

Monthly Report on Consumer Services



March 2006

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Monthly Report on Consumer Complaint Activity

March 2006

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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 2006

Utility	Feb-06		Mar-06		12 Month Compl. Rate* Mar-06
	Rate*	No.	Rate*	No.	
Central Hudson	0.3	1	0.3	1	1.1
Con Edison	2.1	78	3.1	115	2.1
KeySpan of Long Island	0.8	4	2.0	10	0.7
NYSEG	0.3	3	0.7	7	0.4
National Grid	1.2	20	0.9	16	1.1
Orange & Rockland	0.5	1	0.5	1	0.8
RG & E	0.5	2	0.3	1	0.9
KeySpan of New York	1.1	14	0.9	11	1.5
National Fuel Gas	1.2	6	0.4	2	1.2
All other Energy Utilities	N/A	5	N/A	3	N/A
ESCO's	N/A	33	N/A	40	N/A
Verizon	0.3	25	0.2	20	0.3
Citizens Telcom	0.0	0	0.3	1	0.4
Frontier of NY	0.0	0	0.0	0	0.2
Alltel	0.0	0	0.0	0	0.1
Frontier Tel of Rochester	0.4	2	0.4	2	0.4
All VoIP Cos.	N/A	1	N/A	2	N/A
All other LEC's,CLEC's, IXC's	N/A	101	N/A	94	N/A
Adelphia Cable	N/A	0	N/A	0	N/A
Cablevision Systems	N/A	6	N/A	6	N/A
Time-Warner Cable	N/A	11	N/A	11	N/A
All other Cable Cos.	N/A	1	N/A	1	N/A
Long Island Water	1.4	1	1.4	1	1.7
United Water - New Rochelle	6.5	2	13.1	4	3.0
New York Water	2.3	1	6.8	3	2.3
Aquarion Water Co. of New York	0.0	0	0.0	0	0.8
United Water - New York	1.5	1	0.0	0	1.5
All other Water Utilities	N/A	2	N/A	3	N/A

All complaint rates are based on Dec. 2004 customer populations. Updates occur in April.

* - Complaints per 100,000 customer accounts where populations are reported by the utility

N/A = data not available because populations for these companies/industries are not available.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

March 2006

Utility	March 2006 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	1	1	100%	#REF!	8	#REF!	1.1	0.2
Con Edison	62	17	27%	819	150	18%	2.1	0.3
KeySpan - LI	5	2	40%	46	9	20%	0.7	0.1
NYSEG	3	0	0%	38	10	26%	0.4	0.1
National Grid	19	1	5%	236	62	26%	1.1	0.3
Orange & Rockland	1	0	0%	26	9	35%	0.8	0.3
RG & E	5	0	0%	52	18	35%	0.9	0.4
KeySpan - NY	15	4	27%	217	76	35%	1.5	0.5
National Fuel Gas	9	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: Payment agreements, extensions for payment, threatened termination of service and termination of service to non-payment.

