

Monthly Report on Consumer Complaint Activity



March 2002

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Office of Consumer Services*

April 15, 2002



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
March 2002

Utility	Feb-02		Mar-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Mar-02
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Mar-01	Mar-02		Change	2001		
Central Hudson	2.8	8	1.4	4	70	63	-10.0	14	16	14.3	1.9
Con Edison	3.9	141	3.9	143	1967	1601	-18.6	589	414	-29.7	3.6
KeySpan of L.I.	2.4	12	1.2	6	89	105	18.0	37	29	-21.6	1.7
NYSEG	1.2	11	1.1	10	115	114	-0.9	28	34	21.4	1.0
Niagara Mohawk	2.2	37	2.5	43	745	535	-28.2	146	117	-19.9	2.6
Orange & Rockland	4.8	10	6.7	14	148	135	-8.8	42	31	-26.2	5.4
RG & E	2.3	9	2.8	11	188	131	-30.3	36	32	-11.1	2.8
KeySpan of NY	2.1	24	3.0	35	346	391	13.0	123	81	-34.1	2.8
National Fuel Gas	3.7	19	4.9	25	225	287	27.6	55	58	5.5	4.6
Other Energy Utilities	N/A	2	N/A	44	54	95	75.9	22	53	140.9	N/A
ESCO's**	N/A	271	N/A	3	980	1881	91.9	343	936	172.9	N/A
Verizon	3.4	215	2.7	292	5879	3790	-35.5	1266	780	-38.4	3.9
Citizens Telcom	0.6	6	1.9	2	89	72	-19.1	26	10	-61.5	1.9
Frontier of NY	1.2	0	0.0	4	13	19	46.2	6	1	-83.3	1.9
Alltel	4.7	2	2.3	0	22	15	-31.8	6	6	0.0	1.5
Frontier Tel of Roch.	2.9	3	0.6	25	205	130	-36.6	25	43	72.0	2.1
Other LEC's	N/A	440	N/A	531	7314	6554	-10.4	1931	1507	-22.0	N/A
DSL Providers	N/A	11	N/A	18	371	350	-5.7	159	45	-71.7	N/A
Pre-paid Calling Cards	N/A	0	N/A	1	10	7	-30.0	10	2	-80.0	N/A
LD Resellers	N/A	79	N/A	86	1256	963	-23.3	357	263	-26.3	N/A
COCOT Vendors	N/A	7	N/A	5	19	82	331.6	6	18	200.0	N/A
Adelphia	N/A	18	N/A	17	185	159	-14.1	56	51	-8.9	N/A
Cablevision Systems	N/A	35	N/A	38	529	524	-0.9	142	121	-14.8	N/A
Time-Warner	N/A	52	N/A	60	670	721	7.6	177	170	-4.0	N/A
Other Cable Cos.	N/A	15	N/A	9	131	132	0.8	29	39	34.5	N/A
Long Island Water	13.6	10	13.6	11	35	140	300.0	9	32	255.6	15.8
UW - New Rochelle	6.6	2	6.6	0	15	16	6.7	3	3	0.0	4.4
New York Water	2.3	1	2.3	0	9	7	-22.2	2	3	50.0	1.3
New York American	0.0	0	0.0	0	0	1	0.0	0	0	0.0	0.8
UW - New York	4.5	3	4.5	3	49	26	-46.9	14	9	-35.7	3.2
Other Water Utilities	N/A	4	N/A	2	30	34	13.3	10	10	0.0	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.

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

Utility	March 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	4	1	25%	63	14	22%	1.9	0.4
Con Edison	143	33	23%	1601	324	20%	3.6	0.8
KeySpan - LI	6	1	17%	105	11	10%	1.7	0.2
NYSEG	10	4	40%	114	29	25%	1.0	0.3
Niagara Mohawk	43	17	40%	535	183	34%	2.6	0.9
Orange & Rockland	14	7	50%	135	52	39%	5.4	1.8
RG & E	11	5	45%	131	90	69%	2.8	2.0
KeySpan - NY	35	2	6%	391	94	24%	2.8	0.7
National Fuel Gas	25	12	48%	287	126	44%	4.6	2.0

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

March 2002

Informal Hearings

As of March 1, 2002 there were 104 cases in the informal hearing unit including 24 cases in pre-hearing. The month ended with 19 case in pre-hearing and 89 in the informal hearing unit for a total of 108. During March four complaints were resolved with pre-hearing mediation and 18 informal hearings were scheduled. Eleven informal hearing cases were closed during the month including a complaint that was withdrawn and a complaint that was resolved with a settlement agreement. In addition one request for reconsideration was completed.

