

# Monthly Report on Consumer Complaint Activity



**November 2005**

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*December 12, 2005*



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# If You Have a Complaint About Your Utility Service

The Office of Consumer Services (OCS) takes all utility consumer matters seriously, including complaints. When you contact our office with a complaint about a utility or other service provider, we take immediate steps through our Quick Response System (QRS) to address your concerns.

## The QRS Process

**We Contact Your Utility** - In an effort to ensure that utilities fulfill their obligation to provide effective customer service, we first ask the utility to contact you and resolve your concerns.

**Your Utility Contacts You** - As directed by OCS, the utility will contact you to:

- Discuss your concerns
- Provide you with the name and telephone number of a utility representative to call if you need further assistance
- Give you a date by which the company will get back to you about your concerns

**You Maintain Contact With Your Utility** - All future correspondence will come directly from the utility. If you have questions regarding your case please call your utility representative.

## The Follow-up

**Contact us if:**

- ◆ The utility does not contact you
- ◆ The utility does not provide its response to you within a reasonable timeframe
- ◆ The matter remains unresolved

If you have any questions regarding the process for addressing your concerns outlined above, please contact us at 1-800-342-3377.

# Customer Service Response Index

## Quick Reference Guide

In order to measure the effectiveness of each service provider's performance concerning issues brought to our attention by their customers the Office of Consumer Services has developed a Customer Service Response Index (CSRI). This index is reported on a monthly basis to compare the level of service and responsiveness delivered by each service provider under the Commission's jurisdiction. The CSRI is determined by measuring the following four metrics:

*The Consumer Satisfaction Metric (CSM)*; a ratio of the number of complaints to the number of QRS cases in the reporting month. All customer contacts begin as QRS cases. A complaint is recorded as a result of the customer being dissatisfied with the service provider's resolution of a case which was handled as a QRS case. A CSM score of 5 points are awarded when a service provider receives no complaints during the reporting month. There is no score awarded if a service provider satisfies less than 50% of the customers that the PSC refers to them.

*The QRS Response Time Metric (QRM)*; the average number of days it took the service provider to respond to QRS cases closed in the reporting month. A QRM score of 2 points is awarded when a provider's average response time for QRS cases is 14 days or less. The response time on each case is calculated by subtracting the response date from the date the case was opened. The average response time for each service provider is calculated by adding all the response times for QRS cases closed in the reporting month and dividing by the number of QRS cases closed that month. No points are earned if the average response time for QRS cases is more than 28 days (twice the acceptable reply standard).

*The SRS Response Time Metric (SRM)*; the average number of days it took to respond to SRS cases closed in the reporting month. An SRM score of 2 points is awarded when a service provider's average response time for SRS cases is 10 days or less. The response time on each case is calculated by subtracting the SRS response date from the date the SRS case was opened. The SRM average response time for each provider is calculated by adding all the response times for SRS cases closed in the reporting month and dividing by the number of SRS cases closed that month. If the case was in rebuttal status (a request by staff for additional information subsequent to a service providers initial reply), the response time will be calculated by subtracting the response date from the date the case was rebutted by staff. No points are earned if the average response time for SRS cases is more than 25 days (two weeks past due).

*The Pending Case Metric (PCM)*; the average age of all cases awaiting response, determined on the last day of the reporting month. A PCM score of 1 point is awarded when a service providers' average age of cases is 14 days or less. The age of each case is determined by subtracting the last day of the reporting month from the date opened on all cases awaiting a utility response. The PCM average is calculated by adding the age of all pending cases at the months end and dividing by the number of open cases. No points are earned if the average age of cases exceeds 70 days (two months delinquent) and a negative score is applied and if the average age is between 70 and 90 days.

The final CSRI score is the sum of the four metrics. Complete CSRI data is posted for those service providers that average 10 or more QRS cases per month. For all other service providers, the performance in each area is reported monthly less the actual CSRI measure. The volume of activity for these companies would result in significant fluctuations on a month to month basis. These fluctuations may result in the reader reaching an inaccurate conclusion as to a service providers performance.

# COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES

## November 2005

Utility	Oct-05		Nov-05		Annual Complaint Volume			12 Month Compl. Rate* Nov-05
	Rate*	No.	Rate*	No.	12 mos ending		% Change	
					Nov-04	Nov-05		
Central Hudson	0.3	1	3.4	10	29	40	37.9	1.0
Con Edison	1.7	62	2.3	85	777	848	9.1	1.8
KeySpan of L.I.	1.0	5	0.8	4	47	46	-2.1	0.7
NYSEG	0.3	3	0.6	6	42	38	-9.5	0.3
National Grid	1.1	19	1.1	18	312	232	-25.6	1.2
Orange & Rockland	0.5	1	0.5	1	29	24	-17.2	1.0
RG & E	1.3	5	0.3	1	74	49	-33.8	1.1
KeySpan of NY	1.2	15	1.6	20	172	220	27.9	1.5
National Fuel Gas	1.8	9	0.4	2	79	62	-21.5	1.1
Other Energy Utilities	N/A	1	N/A	2	N/A	32	#VALUE!	N/A
ESCO's	N/A	120	N/A	124	N/A	855	#VALUE!	N/A
Verizon	0.4	35	0.4	40	536	389	-27.4	0.3
Citizens Telcom	0.7	2	0.0	0	16	19	18.8	0.5
Frontier of NY	0.0	0	0.0	0	11	7	-36.4	0.8
Alltel	1.2	1	0.0	0	3	2	-33.3	0.2
Frontier Tel of Roch.	0.4	2	0.0	0	23	17	-26.1	0.3
Other LEC's,CLEC's, IXC's, VoIP	N/A	186	N/A	109	N/A	2098	#VALUE!	N/A
DSL Providers	N/A	0	N/A	0	N/A	25	#VALUE!	N/A
Adelphia	N/A	0	N/A	2	26	21	-19.2	N/A
Cablevision Systems	N/A	8	N/A	6	153	146	-4.6	N/A
Time-Warner	N/A	10	N/A	12	139	154	10.8	N/A
Other Cable Cos.	N/A	0	N/A	2	N/A	31	#VALUE!	N/A
Long Island Water	1.4	1	5.5	4	2	12	500.0	1.4
UW - New Rochelle	0.0	0	0.0	0	13	6	-53.8	1.6
New York Water	0.0	0	2.3	1	4	8	100.0	1.5
Aquarion of NY/New York Americ	0.0	0	0.0	0	0	1	0.0	0.8
UW - New York	2.9	2	4.4	3	5	11	120.0	1.3
Other Water Utilities	N/A	2	N/A	0	N/A	11	#VALUE!	N/A

All complaint rates are based on 2004 customer populations.

\* - Complaints per 100,000 customer accounts

## CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

### Major New York Energy Utilities

### November 2005

Utility	November 2005 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	3	300%	40	10	25%	1.0	0.3
Con Edison	62	15	24%	819	145	18%	1.8	0.3
KeySpan - LI	5	1	20%	46	10	22%	0.7	0.2
NYSEG	3	2	67%	38	10	26%	0.3	0.1
National Grid	19	2	11%	236	68	29%	1.2	0.3
Orange & Rockland	1	0	0%	26	10	38%	1.0	0.4
RG & E	5	1	20%	52	21	40%	1.1	0.4
KeySpan - NY	15	4	27%	217	72	33%	1.5	0.5
National Fuel Gas	9	1	11%	66	23	35%	1.1	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 to non-payment.