Customer Service Response Index March 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Orange & Rockland	30	1	4.7	3.5	2	10.6	1.9	2.8	1	9.6
Verizon Communications (LEC)	354	18	4.5	6.3	2	7.6	2	9.5	1	9.5
Central Hudson Gas & Electric Corp.	17	1	4.4	6	2	1.8	2	2	1	9.4
Citizens Communications (ILEC)	14	1	4.3	6.9	2	8.7	2	0	1	9.3
Econnergy	14	1	4.3	10.1	2	5.7	2	8.5	1	9.3
Cordia Communications Company	13	1	4.2	4.9	2	0	2	4.5	1	9.2
Accent Energy Midwest, LLC	97	9	4.1	6.4	2	0	2	5.7	1	9.1
Rochester Gas & Electric Corp.	60	1	4.8	3.5	2	17.1	1.3	12.2	1	9.1
U.S. Energy Savings Corp	25	2	4.2	14.6	1.9	0	2	7.9	1	9.1
New York State Electric & Gas Corp.	73	7	4	9.2	2	9.2	2	6.1	1	9
Optimum Voice	19	1	4.5	8.9	2	0	2	43.4	0.4	8.9
Cablevision of Long Island	13	1	4.2	14.6	1.9	7.1	2	23.8	0.8	8.9
KeySpan of New York	108	12	3.9	5.1	2	12.9	1.8	1.8	1	8.7
MX Energy, Inc	28	2	4.3	21.8	1.2	0	2	18.3	0.9	8.4
Metropolitan Telecommunications	12	2	3.3	7	2	0	2	9	1	8.3
National Grid, Inc	195	17	4.1	13.2	2	19.3	1.1	16.2	0.9	8.1
IDT Energy, Inc.	79	9	3.9	9.6	2	0	2	51.6	0.2	8.1
Frontier Telephone of Rochester, Inc.	15	2	3.7	15.9	1.8	0	2	32.2	0.6	8.1
Sprint Communications	9	1	3.9	10	2	6.7	2	50.5	0.2	8.1
Columbia Energy Services Company	18	4	2.8	7.2	2	0	2	11.5	1	7.8
Time Warner - Albany Division	11	0	5	11.4	2	59.4	0	22.2	0.8	7.8
Corning Natural Gas Corp.	9	2	2.8	4	2	0	2	13	1	7.8
Time Warner - New York City Division	79	11	3.6	12.7	2	19.7	1.1	6.2	1	7.7
National Fuel Gas Distribution	40	2	4.5	7.7	2	57.1	0	4.9	1	7.5
BridgeCom International, Ltd.	8	2	2.5	10.7	2	2	2	7.3	1	7.5
Time Warner ResCom of New York,LLC	16	1	4.4	10.1	2	91.1	0	8.5	1	7.4
KeySpan of Long Island	36	10	2.2	7.9	2	6.6	2	13.8	1	7.2
MCI	74	14	3.1	17.5	1.6	16.9	1.4	8.6	1	7.1
Broadview Networks, Inc.	17	4	2.6	19.3	1.4	9.1	2	11	1	7
Long Island American Water	9	2	2.8	5.4	2	0	2	54.5	0.2	7
AT&T (C)	125	32	2.4	9.4	2	10	2	35.1	0.5	6.9
IDT America Corp.	31	9	2.1	9.5	2	1.7	2	38.9	0.5	6.6
Con Edison of New York	451	122	2.3	15.9	1.8	17.8	1.3	10.3	1	6.4
Hudson Energy Services, LLC	10	1	4	37.7	0	0	2	46.3	0.3	6.3
Cablevision of New York City	18	3	3.3	24.9	0.8	26.3	0	11.6	1	5.1
Verizon Communications (LD)	8	3	1.2	15.7	1.8	0	2	66.8	0	5
Next Gen Telephone Co.	9	3	1.7	39.6	0	0	2	67	0	3.7
World-Link Solutions, Inc	12	8	0	14.6	1.9	7	2	77.6	-3	0.9
United Water-New Rochelle	10	4	1	6.1	2	0	2	90.5	-9	0

