

Monthly Report on Consumer Complaint Activity



November 2002

Maureen O. Helmer, Chairman

*Catherine W. Black, Director
Office of Consumer Services*

December 16, 2002



Monthly Report on Consumer Complaint Activity

December 2001

Table of Contents

Table of Complaint Rates of Major New York Utilities.....	3
Credit Related Complaints vs. Total (Energy Utilities).....	3
Informal Hearings, Shared Meter Cases, Appeals and Rehearings.....	4
Detail of Complaints Received against All Companies	6
Detail of QRS Cases Received against All Companies	8
Summary of Slamming Complaints by Utility	12
Summary of Customer Contacts recorded against ESCO's.....	16
Graph of Energy Company Complaint Rates	17
Graph of Telephone Company Complaint Rates	18
Graph of Water Company Complaint Rates.....	19

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
November 2002

Utility	Oct-02		Nov-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending Nov-01	12 mos ending Nov-02	% Change	Year-to-date 2001	Year-to-date 2002	% Change	
Central Hudson	1.4	4	0.4	1	60	40	-33.3	55	34	-38.2	1.2
Con Edison	1.0	38	0.9	34	1805	956	-47.0	1664	844	-49.3	2.2
KeySpan of L.I.	0.4	2	0.6	3	112	62	-44.6	107	56	-47.7	1.0
NYSEG	0.1	1	0.4	4	111	76	-31.5	105	73	-30.5	0.7
Niagara Mohawk	0.4	7	0.2	4	581	257	-55.8	532	225	-57.7	1.3
Orange & Rockland	0.0	0	1.0	2	147	68	-53.7	138	60	-56.5	2.7
RG & E	0.3	1	0.5	2	182	88	-51.6	167	80	-52.1	1.9
KeySpan of NY	0.9	10	0.4	5	424	210	-50.5	403	180	-55.3	1.5
National Fuel Gas	0.4	2	0.6	3	278	143	-48.6	265	124	-53.2	2.3
Other Energy Utilities	N/A	0	N/A	4	85	181	112.9	262	184	-29.8	N/A
ESCO's**	N/A	96	N/A	69	1189	2015	69.5	938	1219	30.0	N/A
Verizon	0.4	30	0.5	40	4493	1924	-57.2	4023	1671	-58.5	2.0
Citizens Telcom	0.0	0	0.0	0	86	35	-59.3	78	25	-67.9	0.9
Frontier of NY	1.2	1	0.0	0	19	10	-47.4	19	1	-94.7	1.0
Alltel	0.0	0	1.2	1	15	13	-13.3	14	12	-14.3	1.3
Frontier Tel of Roch.	0.0	0	0.4	2	118	78	-33.9	106	72	-32.1	1.2
Other LEC's	N/A	82	N/A	75	6994	3535	-49.5	6466	3089	-52.2	N/A
DSL Providers	N/A	5	N/A	2	512	111	-78.3	446	94	-78.9	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	16	5	-68.8	16	5	-68.8	N/A
LD Resellers	N/A	5	N/A	6	1133	557	-50.8	964	475	-50.7	N/A
COCOT Vendors	N/A	12	N/A	3	64	97	51.6	63	90	42.9	N/A
Adelphia	N/A	0	N/A	1	162	114	-29.6	148	98	-33.8	N/A
Cablevision Systems	N/A	2	N/A	6	536	298	-44.4	500	253	-49.4	N/A
Time-Warner	N/A	0	N/A	4	708	374	-47.2	664	310	-53.3	N/A
Other Cable Cos.	N/A	4	N/A	4	118	124	5.1	109	115	5.5	N/A
Long Island Water	0.0	0	2.7	2	98	78	-20.4	96	57	-40.6	8.8
UW - New Rochelle	0.0	0	0.0	0	15	10	-33.3	14	8	-42.9	2.7
New York Water	0.0	0	0.0	0	5	6	20.0	4	4	0.0	1.1
New York American	0.0	0	0.0	0	1	1	0.0	1	1	0.0	0.8
UW - New York	1.5	1	0.0	0	32	23	-28.1	29	21	-27.6	2.9
Other Water Utilities	N/A	0	N/A	2	30	31	3.3	29	31	6.9	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.

