

# Monthly Report on Consumer Services



**May 2006**

*William M. Flynn, Chairman*

*Sandra S. Sloane, Director  
Office of Consumer Services*

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# Monthly Report on Consumer Complaint Activity

## May 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

## May 2006

Utility	Apr-06		May-06		12 Month Compl. Rate* May-06
	Rate*	No.	Rate*	No.	
Central Hudson	0.7	2	1.4	4	1.1
Con Edison	1.9	69	2.1	77	2.2
KeySpan of Long Island	0.6	3	1.3	7	0.9
NYSEG	0.6	6	0.2	2	0.4
National Grid	0.7	12	0.9	16	1.0
Orange & Rockland	0.5	1	0.0	0	0.7
RG & E	0.5	2	2.5	10	1.1
KeySpan of New York	1.3	16	1.4	18	1.5
National Fuel Gas	1.0	5	0.8	4	1.1
All other Energy Utilities	N/A	1	N/A	1	N/A
ESCO's	N/A	42	N/A	33	N/A
Verizon	0.1	13	0.2	19	0.3
Citizens Telcom	0.7	2	0.3	1	0.4
Frontier of NY	0.0	0	0.0	0	0.0
Alltel	0.0	0	0.0	0	0.1
Frontier Tel of Rochester	0.4	2	0.0	0	0.3
All VoIP Cos.	N/A	2	N/A	0	N/A
All other LEC's,CLEC's, IXC's	N/A	78	N/A	83	N/A
Adelphia Cable	N/A	0	N/A	0	N/A
Cablevision Systems	N/A	4	N/A	10	N/A
Time-Warner Cable	N/A	4	N/A	8	N/A
All other Cable Cos.	N/A	0	N/A	0	N/A
Long Island Water	1.4	1	2.7	2	1.9
United Water - New Rochelle	0.0	0	13.1	4	3.8
New York Water	0.0	0	4.5	2	2.4
Aquarion Water Co. of New York	0.0	0	0.0	0	0.8
United Water - New York	1.5	1	1.5	1	1.6
All other Water Utilities	N/A	5	N/A	1	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 May 2006

Utility	May 2006 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	0	0%	39	7	18%	1.1	0.2
Con Edison	77	11	14%	974	149	15%	2.2	0.3
KeySpan - LI	7	2	29%	48	9	19%	0.9	0.1
NYSEG	2	0	0%	49	9	18%	0.4	0.1
National Grid	16	3	19%	202	55	27%	1.0	0.3
Orange & Rockland	0	0	#DIV/0!	19	7	37%	0.7	0.3
RG & E	10	3	30%	54	21	39%	1.1	0.4
KeySpan - NY	18	6	33%	226	75	33%	1.5	0.5
National Fuel Gas	4	0	0%	66	20	30%	1.1	0.3

