

Monthly Report on Consumer Complaint Activity



March 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

March 2005

Utility	Feb-05		Mar-05		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Mar-05
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Mar-04	Mar-05		Change	2004		
Central Hudson	1.0	3	1.7	5	27	32	18.5	6	9	50.0	0.9
Con Edison	1.7	62	1.7	64	809	729	-9.9	194	184	-5.2	1.8
KeySpan of L.I.	1.0	5	0.6	3	61	43	-29.5	14	15	7.1	0.8
NYSEG	0.1	1	0.2	2	56	35	-37.5	8	5	-37.5	0.3
Niagara Mohawk	1.0	17	1.1	18	421	274	-34.9	67	57	-14.9	1.5
Orange & Rockland	0.9	2	0.5	1	31	30	-3.2	4	4	0.0	1.2
RG & E	1.5	6	0.8	3	103	57	-44.7	23	13	-43.5	1.4
KeySpan of NY	1.0	12	1.8	22	115	187	62.6	22	49	122.7	1.3
National Fuel Gas	0.8	4	0.4	2	102	66	-35.3	15	8	-46.7	1.2
Other Energy Utilities	N/A	2	N/A	2	14	26	85.7	9	8	-11.1	N/A
ESCO's	N/A	40	N/A	51	46	565	1128.3	11	184	1572.7	N/A
Verizon	0.3	27	0.3	25	942	401	-57.4	161	84	-47.8	0.3
Citizens Telcom	0.7	2	1.0	2	19	18	-5.3	5	7	40.0	0.5
Frontier of NY	1.4	1	4.1	1	6	13	116.7	5	5	0.0	1.5
Alltel	1.2	1	0.0	1	6	2	-66.7	2	1	-50.0	0.2
Frontier Tel of Roch.	0.4	2	0.4	2	31	21	-32.3	6	5	-16.7	0.4
Other LEC's,CLEC's, ICX's	N/A	128	N/A	138	1698	265	-84.4	414	419	1.2	N/A
DSL Providers	N/A	3	N/A	4	3	30	900.0	0	11	#DIV/0!	N/A
Adelphia	N/A	3	N/A	0	19	21	10.5	11	6	-45.5	N/A
Cablevision Systems	N/A	7	N/A	12	114	146	28.1	32	32	0.0	N/A
Time-Warner	N/A	16	N/A	15	84	154	83.3	41	51	24.4	N/A
Other Cable Cos.	N/A	0	N/A	11	98	19	-80.6	5	15	200.0	N/A
Long Island Water	2.7	2	0.0	0	11	4	-63.6	0	2	#DIV/0!	0.5
UW - New Rochelle	0.0	0	0.0	0	3	9	200.0	3	0	-100.0	2.5
New York Water	0.0	0	0.0	0	2	4	100.0	1	0	-100.0	0.8
New York American	0.0	0	0.0	0	1	0	0.0	0	0	0.0	0.0
UW - New York	0.0	0	0.0	0	9	4	-55.6	1	1	0.0	0.5
Other Water Utilities	N/A	0	N/A	2	38	19	-50.0	6	2	-66.7	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

March-05

Utility	Mar-05 Complaint Volume			Last 12 Months Complaint Volume			12 mos. Total	12 mos. Credit
	Total	Credit	% Credit	Total	Credit	% Credit	C/Rate	C/Rate
Central Hudson	5	2	0%	32	16	50%	0.9	0.4
Con Edison	64	9	14%	729	152	21%	1.8	0.4
KeySpan - LI	3	0	0%	43	12	28%	0.8	0.2
NYSEG	2	0	0%	35	14	40%	0.3	0.1
Niagara Mohawk	18	5	28%	274	89	32%	1.5	0.5
Orange & Rockland	1	1	100%	30	8	27%	1.2	0.3
RG & E	3	2	67%	57	37	65%	1.4	1.0
KeySpan - NY	22	4	18%	187	47	25%	1.3	0.3
National Fuel Gas	2	0	0%	66	26	39%	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.

