

Monthly Report on Consumer Complaint Activity



May 2002

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Office of Consumer Services*

June 24, 2002



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

May 2002

Utility	Apr-02		May-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* May-02
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					May-01	May-02		Change	2001		
Central Hudson	1.1	3	2.8	8	62	67	8.1	21	27	28.6	2.0
Con Edison	3.7	136	3.6	130	1963	1576	-19.7	880	680	-22.7	3.6
KeySpan of L.I.	1.2	6	1.8	9	103	94	-8.7	63	44	-30.2	1.5
NYSEG	1.3	12	1.8	17	108	128	18.5	43	63	46.5	1.2
Niagara Mohawk	3.0	51	2.5	42	711	535	-24.8	239	210	-12.1	2.6
Orange & Rockland	6.2	13	3.3	7	154	140	-9.1	57	51	-10.5	5.6
RG & E	8.0	31	3.1	12	166	159	-4.2	51	75	47.1	3.4
KeySpan of NY	3.0	35	2.8	32	382	370	-3.1	211	148	-29.9	2.7
National Fuel Gas	6.0	31	3.5	18	243	289	18.9	102	107	4.9	4.7
Other Energy Utilities	N/A	53	N/A	20	41	64	56.1	21	77	266.7	N/A
ESCO's**	N/A	184	N/A	157	905	2005	121.5	410	1277	211.5	N/A
Verizon	3.6	364	4.5	328	5814	3705	-36.3	2043	1472	-27.9	3.8
Citizens Telcom	0.6	9	2.9	6	93	59	-36.6	54	25	-53.7	1.6
Frontier of NY	4.9	1	1.2	2	18	17	-5.6	11	1	-90.9	1.7
Alltel	0.0	2	2.3	3	17	20	17.6	6	11	83.3	2.0
Frontier Tel of Roch.	4.8	5	1.0	16	176	131	-25.6	45	64	42.2	2.1
Other LEC's	N/A	565	N/A	486	7345	3275	-55.4	3211	2538	-21.0	N/A
DSL Providers	N/A	15	N/A	20	486	270	-44.4	274	80	-70.8	N/A
Pre-paid Calling Cards	N/A	2	N/A	0	12	7	-41.7	12	4	-66.7	N/A
LD Resellers	N/A	80	N/A	73	1255	934	-25.6	542	423	-22.0	N/A
COCOT Vendors	N/A	19	N/A	20	39	100	156.4	28	58	107.1	N/A
Adelphia	N/A	28	N/A	16	195	175	-10.3	84	95	13.1	N/A
Cablevision Systems	N/A	61	N/A	49	526	565	7.4	211	231	9.5	N/A
Time-Warner	N/A	71	N/A	49	638	757	18.7	261	290	11.1	N/A
Other Cable Cos.	N/A	12	N/A	22	131	141	7.6	51	72	41.2	N/A
Long Island Water	13.6	10	13.6	9	39	154	294.9	14	51	264.3	17.4
UW - New Rochelle	9.9	3	9.9	1	15	18	20.0	5	7	40.0	4.9
New York Water	2.3	1	2.3	0	5	8	60.0	2	4	100.0	1.5
New York American	0.0	0	0.0	1	1	1	0.0	1	1	0.0	0.8
UW - New York	10.5	7	10.5	1	41	32	-22.0	16	17	6.3	4.0
Other Water Utilities	N/A	3	N/A	6	25	41	64.0	9	19	111.1	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.

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

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

New York Energy Utilities

May 2002

Utility	May 2002 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	8	0	0%	67	10	15%	2.0	0.3
Con Edison	130	22	17%	1576	317	20%	3.6	0.7
KeySpan - LI	9	2	22%	94	10	11%	1.5	0.2
NYSEG	17	5	29%	128	35	27%	1.2	0.3
Niagara Mohawk	42	13	31%	535	185	35%	2.6	0.9
Orange & Rockland	7	5	71%	140	56	40%	5.6	2.0
RG & E	12	6	50%	159	97	61%	3.4	2.1
KeySpan - NY	32	10	31%	370	97	26%	2.7	0.7
National Fuel Gas	18	10	56%	289	129	45%	4.7	2.1

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

May 2002

Informal Hearings

As of May 31, 2002 there were 94 cases in the informal hearing unit including 12 cases in pre-hearing. During May ten complaints were resolved with pre-hearing mediation. Twenty-two informal hearings were scheduled, nineteen informal hearings were held, five informal hearings were postponed, three customers did not appear for the hearing and one customer withdrew the complaint. A total of seventeen informal hearing cases were closed including eight cases that were closed with settlements.

