

# Monthly Report on Consumer Complaint Activity



**June 2005**

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### Table of Contents

If You Have a Complaint About Your Utility Service .....	3
Customer Service Response Index (Quick Reference Guide) .....	4
Table of Complaint Rates of Major New York Utilities .....	5
Credit Related Complaints vs. Total (Energy Utilities) .....	5
Customer Service Response Index .....	6
Informal Hearings, Shared Meter Cases, Appeals and Rehearings .....	10
Summary of Customer Contacts recorded against ESCO's .....	12



# 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

## June 2005

Utility	May-05		Jun-05		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Jun-05
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Jun-04	Jun-05		Change	2004		
Central Hudson	0.3	1	1.0	3	29	32	10.3	13	18	38.5	1.0
Con Edison	1.6	60	1.6	60	772	778	0.8	386	363	-6.0	1.8
KeySpan of L.I.	1.2	6	0.4	2	55	47	-14.5	27	24	-11.1	0.7
NYSEG	0.3	3	0.2	2	56	35	-37.5	20	13	-35.0	0.3
Niagara Mohawk	1.7	29	1.2	21	377	274	-27.3	159	122	-23.3	1.4
Orange & Rockland	1.4	3	0.9	2	32	27	-15.6	15	10	-33.3	1.2
RG & E	0.0	0	1.3	5	98	48	-51.0	46	18	-60.9	1.0
KeySpan of NY	1.4	17	1.6	20	124	210	69.4	65	101	55.4	1.4
National Fuel Gas	1.4	7	1.0	5	91	68	-25.3	36	0	-100.0	1.2
Other Energy Utilities	N/A	4	N/A	5	30	33	10.0	13	30	130.8	N/A
ESCO's	N/A	55	N/A	67	40	85	112.5	14	51	264.3	N/A
Verizon	0.3	27	0.3	27	763	401	-47.4	252	175	-30.6	0.3
Citizens Telcom	0.3	1	0.3	1	21	17	-19.0	8	9	12.5	0.5
Frontier of NY	2.7	2	0.0	0	7	11	57.1	6	7	16.7	1.3
Alltel	0.0	0	0.0	0	4	2	-50.0	2	1	-50.0	0.2
Frontier Tel of Roch.	0.4	2	0.0	0	26	19	-26.9	12	9	-25.0	0.3
Other LEC's,CLEC's, IXC's	N/A	129	N/A	129	1799	1950	8.4	982	818	-16.7	N/A
DSL Providers	N/A	0	N/A	2	1	30	2900.0	0	12	#DIV/0!	N/A
Adelphia	N/A	3	N/A	0	21	21	0.0	13	10	-23.1	N/A
Cablevision Systems	N/A	9	N/A	11	138	146	5.8	68	60	-11.8	N/A
Time-Warner	N/A	8	N/A	10	118	154	30.5	68	76	11.8	N/A
Other Cable Cos.	N/A	1	N/A	1	8	3	-62.5	7	6	-14.3	N/A
Long Island Water	1.4	1	2.7	2	7	5	-28.6	2	5	150.0	0.6
UW - New Rochelle	0.0	0	3.3	1	11	9	-18.2	8	2	-75.0	2.4
New York Water	0.0	0	2.3	1	4	3	-25.0	4	2	-50.0	0.6
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	1.5	1	2.9	2	9	4	-55.6	5	4	-20.0	0.5
Other Water Utilities	N/A	2	N/A	1	9	10	11.1	7	3	-57.1	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