We note there is an increase in requests for informal hearings concerning line or main extension. Two of the complaints resolved during March had right-of-way as a secondary issue and another involved the utility's failure to obtain an easement before extending its lines.

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 penalty assessed to owners for failure to find and correct instances of shared metering. At the end of March there were 250 shared meter complaints pending. Thirty-four (34) new complaints were received in March, and 35 complaints were closed. Brief descriptions of some of the closed cases are outlined below.

Out of the 35 cases closed, the designee reduced the penalty in 26 of the cases reviewed. Twenty-four (24) of those penalties were reduced to the minimum of 25%. The charges were cancelled in two cases because the owner proved that the cost to correct the condition was extraordinary.

Appeals and Rehearings

At its March 27, 2002 session, the Commission approved OCS's recommended determinations of three appeals and two rehearing petitions. Two determinations deny appeals by Con Edison customers and uphold, respectively, the utility's procedure with regard to inactive gas service and bills challenged by a multiple dwelling gas heating customer as high. A third determination denies a customer's appeal and upholds an informal decision that a religious organization receiving service at a primary voltage was ineligible for residential time-of-use service under Niagara Mohawk's current tariff, but states that the Commission will institute a proceeding to reconsider electric utility tariffs with respect to eligibility of primary service customers for residential rates under PSL §76. Both rehearing requests, one by Con Edison with respect to one aspect of an appeal determination generally favorable to the utility and one by a building owner with

respect to the Commission designee's determination in a shared meter complaint, were denied.

Five appeals were accepted during the month of March. NYSEG appeals an informal decision directing it to make a refund to a residential customer related to 1999 change in its tariff. A nonresidential customer appeals an informal decision denying refund of outside wire maintenance charges paid to Verizon. Two residential customers appeal informal decisions finding they were not overbilled for electric service. A residential customer appeals the denial of an informal hearing concerning National Fuel's intention to abandon the aged gas service line serving his property. In addition, two petitions for rehearing of shared meter designee determinations, both involving Con Edison, were accepted.

No. of Complaints Received Against Regulated Companies
Between 3/1/2002 and 3/31/2002

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Adirondack	2
	Adelphia - Buffalo	6
	Adelphia Cable - Auburn	1
	Adelphia Cable - Utica	8
	Cablevision of Brookhaven	1
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	2
	Cablevision of Long Island	10
	Cablevision of New York City	12
	Cablevision of Southern Westchester	8
	Cablevision of Westchester	2
	Cablevision of Yorktown	1
	Cablevision-Rockland	1
	Charter Communications	2
	MediaOne - Westchester	1
	RCN of Southeast New York, Inc.	6
	Time Warner - Albany	1
	Time Warner - Amsterdam	1
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	3
	Time Warner - Kingston	2
	Time Warner - Manhattan	15
	Time Warner - Mt. Vernon	2
	Time Warner - Newburgh	2
	Time Warner - Orange County	3
	Time Warner - Paragon Manhattan	1
	Time Warner - Queens	11
	Time Warner - Rensselaer	1
	Time Warner - Rochester	4
	Time Warner - Rome	1
	Time Warner - Saratoga	1
	Time Warner - Saugerties	3
	Time Warner - Staten Island	1
Time Warner - Sullivan County	1	
Time Warner - Syracuse	4	
Time Warner - Troy	1	
Time Warner Cable - Hornell	1	
Total Cable	<hr style="width: 100%; border: 0.5px solid black;"/> 124	
DSL	Broadview Networks	1
	Choice One Communications of New York In	1
	Megapath Networks	1
	Sprint Communications Company L.P.	1
	Verizon Advanced Data, Inc.	14
Total DSL	<hr style="width: 100%; border: 0.5px solid black;"/> 18	

Electric	Central Hudson Electric & Gas	3
	Con Edison	136
	Freeport Electric	1
	Jamestown Board of Public Utilities	1
	New York State Electric & Gas	10
	Niagara Mohawk Power Corp	40
	Orange & Rockland	12
	Rochester Gas + Electric	8
Total Electric		<hr/> 236