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 May 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	25	0	5.0	5.2	2.0	1.8	2.0	3.2	1.0	10.0
Time Warner - Syracuse Division	9	0	5.0	4.6	2.0	0.0	2.0	4.0	1.0	10.0
Time Warner ResCom of New York,LLC	16	0	5.0	13.0	2.0	0.0	2.0	16.8	0.9	9.9
Verizon Communications (LEC)	344	19	4.4	6.9	2.0	11.8	1.9	8.0	1.0	9.3
Citizens Communications (ILEC)	13	1	4.2	8.2	2.0	4.1	2.0	5.7	1.0	9.2
National Grid, Inc	181	15	4.2	9.9	2.0	11.3	1.9	9.6	1.0	9.1
National Fuel Gas Distribution	43	4	4.1	8.0	2.0	0.7	2.0	7.1	1.0	9.1
MX Energy, Inc	16	1	4.4	13.0	2.0	13.7	1.7	13.0	1.0	9.1
Cablevision of Long Island	21	2	4.0	9.3	2.0	0.0	2.0	11.4	1.0	9.0
Accent Energy Midwest, LLC	102	11	3.9	8.7	2.0	0.0	2.0	4.1	1.0	8.9
New York State Electric & Gas Corp.	81	3	4.6	10.3	2.0	17.2	1.3	7.1	1.0	8.9
Central Hudson Gas & Electric Corp.	32	4	3.8	7.9	2.0	2.4	2.0	5.2	1.0	8.8
IDT Energy, Inc.	34	4	3.8	8.7	2.0	2.2	2.0	19.4	0.9	8.7
Time Warner - New York City Division	49	7	3.6	11.0	2.0	9.2	2.0	8.8	1.0	8.6
U.S. Energy Savings Corp	35	5	3.6	8.3	2.0	6.3	2.0	2.7	1.0	8.6
KeySpan of New York	127	19	3.5	4.3	2.0	2.3	2.0	6.0	1.0	8.5
Rochester Gas & Electric Corp.	117	10	4.1	3.8	2.0	16.1	1.4	14.6	0.9	8.4
Vonage Communications	7	0	5.0	21.2	1.2	0.0	2.0	56.6	0.1	8.3
Broadview Networks, Inc.	16	3	3.1	10.4	2.0	9.8	2.0	0.0	1.0	8.1
IDT America Corp.	17	4	2.6	8.2	2.0	0.0	2.0	18.9	0.9	7.5
MCI	49	13	2.3	12.3	2.0	7.3	2.0	10.8	1.0	7.3
AT&T (C)	99	27	2.3	11.4	2.0	16.0	1.5	8.0	1.0	6.8
KeySpan of Long Island	31	11	1.5	5.3	2.0	3.0	2.0	4.1	1.0	6.5
Cablevision of New York City	18	5	2.2	19.9	1.4	11.0	1.9	5.0	1.0	6.5
Cordia Communications Company	9	3	1.7	8.5	2.0	0.0	2.0	25.5	0.7	6.4
Con Edison of New York	321	81	2.5	16.8	1.7	18.5	1.2	20.4	0.8	6.2
Liberty Power Corp.	8	3	1.2	11.9	2.0	0.0	2.0	15.7	0.9	6.1
Metropolitan Telecommunications	7	3	0.7	4.7	2.0	9.0	2.0	12.3	1.0	5.7
Optimum Voice	8	0	5.0	50.8	0.0	28.5	0.0	52.0	0.2	5.2
Frontier Telephone of Rochester, Inc.	10	0	5.0	9.3	2.0	21.4	0.8	79.9	-3.0	4.8
Long Island American Water	7	2	2.1	42.9	0.0	56.9	0.0	8.2	1.0	3.1
World-Link Solutions, Inc	12	7	0.0	43.0	0.0	190.0	0.0	51.8	0.2	0.2
Trinsic	7	1	3.6	23.1	1.0	0.0	2.0	96.1	-9.0	0.0