#### June 2005

Utility	June 2005			Last 12 Months			12 mos.	12 mos.
	Total	Credit	% Credit	Total	Credit	% Credit	Total C/Rate	Credit C/Rate
Central Hudson	3	2	67%	32	13	41%	1.0	0.4
Con Edison	60	11	18%	778	146	19%	1.8	0.3
KeySpan - LI	2	0	0%	47	11	23%	0.7	0.2
NYSEG	2	1	50%	35	12	34%	0.3	0.1
Niagara Mohawk	21	11	52%	274	81	30%	1.4	0.4
Orange & Rockland	2	2	100%	27	11	41%	1.2	0.4
RG & E	5	2	40%	48	20	42%	1.0	0.4
KeySpan - NY	20	8	40%	210	60	29%	1.4	0.4
National Fuel Gas	5	0	0%	68	26	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 June 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>
Rochester Gas & Electric Corp.	104	0	5.0	2.1	2.0	1.7	2.0	3.9	1.0	10.0
Time Warner - Syracuse Division	11	0	5.0	7.2	2.0	2.1	2.0	0.0	1.0	10.0
Time Warner ResCom of New York,LLC	9	0	5.0	6.1	2.0	0.0	2.0	1.0	1.0	10.0
Cablevision - MediaOne - Westchester	7	0	5.0	9.4	2.0	0.0	2.0	8.0	1.0	10.0
New York State Electric & Gas Corp.	73	3	4.6	7.6	2.0	9.4	2.0	4.2	1.0	9.6
Broadview Networks, Inc.	20	1	4.5	5.0	2.0	9.6	2.0	11.0	1.0	9.5
Citizens Communications (ILEC)	19	1	4.5	5.6	2.0	8.7	2.0	7.2	1.0	9.5
Verizon Communications (LEC)	333	26	4.2	7.5	2.0	7.6	2.0	6.4	1.0	9.2
Verizon Advanced Data, Inc.	23	2	4.1	9.7	2.0	0.0	2.0	6.7	1.0	9.1
National Fuel Gas Distribution	75	9	3.8	4.0	2.0	2.3	2.0	7.2	1.0	8.8
Time Warner - New York City Division	60	7	3.8	10.3	2.0	11.0	1.9	8.0	1.0	8.7
Central Hudson Gas & Electric Corp.	17	1	4.4	19.4	1.4	11.3	1.9	7.5	1.0	8.7
Orange & Rockland	21	3	3.6	2.3	2.0	2.7	2.0	0.0	1.0	8.6
Cablevision of Long Island	16	1	4.4	4.9	2.0	18.6	1.2	5.0	1.0	8.6
Accent Energy Midwest, LLC	16	3	3.1	15.0	1.9	0.0	2.0	6.6	1.0	8.0
IDT America Corp.	23	5	2.8	15.0	1.9	0.0	2.0	5.8	1.0	7.7
Sprint Communications	20	1	4.5	11.1	2.0	105.8	0.0	10.8	1.0	7.5
BridgeCom International, Ltd.	12	3	2.5	13.1	2.0	0.0	2.0	11.1	1.0	7.5
Frontier Telephone of Rochester, Inc.	8	2	2.5	5.1	2.0	3.2	2.0	0.0	1.0	7.5
Niagara Mohawk - A National Grid Company	217	30	3.6	10.6	2.0	22.0	0.8	13.2	1.0	7.4
Cablevision of New York City	27	7	2.4	10.4	2.0	9.6	2.0	6.4	1.0	7.4
VarTec Telecom, Inc.	12	3	2.5	7.2	2.0	7.2	2.0	14.2	0.9	7.4
AT&T (C)	188	46	2.6	10.5	2.0	15.0	1.6	13.7	1.0	7.2
Trinsic	13	2	3.5	25.6	0.6	0.0	2.0	7.3	1.0	7.1
Metropolitan Telecommunications	7	2	2.1	10.4	2.0	1.9	2.0	13.0	1.0	7.1
MCI	120	34	2.2	13.3	2.0	14.8	1.6	11.3	1.0	6.8
Choice One Communications of New York, Inc	8	1	3.8	6.7	2.0	36.0	0.0	1.0	1.0	6.8
Time Warner - Albany Division	7	1	3.6	18.6	1.5	20.3	1.0	27.7	0.7	6.8
Econnergy	13	4	1.9	8.4	2.0	0.0	2.0	24.5	0.8	6.7
Talk America, Inc.	9	3	1.7	13.4	2.0	0.0	2.0	7.0	1.0	6.7
KeySpan of New York	86	19	2.8	13.3	2.0	22.5	0.6	16.2	0.9	6.3
KeySpan of Long Island	18	7	1.1	7.1	2.0	2.5	2.0	2.6	1.0	6.1
Con Edison of New York	287	64	2.8	15.9	1.8	29.1	0.0	27.8	0.7	5.3
Optimum Voice	9	2	2.8	32.6	0.0	0.0	2.0	43.6	0.4	5.2
BullsEye Telecom, Inc.	8	4	0.0	11.3	2.0	7.9	2.0	8.7	1.0	5.0
New Rochelle Telephone Company	15	4	2.3	30.5	0.0	0.0	2.0	36.2	0.5	4.8
Cordia Communications Company	29	13	0.5	22.6	1.1	28.0	0.0	50.5	0.2	1.8

