

Monthly Report on Consumer Complaint Activity



June 2002

Maureen O. Helmer, Chairman

*Catherine W. Black, Director
Office of Consumer Services*

July 29, 2002



July 29, 2002

Dear Reader:

Welcome to our on-line version of the Monthly Complaint Statistics Report. The June 2002 report reflects recent changes to the procedure used to process consumer contacts and complaints relating to the gas, electric, telecommunications, water and cable industries in New York State.

On Monday, June 3, 2002, the New York State Public Service Commission's Office of Consumer Services implemented a new process for handling consumers' issues against energy, water, telephone and cable television service providers operating in New York State. This process is known as QRS – the Quick Resolution System. The new process is intended to provide enhanced service to consumer issues. This procedure, in most cases, allows utility and energy service providers 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.

With the implementation of QRS, the complaint statistics will reflect a reduction in the number of complaints that are recorded against service providers. However, attention should be given to pages 6-9 of the report which details the number of QRS contacts received during this reporting period. This portion of the report may be compared with data from pages 10 & 11, which shows the number of cases not able to be resolved in QRS which eventually became charged complaints.

Over the coming months, as statistics and data evolve from QRS, our staff will be making improvements to this report. Our goal is to make it highly informative and useful in evaluating consumer service offered by service providers. In the interim, if you have any questions, please feel free to contact John Wicka at e-mail address: john_wicka@dps.state.ny.us.

Sincerely,

Catherine W. Black
Director
Office of Consumer Services
catherine_black@dps.state.ny.us.



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Table of Contents

Table of Complaint Rates of Major New York Utilities	4
Credit Related Complaints vs. Total (Energy Utilities).....	4
Informal Hearings, Shared Meter Cases, Appeals and Rehearings	5
Detail of QRS Cases Received against All Companies	6
Detail of Complaints Received against All Companies	10
Summary of Slamming Complaints by Utility.....	12
Summary of Customer Contacts recorded against ESCO's.....	16
Graph of Energy Company Complaint Rates.....	17
Graph of Telephone Company Complaint Rates.....	18
Graph of Water Company Complaint Rates.....	19

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
June 2002

Utility	May-02		Jun-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Jun-01	Jun-02		Change	2001		
Central Hudson	2.8	8	0.0	0	62	61	-1.6	27	27	0.0	1.8
Con Edison	3.6	130	1.0	37	1962	1459	-25.6	1034	717	-30.7	3.3
KeySpan of L.I.	1.8	9	0.8	4	102	90	-11.8	71	48	-32.4	1.5
NYSEG	1.8	17	0.4	4	101	124	22.8	51	67	31.4	1.1
Niagara Mohawk	2.5	42	0.5	8	705	491	-30.4	291	218	-25.1	2.4
Orange & Rockland	3.3	7	1.0	2	156	130	-16.7	69	53	-23.2	5.2
RG & E	3.1	12	0.3	1	161	148	-8.1	63	76	20.6	3.2
KeySpan of NY	2.8	32	0.7	8	405	325	-19.8	264	156	-40.9	2.3
National Fuel Gas	3.5	18	1.7	9	246	272	10.6	128	116	-9.4	4.4
Other Energy Utilities	N/A	20	N/A	7	19	78	310.5	5	65	1200.0	N/A
ESCOs**	N/A	157	N/A	95	1047	2014	92.4	598	1372	129.4	N/A
Verizon	4.1	328	4.1	52	5841	3271	-44.0	2529	1524	-39.7	3.4
Citizens Telcom	1.9	6	1.9	0	96	53	-44.8	60	25	-58.3	1.4
Frontier of NY	2.5	2	2.5	0	20	15	-25.0	13	1	-92.3	1.5
Alltel	3.5	3	3.5	0	17	19	11.8	7	11	57.1	1.9
Frontier Tel of Roch.	3.1	16	3.1	3	152	130	-14.5	49	67	36.7	2.1
Other LEC's	N/A	486	N/A	73	7333	5646	-23.0	3856	2564	-33.5	N/A
DSL Providers	N/A	20	N/A	1	538	219	-59.3	327	82	-74.9	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	14	4	-71.4	14	3	-78.6	N/A
LD Resellers	N/A	73	N/A	4	1260	866	-31.3	614	430	-30.0	N/A
COCOT Vendors	N/A	20	N/A	9	40	106	165.0	31	67	116.1	N/A
Adelphia	N/A	16	N/A	0	191	164	-14.1	95	95	0.0	N/A
Cablevision Systems	N/A	49	N/A	4	545	520	-4.6	260	235	-9.6	N/A
Time-Warner	N/A	49	N/A	4	661	703	6.4	319	294	-7.8	N/A
Other Cable Cos.	N/A	22	N/A		112	139	24.1	51	72	41.2	N/A
Long Island Water	12.2	9	12.2	1	48	146	204.2	23	52	126.1	16.5
UW - New Rochelle	3.3	1	3.3	1	15	18	20.0	6	8	33.3	4.9
New York Water	0.0	0	0.0	0	6	7	16.7	3	4	33.3	1.3
New York American	9.1	1	9.1	0	1	1	0.0	1	1	0.0	0.8
UW - New York	1.5	1	1.5	0	35	31	-11.4	17	17	0.0	3.9
Other Water Utilities	N/A	6	N/A	0	32	34	6.3	17	20	17.6	N/A

All complaint rates are based on 2001 customer populations.

Customer populations are not available for cable companies.