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

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
New York Energy Utilities
November 2002

Utility	November 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	1	0	0%	40	2	5%	1.2	0.1
Con Edison	34	4	12%	956	197	21%	2.2	0.5
KeySpan - LI	3	0	0%	62	9	15%	1.0	0.2
NYSEG	4	1	25%	76	15	20%	0.7	0.1
Niagara Mohawk	4	3	75%	257	85	33%	1.3	0.4
Orange & Rockland	2	0	0%	68	33	49%	2.7	1.2
RG & E	2	1	50%	88	44	50%	1.9	1.0
KeySpan - NY	5	2	40%	210	62	30%	1.5	0.5
National Fuel Gas	3	1	33%	143	62	43%	2.3	1.0

Informal Hearings, Shared Meter Cases, Appeals and Rehearings **November 2002**

Informal Hearings

As of November 1, 2002, there were 111 cases in the Informal Hearing Unit including 17 pre-hearing reviews. During November, six complaints were resolved with pre-hearing mediation. Seventeen informal hearings were scheduled, six were held, four were postponed and two customers did not appear. Eight informal hearing cases were closed with written decisions and one case was settled.

A decision was rendered this month concerning a landlord's complaint that the shared meter condition found by the utility never existed. Based on discrepancies in the utility's field reports, and the fact that there was no change in consumption following the alleged correction of the shared meter condition, the hearing officer found there had been no shared meter and reversed the charges. The number of incidents of this type of complaint have been increasing lately and in instances where the hearing officer finds a shared meter existed, the landlord typically then files a new shared meter designee complaint requesting a reduction in the 12-month assessment.

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 November there were 232 shared meter complaints pending. Eighteen (18) new complaints were received in November and twenty-two (22) cases were closed. The designee reduced the twelve-month charge in 16 cases. In 10 of those cases the charge was reduced to the minimum of 25% and between 25% - 50% in 6 cases. The twelve-month charge was cancelled in 3 cases due to minimal use, legal impediment and extraordinary cost. In one case the designee granted a 90-day extension.

Appeals and Rehearings

At its November 20, 2002 session, the Commission approved three rehearing determinations recommended by OCS. One determination upholds a Commission appeal determination in favor of two commercial Con Edison electric customers. The other two rehearing determinations upheld decisions by the Commission's designee in shared meter cases.

Five appeals were accepted during November. Two appeals, one from Con Edison and another from one of its nonresidential customers, concern rate classification. Verizon appealed a decision concerning FCC surcharges collected from a commercial customer. In the remaining two appeals, a NYSEG nonresidential customer objected to a request for a security deposit and a Con Edison nonresidential customer questioned charges for electric service. In

addition, cross petitions by Con Edison customers for rehearing of a shared meter decision by the Commission's designee were also accepted.

**No. of Complaints Received Against All Companies
Between 11/1/2002 and 11/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia Cable-International	1
	Cablevision of Long Island	3
	Cablevision of New York City	2
	Cablevision of Southern Westchester	1
	MediaOne - Westchester	1
	RCN of Southeast New York, Inc.	3
	Time Warner - Manhattan	1
	Time Warner - Rensselaer	1
	Time Warner - Rochester	1
	Time Warner - Syracuse	1
Total Cable Complaints		<hr/> 15
DSL	Verizon Advanced Data, Inc.	2
	Total DSL Complaints	<hr/> 2
Electric	Central Hudson Electric & Gas	1
	Con Edison	34
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	4
	Orange & Rockland	2
	Rochester Gas + Electric	1
	SmartEnergy, Inc.	2
	Total Energy, Inc.	1
Total Electric Complaints		<hr/> 49
Gas	Keyspan Energy Services, Inc.	1
	KeySpan of Long Island	3
	KeySpan of New York	5
	National Fuel Gas Distribution	3
	Rochester Gas + Electric	1
Total Gas Complaints		<hr/> 13
Telephone	ADVAMTEL, LLC dba Plan B Communications	1
	Allegiance Telecom of New York, Inc.	2
	AllTel Of New York	1
	AmeriVision Communications, Inc.	1
	AT&T Communications of New York, Inc.	50
	Broadview Networks	1
	Choice One Communications of New York In	2
	Communicate Technological Systems, L.L.C	1
	Cordia Communications Corp	3
	Easy Coin Vending Corp	1
	Frontier Telephone of Rochester, Inc.	2
	MCIWorldCom	16
	Metropolitan Telecommunications dba MetT	2
	National Accounts, Inc.	1
	New York Pay Telephone Company	1
	Norstar Communications, Inc. d/b/a Busin	1
NOS Communications Inc.	2	