## Customer Service Response Index June 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>
1st Rochdale Cooperative Group	1	0		0.0		0.0		125.5		0.0
ACC Binghamton Telecom Corp.	0	0		0.0		0.0		78.0		6.0
ACC Business	1	0		13.0		0.0		0.0		10.0
Acceris Communications, Inc.	5	0		7.0		0.0		7.5		10.0
ACN Communication Services, Inc.	5	0		14.5		0.0		27.0		9.6
Adelphia Cable - Aurora	1	1		6.0		0.0		0.0		5.0
Adelphia Cable - Buffalo	3	2		19.0		0.0		0.0		4.5
Adelphia Cable - Harbor Vue	1	0		12.0		0.0		0.0		10.0
Adelphia Cable - Niagara	0	0		0.0		0.0		0.0		10.0
Adelphia Cable - Springville	1	0		0.0		0.0		16.0		9.9
Adelphia Cable - Utica	1	0		0.0		0.0		0.0		10.0
Agway Energy Services, LLC.	0	0		14.0		0.0		0.0		10.0
Alliance Telecom of New York, Inc.	2	1		5.7		0.0		1.0		5.0
Alliance Group Services, Inc.	1	0		0.0		0.0		6.0		10.0
AllTel of New York	2	0		5.0		0.0		12.0		10.0
Alpha Phone Inc.	1	0		0.0		0.0		1.0		10.0
American Communications Network, Inc.	0	0		18.0		0.0		0.0		9.6
American Pay Phone, Inc.	0	1		0.0		0.0		8.0		5.0
American Phone Services, Corp.	0	1		21.0		0.0		0.0		4.3
American Telecommunications Corporation	2	0		2.0		0.0		1.0		10.0
America's Tele-Network Corp.	0	0		0.0		0.0		121.0		0.0
Amerinet Telecommunications Group, Inc.	0	0		13.0		0.0		0.0		10.0
AmeriVision Communications, Inc.	1	0		0.0		0.0		8.0		10.0
Aquarion Water Company of NY	0	0		134.0		0.0		0.0		8.0
ARC Networks, Inc.	4	0		3.2		0.0		0.0		10.0
ATX Communications	0	0		45.0		0.0		0.0		8.0
Bath Municipal Electric & Gas	1	0		5.0		0.0		0.0		10.0
Bay City Metering	0	0		0.0		0.0		5.0		10.0
Business Network Long Distance, Inc.	3	0		1.0		0.0		0.0		10.0
Cablevision - MediaOne - Rockland	3	1		10.4		0.0		14.0		6.7
Cablevision - MediaOne - US Cablevision	1	0		0.0		0.0		9.0		10.0
Cablevision Lightpath, Inc.	0	0		0.0		4.0		0.0		10.0
Cablevision of Dutchess County	1	0		9.1		0.0		0.0		10.0
Cablevision of Hauppauge	1	0		7.9		0.0		0.0		10.0
Cablevision of Rockland	2	0		4.0		9.6		4.5		10.0
Cablevision of Southern Westchester	2	0		13.1		0.0		5.0		10.0
Cablevision of Westchester	5	0		5.6		0.0		1.0		10.0
Cambridge Water Works Company	0	0		0.0		0.0		405.0		0.0
Charter Comm. - Plattsburgh	1	0		1.0		0.0		0.0		10.0
Charter Communications	1	0		0.0		0.0		5.0		10.0
Chazy & Westport Telephone Corp.	1	1		7.0		0.0		0.0		5.0
Citizens Long Distance & LEC	0	0		0.0		0.0		5.0		10.0
City of Jamestown Board of Public Utilities	3	1		16.5		0.0		0.0		6.4
Cleartel Communications, Inc.	3	0		89.0		0.0		11.0		8.0
Coastal Communications	1	0		0.0		0.0		5.0		10.0
Columbia Energy Services Company	2	0		1.0		0.0		1.0		10.0
Comcast Telecommunications, Inc.	0	0		0.0		0.0		436.0		0.0
Communicate Technological Systems, CTS, LI	2	1		27.0		0.0		51.3		2.6
Con Edison Solutions	0	0		81.0		0.0		0.0		8.0
CondorPhone	0	0		228.0		0.0		0.0		8.0
Conserve	0	0		0.0		0.0		61.0		9.0
Conversent Communications of New York, LLC	1	0		22.0		0.0		5.0		9.2
Cooper Square Realty	0	0		0.0		0.0		152.0		0.0
Core-Comm-New York, Inc.	1	0		0.0		0.0		5.0		10.0
Corning Natural Gas Corp.	3	1		5.7		0.0		6.0		6.7
Corporatepage.com, Inc.	0	0		0.0		0.0		273.0		0.0
Covista Communications, Inc.	4	0		36.7		0.0		69.3		7.0
Crescent Communications, Inc.	1	0		0.0		0.0		42.0		9.4
CTC Communications Corp.	1	1		20.0		0.0		7.0		4.4
Dara Owners Corp.	0	0		0.0		0.0		238.0		0.0
DavelTel, Inc.	0	1		0.0		2.0		0.0		5.0
Earthlink, Inc.	0	0		0.0		0.0		43.0		9.4
Eclipse Telecommunications, Inc.	0	0		0.0		0.0		114.0		0.0
Edwards Telephone	0	0		74.0		0.0		0.0		8.0
Empire Telephone Corp.	0	0		66.5		0.0		0.0		8.0
Energy Service Providers, Inc.	0	0		0.0		0.0		58.0		9.1
Esodus Communications, Inc.	0	0		0.0		0.0		58.0		9.1
Excel Telecommunications, Inc.	3	0		11.0		0.0		20.0		9.9