## Customer Service Response Index May 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		9		0		69		
ACN Communication Services, Inc.	4	1		12.3		0		131.8		
Adelphia Cable - Buffalo	4	0		19		0		5.7		
Adelphia Cable - Harbor Vue	0	0		19		0		0		
Adelphia Cable - Olean	1	0		1		0		0		
Adelphia Cable - Utica	1	0		0		0		0		
Affinity Network, Inc.	0	0		97		0		0		
Agway Energy Services, LLC.	6	0		2.7		0		2		
Alphaphone Inc.	4	1		5.8		0		44		
America Net, LLC.	0	0		0		0		44		
American Pay Phone, Inc.	0	0		0		0		48		
American Telecom, Inc.	0	0		0		0		164		
American Telecommunications Corporatior	1	0		1		0		0		
AmeriVizion Communications, Inc.	0	0		0		0		152.7		
AMF Telecommunications, Inc.	1	0		0		0		31		
Aquarion Water Company of Sea Cliff	0	0		0		0		85.5		
Arbor Hills Waterworks	3	0		1		0		21		
BAS Communications	0	1		0		0		0		
Bay City Metering	0	1		0		0		6		
BridgeCom International, Ltd.	3	0		10.4		1.3		0		
Broadwing Communications, LLC.	0	0		0		0		133		
BullsEye Telecom, Inc.	1	0		7		0		0		
Business Network Long Distance, Inc.	1	0		14		0		89.8		
Cablevision - MediaOne - Rockland	1	0		14		0		0		
Cablevision - MediaOne - US Cablevision	1	0		10.6		0		0		
Cablevision - MediaOne - Westchester	2	0		10.8		0		0		
Cablevision Lightpath, Inc.	1	1		4		0		0		
Cablevision of Brookhaven	1	0		0		0		7		
Cablevision of Dutchess County	0	1		68		0		0		
Cablevision of Hauppauge	0	0		0		9.1		0		
Cablevision of Rockland	5	0		11.8		4.2		1		
Cablevision of Rockland/Ramapo, Inc.	1	0		0		0		6		
Cablevision of Southern Westchester	4	0		13.4		31.2		0		
Cablevision of Westchester	2	2		20.2		4.4		6		
Cablevision of Yorktown	0	0		13.3		0		0		
Charter Communications	1	0		2		0		0		
Choice One Communications of New York,	4	0		15.7		0		6		
Chronometric Telecommunications, Inc.	0	0		0		0		112		
CIC Communications, Inc.	0	0		0		0		140		
City of Jamestown Board of Public Utilities	1	0		14		0		0		
Cleartel Communications, Inc.	1	0		0		0		56		
Columbia Utilities, LLC	1	2		30.3		0		0		
Comcast Cable of New York - CATV	1	0		0		0		9		
Commerce Energy, Inc	5	1		30		172.8		13.8		
Communications Network Billing, Inc.	1	0		0		0		25		
Con Edison Solutions	2	1		12.4		0		141		
Consumer Telcom, Inc.	1	0		0		0		16		
Convergent Communications, Inc.	1	0		0		0		53.5		
Conversent Communications of New York,	3	1		6.5		0		16.3		
Cooper Square Realty	0	0		0		0		147		
Core-Comm-New York, Inc.	0	0		0		0		236.5		
CornerStone Telephone Company, LLC.	1	0		1		0		72		
Corning Natural Gas Corp.	3	0		7.3		0		0		
Covad Communications Company	1	0		0		0		31.5		
Covista Communications, Inc.	0	0		25		0		45		
CTC Communications Corp.	0	0		0		0		44		
Dara Owners Corp.	0	0		0		0		375.5		
Direct Energy Services LLC	2	0		12		0		0		
ECI Communications, Inc.	0	0		0		0		204		
Econergy	6	1		12.2		0.8		10		
Econotek, LLC	1	0		0		0		7		
Empire One Telecommunications, Inc.	1	0		0		0		8		
Energetix, Inc.	5	0		5		0		0		
Enhanced Communications Group, LLC.	0	0		0		0		58		
Essex Communications, Inc.	0	0		0		0		132		

## Customer Service Response Index May 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>
ETS Payphones, Inc.	0	0		0		0		98		
Eureka Telecom, LLC	1	0		0		0		63.5		
Excel Telecommunications, Inc.	1	0		29		0		0		
Fairfield Towers Condominium Corporation	0	0		0		74.8		70.8		
FFC Energy	0	0		0		0		89.5		
Forest Park Water Co. Inc.	1	0		0		0		85		
Friedlander Water Supply	0	0		0		0		91		
Frontier Communications of NY/fka Highlar	3	0		8		0		0		
Frontier Communications of Rochester, Inc	1	0		0		0		0		
Frontier Communications of Sylvan Lake, I	1	0		5		0		0		
Global Crossing Local Services, Inc.	1	0		1		0		0		
Global Network Comms.	0	0		0		0		283.5		
Granite Telecommunications, LLC	0	0		0		0		185.7		
Great Eastern Energy	1	1		0		0		6		
Hudson Energy Services, LLC	5	0		25		0		32.7		
ILD Telecommunications, Inc.	1	1		6		0		14		
Infinite Energy, Inc.	4	1		11.6		0		1		
InfoHighway Solutions	0	0		0		0		112.3		
Intelecom Solutions, Inc.	2	1		4		0		2		
InterGlobe Communications	0	0		69		0		0		
Interstate Energy Resources Inc.	0	0		0		0		50		
Interstate Gas Supply of New York, Inc.	1	0		0		0		26.5		
ITC Deltacom, Inc.	1	0		0		0		0		
J&N Communications	0	0		0		0		290		
J.D. Water Co. Inc.	3	0		1.5		0		1		
Keyspan Energy Services, Inc.	0	0		0		0		98		
Kiamesha Artesian Spring Water Co., Inc.	0	0		0		0		69		
Knolls Water Co.	1	1		15		0		8		
Lake Joseph Water Co	0	0		0		0		108		
LCI International Telecom Corp.	1	0		15		0		67		
LDC Telecommunications, Inc.	3	0		6		0		54.5		
Level 3 Communications, LLC	1	0		5		0		181		
Long Distance Services of N.Y.	0	0		0		0		119		
McGraw Communications, Inc.	0	0		0		0		96		
MFS Intelenet of N.Y.	0	0		0		0		118		
National Access Long Distance	0	0		0		0		41		
National Aqueous	0	0		0		0		345		
NECC Telecom, Inc.	0	0		0		0		155.5		
New Rochelle Telephone Company	0	1		152.2		0		0		
New York City Public Telephone	0	0		0		0		259		
New York Water Service	5	2		10		16		29.5		
Next Gen Telephone Co.	3	3		9.5		11.8		95.4		
NOW Communications Inc	0	0		0		0		688		
One Call Communications, Inc.	1	0		0		0		14		
One Touch Communications	0	0		11		0		0		
Orchard Hill Water Co.	1	0		0		0		95.2		
PAETEC Communications, Inc.	2	0		14.8		55.9		50.3		
PayPhone Systems, Inc.	0	0		0		0		227		
Phipps House Services, Inc	0	0		0		0		155		
PowerNet Global Communications	1	0		3		0		7		
Primelink, Inc.	0	0		0		0		307		
Primus Telecommunications, Inc.	1	1		8		0		0		
Princeton Cable Co., Inc.	1	0		14		0		0		
Pro Energy Development, LLC.	1	0		3		0		0		
PT-1 Communications, Inc.	1	0		0		0		492		
Pyne Company	0	0		288		0		0		
Qwest Communications Corporation	0	0		14		0		0		
Reconex, Inc. (USTEL/1-800-Reconex)	2	1		4.5		0		0		
Resdntl Comms. Netwrk of NY	3	0		13		0		1		
Robison Energy Of Westchester	0	0		14		0		0		
Rolling Meadows Water Corp.	0	0		0		0		0		
Roosevelt Island Associates	0	0		0		0		76		
Seamless Geoport Communications, Inc.	1	0		2		0		0		
SILV Communcation Inc.	1	0		20		0		35		
Sleepy Hollow Lake Water Co., Inc.	0	0		0		0		23		
SMART CHOICE COMMUNICATIONS, LL	0	1		6		14.2		0		