March 2005 - Customer Service Response Index

Company	QRS Cases	Complaints	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Pend. Cases	PCM Index	CSRI
New York State Electric & Gas Corp.	56	2	4.6	8.8	2.0	8.7	2.0	5.1	1.0	9.6
Orange & Rockland	26	1	4.6	0.7	2.0	3.0	2.0	0.0	1.0	9.6
National Fuel Gas Distribution	38	2	4.5	4.1	2.0	5.0	2.0	2.7	1.0	9.5
Frontier Telephone of Rochester, Inc.	23	2	4.1	3.5	2.0	4.2	2.0	4.0	1.0	9.1
KeySpan of Long Island	22	2	4.0	4.1	2.0	4.0	2.0	2.2	1.0	9.0
Verizon Communications (LEC)	357	20	4.4	7.9	2.0	14.4	1.6	6.9	1.0	9.0
Time Warner - Syracuse Division	21	2	4.0	2.9	2.0	10.1	1.9	1.0	1.0	8.9
Verizon Advanced Data, Inc.	14	2	4.0	10.5	2.0	6.1	2.0	6.0	1.0	9.0
Citizens Communications (ILEC)	19	3	3.4	11.1	2.0	3.5	2.0	2.0	1.0	8.4
VarTec Telecom, Inc.	10	1	4.0	13.8	2.0	7.1	2.0	57.3	0.1	8.1
Metropolitan Telecommunications	10	1	4.0	6.3	2.0	20.7	1.0	10.0	1.0	8.0
Niagara Mohawk - A National Grid Company	165	18	3.9	10.4	2.0	15.2	1.5	37.6	0.5	7.9
Central Hudson Gas & Electric Corp.	24	5	2.9	5.5	2.0	5.2	2.0	2.8	1.0	7.9
Susquehanna Communications	11	2	3.2	6.2	2.0	1.1	2.0	25.6	0.7	7.9
City of Jamestown Board of Public Utilities	10	2	3.0	0.9	2.0	0.2	2.0	15.0	0.9	7.9
Adelphia Cable - Utica	7	0	5.0	30.2	0.0	0.0	2.0	16.0	0.9	7.9
Rochester Gas & Electric Corp.	72	3	4.6	4.2	2.0	30.8	0.0	10.2	1.0	7.6
Adelphia Cable - Buffalo	14	3	2.9	7.9	2.0	6.0	2.0	30.0	0.7	7.6
SusCom	8	2	2.5	13.6	2.0	0.0	2.0	14.3	0.9	7.4
KeySpan of New York	93	22	2.6	11.9	2.0	8.9	2.0	27.3	0.7	7.3
Time Warner - New York City Division	120	16	3.7	20.0	1.4	16.9	1.4	24.9	0.8	7.3
IDT America Corp.	50	7	3.6	6.6	2.0	22.0	0.8	22.8	0.8	7.2
Time Warner ResCom of New York,LLC	16	1	4.4	50.5	0.0	0.0	2.0	24.9	0.8	7.2
Broadview Networks, Inc.	11	1	4.1	2.1	2.0	35.6	0.0	6.0	1.0	7.1
Con Edison of New York	353	64	3.2	15.1	1.8	14.1	0.0	28.8	0.7	5.7
Cablevision of New York City	38	11	2.1	11.9	2.0	12.4	1.8	10.1	1.0	6.9
New Rochelle Telephone Company	10	1	4.0	28.2	0.0	0.0	2.0	19.2	0.9	6.9
Cablevision of Long Island	21	1	4.5	22.6	1.1	24.4	0.2	23.6	0.8	6.6
Vonage Communications	7	1	3.6	28.8	0.0	0.0	2.0	19.8	0.9	6.5
AT&T of New York	204	34	3.3	11.3	2.0	85.0	0.0	22.9	0.8	6.1
MCI	122	33	2.3	14.4	1.9	42.4	0.0	24.6	0.8	5.0
Verizon Communications (LD)	14	3	2.9	85.5	0.0	0.0	2.0	58.0	0.1	5.0
Verizon Communications (PayPhones)	7	4	0.0	4.9	2.0	2.3	2.0	6.2	1.0	5.0
Trinsic	16	7	0.6	15.3	1.8	11.3	1.9	36.0	0.5	4.8
Time Warner - Albany Division	7	1	3.6	40.2	0.0	64.6	0.0	27.0	0.7	4.3
Sprint Communications	21	4	3.1	88.2	0.0	133.9	0.0	7.4	1.0	4.1
Cordia Communications Company	23	12	0.0	20.1	1.3	67.5	0.0	69.0	0.0	1.3
Econergy	21	4	3.1	10.7	2.0	47.6	0.0	115.9	-9.0	0.0
Talk America, Inc.	8	1	3.8	8.4	2.0	0.0	2.0	97.6	-9.0	0.0
ACN Communication Services, Inc.	7	0	5.0	36.8	0.0	21.0	1.0	223.9	-9.0	0.0