Shared Meter Designee Cases

Under Section 52 of PSL (Shared Meter Law) only the Commission or its Designee can decide certain complaints. The majority of these cases concern the twelve-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of May there were 249 shared meter complaints pending. Twenty-seven (27) new complaints were received in April, and thirty-one (31) complaints were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the twelve-month charge in 24 of the cases reviewed. In 21 of those cases the charge was reduced to the minimum of 25% and to 50% and 32% in three other cases. The twelve-month charge was cancelled in two cases because staff found that the shared meter condition was due to theft of service by a third party. One case was referred to the informal hearing unit.

Appeals and Rehearings

At its May 22, 2002 session, the Commission approved OCS's recommended determinations of three appeals and one rehearing petition. The Commission also approved rejection of two other rehearing petitions for failure to state adequate grounds. Two of the appeal determinations uphold utility billing of, respectively, a Central Hudson residential gas customer, and a Con Edison religious customer for electricity (in the latter case an adjustment was ordered, however, due to utility failure to properly follow the meter testing protocol). The third determination grants the customer's appeal and rejects ACC Long Distance's position that it was entitled, as the customer's intraLATA telecommunications provider (the customer received interLATA service from a different company), to bill the customer a PICC (Presubscribed Interexchange Carrier Charge). The rehearing determination approved by the Commission upholds a determination of the Commission's designee in a shared meter case.

Five appeals were accepted for review during the month of May. Four of the accepted appeals are by customers. Con Edison is the utility involved in two of these; Niagara Mohawk and Verizon, respectively, are involved in the other two. The fifth appeal accepted was by Con Edison. No rehearing requests were accepted for review this month.

**No. of Complaints Received Against Regulated Companies
Between 5/1/02 and 5/31/02**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	8
	Adelphia Cable - Utica	5
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	1
	Cablevision of Brookhaven	1
	Cablevision of Dutchess County	3
	Cablevision of Hauppauge (V-CABLE)	5
	Cablevision of Long Island	12
	Cablevision of New York City	19
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	4
	Cablevision of Westchester	2
	Cablevision-Rockland	2
	MediaOne - Rockland	1
	MediaOne - Westchester	6
	Mid Hudson Cablevision, Inc.	1
	RCN of Southeast New York, Inc.	12
	Time Warner - Adelphia - Syracuse	1
	Time Warner - Brooklyn	5
	Time Warner - Genesee	1
	Time Warner - Kingston	2
	Time Warner - Manhattan	10
	Time Warner - Newburgh	2
	Time Warner - Orange County	5
	Time Warner - Paragon Manhattan	1
	Time Warner - Poughkeepsie	2
	Time Warner - Queens	8
	Time Warner - Rensselaer	1
	Time Warner - Rochester	5
	Time Warner - Saratoga	2
	Time Warner - Sullivan County	2
	Time Warner - Syracuse	1
	Time Warner - Tri County	1
	US Cable of Tri-County, Ltd.	2
Total Cable		136
DSL	PaeTec Communications, Inc.	1
	Verizon Advanced Data, Inc.	19
Total DSL		20
Electric	Bath	1
	Central Hudson Electric & Gas	8
	Con Edison	130
	New York State Electric & Gas	16
	Niagara Mohawk Power Corp	36
	Orange & Rockland	6
	Rochester Gas + Electric	11
Total Electric		208

**No. of Complaints Received Against Regulated Companies
Between 5/1/02 and 5/31/02**

Gas	Con Edison	14
	KeySpan of Long Island	9
	KeySpan of New York	32
	National Fuel Gas Distribution	18
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	6
	NUI Waverly Gas	1
	Orange & Rockland	1
	Public Service Commission	2
	Rochester Gas + Electric	1
<i>Total Gas</i>		85

