I.	0.4	2	0.0	0	55	45	-18.2	29	24	-17.2	0.8
NYSEG	0.2	2	0.2	2	48	35	-27.1	22	15	-31.8	0.3
Niagara Mohawk	1.2	21	0.8	14	353	257	-27.2	190	136	-28.4	1.4
Orange & Rockland	0.9	2	0.9	2	27	27	0.0	17	12	-29.4	1.1
RG & E	1.3	5	2.0	8	87	49	-43.7	53	26	-50.9	1.2
KeySpan of NY	1.6	20	1.9	24	129	214	65.9	85	125	47.1	1.6
National Fuel Gas	1.0	5	0.8	4	86	64	-25.6	44	0	-100.0	1.2
Other Energy Utilities	N/A	5	N/A	4	36	30	-16.7	17	37	117.6	N/A
ESCO's	N/A	67	N/A	64	514	538	4.7	294	375	27.6	N/A
Verizon	0.3	27	0.7	68	648	419	-35.3	302	243	-19.5	0.4
Citizens Telcom	0.3	1	0.3	1	20	17	-15.0	9	10	11.1	0.5
Frontier of NY	0.0	0	0.0	0	9	9	0.0	8	7	-12.5	1.0
Alltel	0.0	0	0.0	0	3	1	-66.7	3	1	-66.7	0.1
Frontier Tel of Roch.	0.0	0	0.2	1	22	20	-9.1	12	10	-16.7	0.4
Other LEC's,CLEC's, IXC's	N/A	129	N/A	157	1980	1896	-4.2	1175	908	-22.7	N/A
DSL Providers	N/A	2	N/A	1	N/A	30	#VALUE!	N/A	13	#VALUE!	N/A
Adelphia	N/A	0	N/A	2	26	21	-19.2	18	12	-33.3	N/A
Cablevision Systems	N/A	11	N/A	10	144	146	1.4	83	70	-15.7	N/A
Time-Warner	N/A	10	N/A	8	119	154	29.4	78	84	7.7	N/A
Other Cable Cos.	N/A	1	N/A	1	6	12	100.0	7	9	28.6	N/A
Long Island Water	2.7	2	0.0	0	6	5	-16.7	2	5	150.0	0.6
UW - New Rochelle	3.3	1	0.0	0	12	8	-33.3	9	2	-77.8	2.2
New York Water	2.3	1	2.3	1	4	4	0.0	4	3	-25.0	0.8
Aquarion of NY/New York Ame	0.0	0	0.0	0	0	0	0.0	0	0	0.0	0.0
UW - New York	2.9	2	2.9	2	9	6	-33.3	5	6	20.0	0.7
Other Water Utilities	N/A	1	N/A	0	11	7	-36.4	11	2	-81.8	N/A

All complaint rates are based on 2004 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

July 2005

Utility	July 2005			Last 12 Months			12 mos.	12 mos.
	Total	Credit	% Credit	Total	Credit	% Credit	Total C/Rate	Credit C/Rate
Central Hudson	1	0	0%	30	10	33%	0.9	0.3
Con Edison	70	11	16%	771	139	18%	1.9	0.3
KeySpan - LI	0	0	#DIV/0!	45	11	24%	0.8	0.2
NYSEG	2	0	0%	35	12	34%	0.3	0.1
Niagara Mohawk	14	6	43%	257	75	29%	1.4	0.4
Orange & Rockland	2	0	0%	27	10	37%	1.1	0.4
RG & E	8	6	75%	49	21	43%	1.2	0.4
KeySpan - NY	24	14	58%	214	66	31%	1.6	0.4
National Fuel Gas	4	3	75%	64	24	38%	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.