Company	QRS Cases	Complaints	Avg. QRS Response	Avg. SRS Response	Avg. Age of Pend. Cases
16 E 96TH Corp	0	0	0.0	337.8	0.0
1st Rochdale Cooperative Group	0	0	0.0	0.0	182.0
57 Thames Rentals	0	0	0.0	0.0	387.0
ACC Binghamton Telecom Corp.	1	0	0.0	0.0	17.0
Accent Energy Midwest, LLC	6	2	14.8	91.1	42.0
Acceris Communications, Inc.	2	1	49.8	132.6	58.6
ACN Energy, Inc.	4	2	7.0	0.0	6.0
Adelphia Cable - Auburn	0	0	79.0	0.0	0.0
Adelphia Cable - Glens Falls	0	0	0.0	0.0	87.0
Adelphia Cable - International	0	0	8.0	0.0	0.0
Adelphia Cable - Lancaster	0	0	0.0	0.0	77.0
Adelphia Cable - Niagara	3	0	1.3	0.0	0.0
Affinity Network, Inc.	2	0	5.0	0.0	0.0
Agway Energy Services, LLC.	1	0	7.0	0.0	0.0
Allegiance Telecom of New York, Inc.	1	0	13.0	167.3	96.4
AllTel Communications, Inc.	1	1	4.0	0.0	28.0
AllTel of New York	1	0	47.0	0.0	31.0
Alpha Phone Inc.	1	0	17.5	0.0	0.0
American Nortel Communications, Inc.	0	0	0.0	0.0	416.0
American Pay Phone, Inc.	0	1	41.0	0.0	25.0
American Telecommunications Corporation	3	0	91.0	0.0	3.0
AmericanFone	1	0	0.0	0.0	16.0
America's Tele-Network Corp.	0	0	0.0	0.0	60.0
Aqua Maine Water	0	1	36.0	0.0	148.2
Aquarion Water Company of NY	1	0	0.0	0.0	44.5
Arbor Hills Waterworks	0	0	0.0	0.0	263.0
AT&T Payphones	0	1	0.0	0.0	21.0
Birns Telecommunications	0	0	337.0	0.0	382.0
BridgeCom International, Ltd.	3	3	9.5	23.0	34.0
Broadwing Communications, LLC.	0	0	0.0	0.0	42.0
Broadwing Telecommunications Inc.	0	0	0.0	0.0	263.0
BullsEye Telecom, Inc.	2	0	2.0	277.4	106.3
Cablevision - MediaOne - Rockland	2	0	4.2	0.0	0.0
Cablevision - MediaOne - US Cablevision	1	0	5.3	0.0	0.0
Cablevision - MediaOne - Westchester	1	0	4.1	0.0	0.0
Cablevision Lightpath, Inc.	2	0	3.5	0.0	17.0
Cablevision of Dutchess County	4	1	6.2	6.9	3.0
Cablevision of Hauppauge	1	0	5.9	0.0	0.0
Cablevision of Riverhead	1	0	0.9	0.0	0.0
Cablevision of Rockland	1	0	6.1	0.0	0.0
Cablevision of Southern Westchester	1	0	6.1	0.0	0.0
Cablevision of Westchester	3	0	2.8	0.0	0.0
Celtic Communications of Central NY	0	0	0.0	0.0	142.0
Charter Communications	0	0	0.0	0.0	81.0
Chazy & Westport Telephone Corp.	1	0	0.0	0.0	0.0
Choice One Communications of NY, Inc.	4	0	46.8	0.0	88.0
Chronometric Telecommunications, Inc.	0	0	0.0	0.0	192.0
Ciera Network Systems	0	0	0.0	0.0	378.0
Cierracom Systems	1	0	0.0	0.0	9.0
City of Plattsburgh Municipal Lighting	1	0	7.0	0.0	0.0
City of Salamanca Electric	2	2	2.0	2.0	0.0
Cleartel Communications, Inc.	2	0	0.0	0.0	96.7
Close Call America	1	0	4.0	0.0	0.0
Coastal Communications	0	1	0.0	0.0	0.0
Columbia Energy Services Company	3	1	0.7	0.0	23.0
Comcast Telecommunications, Inc.	0	0	0.0	0.0	375.0
Communicate Technological Systems, LLC.	4	1	8.0	0.0	56.8
Con Edison Solutions	1	0	0.0	0.0	21.0
CondorPhone	0	0	0.0	0.0	168.0
Conserve	0	0	0.0	142.0	0.0
Conversent Communications of NY, LLC.	3	1	28.7	0.0	4.0
Cooper Square Realty	0	0	0.0	0.0	91.0
CornerStone Telephone Company, LLC.	1	0	0.0	0.0	119.0
Corporatepage.com, Inc.	0	0	0.0	0.0	212.0
Covad Communications Company	0	0	14.0	0.0	0.0
Covista Communications, Inc.	5	1	68.2	0.0	67.5
Crescent Communications, Inc.	0	1	0.0	0.0	14.0
CTC Communications Corp.	1	1	32.0	0.0	27.0
Custom Teleconnect, Inc.	0	0	0.0	0.0	59.0
Cypress Telecommunications Corporation	0	0	0.0	138.1	0.0
Dara Owners Corp.	0	0	0.0	0.0	177.0
DavelTel, Inc.	0	0	0.0	30.2	0.0
Deposit Telephone	1	0	5.0	165.3	0.0
DFT Long Distance Corporation	1	0	10.0	0.0	0.0
Dykeer Water Company, Inc.	0	0	0.0	0.0	30.0
Earthlink, Inc.	1	0	13.0	0.0	0.0
Eastern Telecommunications Inc.	0	1	0.0	0.0	24.0
Eclipse Telecommunications, Inc.	0	0	0.0	0.0	53.0
Edwards Telephone	1	0	0.0	0.0	14.0
ELDS, Inc.	0	0	0.0	0.0	59.0
Empire One Telecommunications, Inc.	0	0	148.0	0.0	0.0