* - Complaints per 100,000 customer accounts

** - ESCO numbers represent customer contacts, not complaints.

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

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS
New York Energy Utilities
June 2002

Utility	June 2002 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	0	0	0%	61	9	15%	1.8	0.3
Con Edison	34	13	38%	1456	297	20%	3.3	0.7
KeySpan - LI	4	1	25%	90	11	12%	1.5	0.2
NYSEG	4	1	25%	124	34	27%	1.1	0.3
Niagara Mohawk	7	1	14%	490	168	34%	2.4	0.8
Orange & Rockland	2	1	50%	130	49	38%	5.2	1.7
RG & E	1	1	100%	148	95	64%	3.2	2.1
KeySpan - NY	7	3	43%	324	89	27%	2.3	0.6
National Fuel Gas	9	4	44%	272	122	45%	4.4	2.0

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

June 2002

Informal Hearings

As of July 1, 2002 there were 100 cases in the informal hearing unit including 20 cases in pre-hearing. During June four complaints were resolved with pre-hearing mediation. Nineteen informal hearings were scheduled, seventeen informal hearings were held, and two informal hearings were postponed. A total of 15 informal hearing cases were closed during the month including three cases that were resolved with settlement agreements.

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 June there were 256 shared meter complaints pending, an increase of 7 from the previous month. Thirty-two (32) new complaints were received in June and twenty-five (25) cases were closed. Brief descriptions of **some** of the closed cases are outlined below.

The designee reduced the twelve-month charge in 16 of the cases reviewed. In 8 of those cases the charge was reduced to the minimum of 25% and in the other 8 cases the charge was reduced between 33% to 50%. The twelve-month charge was cancelled in one case because staff found that the shared meter condition was due to theft by a third party. The charge was also cancelled in two cases because the owner provided proof that the cost to correct the condition was extraordinary.

Appeals and Rehearings

At its June 19, 2002 session, the Commission approved OCS's recommended determinations of two appeals and one rehearing petition. One determination denied Con Edison's appeal and upheld an informal decision that the utility must rebill a nonresidential gas water-heating customer at the utility's lower seasonal off-peak rate. The other appeal determination upheld Niagara Mohawk's billing of a landlord for service to a rental apartment; the utility had been notified of the tenant's departure but no new tenant applied for service, and the landlord was participating in a utility program under which service to vacated apartments was to be continued in the landlord's name. The Commission also denied a residential customer's request for rehearing of an earlier complaint determination, as modified slightly with respect to the duration of the rebilling period.

Three appeals were accepted for review during the month of June. Two of the accepted appeals are by utilities (Niagara Mohawk and NFG). The third appeal accepted was from a nonresidential Con Edison customer. A request for rehearing of a determination by the Commission's shared meter service designee was also received.

**No. of QRS Cases Received Against Service Providers
Between 6/1/2002 and 6/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Cable	Adelphia - Adirondack	2
	Adelphia - Buffalo	12
	Adelphia Cable - Auburn	1
	Adelphia Cable - Utica	10
	Adelphia Cable-International	1
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	2
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	4
	Cablevision of Long Island	24
	Cablevision of New York City	29
	Cablevision of Port Chester	2
	Cablevision of Southern Westchester	10
	Cablevision of Westchester	5
	Cablevision-Ramapo	1
	Cablevision-Rockland	4
	Cablevision-Warwick	1
	Charter Communications	3
	Finger Lakes Cable Corp.	1
	MediaOne - Rockland	1
	MediaOne - US Cablevision	1
	RCN of Southeast New York, Inc.	12
	Time Warner - Adelphia - Syracuse	1
	Time Warner - Albany	6
	Time Warner - Binghamton	3
	Time Warner - Boonville/Lowville/Adams	1
	Time Warner - Brooklyn	10
	Time Warner - Fingerlakes	1
	Time Warner - Jamestown	1
	Time Warner - Manhattan	29
	Time Warner - Mt. Vernon	6
	Time Warner - Newburgh	2
	Time Warner - Oneonta	1
	Time Warner - Orange County	14
	Time Warner - Oswego	1
	Time Warner - Queens	23
	Time Warner - Rochester	2
	Time Warner - Rome	1
	Time Warner - Saugerties	2
	Time Warner - Schenectady	2
	Time Warner - Staten Island	2
	Time Warner - Sullivan County	4
Time Warner - Syracuse	6	
Time Warner - Troy	3	
Time Warner - Watertown	1	
Time Warner Cable - Hornell	1	
Total Cable QRS Cases		<hr/> 251
DSL	Allegiance Telecom of New York, Inc.	1
	Broadview Networks	2
	Everest Broadband Networks of New York,	1
	Network Plus, Inc.	1

**No. of QRS Cases Received Against Service Providers
Between 6/1/2002 and 6/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Verizon Advanced Data, Inc.	21
Total DSL QRS Cases		<hr/> 26
Electric	1st Rochdale Cooperative Group	1
	Advantage Energy	1
	Central Hudson Electric & Gas	11
	Con Edison	202
	Con Edison Solutions	2
	Econnergy	6
	Energetix, Inc.	1
	Jamestown Board of Public Utilities	1
	Metromedia Energy	1
	New York State Electric & Gas	56
	Niagara Mohawk Power Corp	196
	Orange & Rockland	19
	Penn Electric Company (GPU Energy)	1
	Public Service Commission	1
	Rochester Gas + Electric	64
	SmartEnergy, Inc.	42
	Total Energy, Inc.	1
	Village of Sherburne	1
Total Electric QRS Cases		<hr/> 607
Gas	Agway Energy Services, Inc.	1
	Central Hudson Electric & Gas	3
	Con Edison	19
	Corning Natural Gas	1
	Econnergy	1
	Energetix, Inc.	1
	Interstate Energy Resources Inc.	1
	Keyspan Energy Services, Inc.	7
	KeySpan of Long Island	17
	KeySpan of New York	68
	National Fuel Gas Distribution	63
	National Fuel Resources	5
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	10
	North American Energy	1
	Orange & Rockland	5
	Public Service Commission	2
	Rochester Gas + Electric	4
	SmartEnergy, Inc.	1
	St Lawrence Gas	1
	Total Energy, Inc.	10
Total Gas QRS Cases		<hr/> 225
Prepaid	International Discount Telecommunication	1
Total Prepaid QRS Cases		<hr/> 1