Gas	Central Hudson Electric & Gas	1
	Con Edison	7
	Corning Natural Gas	3
	KeySpan of Long Island	6
	KeySpan of New York	35
	National Fuel Gas Distribution	25
	Niagara Mohawk Power Corp	3
	NUI Waverly Gas	1
	Orange & Rockland	2
	Rochester Gas + Electric	3
Total Gas		<hr/> 98

Prepaid	Verizon Wireless	1
Total Prepaid		<hr/> 1

Telephone	ADVAMTEL, LLC dba Plan B Communications	3
	Affinity Network, Inc.	1
	Allegiance Telecom of New York, Inc.	10
	American Phone Services, Corp.	2
	AT&T Communications of New York, Inc.	252
	BridgeCom International, Ltd.	2
	Broadview Networks	33
	Budtel Assoc	1
	Business Options, Inc.	1
	Cablevision Lightpath, Inc.	6
	Capsule Communications, Inc.	3
	Choice One Communications of New York In	6
	Ciera Network Systems, Inc.	1
	Citizens Telecom	6
	Citizens Telecommunications Co. of NY	2
	Coastal Communications	1
	Communicate Technological Systems, L.L.C	4
	Communications Billing, Inc.	1
	Conversent Communications of New York, L	1
	Covista of New York, Inc.	1
	CTC Communications Corp.	1

CTSI, Inc.	1
Direct American Marketers, Inc. d/b/a D	2
Essex Communications, Inc.	2
Essex Communications, Inc. d/b/a/ Elec C	3
Excel Telecommunications Inc.	1
Fairpoint Communications	1
Frontier Comm of NY/fka Highland Tel	4
Frontier Communications of Rochester, Inc	5
Frontier Local Services, Inc.	2
Frontier Telephone of Rochester, Inc.	25
Global Crossing Telecommunications, Inc.	2
Huntington Atrium Communications, LLC.	1
Integrated Teletechnologies, Inc.	1
Intellicall Operator Services Inc.	5
Intermedia Communications, Inc.	1
International Discount Telecommunication	2
LCI International Telecom Corp.	6
LD Services, Inc.	2
Least Cost Routing, Inc.	4
MCIWorldCom	153
Metromedia Long Distance, Inc.	5
Metropolitan Telecommunications dba MetT	28
National Accounts, Inc.	1
Network Plus, Inc.	15
NextGen Telephone, Inc.	9
Northeast Pay Phone, Inc.	1
Ontera Broadband	2
Opex Communications, Inc.	2
Optical Telephone Corporation	5
Opticom Corporation	1
PaeTec Communications, Inc.	1
QWest Communications Corporation	4
RCN Telecom Services of New York, Inc.	2
Resdntl Comms. Netwrk of NY dba RCN	11
Sprint Communications Company L.P.	40
Taconic Telephone	1
TC Systems, Inc. (PAY PHONES ONLY)	1
Tel-Save, Inc. (Talk.com)	31
Telecom Group USA, Inc. d/b/a Telecom On	1
Telecom USA	3
Telecommunications Service Center, Inc.	1
Telecon Communications Corp	1
Teleport Communications	4
UKI Communications, Inc.	7
United Systems Access Telecom, Inc.	1
USN Communications Long Distance, Inc.	1
Value Tel, Inc.	1
VarTec Telecom, Inc.	2
Verizon Communications (LD)	6
Verizon Communications (LEC)	292
Verizon Corp. (payphones)	2

	Warwick Valley Telephone	1
	Webnet Communications, Inc.	1
	Winstar Gateway Network, Inc.	1
	Working Assets Funding Service, Inc.	1
	WorldCom Network Services, Inc. d/b/a Wi	1
	WorldCom Technologies, Inc.	1
	XO New York, Inc.	1
	ZTel Communications, Inc.	50
Total Telephone		<u>1100</u>
Water		
	Forest Park Water Company	1
	Long Island Water Corp.	11
	United Water-New York	3
	Windham Ridge Water Corp.	1
Total Water		<u>16</u>
Total Complaints Received		1593