Customer Service Response Index July 2005

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index	CSRI
KeySpan of Long Island	11	0	5.0	4.2	2.0	3.9	2.0	3.0	1.0	10.0
Citizens Communications (ILEC)	27	1	4.6	4.9	2.0	6.1	2.0	7.0	1.0	9.6
Central Hudson Gas & Electric Corp.	23	1	4.6	8.9	2.0	8.2	2.0	6.5	1.0	9.6
Frontier Telephone of Rochester, Inc.	21	1	4.5	5.6	2.0	2.0	2.0	5.5	1.0	9.5
Orange & Rockland	32	2	4.4	3.0	2.0	0.0	2.0	5.4	1.0	9.4
Optimum Voice	23	1	4.6	2.3	2.0	0.0	2.0	25.0	0.8	9.4
Cablevision of New York City	27	2	4.3	7.4	2.0	9.3	2.0	6.3	1.0	9.3
Time Warner ResCom of New York,LLC	14	1	4.3	9.3	2.0	0.0	2.0	7.0	1.0	9.3
Time Warner - New York City Division	60	4	4.3	10.1	2.0	4.4	2.0	14.1	0.9	9.2
Accent Energy Midwest, LLC	39	3	4.2	4.5	2.0	0.0	2.0	7.2	1.0	9.2
Verizon Advanced Data, Inc.	35	1	4.7	12.4	2.0	16.0	1.5	10.0	1.0	9.2
Verizon Communications (LEC)	713	68	4.0	7.5	2.0	7.5	2.0	10.0	1.0	9.0
Rochester Gas & Electric Corp.	104	10	4.0	3.7	2.0	9.4	2.0	8.4	1.0	9.0
Niagara Mohawk - A National Grid Company	185	16	4.1	11.0	2.0	11.6	1.9	19.5	0.9	8.9
National Fuel Gas Distribution	55	6	3.9	5.5	2.0	0.0	2.0	8.3	1.0	8.9
New York State Electric & Gas Corp.	75	2	4.7	6.8	2.0	20.8	1.0	7.1	1.0	8.7
Broadview Networks, Inc.	20	3	3.5	6.6	2.0	8.5	2.0	3.0	1.0	8.5
MCI	150	26	3.3	7.8	2.0	9.5	2.0	15.9	0.9	8.2
Trinsic	11	2	3.2	12.8	2.0	0.0	2.0	17.2	0.9	8.1
Time Warner - Syracuse Division	10	2	3.0	4.2	2.0	2.8	2.0	4.0	1.0	8.0
KeySpan of New York	104	24	2.7	12.4	2.0	1.1	2.0	15.3	0.9	7.6
Sprint Communications	17	4	2.6	9.0	2.0	6.3	2.0	9.6	1.0	7.6
AT&T	232	63	2.3	7.2	2.0	4.5	2.0	8.6	1.0	7.3
Cablevision of Long Island	25	7	2.2	6.7	2.0	6.0	2.0	5.4	1.0	7.2
IDT America Corp.	30	11	1.3	10.4	2.0	4.7	2.0	7.0	1.0	6.3
Con Edison of New York	314	73	2.7	16.0	1.8	25.0	0.2	35.4	0.5	5.2
Cordia Communications Company	31	13	0.8	19.3	1.4	5.0	2.0	54.4	0.2	4.4
New Rochelle Telephone Company	12	6	0.0	40.0	0.0	3.8	2.0	55.9	0.1	2.1