Customer Service Response Index March 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Acceris Communications, Inc.	1	0		217		0		8		
ACN Communication Services, Inc.	3	0		12.3		0		149		
Adelphia Cable - Buffalo	1	0		56.2		0		0		
Adelphia Cable - Harbor Vue	0	0		0		0		38		
Adelphia Cable - Niagara	3	0		0		0		10		
Adelphia Cable - Utica	3	0		1		0		0		
Affinity Network, Inc.	1	0		4		0		0		
Agway Energy Services, LLC.	3	0		1		0		1		
Airmont Construction Corp.	0	0		0		0		66		
AllTel of New York	3	0		2		0		1		
Alphaphone Inc.	1	0		0		0		0		
America Net, LLC.	1	0		2		0		0		
American Telecom, Inc.	0	0		0		0		103		
AmeriVision Communications, Inc.	0	0		0		0		91.7		
Aquarion Water Company of Sea Cliff	0	0		0		0		81		
ARC Networks, Inc.	3	1		7		63		88.1		
Automatic Meter Reading, Inc	0	0		0		82.1		0		
Bay City Metering	0	1		56		0		9		
Boniville Water Co. Inc.	0	0		0		0		194		
Broadwing Communications, LLC.	0	0		0		0		72		
Brown's Fuel	1	0		8		0		0		
Business Network Long Distance, Inc.	2	2		22		1		52		
Cablevision - MediaOne - US Cablevision	2	1		11.4		10.4		0		
Cablevision - MediaOne - Westchester	2	0		15		7.2		12		
Cablevision of Brookhaven	1	0		34		8		0		
Cablevision of Dutchess County	5	0		13.4		0		19		
Cablevision of East Hampton	1	0		19.9		0		0		
Cablevision of Hauppauge	5	1		8.5		0		6.5		
Cablevision of Riverhead	2	0		10		0		9		
Cablevision of Rockland	1	0		7		0		0		
Cablevision of Southern Westchester	4	2		9.8		10.3		5.5		
Cablevision of Westchester	6	0		14.1		35.3		5.7		
Cablevision of Yorktown	1	0		0		0		17		
Chain Lakes Cablevision	0	0		0		0		36		
Charter Communications	1	0		0		0		11		
Chautauqua & Erie Telephone Corp.	1	0		0		0		11		
Choice One Communications of New York, Inc.	4	0		4		0		11.5		
Chronometric Telecommunications, Inc.	0	0		0		0		73.3		
CIC Communications, Inc.	0	0		0		0		79		
Citizens Telephone Company of Hammond, Ne	1	0		0		0		5		
Cleartel Communications, Inc.	3	1		4		0		12		
Commerce Energy, Inc	5	2		14.5		0		5.8		
Con Edison Solutions	2	0		1		0		80		
Convergent Communications, Inc.	1	0		0		0		26		
Conversent Communications of New York, LLC	2	1		7		0		0		
Cooper Square Realty	0	0		0		0		86		
Core-Comm-New York, Inc.	0	0		0		0		175.5		
CornerStone Telephone Company, LLC.	1	0		0		0		11		
Covista Communications, Inc.	0	0		0		0.8		0		
CTC Communications Corp.	2	0		0		0		4		
Dara Owners Corp.	0	0		0		0		314.5		
DavelTel, Inc.	0	1		0		63		0		
DigiZip.Com, Inc.	0	0		66		0		0		
ECI Communications, Inc.	0	0		0		0		143		
Empire One Telecommunications, Inc.	0	0		0		0		46		
Empire Telephone Corp.	0	0		0		0		109		
Energetix, Inc.	4	0		2		0		2		
Essex Communications, Inc.	0	0		0		0		71		
ETS Payphones, Inc.	0	0		0		0		65		
Eureka Telecom, LLC	0	0		0		0		51		
Excel Telecommunications, Inc.	1	0		14		0		9		
Fairfield Towers Condominium Corporation	0	1		0		0		25		
FFC Energy	1	0		0		0		28.5		
Forest Park Water Co. Inc.	1	0		0		0		69.2		
Friedlander Water Supply	1	0		0		0		30		

Customer Service Response Index March 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Frontier Communications of NY/fka Highland T	3	0		5.4		0		0		
Frontier Communications of Seneca-Gorham, I	2	1		20.8		10.9		0		
Frontier Communications of Sylvan Lake, Inc.	1	0		13		0		0		
Global Crossing Telecommunications, Inc.	0	0		0		0		0		
Global Network Comms.	0	0		0		0		222.5		
Global Tech Telecommunications, Inc.	2	0		1		0		4		
Granite Telecommunications, LLC	0	1		43		0		124.7		
ILD Telecommunications, Inc.	1	0		2		0		0		
Infinite Energy, Inc.	5	3		9.8		0		0		
J&N Communications	0	0		0		0		229		
Keyspan Energy Services, Inc.	1	0		0		0		37		
Kiamesha Artesian Spring Water Co., Inc.	0	0		0		0		8		
Lake Joseph Water Co	0	0		0		0		47		
LCI International Telecom Corp.	3	0		13		0		15		
LDC Telecommunications, Inc.	1	0		0		0		28		
Level 3 Communications, LLC	0	0		0		0		120		
Liberty Power Corp.	5	1		9.8		0		4.7		
Long Distance Consolidated Billing Co.	3	0		5		0		11		
Long Distance Services of N.Y.	0	0		0		0		58		
M&R ENERGY RESOURCES CORPORATION	0	0		77		0		0		
Mahopac Water Company Inc.	0	0		0		0		247		
Matrix Telecom, Inc.	0	0		29		0		0		
McGraw Communications, Inc.	0	1		40		0		35		
Metro Energy Group, LLC	1	0		55.5		0		15		
MFS Intelenet of N.Y.	0	0		0		0		57		
Mid Hudson Cablevision, Inc.	3	0		5		0		0		
Mirabito Fuel Group, Inc.	0	2		10		7.2		0		
Mountain Lodge Park Water Corp.	0	2		324		0		297		
National Aqueous	0	0		0		0		508		
National Fuel Resources	1	0		61.5		0		0		
NECC Telecom, Inc.	0	0		0		0		94.5		
New Rochelle Telephone Company	2	0		34		0		118.1		
New York City Public Telephone	0	0		0		0		198		
New York Water Service	3	3		16.5		144.4		18		
NOCO ENERGY CORP.	0	0		41		0		0		
NOS Communications, Inc.	0	0		0		0		61		
NOW Communications Inc	0	0		0		0		627		
NYSEG Solutions, Inc.	5	0		3.5		0		3		
OLYMPIC POWER, INC.	0	0		0		0		352		
One Call Communications, Inc.	2	0		5.5		0		0		
One Touch Communications	1	0		7		0		0		
Oneida County Telephone	1	0		2		0		0		
Orchard Hill Water Co.	0	0		0		0		243		
PAETEC Communications, Inc.	3	0		0		1		13		
Painted Apron Water Co.	0	0		0		0		106		
PayPhone Systems, Inc.	0	0		0		0		166		
Phipps House Services, Inc	0	0		0		0		94		
Primelink, Inc.	0	0		0		0		246		
PT-1 Communications, Inc.	0	0		0		0		673.5		
Pyne Company	0	0		0		0		293.5		
Qwest Communications Corporation	1	0		0		0		3		
Rainbow Water Co. Inc.	1	0		6		0		0		
RCN Telecom Services, Inc.	1	0		0		0		8		
Reconex, Inc. (USTEL/1-800-Reconex)	1	0		0		0		1		
Reduced Rate LD, LLC.	1	0		0		0		25		
Resdntl Comms. Netwrk of NY	2	1		35		0		9		
Robison Energy Of Westchester	1	0		14		8.8		0		
Roosevelt Island Associates	0	0		0		0		15		
SILV Communcation Inc.	2	0		12		0		11		
Sleepy Hollow Lake Water Co., Inc.	1	1		4		0		0		
Spectrotel, Inc.	8	1		5.2		0		45		
St. Lawrence Gas	2	0		3.5		0		0		
Startec Global Licensing Company	2	0		19		0		45.4		
STRATEGIC ENERGY LLC	4	1		5.8		0		2		
Strategic Power Management, Inc.	1	0		0		0		19		
Sunrise Ridge Water Company	1	0		0		0		8		