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01
6902	1 Com Inc.		3	4														
5049	ACC Buffalo Telecom Corp		1	1							1							
5305	ACC Long Distance Corporation	1		3										1			1	
6184	ACC National Long Distance Corp			1														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								1
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	27	14	2	2			1		1		1		3			
5357	Advanced Telecommunications Ne																	
6984	Adelphia Business Solutions			1							1							
5324	Affinity Corporation			1														1
5688	Affinity Network Inc.	1		1														1
6283	Allegiance Telecom of NY Inc.	3	10	36	7	3	1	3		4	2			3	2	5	6	4
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	2	2									1		1	1
5A22	American Telecommunications System			1													1	
6299	Americatel Corporation																	
5361	America's Tele-Network Corp.	19	15															
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	137	46	33	58	36	28	33	35	32	35	25	48	37	51
5369	Atlas Communications Ltd.	1			1		1		1									
6459	Big Planet Inc.			1									1					
6140	BridgeCom International LTD			5						1		1		1				1
5771	Brittan Communications International C	23	1															
6886	Broadview Networks	63	72	58	25	10	4	11	5	13	4	2	3	5	3	3	2	5
6869	Broadwing Telecommunications Inc			2							1			1				
6838	Broadwing Communcations			1							1							
6111	Business Discount Plan Inc.	6	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				1			1										
5340	Cable & Wireless Commun. Co.	1		6					2			1			1			1
5949	Cablevision Lightpath Inc.		2		1			1										
6986	Capsule Communications Inc			2	3	3					1							
6399	CBS Corporation dba Westinghouse	1																
6646	Choice One Communitcations of NY				2			2										
5A17	Citizens Telecom			2					1									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				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							

* 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	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01
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							
6260	CTC Communications Corp.		1	1												1		
5559	CTN Telephone Network, Inc.			1											1			
6536	CTSI, Inc				1	1												
6651	Direct America Marketers			1	2	2			1									
6672	Econo-o-Call Inc.		6	6								2	1	1	1		1	
5215	Econophone Inc.	2	2															
6112	ELDS, Inc				2		2											
5137	Empire One Telecommunications			2	1			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	3	1	1	1	2	3	2		1	1	1	2	3	2
6369	Essex Communications Inc			1	1	1											1	
5382	Excel Telecommunications Inc.	10	6	12	6		2	4	1		1		2	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							
5401	Frontier Communs. Services (fk	6																
5192	Frontier L.D. America	1			1		1											
5823	Frontier Local Services, Inc.			1												1		
5A41	Frontier Telephone of Rochester Inc.	1		1							1							
5573	Genesis Communications International			2	1		1						2					
6826	Global Crossing Telecommunications			5	3	1	1	1					2				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		
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	9	3	3	3	3	2					1			
5114	International Discount Telecommunications			4	2	1	1				2	2						
5409	International Exchnage Networks Ltd		2															
6125	International Telecommunications Corp.	4																
5408	IntelliCom Solutions Inc																	
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	11	3	5	3	1	1	3		2				1	1
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																
5036	Lightyear Communications Inc	1	1	4							1						2	1

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01
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																
6460	Marathon Communications Corp.	1							1									
5699	Matrix Telecommunications	2		3	2			2			1						1	1
5820	MCI WorldCom	199	276	257	106	32	39	35	6	16	8	18	20	13	30	33	18	32
5736	MCImetro Access Transmission Svcs		1															
6208	Mercury Marketing Co Ltd			1	1		1								1			
6423	Metro Telecomm. dba METTel	48	22	59	6	3	1	2	2	6	6	7	4	3	5	7	5	4
5435	Metromedia Long Distance Inc.			2	6	5		1		1		1						
5416	Minimum Rate Pricing	15	1															
5777	National Accounts Inc.			3	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	9	1	2	6		4	3	2	1	3	4	4	1	4
5419	New Century Telecom Inc.	1																
6907	NextGen Telephone			5	32	7	9	16	2	3								
6928	Norstar Communications			4						3		1						
6367	North American Telecommunications Corp	1	1	2														1
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 Communications, Inc.				2	1	1											
5C61	Optical Telephone Corp			11	21	5	7	9	7	3	1							
5763	Phone Calls Inc.	1																
5193	Phone One Inc.		1															
5263	PNG Telecommunications Inc			4								2		1	1			
5159	PowerNet Communications			1														
5476	Primetel Communications				1		1											
5245	Primus Telecommunications Inc.	4		2							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	10	3	4	3	1	6	1	2	1	1	1	2	5	2
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						2		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								1
5748	Sprint Communications Company	59	35	169	76	24	22	30	23	18	20	19	22	8	13	11	6	12
5478	Starlink Communications L.L.C.	1																
5479	Startec Inc.	1		1												1		
5185	Taconic Telephone																	