Customer Service Response Index July 2005

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index	CSRI
Acceris Communications, Inc.	2	0		0.0		0.0		24.3		
ACN Communication Services, Inc.	9	1		12.5		37.7		11.3		
ACN Energy, Inc.	3	1		12.3		0.0		22.0		
Adelphia Cable - Auburn	1	0		0.0		0.0		0.0		
Adelphia Cable - Aurora	1	0		14.0		0.0		0.0		
Adelphia Cable - Buffalo	8	1		20.9		0.0		11.0		
Adelphia Cable - Glens Falls	1	0		6.0		0.0		0.0		
Adelphia Cable - Harbor Vue	1	0		0.0		0.0		21.0		
Adelphia Cable - Lancaster	1	0		0.0		0.0		19.0		
Adelphia Cable - Niagara	1	0		12.3		0.0		0.0		
Adelphia Cable - Utica	0	1		6.0		0.0		0.0		
Advanced Telcom Group	1	0		0.0		0.0		0.0		
Allegiance Telecom of New York, Inc.	0	0		14.5		0.0		13.0		
AllTel Corporation	1	0		2.0		0.0		0.0		
AllTel of New York	3	0		1.0		0.0		0.0		
Alphaphone Inc.	2	0		0.0		0.0		11.0		
American Pay Phone, Inc.	0	0		0.0		0.0		35.0		
American Telecommunications Corporation	0	0		45.0		0.0		0.0		
Amerinet Telecommunications Group, Inc.	1	0		15.0		0.0		0.0		
AmeriVision Communications, Inc.	0	0		0.0		0.0		69.0		
AMF Telecommunications, Inc.	1	1		0.0		0.0		6.0		
Aquarion Water Company of NY	1	0		5.0		0.0		0.0		
ARC Networks, Inc.	1	2		19.7		0.0		0.0		
Bay City Metering	0	0		0.0		0.0		46.0		
BridgeCom International, Ltd.	8	2		10.1		20.4		30.2		
Broadwing Communications, LLC.	0	0		0.0		0.0		59.0		
BullsEye Telecom, Inc.	5	2		7.8		0.0		3.0		
Business Network Long Distance, Inc.	2	0		4.0		0.0		0.0		
Cablevision - MediaOne - Rockland	4	0		3.6		0.0		4.0		
Cablevision - MediaOne - US Cablevision	1	0		5.9		0.0		0.0		
Cablevision - MediaOne - Westchester	2	1		29.0		7.3		3.0		
Cablevision Lightpath, Inc.	2	0		1.0		0.0		0.0		
Cablevision of Brookhaven	1	0		13.0		0.0		0.0		
Cablevision of Dutchess County	4	0		4.9		0.0		0.0		
Cablevision of Hauppauge	1	0		7.0		0.0		0.0		
Cablevision of Port Chester	2	0		1.3		0.0		0.0		
Cablevision of Rockland	5	0		4.2		0.0		0.0		
Cablevision of Rockland/Ramapo, Inc.	1	0		1.0		0.0		0.0		
Cablevision of Southern Westchester	3	0		5.0		0.0		0.0		
Cablevision of Westchester	5	1		5.5		5.1		0.0		
Capital Telephone Services	0	0		47.0		0.0		0.0		
Castle Cable TV, Inc.	1	0		0.0		0.0		26.0		
Celtic Communications of Central NY	0	0		27.0		0.0		0.0		
Chaffe Water Works Company	0	0		21.0		0.0		0.0		
Chautauqua & Erie Communications, Inc.	1	0		2.0		0.0		0.0		
Chautauqua & Erie Telephone Corp.	1	0		2.0		0.0		0.0		
Chazy & Westport Telephone Corp.	0	0		0.0		0.0		54.0		
Choice One Communications of New York, Inc	5	2		10.3		46.7		5.0		
City of Jamestown Board of Public Utilities	3	2		28.0		8.9		13.0		
Cleartel Communications, Inc.	5	2		15.0		0.0		27.3		
Communicate Technological Systems, CTS, LI	0	0		91.7		0.0		75.0		
Con Edison Solutions	1	0		0.0		0.0		6.0		
Conserve	0	0		0.0		0.0		45.8		
Convergent Telesis LLC	1	0		0.0		0.0		6.0		
Conversent Communications of New York, LLC	4	1		4.2		0.0		0.0		
Core-Comm-New York, Inc.	0	0		0.0		8.0		0.0		
Corning Natural Gas Corp.	1	0		7.0		0.0		0.0		
Corporatepage.com, Inc.	0	0		0.0		0.0		334.0		
Covad Communications Company	1	1		1.0		1.2		0.0		
Covista Communications, Inc.	4	0		2.0		77.7		29.5		
CTC Communications Corp.	0	0		7.0		48.0		0.0		
Dara Owners Corp.	0	0		0.0		0.0		299.0		
Eclipse Telecommunications, Inc.	0	0		0.0		0.0		175.0		
Econergy	7	1		17.8		18.1		3.5		
Empire One Telecommunications, Inc.	2	1		0.5		0.0		32.5		
Energetix, Inc.	1	0		5.0		0.0		0.0		
Energy Service Providers, Inc.	0	0		106.0		0.0		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 July 2005