**No. of Complaints Received Against All Companies
Between 11/1/2002 and 11/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Optical Telephone Corporation	1
	Resdntl Comms. Netwrk of NY dba RCN	1
	Sprint Communications Company L.P.	1
	Tel-Save, Inc. (Talk.com)	3
	USN Communications Long Distance, Inc.	1
	VarTec Telecom, Inc.	1
	Verizon Communications (LD)	2
	Verizon Communications (LEC)	40
	Verizon Corp. (payphones)	1
	XYZ Utility Company	1
	ZTel Communications, Inc.	1
Total Telephone Complaints		<hr/> 141
Water	Hopewell Service Corp.	1
	Long Island Water Corp.	2
	Mountain Lodge Park	1
Total Water Complaints		<hr/> 4
Total of Complaints from All Services		226

**No. of QRS Cases Received Against All Companies
Between 11/1/2002 and 11/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Cable	Adelphia - Penn Yan	1
	Adelphia Cable - Auburn	1
	Adelphia Cable - Utica	8
	Adelphia Cable-International	12
	Adelphia Cable-Lancaster	3
	Adelphia Cable-Niagara	1
	Cablevision of Dutchess County	3
	Cablevision of Hauppauge (V-CABLE)	2
	Cablevision of Long Island	24
	Cablevision of New York City	35
	Cablevision of Port Chester	1
	Cablevision of Southern Westchester	14
	Cablevision of Westchester	4
	Cablevision of Yorktown	2
	Cablevision-Warwick	1
	Charter Comm. - Plattsburgh	6
	Charter Comm.- Salamanca	1
	Charter Communications	1
	Haefele TV	1
	MediaOne - Rockland	1
	MediaOne - US Cablevision	3
	MediaOne - Westchester	2
	RCN of Southeast New York, Inc.	10
	Time Warner - Albany	2
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	2
	Time Warner - Carthage	1
	Time Warner - Champlain	1
	Time Warner - Fulton	1
	Time Warner - Glens Falls	1
	Time Warner - Jamestown	1
	Time Warner - Kingston	2
	Time Warner - Manhattan	10
	Time Warner - Orange County	6
	Time Warner - Poughkeepsie	2
	Time Warner - Queens	8
	Time Warner - Rensselaer	2
	Time Warner - Rochester	1
	Time Warner - Saratoga	2
	Time Warner - Schenectady	1
	Time Warner - Schoharie	1
	Time Warner - Staten Island	2
	Time Warner - Sullivan County	3
	Time Warner - Syracuse	5
	Time Warner - Troy	3
	Time Warner - Walton	1
	Total Cable QRS Cases	<hr/> 196
DSL	Verizon Advanced Data, Inc.	27
Total DSL QRS Cases		<hr/> 27

**No. of QRS Cases Received Against All Companies
Between 11/1/2002 and 11/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Electric	Central Hudson Electric & Gas	8
	Con Edison	201
	Con Edison Solutions	2
	Econnergy	4
	Energetix, Inc.	1
	Freeport Electric	1
	Jamestown Board of Public Utilities	1
	New York State Electric & Gas	54
	Niagara Mohawk Power Corp	85
	NYSEG Solutions	1
	Orange & Rockland	13
	Rochester Gas + Electric	33
	SmartEnergy, Inc.	31
	Total Energy, Inc.	3
	Village of Angelica	1
Total Electric QRS Cases	<hr/> 439	
Gas	Con Edison	23
	Keyspan Energy Services, Inc.	11
	KeySpan of Long Island	10
	KeySpan of New York	31
	National Fuel Gas Distribution	31
	National Fuel Resources	1
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	11
	Rochester Gas + Electric	8
	Total Energy, Inc.	2
Total Gas QRS Cases	<hr/> 131	
Other	Public Service Commission	1
	Total Other QRS Cases	<hr/> 1
Prepaid	Telecorp Of America	1
	Total Prepaid QRS Cases	<hr/> 1
Steam	Con Edison	1
	Total Steam QRS Cases	<hr/> 1
Telephone	ACN Communication Services, Inc.	2
	ADVAMTEL, LLC dba Plan B Communications	1
	Allegiance Telecom of New York, Inc.	11
	AlITel Of New York	9
	American Phone Services, Corp.	1
	Americas Digital Satellite Telephone	1
	AmeriVision Communications, Inc.	1
	ARC Networks, Inc.	1
	AT&T Communications of New York, Inc.	360
	Broadview Networks	35