**No. of QRS Cases Received Against Service Providers
Between 6/1/2002 and 6/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Telephone	Access Network Services, Inc.	1
	Adelphia Business Solutions Operations,	1
	Adelphia Telecommunications, Inc.	1
	ADVAMTEL, LLC dba Plan B Communications	1
	Affinity Network, Inc.	1
	Allegiance Telecom of New York, Inc.	9
	Alltel Communications, Inc.	1
	ALLTEL Corporation	1
	AllTel Of New York	5
	American Phone Services, Corp.	1
	AT&T Communications of New York, Inc.	353
	BridgeCom International, Ltd.	4
	Broadview Networks	20
	Buyers United International, Inc.	1
	Cable & Wireless Commun. Co.	1
	Cablevision Lightpath, Inc.	2
	Capsule Communications, Inc.	2
	Choice One Communications of New York In	10
	Ciera Network Systems, Inc.	1
	Citizens Telecom	11
	Citizens Telecommunications Co. of NY	2
	Comm/Net Services Corp.	1
	Communicate Technological Systems, L.L.C	16
	Cordia Communications Corp	1
	Core-Comm-New York, Inc.	2
	CTC Communications Corp.	1
	DPI-TELECONNECT, INC. ("DPI")	1
	Empire One Telecommunications, Inc.	2
	Essex Communications, Inc. d/b/a/ Elec C	5
	Evercom	2
	Excel Telecommunications Inc.	3
	Frontier Comm of AuSable Valley	2
	Frontier Comm of NY/fka Highland Tel	3
	Frontier Comm of Seneca-Gorham, Inc.	1
	Frontier Communications of Rochester,Inc	8
	Frontier LD America	1
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	41
	Genesis Communications International,Inc	1
	Global Crossing Telecommunications, Inc.	3
	Golbalcom Telecommunications, Inc.	1
	Intellicall Operator Services Inc.	3
	Intermedia Communications, Inc.	1
	International Discount Telecommunication	6
	LCI International Telecom Corp.	4
	Lightyear Communications, Inc.	1
	MCIWorldCom	208
	Mercury Marketing Company Ltd.	1
	Metropolitan Telecommunications dba MetT	9
	MIMA Communications	1
	National Accounts, Inc.	4
	Network Plus, Inc.	8
	NextGen Telephone, Inc.	1

**No. of QRS Cases Received Against Service Providers
Between 6/1/2002 and 6/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Ogden Telephone	1
	Optical Telephone Corporation	12
	PaeTec Communications, Inc.	1
	Paramount Payphone	1
	PNG Telecommunications, Inc.	1
	Public Service Commission	1
	QWest Communications Corporation	6
	RCN Telecom Services of New York, Inc.	1
	Resdntl Comms. Netwrk of NY dba RCN	6
	RSL Com U.S.A. Inc.	1
	ServiSense.com, Inc.	1
	Sprint Communications Company L.P.	48
	T-NETIX, Inc.	1
	Taconic Telephone	2
	Tel-Save, Inc. (Talk.com)	7
	Telecom USA	2
	Telecon Communications Corp	1
	Teleport Communications	2
	TeleUno, Inc.	1
	Tri-Tel Communications, Inc.	2
	Tristate Bell Inc.	1
	UKI Communications, Inc.	2
	United Systems Access Telecom, Inc.	5
	US Datanet Corporation	1
	VarTec Telecom, Inc.	1
	Verizon Communications (LD)	5
	Verizon Communications (LEC)	538
	Verizon Corp. (payphones)	3
	Vernon Telephone	1
	Winstar Gateway Network, Inc.	1
	WorldCom Network Services, Inc. d/b/a Wi	1
	ZTel Communications, Inc.	38
	Total Telephone QRS Cases	1467
Water	Forest Park Water Company	1
	King Tract Utilities c/o Melohn Properti	2
	Long Island Water Corp.	11
	Mountain Lodge Park	1
	New York American Water Co.	1
	Public Service Commission	1
	Sleepy Hollow Lake Wat Coy, Inc	1
	United Water-New York	4
	Warwick Water Company	1
	Whistle Tree Development Co, Inc.	1
	Total Water QRS Cases	24
Total QRS Cases for All Service Providers		2601

**No. of Complaints Received Against Service Providers
Between 6/1/2002 and 6/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	1
	Cablevision of New York City	1
	Cablevision of Southern Westchester	1
	RCN of Southeast New York, Inc.	1
	Time Warner - Brooklyn	1
	Time Warner - Manhattan	2
	Time Warner - Orange County	1
Total Cable Complaints	<hr/> 9	
DSL	Public Service Commission	1
	Verizon Advanced Data, Inc.	1
Total DSL Complaints	<hr/> 2	
Electric	Con Edison	34
	Econergy	3
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	7
	Orange & Rockland	2
	Public Service Commission	2
	Rochester Gas + Electric	1
	SmartEnergy, Inc.	1
	Total Energy, Inc.	1
Total Electric Complaints	<hr/> 55	
Gas	Con Edison	3
	Econergy	1
	Keyspan Energy Services, Inc.	1
	KeySpan of Long Island	4
	KeySpan of New York	8
	National Fuel Gas Distribution	9
	National Fuel Resources	1
	Niagara Mohawk Power Corp	1
	Total Energy, Inc.	1
Total Gas Complaints	<hr/> 29	
Telephone	Accxx Communications, LLC	1
	Allegiance Telecom of New York, Inc.	1
	AT&T Communications of New York, Inc.	45
	Broadview Networks	2
	Capsule Communications, Inc.	2
	Choice One Communications of New York I	1
	Empire One Telecommunications, Inc.	2
	Excel Telecommunications Inc.	1
	Frontier Telephone of Rochester, Inc.	3
	Future Focus Telecommunications	1
	International Discount Telecommunication	1
	MCIWorldCom	20
	Network Plus, Inc.	2