*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 June 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>
FFC Energy	0	0		0.0		0.0		56.0		9.1
Frontier Communications of AuSable Valley	1	0		2.8		0.0		0.0		10.0
Frontier Communications of NY/fka Highland T	3	2		21.7		3.8		1.0		4.2
Frontier Communications of Rochester, Inc.	2	0		3.5		0.0		0.0		10.0
Frontier Communications of Sylvan Lake, Inc.	2	0		4.5		0.0		0.0		10.0
Future Focus Telecommunications	0	0		0.0		0.0		434.0		0.0
GE Capital Communications Services, Corp	0	0		0.0		0.0		513.0		0.0
Global Network Comms.	0	0		0.0		0.0		196.0		0.0
GNC Public Communications	0	0		0.0		0.0		134.7		0.0
Granite Telecommunications, LLC	0	0		0.0		0.0		49.0		9.3
GTE Long Distance	1	0		0.0		0.0		28.0		9.7
ILD Telecommunications, Inc.	2	0		45.5		0.0		3.0		8.0
International Satellite Communications	0	0		0.0		0.0		153.0		0.0
Keyspan Energy Services, Inc.	1	0		0.0		0.0		281.3		0.0
Kiamesha Artesian Spring Water Co., Inc.	0	0		0.0		0.0		118.0		0.0
LCI International Telecom Corp.	2	0		9.5		0.0		3.5		10.0
Levy Associates	0	0		0.0		0.0		502.0		0.0
Liberty Power Corp.	4	1		28.0		0.0		8.2		5.7
Local Phone Company	0	0		0.0		0.0		70.0		9.0
Long Distance Services of N.Y.	0	0		0.0		0.0		295.5		0.0
Long Island American Water	6	1		7.8		0.0		31.3		7.9
M & L Milevoi	0	1		0.0		0.0		12.0		5.0
Mascom Inc	0	0		0.0		0.0		189.0		0.0
Metro Teleconnect Companies, Inc.	0	0		0.0		0.0		212.0		0.0
MFS Telephone of New York, Inc.	0	0		0.0		0.0		246.0		0.0
Mid Hudson Cablevision, Inc.	0	1		12.0		0.0		21.0		4.8
Milestone Communications	0	0		0.0		0.0		71.0		8.0
Mirabito Fuel Group, Inc.	2	0		0.0		0.0		12.0		10.0
Mountain Lodge Park Water Corp.	1	0		0.0		0.0		0.0		10.0
MTG Communications, Inc	0	0		0.0		0.0		191.0		0.0
MX Energy, Inc	5	0		3.3		0.0		28.3		9.7
National Access Long Distance	0	0		190.0		0.0		0.0		8.0
National Aqueous	0	0		0.0		0.0		275.2		0.0
NeTel, Inc Tel3 Communications.	0	0		0.0		0.0		75.0		8.0
Network Plus, Inc.	0	0		0.0		0.0		93.0		0.0
New Century Telecom, Inc.	2	0		47.8		0.0		61.0		7.0
New York Coin Telephone Company, Inc.	0	0		0.0		0.0		174.0		0.0
New York Water Service	1	0		0.0		0.0		14.0		10.0
Next Gen Telephone Co.	1	0		3.0		0.0		23.0		9.8
North American Energy, Inc.	1	0		4.0		0.0		0.0		10.0
NorthPoint Communications, Inc.	0	0		0.0		0.0		356.0		0.0
NOS Communications, Inc.	1	0		0.0		0.0		8.0		10.0
NOW Communications Inc	1	0		0.0		0.0		196.6		0.0
NYSEG Solutions, Inc.	3	0		17.3		0.0		1.0		9.6
OLYMPIC POWER, INC.	0	0		0.0		0.0		48.0		9.3
One Call Communications, Inc.	1	0		0.0		0.0		0.0		10.0
OneLink Communications, Inc.	3	1		32.0		0.0		14.8		4.6
Opticom Corporation	0	0		0.0		0.0		64.0		9.0
Packet 8	1	0		0.0		0.0		27.0		9.7
PAETEC Communications, Inc.	0	0		21.0		0.0		61.0		8.3
Penelec (A First Energy Company)	1	0		0.0		0.0		1.0		10.0
Phone Management Enterprises, Inc.	0	0		0.0		0.0		30.0		9.7
Primelink, Inc.	1	1		10.0		0.0		64.0		4.0