**No. of QRS Cases Received Against All Companies
Between 11/1/2002 and 11/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Business Options, Inc.	1
	Cable & Wireless Commun. Co.	1
	Cablevision Lightpath, Inc.	1
	Choice One Communications of New York In	5
	Citizens Telecom	23
	Communicate Technological Systems, L.L.C	9
	Conversent Communications of New York, L	1
	Cordia Communications Corp	1
	Covista of New York, Inc.	2
	CTC Communications Corp.	2
	Direct American Marketers, Inc. d/b/a D	1
	eLink Telecommunications, Inc.	1
	Empire One Telecommunications, Inc.	2
	Empire Telephone	1
	Essex Communications, Inc.	1
	Excel Telecommunications Inc.	3
	Focal Communications Corporation	1
	Frontier Comm of NY/fka Highland Tel	3
	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Communications of Rochester, Inc	1
	Frontier LD America	1
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	26
	Global Crossing Telecommunications, Inc.	1
	GNC Public Communications	1
	Intellicall Operator Services Inc.	6
	International Discount Telecommunication	1
	LCI International Telecom Corp.	2
	MAIN STREET TELEPHONE COMPANY	2
	MCIWorldCom	195
	Mercury Marketing Company Ltd.	2
	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications dba MetT	9
	MFS Telephone of New York, Inc.	1
	Mid Atlantic Telecom, Inc.	1
	National Accounts, Inc.	1
	Network Enhanced Technologies, Inc.	1
	NOS Communications Inc.	5
	NOW Communications, Inc.	1
	Optical Communications Group Inc.	1
	Optical Telephone Corporation	1
	PNG Telecommunications, Inc.	1
	Primus Telecommunications, Inc.	1
	QWest Communications Corporation	2
	RCN Long Distance Company	1
	RCN Telecom Services of New York, Inc.	3
	Resdntl Comms. Netwrk of NY dba RCN	8
	Sprint Communications Company L.P.	48
	Taconic Telephone	1
	Tel-Save, Inc. (Talk.com)	13
	Teleport Communications	1
	Time Warner AxS of Rochester L.P.	1
	Time Warner Telecommunications	1

**No. of QRS Cases Received Against All Companies
Between 11/1/2002 and 11/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Tristate Bell Inc.	2
	UKI Communications, Inc.	2
	United Systems Access Telecom, Inc.	3
	USLD Communications, Inc.	1
	USN Communications Long Distance, Inc.	2
	VarTec Telecom, Inc.	3
	Verizon Communications (LD)	21
	Verizon Communications (LEC)	507
	Verizon Corp. (payphones)	8
	Warwick Valley Long Distance Company, In	1
	Warwick Valley Telephone	1
	Wiltel Inc.	1
	World Communications & Information Corp.	1
	World-Link Inc.	1
	WorldCom Network Services, Inc. d/b/a Wi	1
	XYZ Utility Company	1
	ZTel Communications, Inc.	37
Total Telephone QRS Cases		<hr/> 1417
Water	Forest Park Water Company	1
	Long Island Water Corp.	8
	Mountain Lodge Park	1
	New York Water Service	2
	Rand Water CP - Dogwood Knolls	1
	United Water-New Rochelle	6
	United Water-New York	2
	Warwick Water Company	1
Total Water QRS cases		<hr/> 22
Total QRS Cases for All Services		2235