Empire Telephone Corp.	2	0	0.0	0.0	13.5
Energetix, Inc.	1	1	8.0	8.7	0.0
Energy Service Providers, Inc.	2	0	2.0	0.0	1.0
Company	QRS Cases	Complaints	Avg. QRS Response	Avg. SRS Response	Avg. Age of Pend. Cases
ESS.com, L.L.C.	0	0	0.0	0.0	373.0
Excel Telecommunications, Inc.	6	3	17.2	0.0	30.8
FFC Energy	0	0	0.0	0.0	140.0
Focal Communications Corporation	1	0	0.0	0.0	52.7
Forest Park Water Co. Inc.	1	0	5.0	0.0	0.0
Frontier Communications of AuSable Valley	1	0	1.7	0.0	0.0
Frontier Communications of NY/fka Highland Tel	3	0	4.1	17.0	2.0
Frontier Communications of Seneca-Gorham, Inc	0	0	0.7	0.0	0.0
Frontier Communications of Sylvan Lake, Inc.	1	0	8.1	0.0	0.0
Future Focus Telecommunications	0	0	0.0	0.0	373.0
GE Capital Communications Services, Corp	0	0	0.0	0.0	452.0
Germantown Telephone Co., Inc.	0	0	4.0	0.0	0.0
Global Network Comms.	0	0	0.0	0.0	135.0
GNC Public Communications	0	0	0.0	0.0	116.5
Great Eastern Energy	0	0	9.0	0.0	0.0
Green Mountain Energy	0	0	0.0	0.0	436.0
Hudson Energy Services, LLC	1	0	2.0	0.0	0.0
Infinite Energy, Inc.	1	0	0.0	0.0	10.0
Intelecom Solutions, Inc.	0	0	0.0	0.0	53.0
InterGlobe Communications	0	0	0.0	0.0	116.5
International Satellite Communications	0	0	0.0	0.0	92.0
J&N Communications	0	1	0.0	0.0	0.0
J.D. Water Co. Inc.	1	0	14.0	0.0	0.0
Kiamesha Artesian Spring Water Co., Inc.	0	0	246.0	0.0	40.5
LCI International Telecom Corp.	2	0	0.0	0.0	4.0
LCR Telecommunications, LLC	0	0	0.0	0.0	107.0
Level 3 Communications, LLC	0	0	0.0	0.0	84.0
Levy Associates	0	0	0.0	0.0	441.0
Liberty Power Corp.	4	0	4.7	0.0	7.0
Lightyear Network Solutions, LLC.	1	0	3.0	0.0	0.0
Local Phone Company	1	0	0.0	0.0	9.0
Long Distance Services of N.Y.	0	0	0.0	0.0	234.5
Long Island American Water	3	0	128.8	0.0	24.7
Main Street Telephone Company	1	0	7.0	0.0	0.0
Mascom Inc	0	0	0.0	0.0	128.0
Matrix Telecom, Inc.	0	1	6.0	18.8	0.0
Metro Teleconnect Companies, Inc.	0	0	0.0	0.0	151.0
Metromedia Long Distance, Inc.	1	0	4.0	0.0	0.0