Telephone	ACC National Telecom Corp.	1
	Affinity Network, Inc.	1
	Allegiance Telecom of New York, Inc.	5
	AllTel Of New York	3
	American Phone Services, Corp.	1
	American Private Telephone LLC	1
	AT&T Communications of New York, Inc.	299
	BridgeCom International, Ltd.	3
	Broadview Networks	22
	Buyers United International, Inc.	1
	Cable & Wireless Commun. Co.	1
	Capsule Communications, Inc.	1
	Choice One Communications of New York In	9
	Chronometric Telecommun.Inc (dba CTI)	1
	Citizens Telecom	6
	Communicate Technological Systems, L.L.C	7
	Community Network Services, Inc.	1
	Connectamerica, Inc.	1
	Core-Comm-New York, Inc.	1
	CTC Communications Corp.	1
	DFT Local Service Corporation d/b/a DFT	1
	Eclipse Telecommunications, Inc.	1
	Econophone, Inc.	1
	Empire One Telecommunications, Inc.	1
	erbia Network, Inc.	1
	Essex Communications, Inc. d/b/a/ Elec C	6
	Excel Telecommunications Inc.	2
	Focal Communications Corporation	1
	Frontier Comm of NY/fka Highland Tel	2
	Frontier Communications of Rochester,Inc	7
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	16
	Genesis Communications International,Inc	1
	Global Crossing Telecommunications, Inc.	2
	IDT Corporate	1
	Intellicall Operator Services Inc.	3
	International Discount Telecommunication	1
	LCI International Telecom Corp.	5
	Lightyear Communications, Inc.	1
	Long Distance Charges,Inc.(Least Cst Rtg	1

**No. of Complaints Received Against Regulated Companies
Between 5/1/02 and 5/31/02**

Long Distance Consolidated Billing Co.	1
MAIN STREET TELEPHONE COMPANY	1
Matrix Telecommunications	1
MCIWorldCom	159
Metromedia Long Distance, Inc.	1
Metropolitan Telecommunications dba MetT	10
National Accounts, Inc.	1
Network Plus, Inc.	8
NextGen Telephone, Inc.	2
NOS Communications Inc.	1
Ontera Broadband	4
Optical Telephone Corporation	12
PaeTec Communications, Inc.	1
PNG Telecommunications, Inc.	1
Primus Telecommunications, Inc.	1
QWest Communications Corporation	4
RCN Telecom Services of New York, Inc.	1
Resdntl Comms. Netwrk of NY dba RCN	6
Sonicraft, Inc.	1
Sprint Communications Company L.P.	45
Tel-Save, Inc. (Talk.com)	19
Tele-Techniques, Inc.	1
Telecom USA	2
Teleport Communications	2
Time Warner AxS of Rochester L.P.	1
TTI National, Inc.	1
United Systems Access Telecom, Inc.	2
VarTec Telecom, Inc.	2
Verizon Communications (LD)	2
Verizon Communications (LEC)	328
Verizon Corp. (payphones)	19
Voice Telephone Company	1
Warwick Valley Telephone	2
Wiltel Inc.	1
Winstar Gateway Network, Inc.	1
WorldCom Network Services, Inc. d/b/a Wi	1
XO New York, Inc.	2
ZTel Communications, Inc.	33
<i>Total Telephone</i>	<hr/> 1102
Water	
Ausable Acres, Inc.(Forever Wild Wtr Co.	1
King Tract Utilities c/o Melohn Properti	1
Knolls Water Co.	1
Long Island Water Corp.	9
Mountain Lodge Park	2
New York American Water Co.	1
Peacock Water Company	1
United Water-New Rochelle	1
United Water-New York	1
<i>Total Water</i>	<hr/> 18
Total Complaints	1569