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01
6902	1 Com Inc.		3	4														
5049	ACC Buffalo Telecom Corp		1	1														
5305	ACC Long Distance Corporation	1		3														
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											1		
6159	Accutel Communications Inc.	4																
6849	ACN Communication Services Inc			4														1
6984	Adelphia Business Solutions			1														
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	27	14	1								1				1	
5357	Advanced Telecommunications Ne																	
5324	Affinity Corporation			1														
5688	Affinity Network Inc.	1		1														
6283	Allegiance Telecom of NY Inc.	3	10	36	4								1	1		2		4
6516	Alliance Group Services Inc		1															
5010	AllTel of New York		1															
5343	Am.Tech. Inc.dba Network Utili	1																
5779	American Business Alliance In	1																
5908	American Long Distance Service Inc.	1																
6323	American Nortel Communications Inc.	60	13	1														
6778	American Phone Services Corp.		4	4														
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														
5689	Ameri-Tel Communications Inc.	1																
6513	AmeriVision Communications Inc.	3																
5805	AT&T Communications of New Yor	70	348	452	187				1	3		39	45	34	22	43	36	28
5369	Atlas Communications Ltd.	1			1										1		1	
6459	Big Planet Inc.			1														
6140	BridgeCom International LTD			5	1								1					1
5771	Brittan Communications International C	23	1															
6886	Broadview Networks	63	72	58	26					1	8	2	6	3	6	5		13
6838	Broadwing Communcations			1														
6869	Broadwing Telecommunications Inc			2														
6111	Business Discount Plan Inc.	6	1	1	1								1					
5776	Business Options Inc.	1	3	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	2							1		1			2	
5949	Cablevision Lightpath Inc.		2		1											1		
6986	Capsule Communications Inc			2	1							1						
6399	CBS Corporation dba Westinghouse	1																
6646	Choice One Communitcations of NY				3	1										2	2	
5A17	Citizens Telecom			2													1	
5693	Coast International Inc.		1															
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		2													1	
6143	Commonwealth Telecom	1	3															
5C65	Communicate Technological Systems				27							6	8	4	6	3	8	4
6593	Communication Express	2																
6372	Communications Billing Inc.	2		1	1									1			1	
5986	Community Network Services Inc			1	1							1						
6927	COMTECH 21, LLC				1								1					
6188	Connectamerica, Inc																	
6810	Conversent Communications of NY			2														
6245	Core-Comm New York Inc.	2																
5B87	Covista of New York Inc			5	2									1		1		3
6260	CTC Communications Corp.		1	1														

* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01
5559	CTN Telephone Network, Inc.			1														
6536	CTSI, Inc																	
6651	Direct America Marketers			1													1	
5997	Eclipse Telecommunications Inc																	
6672	Econo-o-Call Inc.		6	6														
5215	Econophone Inc.	2	2		1							1						
6112	ELDS, Inc				2										2			
5137	Empire One Telecommunications			2	3			1								2		
5982	Equal Net Communications Inc.		1															
5198	EqualNet Corporation	1	1															
6659	erbia Network Inc.		1															
6748	Essential.com Inc.		14	3														
6912	Essex Communications DBA Elec		10	20	4								2		1	1	2	3
6369	Essex Communications Inc			1														
5382	Excel Telecommunications Inc.	10	6	12	4					1					2	1	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														
5176	Frontier Communications of Rochester				1						1							
5401	Frontier Communs. Services (fk	6																
5192	Frontier L.D. America	1																
5823	Frontier Local Services, Inc.			1														
5A41	Frontier Telephone of Rochester Inc.	1		1	1							1						
5573	Genesis Communications International			2	2							1			1			
6826	Global Crossing Telecommunications			5	3							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						
5345	Inet Interactive Network System Inc.			1														
6156	Inmark Inc. dba Preferred Billing	10	4	1														
6095	Integrated Teleservices Inc.		1															
5624	Intellicall Operator Services Inc.	1		6	10							1	3	3		3	3	2
5408	IntelliCom Solutions Inc																	
6440	International Communication Services Inc				1								1					
5114	International Discount Telecommunications			4	3			1					1		1			
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		1							1						
6913	Jirehcom Inc																	
5292	Key Communication Management Inc.	12	4															
5980	L.D. Services Inc.	3			1									1				
6268	LCI International Inc.	2																
5078	LCI International Telecom Corp	8	4	10	7								1	1	2	3	1	1
5268	LDC Telecommunications Inc.	2																
5909	LDM Systems Inc.	1																
5339	LEAST COST ROUTING			4	4									3		1	2	
5854	Least Cost Routing Inc. dba Long Dist	4																
5036	Lightyear Communications Inc	1	1	4	1							1						
6690	Long Distance Consolidated Billing Co				1							1						
5904	Long Distance Direct, Inc				1										1			
5A09	Long Distance of Michigan			2														
5749	Long Distance Services of N.Y.	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														
5820	MCI WorldCom	199	276	257	60		3			1	1	13	14	9	13	6	6	16

* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01
5736	MCImetro Access Transmission Svs		1															
6208	Mercury Marketing Co Ltd			1	1										1			
6423	Metro Telecomm. dba METTel	48	22	59	5							1	1	2		1	2	6
5435	Metromedia Long Distance Inc.			2	4							1	1	1		1		1
5416	Minimum Rate Pricing	15	1															
5777	National Accounts Inc.			3	4							1	2		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			
5385	Network Enhanced Technologies Inc.		1															
5826	Network Plus Inc.	2	38	32	4								3			1		4
5419	New Century Telecom Inc.	1																
6907	NextGen Telephone			5	19								1	7	5	6	2	3
6928	Norstar Communications			4	2								2					3
6367	North American Telecommunications Corp	1	1	2														
5832	North American Telephone Network LLC		1	1														
5458	NOS Communications Inc.	3		4	2								1	1			1	
6177	OLS Inc.	1		3													2	
5A98	One Step Billing Inc.	2																
5819	OneStar Long Distance Inc.			1														
5834	Ontera Broadband			2														
6768	OpenTel Communications Inc.				1								1					
6769	Opex Commcations, Inc.				3									1	1	1		
5C61	Optical Telephone Corp			11	35				1			7	7	7	5	8	7	3
5639	Opticom Corp				1								1					
5763	Phone Calls Inc.	1																
5193	Phone One Inc.		1															
5263	PNG Telecommunications Inc			4														
5159	PowerNet Communications			1														
5476	Primetel Communications				1										1			
5245	Primus Telecommunications Inc.	4		2	2							2						
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														
5797	QAI Inc d/b/a Long Distance B	4	2															
5468	Qwest Communications Corporati	21	13	28	7							2	2		1	2	1	6
6316	RCN Long Distance Company		1															
5A13	RCN Telecom Services of NY Inc.	5	2	1	1									1				
5558	Residential Communications Network of	2	2	5														1
5843	Robtel Inc.				1											1		
6278	RSL Com U.S.A. Inc.	1	1															
6232	SaveMart Com, Inc				1										1			
6933	ServicSense.com Inc.		1	2														1
5D57	Silverleaf Communications Inc				1								1					
5748	Sprint Communications Company	59	35	159	107					1	2	22	31	16	13	22	23	17
5478	Starlink Communications L.L.C.	1																
5479	Startec Inc.	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														
5845	Teleport Communications	3	5															
6469	Telergy Network Services Inc.																	
6345	Teligent Inc				1											1		
5C24	Telis Communicaitons Group Inc			1	1								1					

* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01
6088	Tel-Save Inc dba The Phone Company	17	148	430	38					1		6	7	7	7	10	14	27
5B23	TelUno, Inc				6								2	1	1	2		
6654	The Free Netwrok LLC			2														
5939	The Furst Group Inc.		1															
5499	TI Nat Telecom dba TI World Te	1																
5515	Total - Tel USA Inc.			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	20					1			3	5	9	2	4	10
5C87	United Systems Access Telecom Inc			2	1							1						
6493	Uni-Tel Communications Group Inc.	1	2	1	2								1		1			
6137	USA Tele Corp.	3																
6269	USLD Communications Ind																	
6048	USN Communications Long Distance	72	1	3														2
5101	VarTec Telecom Inc.			2	4							1	1			2	1	
6300	VarTec Telecom Inc. d/b/a Clear Choice																	
5120	Verizon	10	8	32	14							4	1	4	3	2	5	5
6830	Verizon Advanced Data			1														
6781	Verizon Communications		3	8	6							1	1	1	3			
6073	Vista Group International Inc.	8																
6788	Webnet Communications			9	3								1	1		1	1	1
5867	Wiltel Inc.	1		1	2										1	1		
5303	Winstar Gateway Network Inc.	1																
5770	Working Assets Funding Service	1		1														
5319	World Com Inc dba LDDS World		1	2	2									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	6							1	1	2	1	1	1	5
	Complaints Assigned by CPCN	966	1317	1973	693	1	3	1	2	7	6	132	160	126	112	143	141	176
	Unassigned Complaints	2	5	6	6								3	1		2		1
	Total	968	1322	1979	698	1	3	1	2	7	6	132	163	127	112	145	141	177