**No. of Complaints Received Against Service Providers
Between 6/1/2002 and 6/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	RSL Com U.S.A. Inc.	1
	Sprint Communications Company L.P.	7
	UKI Communications, Inc.	1
	Unknown COCOT Vender	1
	Verizon Communications (LEC)	55
	Verizon Corp. (payphones)	7
	Winstar Gateway Network, Inc.	1
	XO New York, Inc.	1
	ZTel Communications, Inc.	5
Total Telephone Complaints		161
Water	Kiamesha Artesian Spring	1
	Long Island Water Corp.	1
	Sleepy Hollow Lake Wat Coy, Inc	1
	United Water-New Rochelle	2
Total Water Complaints		5
Total Complaints for All Services		261

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *																			
	FULL NAME	1999	2000	2001	2002	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	
6902	1 Com Inc.		3	4															
5049	ACC Buffalo Telecom Corp		1	1										1					
5305	ACC Long Distance Corporation	1		3													1		
6184	ACC National Long Distance Corp			1															
5757	ACC National Telecom Corp.			1									1						
5069	ACC Rochester Telecom Corp.		1																
6250	Access Point Inc			1												1			
6159	Accutel Communications Inc.	4																	
6849	ACN Communication Services Inc			4									1						
6984	Adelphia Business Solutions			1										1					
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	27	14	3			1	2			1		1		1			3
5357	Advanced Telecommunications Ne																		
5324	Affinity Corporation			1															
5688	Affinity Network Inc.	1		1															
6283	Allegiance Telecom of NY Inc.	3	10	36	9			2	3	1	3		4	2			3		2
6516	Alliance Group Services Inc		1																
5010	AllTel of New York		1																
5343	Am.Tech. Inc.dba Network Utili	1																	
5779	American Business Alliance In	1																	
5908	American Long Distance Service Inc.	1																	
6323	American Nortel Communications Inc.	60	13	1															
6778	American Phone Services Corp.		4	4	3		1		2										1
6190	American Private Telephone LLC				1		1												
5A22	American Telecommunications System			1															
5361	America's Tele-Network Corp.	19	15																
6299	Americatel Corporation																		
5984	Americom Inc.		1	2															
5322	Amer-I-Net Services Corporation			1										1					
5689	Ameri-Tel Communications Inc.	1																	
6513	AmeriVision Communications Inc.	3																	
5805	AT&T Communications of New Yor	70	348	452	259		62	60	46	33	58	36	28	33	35	32	35		25
5369	Atlas Communications Ltd.	1			1					1		1							
6459	Big Planet Inc.			1												1			
6140	BridgeCom International LTD			5	2		1	1					1		1		1		
5771	Brittan Communications International C	23	1																
6886	Broadview Networks	63	72	58	45	1	9	10	10	4	11	5	13	4	2	3	5		3
6838	Broadwing Communcations			1										1					
6869	Broadwing Telecommunications Inc			2										1			1		
6111	Business Discount Plan Inc.	6	1	1	1			1											
5776	Business Options Inc.	1	3	1	1				1					1					
5021	Business Telecom dbs BTI Telecom	1																	
6426	Buyers United International Inc				2		1				1								
5340	Cable & Wireless Commun. Co.	1		6	1		1					2			1				1
5949	Cablevision Lightpath Inc.		2		1						1								
6986	Capsule Communications Inc			2	4		1		3					1					
6399	CBS Corporation dba Westinghouse	1																	
6646	Choice One Communitcations of NY				2						2								
5A17	Citizens Telecom			2								1							
5693	Coast International Inc.		1																
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		2								1				1			
6143	Commonwealth Telecom	1	3																
5C65	Communicate Technological Systems				28		6	11	3	6	2	8	4						
6593	Communication Express	2																	
6372	Communications Billing Inc.	2		1	1				1			1							
5986	Community Network Services Inc			1	1		1							1					
6927	COMTECH 21, LLC			1				1											
6188	Connectamerica, Inc			1			1												
6810	Conversent Communications of NY			2											1	1			
6245	Core-Comm New York Inc.	2																	
5B87	Covista of New York Inc			5	2				1		1		3	2					