MFS Telephone of New York, Inc.	0	0	0.0	0.0	185.0
MIG Communications, Inc	0	1	0.0	0.0	31.0
Milestone Communications	1	0	0.0	0.0	10.0
Minol, Inc.	0	1	0.0	0.0	15.0
MTG Communications, Inc	0	0	0.0	0.0	130.0
Munde Tel Communications, Inc. d/b/a TriTel	0	0	92.0	0.0	0.0
MX Energy, Inc	5	0	9.8	0.0	31.3
National Access Long Distance	0	0	0.0	0.0	136.0
National Aqueous	1	0	0.0	0.0	227.0
Net2phone, Inc.	0	0	0.0	0.0	106.0
NeTel, Inc Tel3 Communications.	1	1	8.0	0.0	14.0
Network Plus, Inc.	0	0	0.0	0.0	32.0
New Century Telecom, Inc.	3	0	104.0	0.0	109.0
New York Coin Telephone Company, Inc.	0	0	0.0	0.0	113.0
New York Water Service	1	0	0.0	98.1	31.5
North American Energy, Inc.	0	0	39.0	0.0	0.0
Northland Networks, Ltd.	1	0	0.0	0.0	24.0
NorthPoint Communications, Inc.	0	0	0.0	0.0	295.0
NOS Communications, Inc.	1	0	34.0	0.0	0.0
NOW Communications Inc	0	0	0.0	0.0	179.8
NYSEG Solutions, Inc.	4	1	12.3	0.9	2.0
Ogden Telephone	1	0	10.0	0.0	0.0
One Call Communications, Inc.	2	0	18.7	0.0	0.0
Optical Telephone Corporation	0	0	0.0	0.0	181.7
Opticom Corporation	1	0	0.0	0.0	3.0
Optimum Voice	5	0	6.0	0.0	36.8
PAETEC Communications, Inc.	1	0	67.0	0.0	5.5
Penelec (A First Energy Company)	1	0	0.0	0.0	1.0
Phone Management Enterprises, Inc.	0	0	0.0	0.0	252.0
Pine Brook Water Co Inc	1	0	0.0	0.0	0.0
PowerNet Global Communications	2	1	92.2	0.0	0.0
Premier Communications, Inc.	0	0	0.0	0.0	133.0
Primelink, Inc.	1	0	0.0	0.0	3.0
Primus Telecommunications, Inc.	5	1	85.0	0.0	16.5
Pro Energy Development, LLC.	1	0	0.0	0.0	56.5
Promise Vision Technology	0	0	0.0	0.0	252.0
PT-1 Communications, Inc.	0	0	0.0	0.0	308.5
Qwest Communications Corporation	1	0	0.0	0.0	2.0
R&B Communications, Inc.	0	0	0.0	0.0	218.0
Rand Water CP - Brandt's Farm	0	0	180.0	0.0	0.0
Rand Water CP - Dogwood Knolls	0	0	0.0	0.0	267.0
Reconex, Inc. (USTEL/1-800-Reconex)	5	1	8.6	0.0	65.0
Resdntl Comms. Netwrk of NY	2	0	13.0	0.0	21.0
Rowlands Hollow Water Works, Inc.	0	0	0.0	0.0	261.0