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *																		
	FULL NAME	1999	2000	2001	2002	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01
6902	1 Com Inc.		3	4														
5049	ACC Buffalo Telecom Corp		1	1									1					
5305	ACC Long Distance Corporation	1		3												1		
6184	ACC National Long Distance Corp			1														
5757	ACC National Telecom Corp.			1								1						
5069	ACC Rochester Telecom Corp.		1															
6250	Access Point Inc			1											1			
6159	Accutel Communications Inc.	4																
6849	ACN Communication Services Inc			4								1						
6984	Adelphia Business Solutions			1									1					
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	27	14	3		1	2			1		1		1		3	
5357	Advanced Telecommunications Ne																	
5324	Affinity Corporation			1														
5688	Affinity Network Inc.	1		1														
6283	Allegiance Telecom of NY Inc.	3	10	36	9		2	3	1	3		4	2			3	2	5
6516	Alliance Group Services Inc		1															
5010	AllTel of New York		1															
5343	Am.Tech. Inc.dba Network Utili	1																
5779	American Business Alliance In	1																
5908	American Long Distance Service Inc.	1																
6323	American Nortel Communications Inc.	60	13	1														
6778	American Phone Services Corp.		4	4	3	1		2									1	
6190	American Private Telephone LLC				1	1												
5A22	American Telecommunications System			1														
5361	America's Tele-Network Corp.	19	15															
6299	Americatel Corporation																	
5984	Americom Inc.		1	2														
5322	Amer-I-Net Services Corporation			1									1					
5689	Ameri-Tel Communications Inc.	1																
6513	AmeriVision Communications Inc.	3																
5805	AT&T Communications of New Yor	70	348	452	259	62	60	46	33	58	36	28	33	35	32	35	25	48
5369	Atlas Communications Ltd.	1			1				1		1							
6459	Big Planet Inc.			1											1			
6140	BridgeCom International LTD			5	2	1	1					1		1		1		
5771	Brittan Communications International C	23	1															
6886	Broadview Networks	63	72	58	44	9	10	10	4	11	5	13	4	2	3	5	3	3
6838	Broadwing Communcations			1									1					
6869	Broadwing Telecommunications Inc			2									1			1		
6111	Business Discount Plan Inc.	6	1	1	1		1											
5776	Business Options Inc.	1	3	1	1			1					1					
5021	Business Telecom dbs BTI Telecom	1																
6426	Buyers United International Inc				2	1				1								
5340	Cable & Wireless Commun. Co.	1		6	1	1					2			1			1	
5949	Cablevision Lightpath Inc.		2		1					1								
6986	Capsule Communications Inc			2	4	1		3					1					
6399	CBS Corporation dba Westinghouse	1																
6646	Choice One Communitcations of NY				2					2								
5A17	Citizens Telecom			2							1							
5693	Coast International Inc.		1															
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		2							1				1			
6143	Commonwealth Telecom	1	3															
5C65	Communicate Technological Systems				28	6	11	3	6	2	8	4						
6593	Communication Express	2																
6372	Communications Billing Inc.	2		1	1			1			1							
5986	Community Network Services Inc			1	1	1							1					
6927	COMTECH 21, LLC			1			1											
6188	Connectamerica, Inc			1	1	1												
6810	Conversent Communications of NY			2										1	1			
6245	Core-Comm New York Inc.	2																
5B87	Covista of New York Inc			5	2			1		1		3	2					

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

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

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01
5820	MCI WorldCom	199	276	257	188	32	50	32	39	35	6	16	8	18	20	13	30	33
5736	MCImetro Access Transmission Svcs		1															
6208	Mercury Marketing Co Ltd			1	1				1							1		
6423	Metro Telecomm. dba METTel	48	22	59	9	1	2	3	1	2	2	6	6	7	4	3	5	7
5435	Metromedia Long Distance Inc.			2	8	1	1	5		1		1		1				
5416	Minimum Rate Pricing	15	1															
5777	National Accounts Inc.			3	2	1			1		1	1			1			
6110	National Telephone & Communications	1																
6441	Nations Tel Inc.	1																
5244	NeTel Inc.	1																
6054	NET-TEL Corp.		1	1	1				1					1				
5385	Network Enhanced Technologies Inc.		1															
5826	Network Plus Inc.	2	38	32	12		3	1	2	6		4	3	2	1	3	4	4
5419	New Century Telecom Inc.	1																
6907	NextGen Telephone			5	33		1	7	9	16	2	3						
6928	Norstar Communications			4	2		2					3		1				
6367	North American Telecommunications Corp	1	1	2														
5832	North American Telephone Network LLC		1	1												1		
5458	NOS Communications Inc.	3		4	1		1				1		1					1
6177	OLS Inc.	1		3							2			1				
5A98	One Step Billing Inc.	2																
5819	OneStar Long Distance Inc.			1												1		
5834	Ontera Broadband			2									2					
6769	Opex Commications, Inc.				2			1	1									
5C61	Optical Telephone Corp			11	39	11	7	5	7	9	7	3	1					
5639	Opticom Corp				1		1											
5763	Phone Calls Inc.	1																
5193	Phone One Inc.		1															
5263	PNG Telecommunications Inc			4	1	1								2		1	1	
5159	PowerNet Communications			1														
5476	Primetel Communications				1				1									
5245	Primus Telecommunications Inc.	4		2	1	1							1			1		
6794	Promise Vision Technology			1								1						
6151	Protel Advantage d/ba/ Long Distance	1																
5463	Protel Inc.	14	4															
6324	PT-1 Communications Inc.		2	2										1	1			
5797	QAI Inc d/b/a Long Distance B	4	2															
5468	Qwest Communications Corporati	21	13	28	16	4	2	3	4	3	1	6	1	2	1	1	1	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
5843	Robtel Inc.				1					1								
6278	RSL Com U.S.A. Inc.	1	1															
6232	SaveMart Com, Inc				1				1									
6933	ServicSense.com Inc.		1	2								1						
5748	Sprint Communications Company	59	35	159	136	30	44	24	15	23	23	17	18	17	22	7	13	9
5478	Starlink Communications L.L.C.	1																
5479	Startec Inc.	1		1	1		1											1
5185	Taconic Telephone																	
6375	Telco Holdings dba Dial & Save	1																
6100	Telco Partners Inc.		1															
5164	Telcom Group USA Inc. d/b/a TelCom	2	1															
5762	Telecom USA				2	1				1								
5167	Telecommunications Service Center Inc.			1														
6288	Telemex/Sprint Communications	1																
6118	Telepath Communications Inc.		2															
6207	Telephone Company of Central Florida			2											1			1
5845	Teleport Communications	3	5															
6469	Telergy Network Services Inc.																	
6345	Teligent Inc				1					1								
5C24	Telis Communicaitons Group Inc			1									1					
6088	Tel-Save Inc dba The Phone Company	17	148	430	63	7	12	10	17	17	14	27	13	35	26	39	46	55