Customer Service Response Index March 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Supra Telecommunications & Information Syst	0	0		0		0		271.5		
SusCom Communications - CATV	2	0		0.5		0		0		
SusCom Communications - LEC	1	0		5		0		0		
Taconic Telephone Corp.	1	0		1		0		47		
Talk America, Inc.	4	1		12		0		3		
Tech Valley Communications	0	0		0		0		166		
TelCove Investment	0	0		0		0		241		
Telecarrier Services, Inc.	2	0		0		0		76.5		
Telecom USA	1	0		3.7		0		0		
Telecon Communications Corp	1	0		6		0		0		
TELEDIAS Communications, Inc.	0	0		0		0		78		
TEManagement Services, Inc.	0	1		19		0		0		
Teleport Communications	1	0		5.2		0		0		
Teletch Inc.	0	0		0		0		59		
Tiffany Mews	0	0		0		0		652		
Time Warner - Binghamton	3	1		15.5		0		82		
Time Warner - Rochester Division	5	0		4.9		0		16.5		
Time Warner - Syracuse Division	3	0		4.8		4.9		0		
Trinsic	4	1		5.3		0		97.3		
Tristate Bell Inc	2	1		0.5		0		205		
Tri-Tel Communications, Inc.	0	0		0		0		100		
Trumansburg Telephone Co., Inc.	2	0		16.5		0		0		
U.S. Gas & Electric, Inc.	2	3		16		4		0		
Underdog Communications Corp.	0	1		0		0		16		
United Systems Access Telecom	1	1		84		77.7		0		
United Telecom, LLC	1	0		0		0		62.8		
United Water-New York	8	0		12.8		0		43.7		
USN Communications Long Distance, Inc.	0	0		0		0		138		
Utility Resource Solutions, L.P.	1	0		44		0		0		
Utility Solutions	1	0		0		0		174.4		
VarTec Telecom, Inc.	7	2		8		0		4		
Verizon Advanced Data, Inc.	0	0		9.6		0		0		
Verizon Communications (PayPhones)	1	0		5		0		0		
Village of Freeport Electric	1	0		1		0		4		
Village of Rockville Centre Inc.	0	0		0		0		0		
Village of Silver Springs	1	1		6		0		3		
Vonage Communications	6	0		1		0		25.2		
Western NY Communications, Inc. (Trusty Pay	0	0		0		0		72		
XChange Telecom	4	1		6		0		29		
XO Communications, Inc.	5	2		5.2		0		47.7		
Xtension Services Inc.	0	0		0		0		134		
XYZ Utility Company, Inc.	0	0		40.3		0		0		
Zone Telecom, Inc.	1	0		10		0		0		
Zoom-I-Net Communications, Inc.	0	0		0		0		51		