## Customer Service Response Index May 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>
Spark Energy, L.P.	1	0		8.3		0		0		
Spectrotel, Inc.	2	2		19.2		13.8		65		
Sprint Communications	3	2		10.8		34.4		105.5		
Startec Global Licensing Company	0	0		0		0		106.4		
STRATEGIC ENERGY LLC	3	0		8.7		0		0		
Stuyvesant Energy, LLC	0	0		26		0		0		
Sunrise Ridge Water Company	0	0		0		0		26		
SunRocket, Inc.	0	0		0		0		58		
Supra Telecommunications & Information S	0	0		0		0		332.5		
Taconic Telephone Corp.	0	0		0		0		48		
Talk America, Inc.	3	0		11.6		0		8.5		
TDS Telecom-Oriskany Falls Office	0	0		27		0		0		
Tech Valley Communications	0	0		0		0		227		
TelCove Investment	2	0		154.5		0		9		
Telecarrier Services, Inc.	0	0		49.3		0		0		
Telecon Communications Corp	2	0		0		0		13		
TELEDIAS Communications, Inc.	0	0		0		0		139		
Teletech Inc.	0	0		0		0		120		
Tiffany Mews	0	0		0		0		713		
Time Warner - Albany Division	5	0		11.2		0		13.5		
Time Warner - Binghamton	3	1		4.1		0		0		
Time Warner - Rochester Division	3	0		11.2		0		31.5		
Tristate Bell Inc	3	0		3.5		0		214.8		
Tri-Tel Communications, Inc.	0	0		0		0		161		
U.S. ENERGY PARTNERS II, LLC/ENVIR	0	0		0		0		0		
U.S. Gas & Electric, Inc.	6	2		6.4		0		9		
Underdog Communications Corp.	0	0		0		0		77		
United Telecom, LLC	3	4		13		0		31		
United Water-New Rochelle	4	4		15.2		0		100.4		
United Water-New York	2	1		46.7		0		1.5		
USN Communications Long Distance, Inc.	0	0		0		0		199		
Utility Solutions	0	0		0		0		235.4		
VarTec Telecom, Inc.	5	1		15.2		0		6.3		
Verizon Advanced Data, Inc.	1	0		8.6		0		0		
Verizon Communications (LD)	6	0		17		0		101.8		
Village of Endicott	1	1		1		1.2		13		
Village of Frankfort	0	0		0		0		0		
Village of Freeport Electric	1	0		4		0		0		
Village of Rockville Centre Inc.	0	0		0		0		0		
Village of Springville	1	0		0		0		31		
Western NY Communications, Inc. (Trusty	0	1		0		0		0		
XChange Telecom	4	0		4.7		0		53		
XO Communications, Inc.	0	0		185		0		0		
Xtension Services Inc.	0	0		0		0		195		
Zenith Information System, Inc.	1	0		0		0		22		
Zoom-I-Net Communications, Inc.	0	0		0		0		82		

## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings May 2006**

### **Informal Hearing Cases**

At the end of May, there were 103 cases in the Informal Hearing Unit. During this month, 3 complaints were resolved with pre-hearing mediation, 21 informal hearings were scheduled, 9 hearings were postponed, 11 hearings were held, one complainant failed to appear for his hearing and 14 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 April there were 257 shared meter cases pending (172 SMD & 85 SMU). Thirty-three (33) cases were closed and 51 were opened<sup>1</sup>. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 18 cases, between 26% to 50% in 7 cases and between 51% to 75% in 1 case. In 1 case the assessment was cancelled because the landlord had requested the investigation. In 1 case the appeal to the designee was rejected because it was late.

### **Appeals and Rehearings**

At its May 17, 2006 session, the Commission approved OCS's recommended determinations of 4 appeals and 3 rehearing petitions. Two appeal determinations uphold billing by Con Edison of nonresidential electric customers for unmetered service. Another appeal determination upholds Con Edison's billing of a residential customer for metered electricity. The last appeal determination requires Jamestown Board of Public Utilities to forfeit certain amounts (more limited than those required by the informal decision) because of its failure to promptly initiate electric service for a residential customer. The three rehearing determinations uphold Commission determinations in favor of NYSEG, Verizon, and Con Edison.

Four appeals were accepted for review during May. Two appeals, both by building owners, challenge informal hearing decisions upholding findings by Con Edison that an electric shared meter condition existed at each owner's building. In a third appeal, a foster care boarding program claims entitlement to KeySpan's multiple dwelling rate for gas heating. In a fourth appeal, a residential customer disputes National Grid's billing for electricity.

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<sup>1</sup> Five cases were not SMD and letters were sent in 16 cases because the accounts were not yet billed.

## Table of Consumer Complaints filed against ESCO's

CODE	FULL NAME	2006	May-06	Apr-06	Mar-06	Feb-06	Jan-06
D128	Accent Energy	42	11	15	9	2	5
D105	ACN Energy, Inc.	0	0	0	0	0	0
D001	Agway Energy Services Inc.	2	0	0	0	0	2
D123	All American Gas & Energy	0	0	0	0	0	0
D113	Brown Fuel, Inc	3	0	1	0	1	1
D040	Columbia Utilities (fka Columbia Energy Service	20	2	3	4	7	4
D208	Commerce Energy, Inc.	4	1	1	2	0	0
D086	Con Edison Solutions	2	1	0	0	0	1
D046	Econnergy	8	1	0	1	3	3
D087	Energetix, Inc.	1	0	0	0	1	0
D104	Great Eastern Energy	2	1	0	0	0	1
D120	Hudson Energy Services, Inc.	11	0	3	1	5	2
D177	IDT Energy, Inc.	31	4	4	9	7	7
D167	Infinite Energy, Inc.	8	1	2	3	0	2
D015	Keyspan Energy Services, Inc.	0	0	0	0	0	0
D117	Liberty Power	10	3	1	1	2	3
D018	Mirabito Fuel Group Inc.	2	0	0	2	0	0
D032	MX Energy, Inc. (Total Gas & Electric Energy)	16	1	7	2	3	3
D021	National Fuel Resources, Inc.	0	0	0	0	0	0
D148	NOCO Energy Corp.	0	0	0	0	0	0
D103	NYSEG Solutions	1	0	0	0	1	0
D159	Strategic Energy, LLC	2	0	1	1	0	0
D213	US Energy Savings Corp.	12	5	4	2	0	1
D119	U.S. Gas & Electric, Inc.	7	2	0	3	1	1
D187	Utility Resource Solutions, L.P.	0	0	0	0	0	0
	Total	184	33	42	40	33	36