* 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	1999	2000	2001	2002	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01
6260	CTC Communications Corp.		1	1														
5559	CTN Telephone Network, Inc.			1														1
6536	CTSI, Inc				1				1									
6651	Direct America Marketers			1	2				2			1						
5997	Eclipse Telecommunications Inc				1		1											
6672	Econo-o-Call Inc.		6	6											2	1	1	1
5215	Econophone Inc.	2	2		1		1											
6112	ELDS, Inc				2					2								
5137	Empire One Telecommunications			2	1						1							1
5982	Equal Net Communications Inc.		1															
5198	EqualNet Corporation	1	1															
6659	erbia Network Inc.		1															
6748	Essential.com Inc.		14	3													1	1
6912	Essex Communications DBA Elec		10	20	5				2	1	1	2	3	2		1	1	1
6369	Essex Communications Inc			1	1				1									
5382	Excel Telecommunications Inc.	10	6	12	7	1				2	4	1		1		2	1	
5912	Executone Information Systems Inc.		1															
6435	Fairpoint Communications		1	3								1						
5275	Federal TransTel Inc.	1		1														
5315	Frontier Comm. Of the West Inc			1										1				
5176	Frontier Communications of Rochester				1		1											
5401	Frontier Communs. Services (fk	6																
5192	Frontier L.D. America	1			1					1								
5823	Frontier Local Services, Inc.			1														
5A41	Frontier Telephone of Rochester Inc.	1		1	1		1							1				
5573	Genesis Communications International			2	4		1	2		1						2		
6826	Global Crossing Telecommunications			5	10		2	5	1	1	1					2		
5919	Group Long Distance Inc.	1																
5194	GTE Card Services Incorporated	31	2															
5097	GTE Corporation	4																
5143	GTE Telecommunications Services Inc.	1																
5676	Home Owners Long Distance Inc	1																
6373	IDT Corporate			2	1		1										1	
5345	Inet Interactive Network System Inc.			1										1				
6156	Inmark Inc. dba Preferred Billing	10	4	1														
6095	Integrated Teleservices Inc.		1															
5624	Intellicall Operator Services Inc.	1		6	13		1	3	3	3	3	3	2					1
5408	IntelliCom Solutions Inc																	
6440	International Communication Services Inc				1			1										
5114	International Discount Telecommunications			4	3			1	1	1				2	2			
5409	International Exchnage Networks Ltd		2															
6125	International Telecommunications Corp.	4																
5241	Island Marketing d/b/a Interglobe			1									1					
5256	IXC Communications	1	2															
6913	Jirehcom Inc																	
5292	Key Communication Management Inc.	12	4															
5980	L.D. Services Inc.	3			2				2									
6268	LCI International Inc.	2																
5078	LCI International Telecom Corp	8	4	10	18		4	3	3	5	3	1	1	3		2		
5268	LDC Telecommunications Inc.	2																
5909	LDM Systems Inc.	1																
5339	LEAST COST ROUTING			4	5				2	2	1	2		2				
5854	Least Cost Routing Inc. dba Long Dist	4			1		1											
5036	Lightyear Communications Inc	1	1	4										1				
6690	Long Distance Consolidated Billing Co				1		1											
5904	Long Distance Direct, Inc				1					1								
5A09	Long Distance of Michigan			2										1				1
5749	Long Distance Services of N.Y.	1		1											1			
5227	Long Distance Wholesale Club	1																
5628	Long Distance/USA, Inc				1			1										
6460	Marathon Communications Corp.	1										1						
5699	Matrix Telecommunications	2		3	2						2			1				

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01
5820	MCI WorldCom	199	276	257	189	1	32	50	32	39	35	6	16	8	18	20	13	30
5736	MCImetro Access Transmission Svcs		1															
6208	Mercury Marketing Co Ltd			1	1					1							1	
6423	Metro Telecomm. dba METTel	48	22	59	9		1	2	3	1	2	2	6	6	7	4	3	5
5435	Metromedia Long Distance Inc.			2	8		1	1	5		1		1		1			
5416	Minimum Rate Pricing	15	1															
5777	National Accounts Inc.			3	2		1			1		1	1			1		
6110	National Telephone & Communications	1																
6441	Nations Tel Inc.	1																
5244	NeTel Inc.	1																
6054	NET-TEL Corp.		1	1	1					1					1			
5385	Network Enhanced Technologies Inc.		1															
5826	Network Plus Inc.	2	38	32	12			3	1	2	6		4	3	2	1	3	4
5419	New Century Telecom Inc.	1																
6907	NextGen Telephone			5	33			1	7	9	16	2	3					
6928	Norstar Communications			4	2			2					3		1			
6367	North American Telecommunications Corp	1	1	2														
5832	North American Telephone Network LLC		1	1													1	
5458	NOS Communications Inc.	3		4	1			1				1		1				
6177	OLS Inc.	1		3								2			1			
5A98	One Step Billing Inc.	2																
5819	OneStar Long Distance Inc.			1													1	
5834	Ontera Broadband			2										2				
6769	Opex Commications, Inc.				2				1	1								
5C61	Optical Telephone Corp			11	39		11	7	5	7	9	7	3	1				
5639	Opticom Corp				1			1										
5763	Phone Calls Inc.	1																
5193	Phone One Inc.		1															
5263	PNG Telecommunications Inc			4	1		1								2		1	1
5159	PowerNet Communications			1														
5476	Primetel Communications				1					1								
5245	Primus Telecommunications Inc.	4		2	1		1							1			1	
6794	Promise Vision Technology			1									1					
6151	Protel Advantage d/ba/ Long Distance	1																
5463	Protel Inc.	14	4															
6324	PT-1 Communications Inc.		2	2											1	1		
5797	QAI Inc d/b/a Long Distance B	4	2															
5468	Qwest Communications Corporati	21	13	28	16		4	2	3	4	3	1	6	1	2	1	1	1
6316	RCN Long Distance Company			1														
5A13	RCN Telecom Services of NY Inc.	5	2	1	1				1							1		
5558	Residential Communications Network of	2	2	5	1				1				1					
5843	Robtel Inc.				1						1							
6278	RSL Com U.S.A. Inc.	1	1															
6232	SaveMart Com, Inc				1					1								
6933	ServicSense.com Inc.		1	2									1					
5748	Sprint Communications Company	59	35	159	138	2	30	44	24	15	23	23	17	18	17	22	7	13
5478	Starlink Communications L.L.C.	1																
5479	Startec Inc.	1		1	1			1										
5185	Taconic Telephone																	
6375	Telco Holdings dba Dial & Save	1																
6100	Telco Partners Inc.			1														
5164	Telcom Group USA Inc. d/b/a TelCom	2	1															
5762	Telecom USA				2		1				1							
5167	Telecommunications Service Center Inc.				1													
6288	Telemex/Sprint Communications	1																
6118	Telepath Communications Inc.		2															
6207	Telephone Company of Central Florida			2												1		
5845	Teleport Communications	3	5															
6469	Telergy Network Services Inc.																	
6345	Teligent Inc				1						1							
5C24	Telis Communicaitons Group Inc			1										1				
6088	Tel-Save Inc dba The Phone Company	17	148	430	63		7	12	10	17	17	14	27	13	35	26	39	46