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index	CSRI
Enhanced Communications Group, LLC.	1	0		1.0		0.0		0.0		
Excel Telecommunications, Inc.	2	0		4.0		0.0		8.5		
FFC Energy	0	0		0.0		0.0		117.0		
Forest Park Water Co. Inc.	0	0		0.0		0.0		0.0		
Frontier Communications of NY/fka Highland T	2	0		6.1		0.0		6.0		
Frontier Communications of Rochester, Inc.	1	0		0.0		0.0		4.0		
Frontier Communications of Sylvan Lake, Inc.	1	0		7.1		0.0		0.0		
Future Focus Telecommunications	0	0		0.0		0.0		495.0		
Global Network Comms.	0	0		0.0		0.0		257.0		
GNC Public Communications	0	0		0.0		0.0		195.7		
Granite Telecommunications, LLC	1	0		15.0		0.0		0.0		
Great Eastern Energy	1	0		0.0		0.0		25.0		
Hudson Energy Services, LLC	1	0		3.0		0.0		0.0		
Huntington Atrium Communications, LLC.	0	0		31.0		0.0		0.0		
IDT Energy, Inc.	2	0		0.0		0.0		12.0		
ILD Telecommunications, Inc.	0	0		8.0		0.0		0.0		
Intelecom Solutions, Inc.	2	1		19.0		0.0		7.0		
ITC DeltaCom Communications, Inc.	1	0		0.0		0.0		20.0		
Kiamesha Artesian Spring Water Co., Inc.	1	0		0.0		0.0		4.0		
LCI International Telecom Corp.	2	1		26.0		0.0		6.0		
LDC Telecommunications, Inc.	0	0		0.0		0.0		45.0		
Lettiere Water Co	0	0		0.0		0.0		0.0		
Level 3 Communications, LLC	1	0		7.0		0.0		0.0		
Levy Associates	0	0		0.0		0.0		563.0		
Liberty Power Corp.	2	0		3.8		0.0		28.3		
Long Distance Consolidated Billing Co.	1	0		14.0		0.0		0.0		
Long Island American Water	8	0		6.4		0.0		20.7		
M & L Milevoi	0	1		0.0		0.0		43.7		
Mahopac Water Company Inc.	1	0		0.0		0.0		4.0		
Mascom Inc	0	0		0.0		0.0		250.0		
Metro Teleconnect Companies, Inc.	0	0		0.0		0.0		273.0		
Metropolitan Telecommunications	3	0		9.0		0.0		5.0		
MFS Telephone of New York, Inc.	0	0		0.0		0.0		307.0		
Mid Hudson Cablevision, Inc.	1	0		6.0		0.0		82.0		
Mountain Lodge Park Water Corp.	0	0		0.0		0.0		54.0		
MTG Communications, Inc	0	0		0.0		0.0		252.0		
MX Energy, Inc	1	0		13.5		0.0		5.0		
National Aqueous	0	0		0.0		0.0		265.0		
NeTel Inc. (Tel3 Communications)	0	0		0.0		0.0		136.0		
New Century Telecom, Inc.	1	0		19.5		175.9		0.0		
New York Water Service	3	1		37.3		29.0		13.0		
Next Gen Telephone Co.	2	0		18.0		0.0		11.5		
North American Energy, Inc.	1	0		3.0		0.0		0.0		
NOS Communications, Inc.	1	0		0.0		0.0		7.0		
NOW Communications Inc	0	0		0.0		0.0		250.8		
NYSEG Solutions, Inc.	7	1		3.7		0.1		4.0		
Ogden Telephone	1	0		8.1		0.0		0.0		
OLYMPIC POWER, INC.	0	0		0.0		0.0		109.0		
One Call Communications, Inc.	1	0		18.0		0.0		0.0		
OneLink Communications, Inc.	0	0		0.0		0.0		61.0		
PAETEC Communications, Inc.	0	2		5.5		17.8		0.0		
Penelec (A First Energy Company)	1	0		0.0		0.0		0.0		
Phone Management Enterprises, Inc.	0	0		0.0		0.0		91.0		
PowerNet Global Communications	1	0		2.0		0.0		0.0		
Primelink, Inc.	2	0		6.0		0.0		3.0		
Primus Telecommunications, Inc.	0	0		36.0		0.0		54.0		
PT-1 Communications, Inc.	0	0		0.0		0.0		430.5		
Rand Water CP - Brandt's Farm	0	0		0.0		0.0		42.0		
Reconex, Inc. (USTEL/1-800-Reconex)	3	0		3.0		0.0		35.0		
Resdntl Comms. Netwrk of NY	2	0		7.0		0.0		4.0		
Ridge Road Water Co., Inc.	1	0		0.0		0.0		50.5		
Rowlands Hollow Water Works, Inc.	0	0		0.0		0.0		383.0		
ServiSense.com, Inc.	0	0		0.0		0.0		267.0		
Spectrotel, Inc.	3	0		0.0		0.0		29.0		
St. Lawrence Gas	1	0		39.0		0.0		13.0		
Startec Global Licensing Company	1	0		7.0		0.0		0.0		
State Telephone Company, Inc.	2	0		4.0		0.0		6.0		