Primus Telecommunications, Inc.	1	0		0.0		0.0		22.0		9.8
Pro Energy Development, LLC.	0	1		39.0		0.0		0.0		3.0
PT-1 Communications, Inc.	0	0		0.0		0.0		369.5		0.0
Qwest Communications Corporation	2	0		6.2		0.0		0.0		10.0
RCN Telecom Services, Inc.	2	0		10.0		0.0		21.0		9.8
Reconex, Inc. (USTEL/1-800-Reconex)	1	1		32.3		0.0		0.0		3.0
Reignmaker Communications	1	0		12.0		0.0		0.0		10.0
Resdntl Comms. Netwrk of NY	2	1		11.0		0.0		7.5		5.0
Reserve Gas Co.	1	0		0.0		0.0		27.0		9.7
Ridge Road Water Co., Inc.	0	1		11.0		0.0		29.0		4.7
Robison Energy Of Westchester	1	0		18.0		0.0		0.0		9.6
Rowlands Hollow Water Works, Inc.	0	0		0.0		0.0		322.0		0.0
Saratoga Water Services, Inc.	0	0		0.0		0.0		0.0		10.0
Secures Technologies	0	0		59.5		0.0		320.0		0.0
ServiSense.com, Inc.	0	0		0.0		0.0		206.0		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 June 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>
Spectrotel, Inc.	2	1		43.5		0.0		17.0		2.9
St. Lawrence Gas	3	1		1.0		0.0		10.0		6.7
Supra Telecommunications & Information Syst	1	0		0.0		0.0		15.0		9.9
SusCom Communications - LEC	6	1		3.3		0.0		0.0		8.3
Syniverse Networks, Inc.	0	0		42.0		0.0		0.0		8.0
Taconic Telephone Corp.	1	0		5.0		0.0		33.0		9.6
TC Systems, Inc. (Pay Phones Only)	0	0		0.0		0.0		311.5		0.0
Tech Valley Communications	1	1		4.0		7.7		0.0		5.0
Telebeam	0	1		0.0		0.0		306.0		0.0
Telecarrier Services, Inc.	6	3		75.5		0.0		360.7		0.0
Telecom USA	1	0		0.0		0.0		26.0		9.7
Telecon Communications Corp	0	0		11.0		0.0		397.0		0.0
TELEDIAS Communications, Inc.	1	0		0.0		0.0		16.0		9.9
Teleplex Coin Communications	0	1		0.0		0.0		0.0		5.0
Tiffany Mews	0	0		0.0		0.0		348.0		0.0
Time Warner - Binghamton	4	0		8.2		18.2		66.0		8.2
Time Warner - Rochester Division	4	0		8.3		0.0		29.5		9.7
Tristate Bell Inc	1	0		18.0		0.0		0.0		9.6
Unicell Corporation	0	0		30.0		0.0		0.0		8.0
United American Technology, Inc.	1	1		14.0		0.7		0.0		5.0
United Systems Access Telecom	3	1		4.0		15.3		10.5		6.2
United Telecom of America, Inc.	0	1		25.0		0.0		16.0		3.7
United Water-New Rochelle	0	0		14.0		0.0		0.0		10.0
United Water-New York	3	1		4.0		0.0		81.8		0.7
US Energy Partners, LLC	0	0		0.0		0.0		0.0		10.0
USA Payphone, Inc.	0	0		0.0		0.0		436.0		0.0
USN Communications Long Distance, Inc.	0	0		0.0		0.0		118.0		0.0
Utility Solutions	0	0		399.0		0.0		72.0		6.0
Verizon Communications (LD)	2	0		20.4		0.0		28.2		9.0
Verizon Communications (PayPhones)	2	1		6.7		0.0		5.5		5.0
Village of Andover	0	0		0.0		0.0		125.0		0.0
Village of Little Valley	1	0		0.0		0.0		0.0		10.0
Village of Wellsville	0	1		15.0		0.0		0.0		4.9
Voice Com Telecommunications	0	0		0.0		0.0		194.0		0.0
Vonage Communications	2	0		2.0		0.0		0.0		10.0
Warwick Valley Telephone Company	0	0		0.0		0.0		145.0		0.0
WorldLink Communications, Inc.	1	0		43.0		0.0		28.3		7.7
XChange Telecom	2	0		2.5		0.0		0.0		10.0
XO Communications, Inc.	2	0		12.0		0.0		0.0		10.0
Zoom-I-Net Communications, Inc.	1	1		15.0		0.0		0.0		4.9