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01
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				1			1										
5167	Telecommunications Service Center Inc.			1													1	
6288	Telemex/Sprint Communications	1																
6118	Telepath Communications Inc.		2															
6207	Telephone Company of Central Florida			2									1			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	44	10	17	17	14	27	13	35	26	39	46	55	44	66
6654	The Free Network 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					1		
6331	TruCom Corporation		1															
6049	TTI National Inc.		1															
6111	TTI Telecommunications																	
5A99	U.S. Republic Communications Inc.	2		1													1	
6817	UKI Communications Inc.		1	28	17	6	8	3	4	10	2	2			1	1	2	1
5C87	United Systems Access Telecom Inc			2	1			1			1	1						
6493	Uni-Tel Communications Group Inc.	1	2	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	3			3	1									
6300	VarTec Telecom Inc. d/b/a Clear Choice																	
5120	Verizon	10	8	32	8	4	2	2	5	5	1	2	2	1	2	2	4	2
6830	Verizon Advanced Data			1														1
6781	Verizon Communications		3	8	4	1	3				1	2		1	2	1	1	
6073	Vista Group International Inc.	8																
6788	Webnet Communications			9	2	1		1	1	1	3	2		1				
5867	Witel 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	1	1	
6929	XO New York Inc				1	1												
6447	Ztel Communications Inc.	53	160	108	10	6	3	1	1	5	1		2	8	11	13	19	16
	Complaints Assigned by CPCN	966	1317	1981	623	202	189	232	139	177	135	147	135	134	159	197	169	220
	Unassigned Complaints	2	5	6	2	1		1		1				1		2		
	Total	968	1322	1987	625	203	189	233	139	178	135	147	135	135	159	199	169	220