ServiSense.com, Inc.	0	0	0.0	0.0	117.6
Spectrotel, Inc.	1	0	0.0	0.0	39.7
St. Lawrence Gas	1	0	1.8	0.0	0.0
Startec Global Licensing Company	1	1	54.0	0.0	0.0
Suez Energy Resources NA, Inc.	0	0	177.0	0.0	0.0

Company	QRS Cases	Complaints	Avg. QRS Response	Avg. SRS Response	Avg. Age of Pend. Cases
Supra Telecommunications & Information Syster	2	1	5.0	0.0	10.5
Taconic Long Distance Service Corp.	0	0	253.0	0.0	0.0
Taconic Telephone Corp.	1	0	10.5	0.0	130.3
TC Systems, Inc. (Pay Phones Only)	0	0	0.0	0.0	250.5
Tele Circuit Network	0	0	6.0	0.0	80.0
Telebeam	0	0	0.0	0.0	245.0
Telecarrier Services, Inc.	5	2	21.5	0.0	351.2
Telecom EZ	0	0	390.0	0.0	0.0
Telecom USA	2	0	25.8	0.0	0.0
Telecom Communications Corp	3	1	5.0	0.0	173.3
TELEDIAS Communications, Inc.	2	0	19.0	0.0	99.0
Teleplex Coin Communications	1	0	0.0	0.0	0.0
TeleUno, Inc.	1	0	0.0	0.0	11.0
Telseven	1	0	42.0	0.0	8.0
Tiffany Mews	0	0	0.0	0.0	287.0
Time Warner - Binghamton	1	0	5.8	0.0	76.5
Time Warner - Rochester Division	4	1	52.0	0.0	54.3
T-NETIX Telecommunications Services, Inc.	2	0	0.0	0.0	94.3
Total Call International, Inc.	0	0	273.0	0.0	0.0
Touch 1 Communications, Inc.	0	0	0.0	0.0	190.1
Tristate Bell Inc	1	1	41.0	1.2	0.0
Trumansburg Telephone Co., Inc.	0	0	0.0	0.0	0.0
United Systems Access Telecom	1	2	9.0	3.8	105.4
United Telecom, LLC	0	0	0.0	0.0	47.5
United Water-New Rochelle	0	0	0.0	0.0	68.7
United Water-New York	4	0	1.7	0.0	96.6
Uni-Tel Communications Group, Inc.	0	0	84.0	0.0	0.0
US Energy Partners, LLC	0	0	0.0	0.0	0.0
USA Datanet Corporation	1	0	15.0	0.0	0.0
USA Payphone, Inc.	0	0	0.0	0.0	375.0
USN Communications Long Distance, Inc.	0	0	0.0	0.0	57.0
Utility Solutions	1	0	0.0	0.0	181.0
Village of Andover	0	0	0.0	0.0	64.0
Village of Bath	1	1	1.0	0.0	0.0
Village of Hilton	0	0	52.0	0.0	0.0
Village of Springville	0	0	54.0	0.0	0.0
Warwick Valley Telephone Company	0	0	115.0	0.0	84.0
Warwick Water Company	1	0	4.0	0.0	136.0
Westelcom Network, Inc.	1	0	2.0	0.0	0.0

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

Informal Hearing Cases

At the end of March, there were 112 cases in the Informal Hearing Unit. During this month, 5 complaints were resolved with pre-hearing mediation, 13 informal hearings were scheduled, 4 hearings were postponed, 9 hearings were held and 9 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 March there were 252 shared meter complaints pending. Forty-six (46) new complaints were received in March and 44 cases¹ were closed. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 25 cases, between 26% to 50% in 5 cases and between 51% to 75% in 2 cases. The twelve-month assessment was cancelled in 5 cases due to minimal use. The charges were also cancelled in 2 cases due to the landlord requesting the investigation and theft-of-service. The designee apportioned the charges in 2 cases and in 1 case the landlord was responsible for the charges because the landlord was established on record for the shared meter. No shared meter existed in 2 cases.