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01
5B23	TelUno, Inc				2			2										
6654	The Free Netwrok LLC			2										1	1			
5939	The Furst Group Inc.		1															
5499	TI Nat Telecom dba TI World Te	1																
5515	Total - Tel USA Inc.			1											1			
5271	Touch 1 Communications Inc.	2																
6093	Touch 1 Long Distance Inc.	1																
5A72	Tri-Tel Communications Inc.		3	4										1				
6331	TruCom Corporation		1															
6049	TTI National Inc.		1															
6111	TTI Telecommunications																	
5A99	U.S. Republic Communications Inc.	2		1														
6817	UKI Communications Inc.		1	28	22	1		4	6	8	3	4	10	2	2			1
5C87	United Systems Access Telecom Inc			2	2		1				1			1	1			
6493	Uni-Tel Communications Group Inc.	1	2	1	1			1										1
6137	USA Tele Corp.	3																
6269	USLD Communications Ind				1						1							
6048	USN Communications Long Distance	72	1	3	1						1		2		1			
5101	VarTec Telecom Inc.			2	5		1	1			3	1						
6300	VarTec Telecom Inc. d/b/a Clear Choice																	
5120	Verizon	10	8	32	13		3	2	4	2	2	5	5	1	2	2	1	2
6830	Verizon Advanced Data			1														
6781	Verizon Communications		3	8	6		1	1	1	3				1	2		1	2
6073	Vista Group International Inc.	8																
6788	Webnet Communications			9	2				1		1	1	1	3	2		1	
5867	Wiltel Inc.	1		1	2					1	1			1				
5303	Winstar Gateway Network Inc.	1																
5770	Working Assets Funding Service	1		1												1		
5319	World Com Inc dba LDDS World		1	2	2				1		1		1				1	
5203	WorldCom Network Service dba Wil			4														1
6929	XO New York Inc				1				1									
6447	Ztel Communications Inc.	53	160	108	16		2	4	6	3	1	1	5	1		2	8	11
	Complaints Assigned by CPCN	966	1317	1971	1060	6	198	247	202	182	225	139	176	133	145	135	133	159
	Unassigned Complaints	2	5	6	2				1		1		1				1	
	Total	968	1322	1977	1062	6	198	247	203	182	226	139	177	133	145	135	134	159

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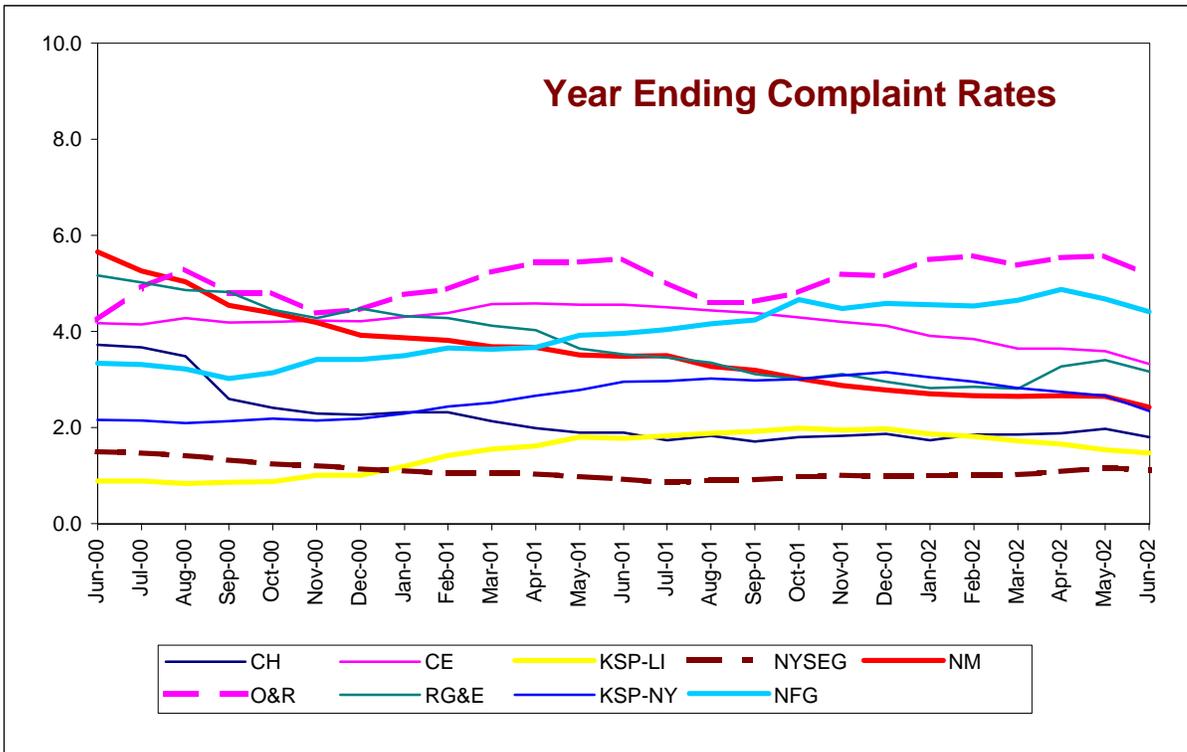
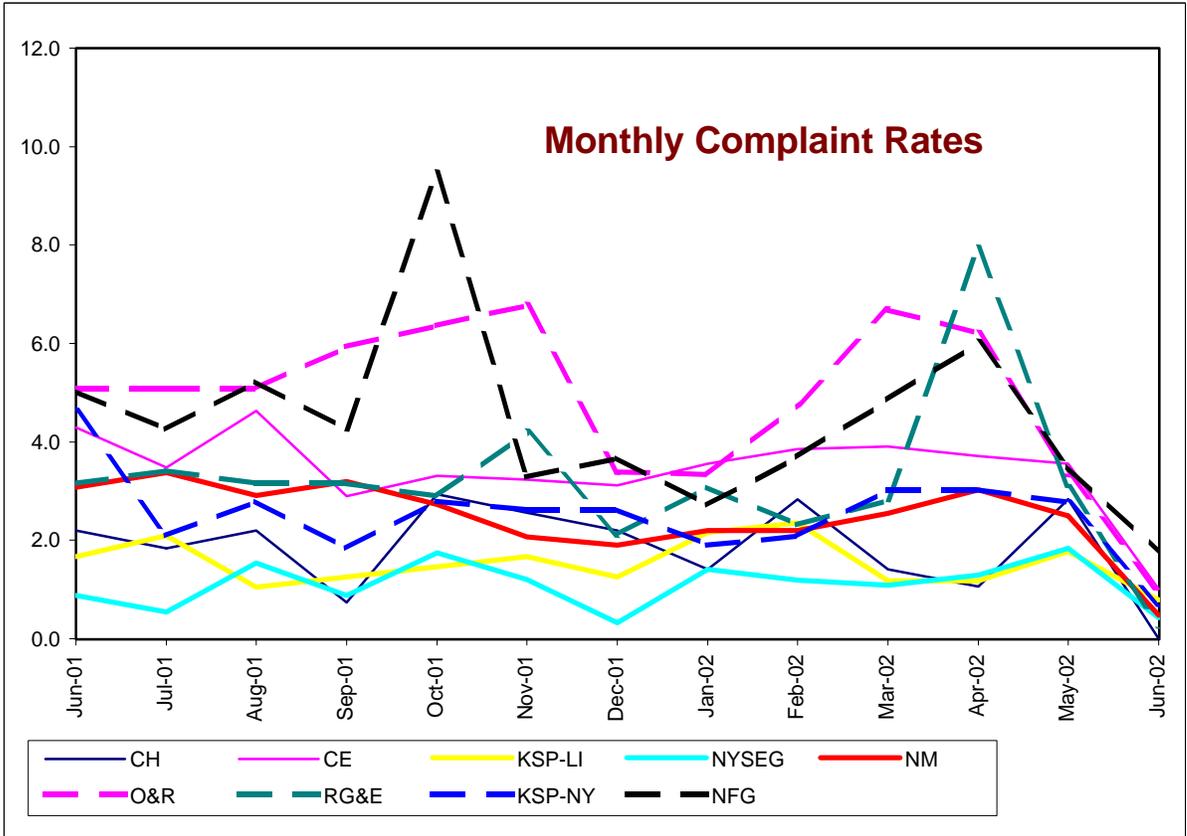
**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