Informal Hearings, Shared Meter Cases, Appeals and Rehearings March 2006

Informal Hearing Cases

At the end of March, there were 90 cases in the Informal Hearing Unit. During this month, 5 complaints were resolved with pre-hearing mediation, 20 informal hearings were scheduled, 7 hearings were postponed, one complainant failed to appear for her hearing and 12 hearings were held. Written decisions were issued in 12 informal hearing cases, while another 8 cases were resolved by settlement agreements executed either during the informal hearing or shortly after.

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 256 shared meter cases pending (199 SMD & 57 SMU). Twenty-six (26) cases were closed¹ and 48 were opened. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 7 cases, between 26% to 50% in 6 cases and between 51% to 75% in 3 cases. In 2 cases, the landlord was not billed because the shared use was minimal and in 1 case the assessment was cancelled due to theft-of – service. In 1 case, the shared area charges billed to the third party tenant was reduced from \$2,819.39 to \$881.24. The charges were cancelled in 1 case because the company did not prove that the owner failed to cooperate². In 2 cases, the appeals to the designee were rejected because they were late.

Appeals and Rehearings

At its March 15, 2006 session, the Commission approved OCS's recommended determinations of 5 rehearing petitions. The first rehearing determination upholds a Commission appeal determination sustaining Con Edison's charges to a new customer for facilities necessary to provide service. The remaining rehearing determinations all concern decisions by the Commission's designee in shared meter cases. Two determinations modify decisions of the Commission's designee regarding shared area charges or the 12-month assessment in cases involving Con Edison. One determination modifies a decision of the Commission's designee regarding shared area charges in a case involving National Fuel. The remaining determination upholds a decision of the Commission's designee in a case involving Con Edison.

Eight appeals were accepted for review during March. In one case, a landlord appeals from an informal decision finding a shared meter condition existed for which the landlord was properly held responsible. In another case, a nonresidential customer disputes the billing of its Con Edison steam account. In another case, a landlord questions a hearing decision finding that the landlord's account did not qualify for Con Edison's redistribution rate. In the remaining six appeals, landlords appeal the denial of informal hearings regarding their claimed entitlement to retroactive billing at residential rates for superintendents' apartments.

¹ Three cases were not SMD.

² The SML allows the utility to determine that a tenant's meter is shared if the landlord failed to cooperate with the utility's request to investigate. These 5 cases are for National Grid.

Table of Consumer Complaints filed against ESCO's

CODE	FULL NAME	2006	Mar-06	Feb-06	Jan-06
D128	Accent Energy	16	9	2	5
D105	ACN Energy, Inc.	0	0	0	0
D001	Agway Energy Services Inc.	2	0	0	2
D123	All American Gas & Energy	0	0	0	0
D113	Brown Fuel, Inc	2	0	1	1
D040	Columbia Energy Services Co.	15	4	7	4
D208	Commerce Energy, Inc.	2	2	0	0
D086	Con Edison Solutions	1	0	0	1
D046	Econnergy	7	1	3	3
D087	Energetix, Inc.	1	0	1	0
D104	Great Eastern Energy	1	0	0	1
D120	Hudson Energy Services, Inc.	8	1	5	2
D177	IDT Energy, Inc.	23	9	7	7
D167	Infinite Energy, Inc.	5	3	0	2
D015	Keyspan Energy Services, Inc.	0	0	0	0
D117	Liberty Power	6	1	2	3
D018	Mirabito Fuel Group Inc.	2	2	0	0
D032	MX Energy, Inc. (Total Gas & Electric (Energy	8	2	3	3
D021	National Fuel Resources, Inc.	0	0	0	0
D148	NOCO Energy Corp.	0	0	0	0
D103	NYSEG Solutions	1	0	1	0
D159	Strategic Energy, LLC	1	1	0	0
D213	US Energy Savings Corp.	3	2	0	1
D119	U.S. Gas & Electric, Inc.	5	3	1	1
D187	Utility Resource Solutions, L.P.	0	0	0	0
	Total	109	40	33	36