* 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	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	
5B23	TelUno, Inc				2		2												
6654	The Free Netwok 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															
6817	UKI Communications Inc.		1	28	21		4	6	8	3	4	10	2	2			1	1	
5C87	United Systems Access Telecom Inc			2	2	1				1			1	1					
6493	Uni-Tel Communications Group Inc.	1	2	1	1		1										1		
6137	USA Tele Corp.	3																	
6269	USLD Communications Ind				1					1									
6048	USN Communications Long Distance	72	1	3	1					1		2		1					
5101	VarTec Telecom Inc.			2	5	1	1			3	1								
6300	VarTec Telecom Inc. d/b/a Clear Choice																		
5120	Verizon	10	8	32	13	3	2	4	2	2	5	5	1	2	2	1	2	2	
6830	Verizon Advanced Data			1															
6781	Verizon Communications		3	8	6	1	1	1	3				1	2		1	2	1	
6073	Vista Group International Inc.	8																	
6788	Webnet Communications			9	2			1		1	1	1	3	2		1			
5867	Wiltel Inc.	1		1	2				1	1			1						
5303	Winstar Gateway Network Inc.	1																	
5770	Working Assets Funding Service	1		1											1				
5319	World Com Inc dba LDDS World		1	2	2			1		1		1				1			
5203	WorldCom Network Service dba Wil			4													1	1	
6929	XO New York Inc				1			1											
6447	Ztel Communications Inc.	53	160	108	16	2	4	6	3	1	1	5	1		2	8	11	13	
	Complaints Assigned by CPCN	966	1317	1971	1054	198	247	202	182	225	139	176	133	145	135	133	159	195	
	Unassigned Complaints	2	5	6	2			1		1		1				1			2
	Total	968	1322	1977	1056	198	247	203	182	226	139	177	133	145	135	134	159	197	
	* 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.																		
	ON 4/3/02 updated slamming numbers 1/1/00 - 12/31/01																		