Table of Consumer Contacts filed against ESCO's

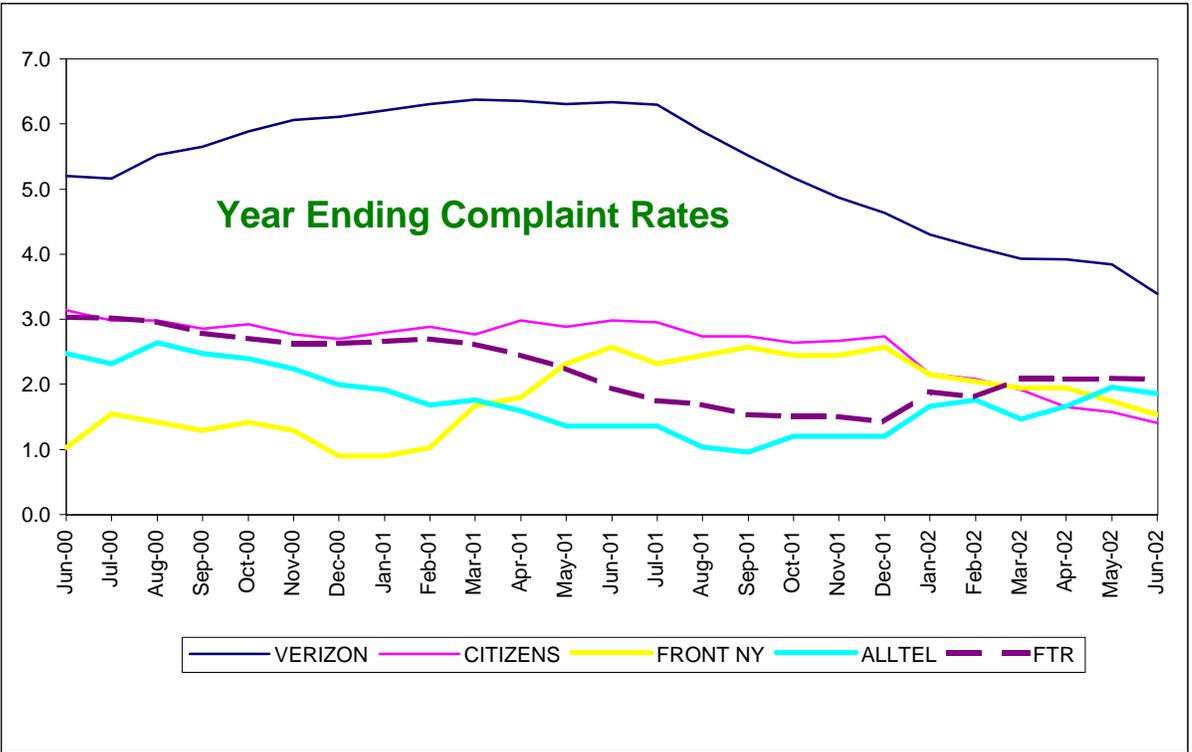
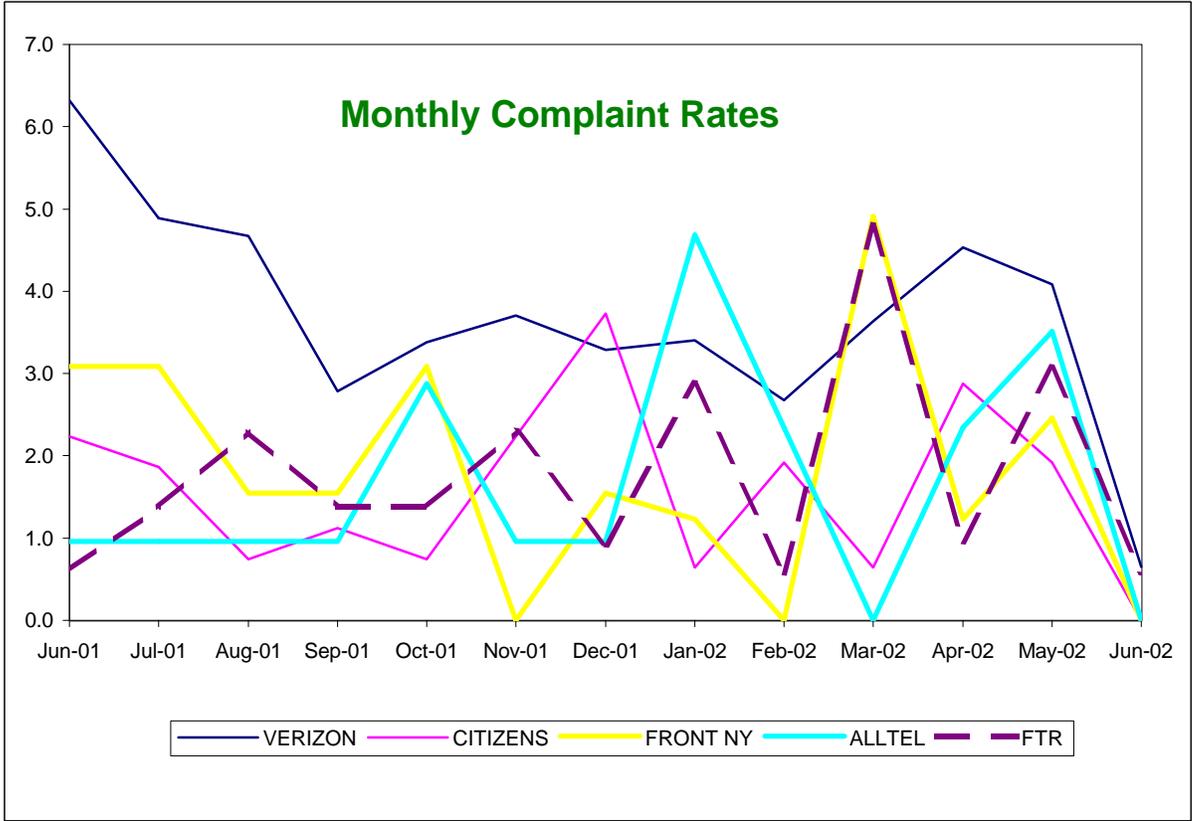
CODE	FULL NAME	2000	2001	2002	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov -01	Oct -01	Sep - 01	Aug - 01	Jul-01	Jun-01
D108	1st Rochdale Coop Group		2	1	1						2						
D105	ACN Energy, Inc.	18	3	1				1				1				1	
D078	Advantage Energy Inc.	2	0	3	1				1	1							
D084	AES Energy	2	1	0												1	
D001	Agway Energy Services Inc.	13	17	8	1			3	2	2	1	1	1			2	1
D036	All Energy Marketing Co.		2	1						1				1			
D002	Amerada Hess		7	0										2			
D113	Brown Fuel, Inc		1	0							1						
D005	Castle Power Corporatoin		1	2		1			1							1	
D086	Con Edison Solutions	81	4	27	2	5	5	10	3	2							
D046	Econnergy	198	158	73	11	11	11	21	7	12	9	15	20	21	9	11	12
D047	Empire Natural Gas Corp		2	0											2		
D087	Energetix, Inc.	16	148	7	2			2	2	1	2	2	5	5	2	4	6
D054	Enron Energy Services		5	8		1	1	5		1			3	1			
D023	Federal Electric & Gas Co.	40	89	0							1	7	6	3		5	10
D104	Great Eastern Energy	14	3	2			1		1			1					
D013	Interstate Energy Resources Inc.	11	11	1	1												
D015	Keyspan Energy Services, Inc.	84	97	57	9	16	5	5	14	8	6	8	4	9	4	7	10