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Customer Service Response Index July 2005

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index	CSRI
STRATEGIC ENERGY LLC	0	0		30.0		0.0		0.0		
Supercade Amusements Inc	1	1		0.0		0.0		29.0		
Supra Telecommunications & Information Syst	0	1		17.7		0.0		28.5		
SusCom Communications - CATV	3	1		14.3		0.0		0.0		
SusCom Communications - LEC	1	1		7.0		0.0		0.0		
Taconic Telephone Corp.	1	1		11.0		0.0		0.0		
Talk America, Inc.	9	3		11.6		12.8		18.5		
TC Systems, Inc. (Pay Phones Only)	0	0		349.0		0.0		0.0		
Tech Valley Communications	0	0		0.0		5.0		0.0		
TelCove Investment	1	0		13.0		0.0		0.0		
Telebeam	0	0		0.0		0.0		367.0		
Telecarrier Services, Inc.	8	2		5.0		0.0		237.3		
Telecon Communications Corp	0	0		0.0		0.0		318.3		
TELEDIAS Communications, Inc.	1	0		0.0		0.0		13.0		
Teleplex Coin Communications	0	1		133.0		0.0		0.0		
Tiffany Mews	0	0		0.0		0.0		409.0		
Time Warner - Albany Division	9	1		18.1		0.0		33.4		
Time Warner - Binghamton	6	1		5.7		0.0		5.5		
Time Warner - Rochester Division	4	0		4.4		0.0		26.0		
Touch 1 Communications, Inc.	0	0		0.0		0.0		32.0		
Tristate Bell Inc	1	1		0.0		0.0		11.0		
Tri-Tel Communications, Inc.	1	0		40.0		0.0		25.0		
United Systems Access Telecom	1	1		25.0		0.0		0.0		
United Telecom of America, Inc.	0	0		0.0		0.0		77.0		
United Telecom, LLC	0	0		0.0		0.0		102.0		
United Water-New Rochelle	0	0		22.0		0.0		38.0		
United Water-New York	3	2		8.0		0.7		29.0		
US Energy Partners, LLC	0	1		31.0		2.9		0.0		
USA Payphone, Inc.	0	0		493.0		0.0		0.0		
USN Communications Long Distance, Inc.	0	0		0.0		0.0		179.0		
Utility Solutions	0	0		0.0		0.0		90.5		
VarTec Telecom, Inc.	3	2		32.4		0.0		11.0		
Verizon Communications (LD)	5	0		6.5		0.0		35.3		
Verizon Communications (PayPhones)	3	1		6.1		0.0		14.7		
Village of Andover	0	0		0.0		0.0		186.0		
Village of Churchville	1	1		9.0		0.0		7.0		
Village of Freeport Electric	1	0		1.0		0.0		0.0		
Village of Theresa	0	1		50.0		0.0		5.0		
Vonage Communications	6	2		12.0		0.0		9.2		
Vycera Communications, Inc.	1	0		11.0		0.0		0.0		
Working Assets Funding Service, Inc.	1	0		2.0		0.0		0.0		
World-Link Solutions, Inc	1	0		3.0		0.0		78.0		
XChange Telecom	2	0		6.0		0.0		0.0		
XO Communications, Inc.	5	1		12.7		29.9		11.2		

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Informal Hearings, Shared Meter Cases, Appeals and Rehearings July 2005

Informal Hearing Cases

At the end of July, there were 115 cases in the Informal Hearing Unit. During this month, 2 complaints were resolved with pre-hearing mediation, 12 informal hearings were scheduled, 8 hearings were postponed, 4 hearings were held and 12 informal hearing complaints were closed by either a written decision or a settlement agreement

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 July there were 205 shared meter complaints pending. Twenty-four (24) new complaints were received in July and 36 cases¹ were closed. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 16 cases, between 26% to 50% in 8 cases and between 51% to 75% in 3 cases. In 1 case the landlord was responsible for the charges billed after he was established on record for the shared meter. In 1 cases the twelve-month assessment was cancelled due to minimal use.

Appeals and Rehearings

At its July 20, 2005 session, the Commission approved OCS's recommended determinations of 1 appeals and 3 rehearing petitions. The appeal determination upholds Niagara Mohawk's billing of a residential customer for electricity. One rehearing determination upholds a Commission appeal determination in favor of NYSEG concerning billing of a residential customer for electricity. Another rehearing determination upholds an appeal determination concluding that an electric shared meter condition existed and the landlord was therefore responsible for shared meter charges billed by Con Edison. The last rehearing determination upholds a decision by the Commission's designee in a gas shared meter case involving KeySpan.