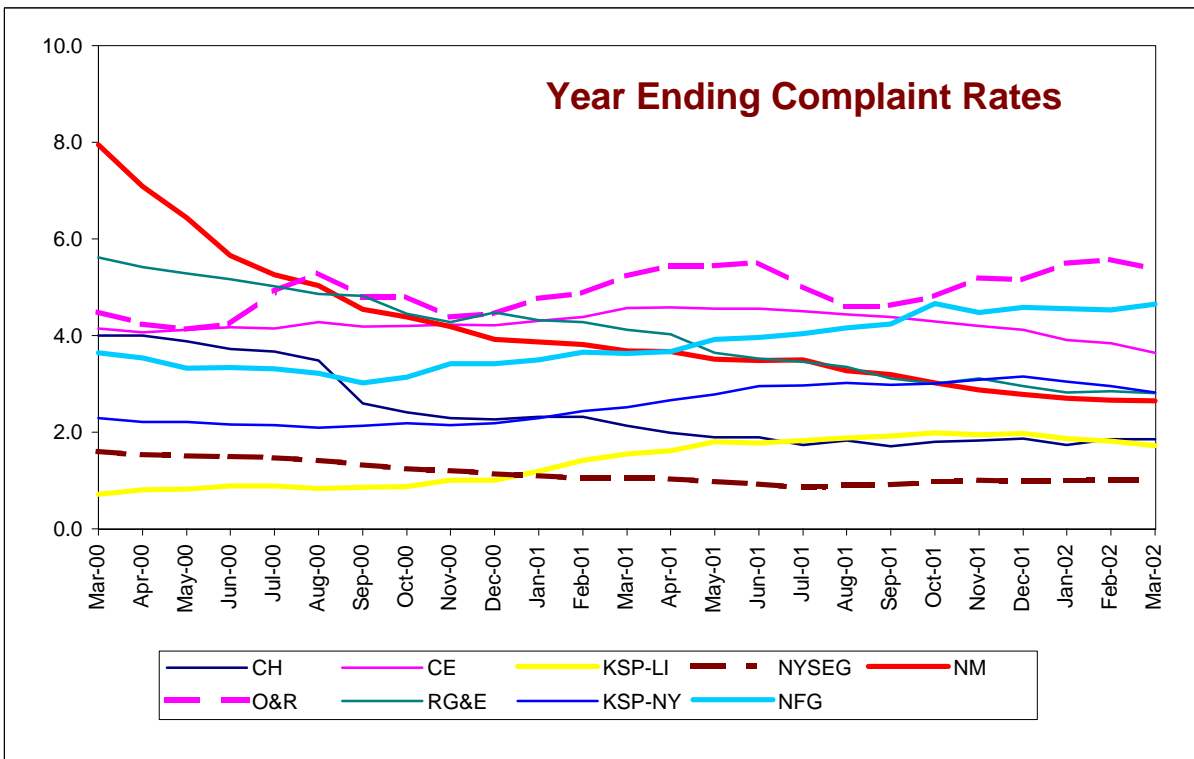
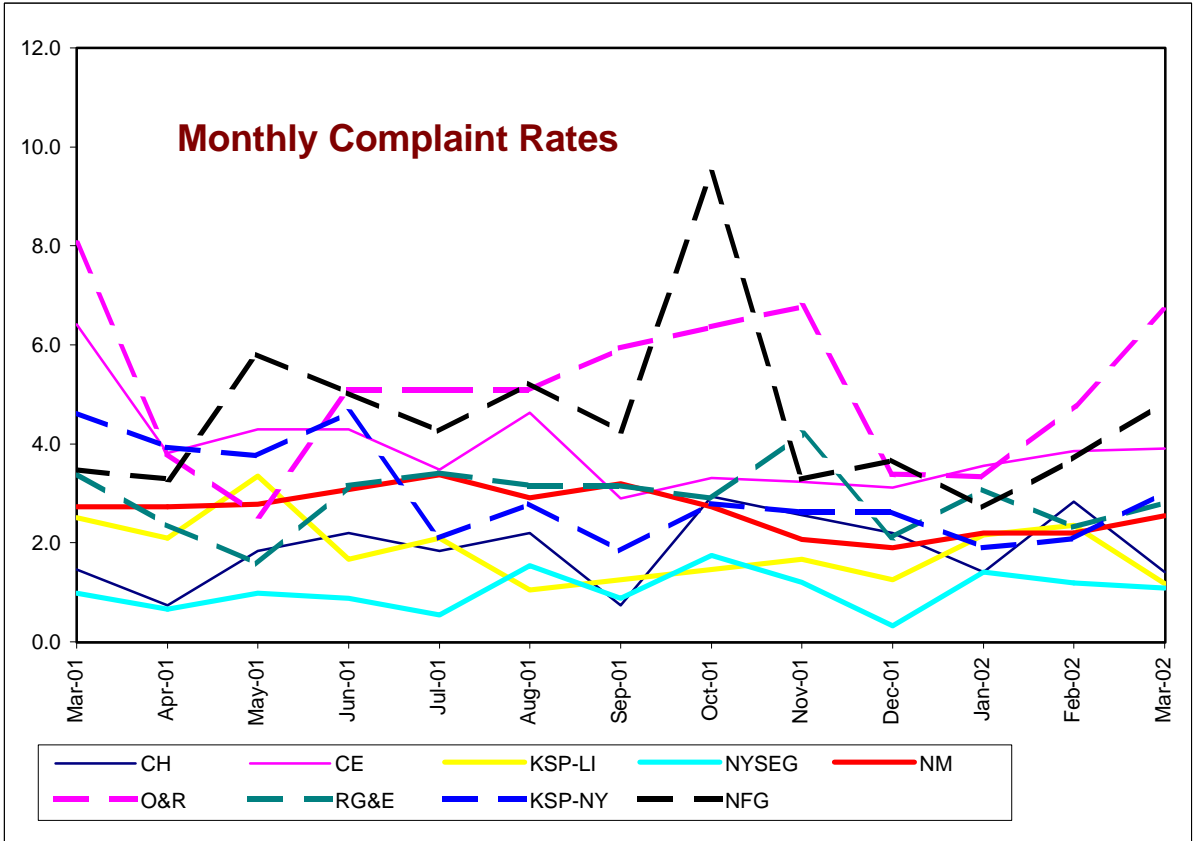
* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