* 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)**

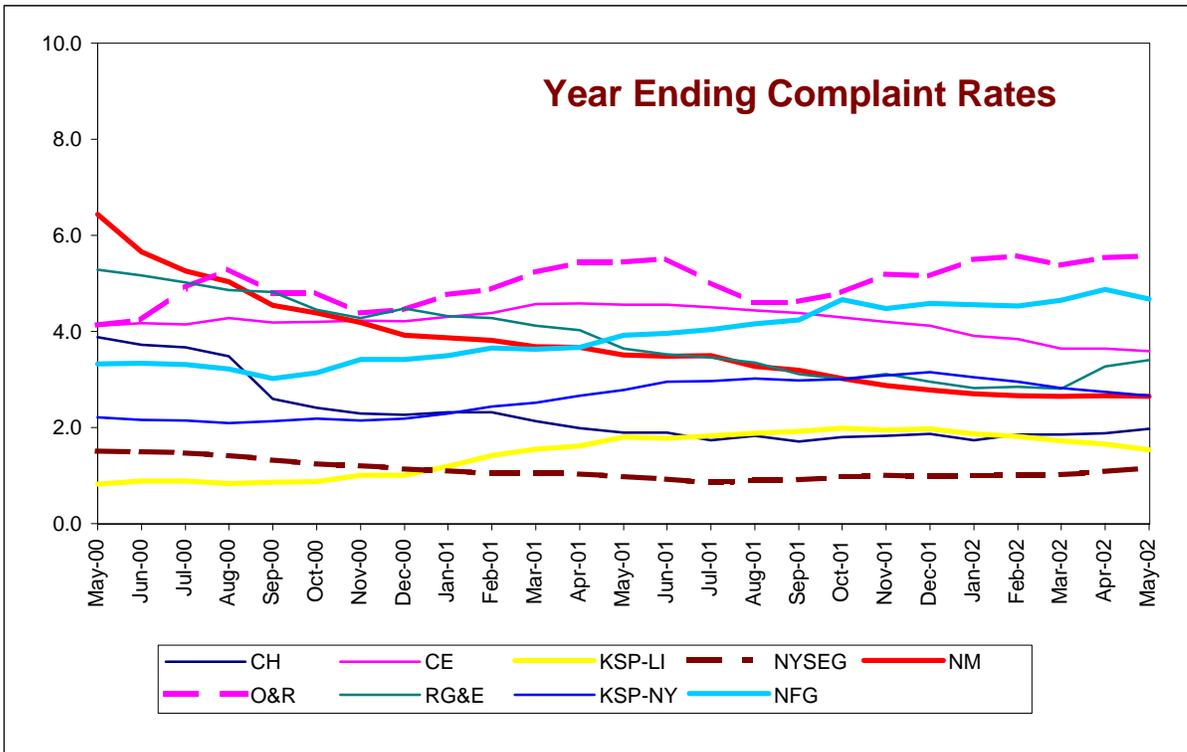
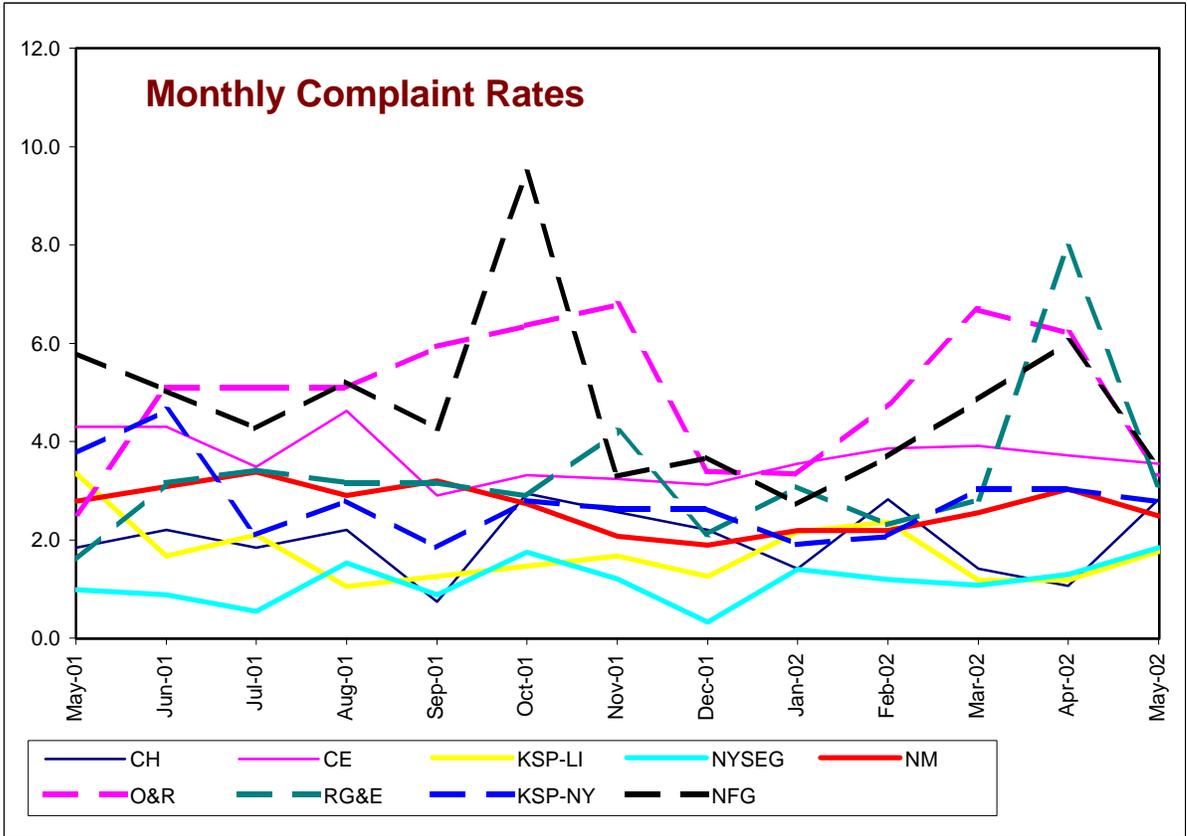
Table of Consumer Contacts filed against ESCO's