During July, 8 appeals were accepted for review, including cross appeals by a landlord and tenant in an shared meter dispute involving Con Edison's electric service. The circumstances of the other 7 appeals are as follows: In separate cases, two customers (a community residence and a residential customer) receiving electric service from NYSEG and Niagara Mohawk, respectively, object to the denial of informal hearings. A residential NFG customer questions the accuracy of his gas bills. Two residential Con Edison customers question the accuracy of gas bills in one case and electric bills in the other. A commercial Con Edison customer objects to billing for unmetered service. Finally, a religious school seeks transfer to and rebilling at KeySpan's multiple dwelling heating rate on the theory that the rate sought is a residential rate and therefore available to religious organizations.

Three rehearing petitions were also accepted in July for review. A village seeks rehearing of a Commission appeal determination concluding it was not entitled to Verizon's block loop charge for two circuits. In separate cases both involving decisions by the Commission's designee in electric shared meter cases involving Con Edison's service.

¹

**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	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04
D108	1st Rochdale Coop Group	1	1	2	0										1				
D128	Accent Energy			3	82	39	24	19						3					
D105	ACN Energy, Inc.	1	4	3	13	3	2		2	6			1					1	
D078	Advantage Energy Inc.	3	0	0	0														
D001	Agway Energy Services Inc.	17	18	12	8			1	1	1	2	3	4				2		
D036	All Energy Marketing Co.	1	2	1	0														
D002	Amerada Hess	0	0	0	0														
D113	Brown Fuel, Inc	0	0	0	1						1								
D005	Castle Power Corporatoin	2	0	1	0														
D040	Columbia Energy Services Co.		1	10	9			3		4	1	1					2	1	
D086	Con Edison Solutions	55	43	18	4	1	1			1	1		3		1		5		2
D084	Constellation NewEnergy	0	0	0	0														
D046	Econnergy	123	133	221	131		16	16	21	26	18	34	21	6	13	11	24	16	29
D047	Empire Natural Gas Corp	0	0	0	1		1												
D087	Energetix, Inc.	17	25	71	23	7	2		1	2	5	6	5	1	3	3	2	2	2
D054	Enron Energy Services	9	1	0	0														
D023	Federal Electric & Gas Co.	0	0	0	0														
D138	FFC Energy	0	0	1	0									1					
D104	Great Eastern Energy	3	3	4	4	1			1		2							1	
D177	IDT Energy, Inc.				3	2	1												
D013	Interstate Energy Resources Inc.	2	4	0	0														
D015	Keyspan Energy Services, Inc.	154	194	50	1			1					1	3	11	0	5	6	3
D117	Liberty Power	0	0	2	15	2	8	5						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	2			2							2				
D020	Mitchell-Supreme Energy	3	2	5	0									1		1			
D032	MX Energy, Inc. (Total Gas & Electric (Ene	116	46	23	21	1	3	5	1	5	3	3	2	3	1	1	1	3	4
D021	National Fuel Resources, Inc.	76	18	4	1		1								1	1	1	1	
D023	New York Gas Co, Inc.	4	0	0	0														
D024	North American Energy	20	25	3	7	1		1			2	3					1		
D026	North Atlantic Utilities Inc.	0	0	0	0														
D103	NYSEG Solutions	20	32	8	31	7	6	3	6	5	2	2	2	1				1	
D067	PG&E Energy Trading	0	0	1	0												1		
D114	PRO-ENERGY RESOURCES	2	0	1	2			1		1			1						
D093	Robison Energy of Westchester	2	9	1	1			1											1
D068	Select Energy of New York (aka Plub St)	2	0	0	0														
D112	Smart Energy Services	1249	129	0	0														
D159	Strategic Energy, LLC				1		1												
D102	Telecon Energy Services Corp.	0	0	0	0														
D052	TXU Energy	2	1	0	0														
D118	US Energy Partners	0	0	1	2		1	1						1					
D888	Unassigned Customer Contacts	30	8	7	11			2	1		3	5	6		0	1			
	Total	1918	717	457	375	64	67	61	34	51	40	58	46	22	33	18	44	33	41

Not all ESCO's listed above are currently operating in New York.