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

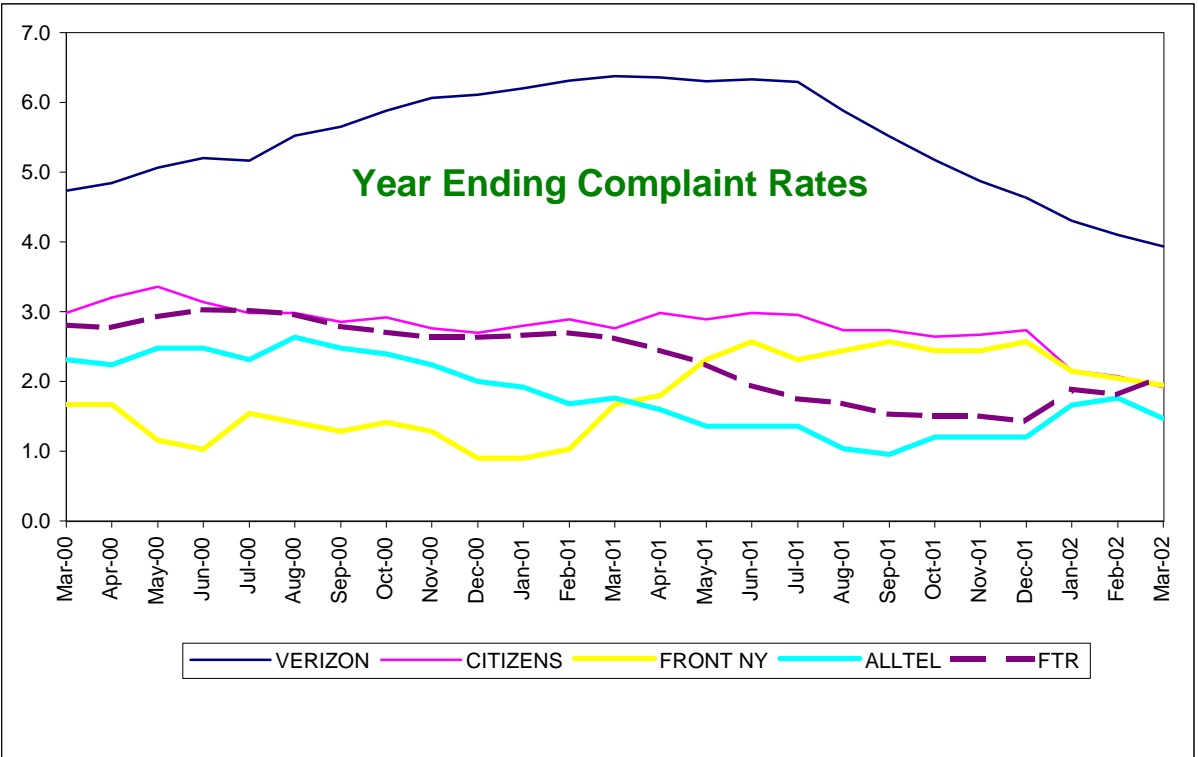
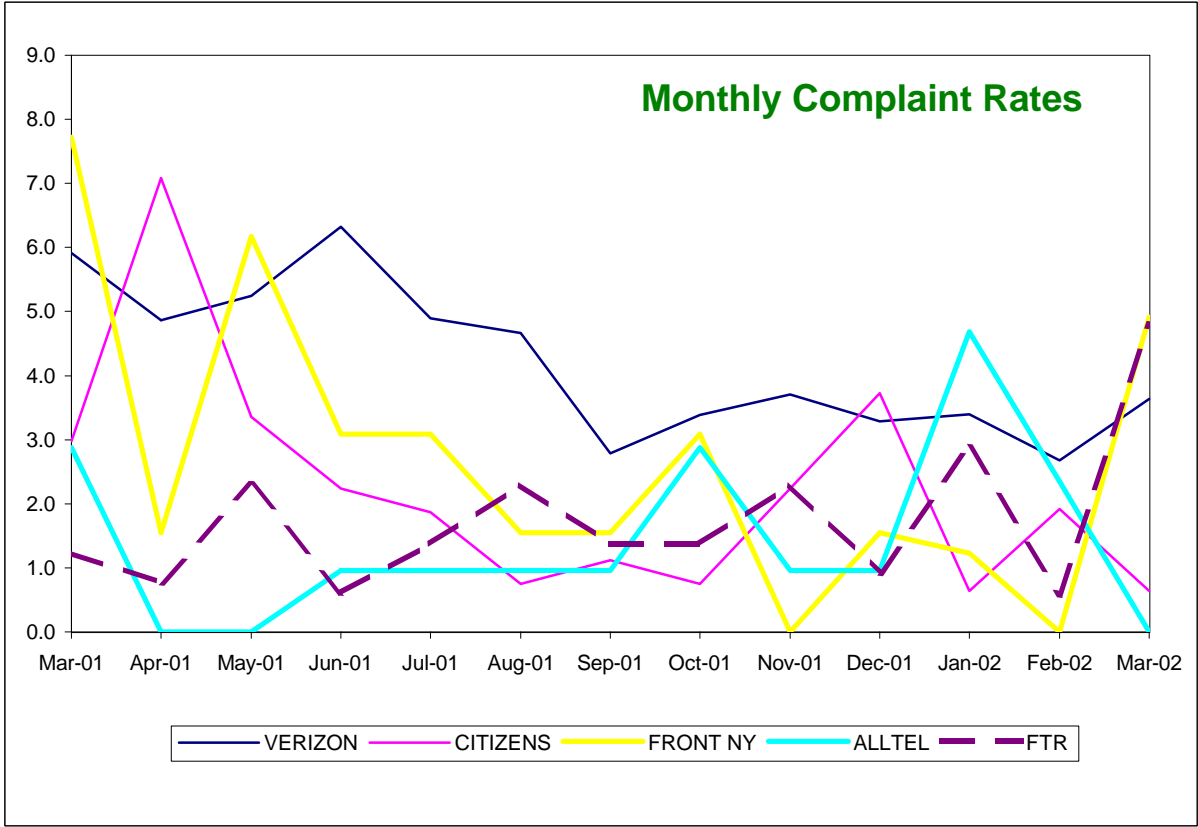
CODE	FULL NAME	2000	2001	2002	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01
D108	1st Rochdale Coop Group		2	0				2									
D105	ACN Energy, Inc.	18	3	1	1				1				1				
D078	Advantage Energy Inc.	2	0	2		1	1										
D084	AES Energy	2	1	0									1				
D001	Agway Energy Services Inc.	13	17	7	3	2	2	1	1	1			2	1	1		1
D036	All Energy Marketing Co.		2	1			1				1						
D002	Amerada Hess		7	0							2				2		1
D113	Brown Fuel, Inc		1	0				1									
D005	Castle Power Corporatoin		1	1		1							1				
D086	Con Edison Solutions	81	4	15	10	3	2								2	1	
D089	Duke Solutions, Inc.		0	0													
D046	Econnergy	198	158	40	21	7	12	9	15	20	21	9	11	12	15	2	7
D047	Empire Natural Gas Corp		2	0								2					
D087	Energetix, Inc.	16	148	5	2	2	1	2	2	5	5	2	4	6	12	33	69
D054	Enron Energy Services		5	6	5		1			3	1						
D023	Federal Electric & Gas Co.	40	89	0				1	7	6	3		5	10	14	7	6
D104	Great Eastern Energy	14	3	1		1			1								
D013	Interstate Energy Resources Inc.	11	11	0													2
D015	Keyspan Energy Services, Inc.	84	97	27	5	14	8	6	8	4	9	4	7	10	13	6	5
D060	Main-Care Energy		1	0						1							