CODE	FULL NAME	2000	2001	2002	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov -01	Oct -01	Sep - 01	Aug - 01	Jul-01	Jun-01	May-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
D036	All Energy Marketing Co.		2	1					1				1				
D002	Amerada Hess		7	0									2				2
D113	Brown Fuel, Inc		1	0						1							
D005	Castle Power Corporatoin		1	2	1			1							1		
D086	Con Edison Solutions	81	4	25	5	5	10	3	2								2
D046	Econnergy	198	158	62	11	11	21	7	12	9	15	20	21	9	11	12	15
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
D054	Enron Energy Services		5	8	1	1	5		1			3	1				
D023	Federal Electric & Gas Co.	40	89	0						1	7	6	3		5	10	14
D104	Great Eastern Energy	14	3	2		1		1			1						
D013	Interstate Energy Resources Inc.	11	11	0													
D015	Keyspan Energy Services, Inc.	84	97	48	16	5	5	14	8	6	8	4	9	4	7	10	13
D060	Main-Care Energy		1	0								1					
D107	Metro Energy Group		1	0							1						
D098	Metromedia Energy	13	6	0							1	1					
D018	Mirabito Fuel Group Inc.		1	3	1		2										
D020	Mitchell-Supreme Energy		6	1	1											2	
D021	National Fuel Resources, Inc.		10	55	4	5	21	15	10				1	1	2		1
D023	New York Gas Co, Inc.			4				1	3								
D024	North American Energy	8	19	12	1	2	4	3	2		4	1	2		1	3	1
D026	North Atlantic Utilities Inc.		1	0													
D103	NYSEG Solutions	15	10	0						1		2		2	1		3
D067	PG&E Energy Trading		1	0													
D114	PRO-ENERGY RESOURCES			1					1								
D093	Robison Energy of Westchester	4	0	2	1				1								
D068	Select Energy of New York (aka Plub St)		1	2		1			1	1							
D112	Smart Energy Services		439	976	89	144	220	217	306	165	121	47	10	18	11	13	27
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	43	16	9	9	3	6	7	7	10	9	8	11	13	14
D052	TXU Energy			2			2										
D888	Unassigned Customer Contacts	15	26	13	10			1	2				8			16	1
	Total	693	1231	1277	157	184	305	271	360	196	169	101	72	46	58	86	106