D060	Main-Care Energy		1	0									1				
D107	Metro Energy Group		1	0								1					
D098	Metromedia Energy	13	6	1	1							1	1				
D018	Mirabito Fuel Group Inc.		1	3		1		2									
D020	Mitchell-Supreme Energy		6	1		1											2
D021	National Fuel Resources, Inc.		10	61	6	4	5	21	15	10				1	1	2	
D023	New York Gas Co, Inc.			4					1	3							
D024	North American Energy	8	19	13	1	1	2	4	3	2		4	1	2		1	3
D026	North Atlantic Utilities Inc.		1	0													
D103	NYSEG Solutions	15	10	0							1		2		2	1	
D067	PG&E Energy Trading		1	0													
D114	PRO-ENERGY RESOURCES			1						1							
D093	Robison Energy of Westchester	4	0	2		1				1							
D068	Select Energy of New York (aka Plub St)		1	2			1			1	1						
D112	Smart Energy Services		439	1021	45	89	144	220	217	306	165	121	47	10	18	11	13
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	56	13	16	9	9	3	6	7	7	10	9	8	11	13
D052	TXU Energy			2				2									
D888	Unassigned Customer Contacts	15	26	13		10			1	2				8			16
	Total	693	1231	1371	94	157	184	305	271	360	196	169	101	72	46	58	86

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

MAJOR ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