Appeals and Rehearings

At its March 16, 2005 session, the Commission approved OCS's recommended determinations of 3 appeals. One appeal determination upholds the denial of informal review for a multiple dwelling customer with respect to two different Con Edison electric accounts because no complaint had been presented as to which relief could be provided by an informal review officer. The second determination concludes that the amount of shared area use occurring as a result of an electric shared meter was minimal; therefore, Niagara Mohawk is directed to reduce the shared area charges and eliminate the 12-month assessment for which the building owner was charged. The last determination upholds Con Edison's conclusion that a residential electric customer was culpable in obtaining unmetered service, but concludes that the utility improperly billed the customer at the nonresidential rate for the unmetered service amount and improperly transferred the customer to the nonresidential rate for an 8-month period following correction of the unmetered service condition.

During March, cross appeals were accepted from an owner and tenant of an informal hearing decision upholding Con Edison's determination that an electric shared meter condition did exist (the informal decision also reduced the shared area charges). A petition by a Con Edison customer for rehearing of a decision by the Commission's designee in a shared meter case was also accepted.

¹ In addition to the 44, three cases were returned to TCR and two were duplicates. One case was closed after a letter was sent to the landlord requesting clarification of his dispute. This resulted in the SMD backlog being reduced by a total of 50 cases.

**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	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04
D108	1st Rochdale Coop Group	1	1	2	0						1						
D105	ACN Energy, Inc.	1	4	3	6	6			1					1		1	
	Accent Energy			3	0					3							
D078	Advantage Energy Inc.	3	0	0	0												
D084	Constellation NewEnergy	0	0	0	0												
D001	Agway Energy Services Inc.	17	18	12	6	1	2	3	4				2				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	6	4	1	1					2	1		2	
D086	Con Edison Solutions	55	43	18	2	1	1		3		1		5		2	1	
D046	Econnergy	123	133	221	78	26	18	34	21	6	13	11	24	16	29	19	35
D047	Empire Natural Gas Corp	0	0	0	0												
D087	Energetix, Inc.	17	25	71	13	2	5	6	5	1	3	3	2	2	2	15	34
D054	Enron Energy Services	9	1	0	0												
D023	Federal Electric & Gas Co.	0	0	0	0												
	FFC Energy	0	0	1	0					1							
	Fortuna Energy	0	0	1	0					1							
D104	Great Eastern Energy	3	3	4	2		2							1			1
D013	Interstate Energy Resources Inc.	2	4	0	0												
D015	Keyspan Energy Services, Inc.	154	194	50	0				1	3	11	0	5	6	3	2	3
	Liberty Power	0	0	2	0					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	0						2						
D020	Mitchell-Supreme Energy	3	2	5	0					1		1					3
D021	National Fuel Resources, Inc.	76	18	4	0						1	1	1	1			
D023	New York Gas Co, Inc.	4	0	0	0												
D024	North American Energy	20	25	3	5		2	3					1				1
D026	North Atlantic Utilities Inc.	0	0	0	0												
D103	NYSEG Solutions	20	32	8	9	5	2	2	2	1				1		1	
D067	PG&E Energy Trading	0	0	1	0								1				
D114	PRO-ENERGY RESOURCES	2	0	1	1	1			1								
D093	Robison Energy of Westchester	2	9	1	0										1		
D068	Select Energy of New York (aka Plub St)	2	0	0	0												
D112	Smart Energy Services	1249	129	0	0												
D102	Telecon Energy Services Corp.	0	0	0	0												
D032	Total Gas & Electric (Energy)	116	46	23	11	5	3	3	2	3	1	1	1	3	4	5	
D052	TXU Energy	2	1	0	0												
	US Energy Partners	0	0	1	0					1							
D888	Unassigned Customer Contacts	30	8	7	8		3	5	6		0	1					
	Total	1918	717	458	149	51	40	58	46	23	33	18	44	33	41	46	79

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