D107	Metro Energy Group		1	0					1								
D098	Metromedia Energy	13	6	0					1	1							4
D018	Mirabito Fuel Group Inc.		1	2	2												
D020	Mitchell-Supreme Energy		6	0										2			1
D082	National Fuel Resources, Inc.		10	46	21	15	10				1	1	2		1		1
D023	New York Gas Co, Inc			4		1	3										
D024	North American Energy	8	19	9	4	3	2		4	1	2		1	3	1		3
D026	North Atlantic Utilities Inc.		1	0													
D103	NYSEG Solutions	15	10	0				1		2		2	1		3		
D106	Orion Energy Services	33	69	0						2	7	4	4	4	10	12	12
D067	PG&E Energy Trading		1	0													
D114	PRO-ENERGY RESOURCES			1			1										
D093	Robison Energy of Westchester	4	0	1			1										
D068	Select Energy of New York (aka Plub St)		1	1			1	1									
D112	Smart Energy Services		439	743	220	217	306	165	121	47	10	18	11	13	27	13	8
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	18	9	3	6	7	7	10	9	8	11	13	14	6	22
D052	TXU Energy			2	2												
D888	Unassigned Customer Contacts	15	26	3		1	2				8			16	1		
	Total	726	1300	936	305	271	360	196	169	103	79	50	62	90	116	80	142

This table shows the number of customer contacts that were recorded by the Office of Consumer Services. 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