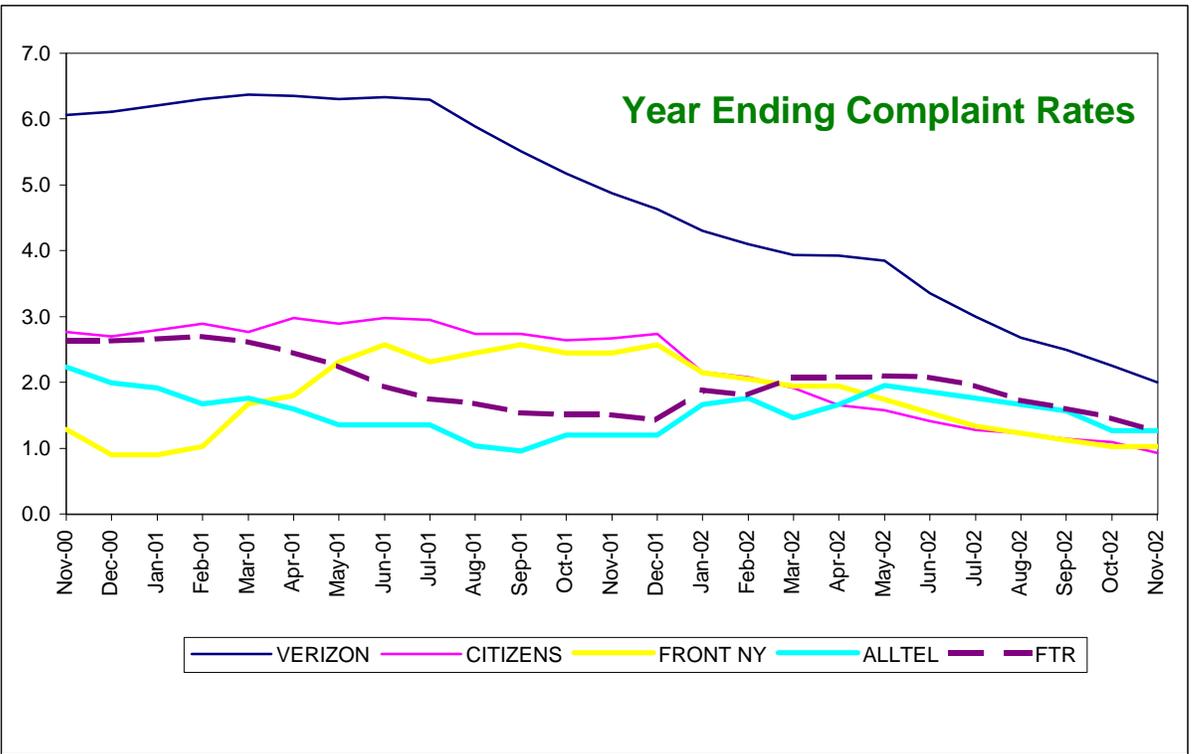
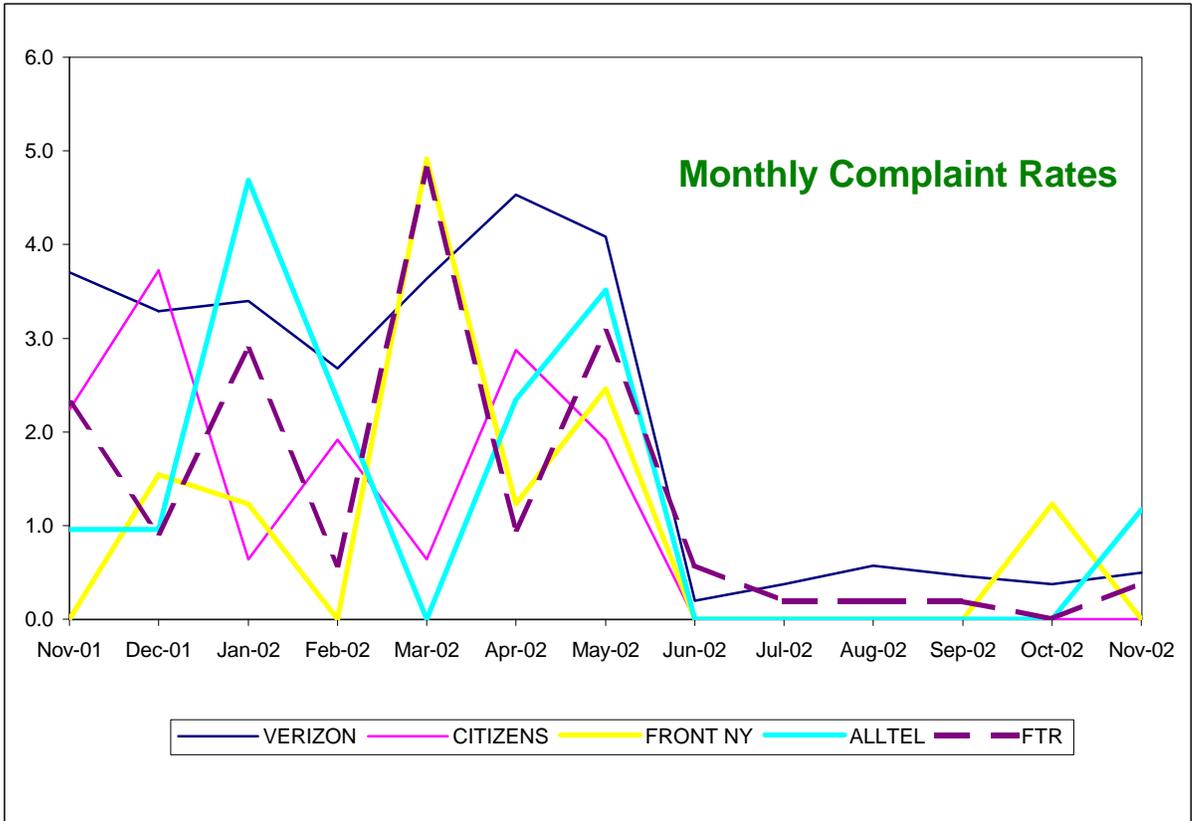
* After reported slamming cases are analyzed, the numbers are adjusted.