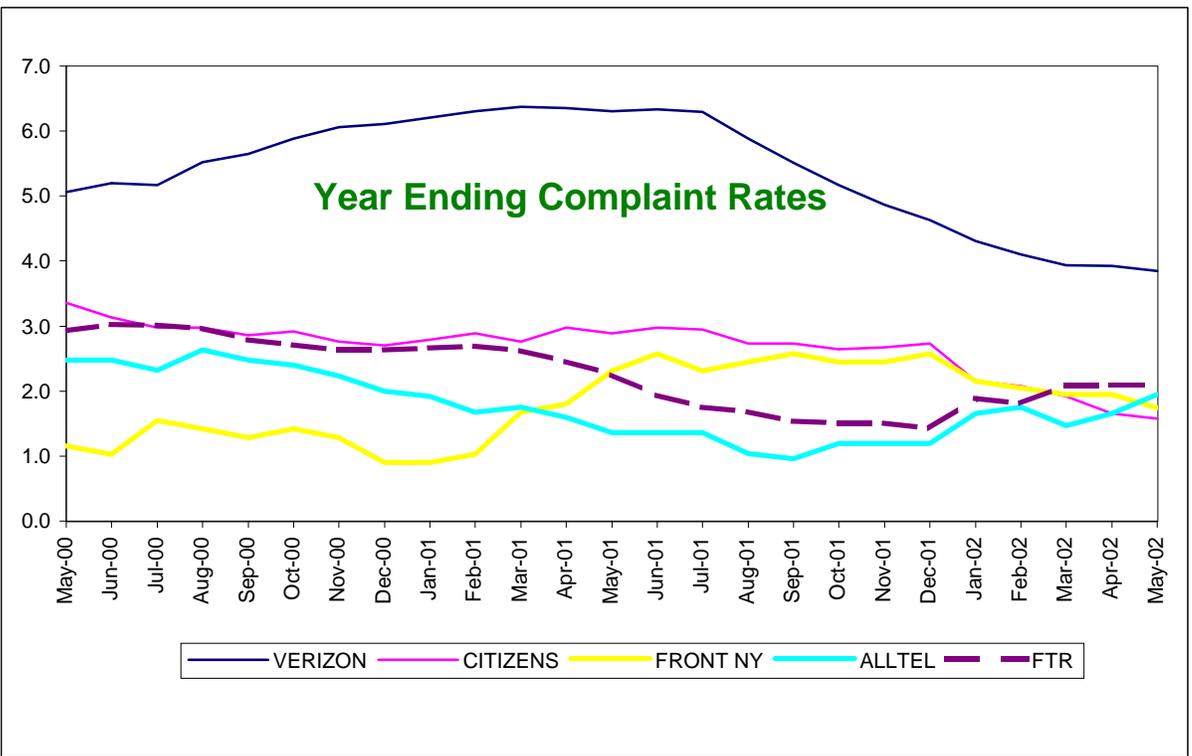
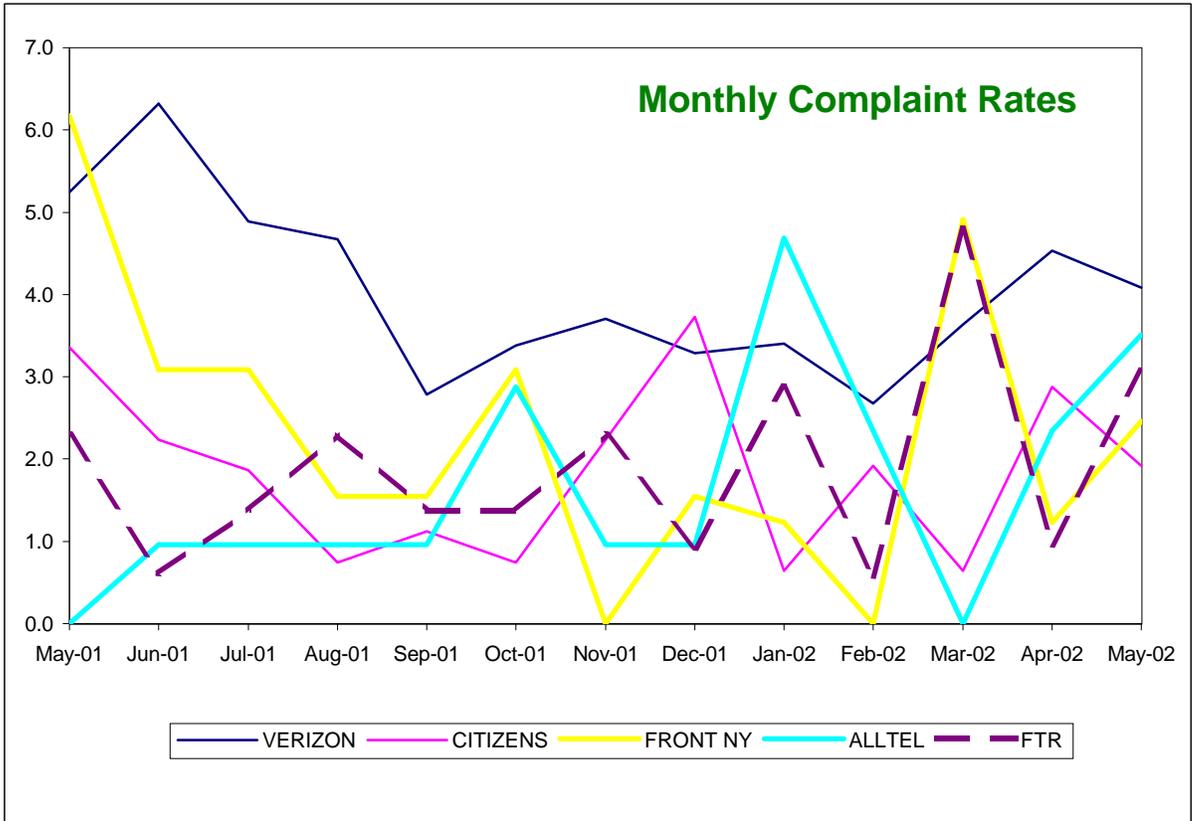
This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions and mediates complaints against ESCO's.

Customers are referred to their contract for resolution guidelines.

MAJOR ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