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

### **Informal Hearing Cases**

At the end of June, there were 118 cases in the Informal Hearing Unit. During this month, 5 complaints were resolved with pre-hearing mediation, 16 informal hearings were scheduled, 3 hearings were postponed, 12 hearings were held, one complainant failed to appear for her hearing and 17 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 June there were 215 shared meter complaints pending. Forty-two (42) new complaints were received in May and 64 cases<sup>1</sup> were closed. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 33 cases, between 26% to 50% in 18 cases and between 51% to 75% in 3 cases. In 1 case the twelve-month assessment was sustained and the designee apportioned the charges in 1 case. In 3 cases the twelve-month assessment was cancelled due to minimal use.

### **Appeals and Rehearings**

At its June 15, 2005 session, the Commission approved OCS's recommended determinations of 6 appeals. One determination concludes that a Verizon commercial customer is not entitled to the utility's block loop charge. Another determination concludes that Con Edison's tariff required that in carrying out the annual reconciliation of interruptible gas charges in the customer's case for the period of March 31, 2000 to December 31, 2000, the utility utilize the discounted firm air conditioning rate for the months in which it applied, rather than the standard firm rate. Two determinations uphold billing of residential customers for electricity by, respectively, Niagara Mohawk and Con Edison. Another determination upholds Con Edison's denial to a nonresidential customer of transfer to and rebilling on the Area Development Rate for electric service. The last appeal determination requires NMPC to credit a residential customer's account for \$97.45, and otherwise upholds the utility's billing of the customer for gas and electricity.

Two appeals were accepted in June for review. Both concern gas billing. In the first, KeySpan disputes an informal review decision limiting the time period for which it could backbill an interruptible customer where low billing resulted from a defect in utility-owned and maintained telemetering equipment. In the second, a landlord questions an informal hearing decision finding that a tenant's meter for Con Edison gas service also provided service to areas outside the tenant's sole possession and control.

Five rehearing petitions were also accepted in June for review. A landlord seeks rehearing of a Commission appeal determination concluding that a tenant was receiving Con Edison electric service through a meter also supplying electricity to areas outside the tenant's sole possession and control. Three landlords seek rehearing of decisions by the Commission's designee in

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<sup>1</sup> Five out of the 64 cases were not SMD. Three were either returned to TCR and letters were sent to the owner in 2 cases.

shared meter cases involving Con Edison's electric service, and a tenant seeks rehearing of such a decision involving Con Edison's gas service.

**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	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	43	24	19						3					
D105	ACN Energy, Inc.	1	4	3	10	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	3	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	16	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	3			1		2							1	
D177	IDT Energy, Inc.				1	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	13	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 (Er	116	46	23	20	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	6		1			2	3					1		
D026	North Atlantic Utilities Inc.	0	0	0	0													
D103	NYSEG Solutions	20	32	8	24	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			
	<b>Total</b>	<b>1918</b>	<b>717</b>	<b>457</b>	<b>311</b>	<b>67</b>	<b>61</b>	<b>34</b>	<b>51</b>	<b>40</b>	<b>58</b>	<b>46</b>	<b>22</b>	<b>33</b>	<b>18</b>	<b>44</b>	<b>33</b>	<b>41</b>

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