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

CODE	FULL NAME	2000	2001	2002	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov -01
D108	1st Rochdale Coop Group		2	1						1						2	
D105	ACN Energy, Inc.	18	3	1									1				1
D078	Advantage Energy Inc.	2	0	3						1				1	1		
D084	AES Energy	2	1	0													
D001	Agway Energy Services Inc.	13	17	15	1	3			3	1			3	2	2	1	1
D036	All Energy Marketing Co.		2	1											1		
D002	Amerada Hess		7	0													
D113	Brown Fuel, Inc		1	0												1	
D005	Castle Power Corporatoin		1	2							1			1			
D086	Con Edison Solutions	81	4	47	2	6	1	7	4	2	5	5	10	3	2		
D046	Econnergy	198	158	112	4	10	8	8	9	11	11	11	21	7	12	9	15
D047	Empire Natural Gas Corp		2	0													
D087	Energetix, Inc.	16	148	16	1	1	1	4	2	2			2	2	1	2	2
D054	Enron Energy Services		5	9		1					1	1	5		1		
D023	Federal Electric & Gas Co.	40	89	0												1	7
D104	Great Eastern Energy	14	3	3		1						1		1			1
D013	Interstate Energy Resources Inc.	11	11	2			1			1							
D015	Keyspan Energy Services, Inc.	84	97	134	14	14	6	17	26	9	16	5	5	14	8	6	8
D060	Main-Care Energy		1	0													
D107	Metro Energy Group		1	0													1
D098	Metromedia Energy	13	6	1						1							1
D018	Mirabito Fuel Group Inc.		1	3							1		2				
D020	Mitchell-Supreme Energy		6	3	1	1					1						
D021	National Fuel Resources, Inc.		10	75	1	1	3	4	5	6	4	5	21	15	10		
D023	New York Gas Co, Inc.			4										1	3		
D024	North American Energy	8	19	20		2	4	1		1	1	2	4	3	2		4
D026	North Atlantic Utilities Inc.		1	0													
D103	NYSEG Solutions	15	10	3	1				2								1
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	1219	36	40	32	45	45	45	89	144	220	217	306	165	121
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Gas & Electric	158	158	111	7	9	7	11	21	13	16	9	9	3	6	7	7
D052	TXU Energy			2									2				
D888	Unassigned Customer Contacts	15	26	27	1	7	1	3	2		10			1	2		
	Total	693	1231	1819	69	96	64	100	119	94	157	184	305	271	360	196	169

Not all ESCO's listed above are currently operating in New York. OCS answers questions and mediates complaints against ESCO's. Customers are referred to their contract for resolution guidelines.

MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