## Customer Service Response Index November 2005

<b>Service Provider</b>	<b>QRS Cases</b>	<b>SRS Compl.</b>	<b>CSM Index</b>	<b>Avg. QRS Response</b>	<b>QTM Index</b>	<b>Avg. SRS Response</b>	<b>SRM Index</b>	<b>Avg. Age of Cases</b>	<b>PCM Index</b>	<b>CSRI</b>
Cablevision of Long Island	21	0	5	8.3	2	10	2	2.8	1	10
Frontier Telephone of Rochester, Inc.	13	0	5	3.1	2	0	2	1	1	10
Optimum Voice	10	0	5	10.7	2	2.1	2	5.4	1	10
Corning Natural Gas Corp.	9	0	5	5.1	2	0	2	0	1	10
Sprint Communications	9	0	5	11.9	2	8.5	2	8.5	1	10
Citizens Communications (ILEC)	7	0	5	5.6	2	4.8	2	8	1	10
Rochester Gas & Electric Corp.	54	1	4.8	3.6	2	12.1	1.8	10.3	1	9.6
National Fuel Gas Distribution	52	2	4.6	9.8	2	3.6	2	2.9	1	9.6
Econnergy	11	0	5	12.1	2	15.4	1.5	10.7	1	9.5
IDT Energy, Inc.	18	1	4.4	3.4	2	0	2	10	1	9.4
Verizon Communications (PayPhones)	16	1	4.4	11.5	2	4.3	2	10.3	1	9.4
Orange & Rockland	13	1	4.2	2.7	2	7.1	2	10	1	9.2
New York State Electric & Gas Corp.	64	6	4.1	5.9	2	6.5	2	8.1	1	9.1
Verizon Communications (LEC)	396	40	4	9.3	2	12.2	1.8	9.6	1	8.8
Time Warner - New York City Division	65	8	3.8	10.4	2	0	2	6.4	1	8.8
Verizon Communications (LD)	8	1	3.8	12.8	2	0	2	10.3	1	8.8
Time Warner - Rochester Division	8	1	3.8	8	2	0	2	20.7	0.8	8.6
Accent Energy Midwest, LLC	31	5	3.4	7.4	2	0	2	10	1	8.4
KeySpan of Long Island	31	5	3.4	3.3	2	4.6	2	4	1	8.4
Cablevision of New York City	27	4	3.5	14.3	1.9	8.7	2	6	1	8.4
Time Warner - Binghamton	6	1	3.3	3.3	2	0	2	0	1	8.3
Time Warner - Syracuse Division	6	1	3.3	3.7	2	0	2	0	1	8.3
National Grid, Inc.	141	19	3.7	16.4	1.7	12.5	1.8	20.9	0.8	8
Hudson Energy Services, LLC	11	2	3.2	8.7	2	0	2	21.3	0.8	8
MCI	106	21	3	11.4	2	12	1.9	12.2	1	7.9
Long Island American Water	19	4	2.9	7.4	2	0	2	11.6	1	7.9
AT&T (C)	150	34	2.7	8.3	2	6.4	2	8.2	1	7.7
BridgeCom International, Ltd.	6	1	3.3	9.8	2	0	2	60.2	0	7.3
Cordia Communications Company	22	6	2.3	6.4	2	1	2	21.7	0.8	7.1
Central Hudson Gas & Electric Corp.	29	10	1.6	14	2	7.5	2	4.9	1	6.6
Time Warner - Albany Division	8	1	3.8	13.5	2	133.1	0	28	0.7	6.5
Time Warner ResCom of New York,LLC	6	1	3.3	9.8	2	42.4	0	0	1	6.3
KeySpan of New York	98	20	3	8.6	2	23.2	0.4	26.7	0.7	6.1
Broadview Networks, Inc.	21	6	2.1	11	2	18.6	1.2	25.8	0.7	6
IDT America Corp.	33	14	0.8	10.6	2	8	2	7.2	1	5.8
Liberty Power Corp.	20	7	1.5	12.6	2	0	2	50.7	0.2	5.7
World-Link Solutions, Inc	6	2	1.7	19.2	1.4	13.8	1.7	30.7	0.6	5.4
Con Edison of New York	405	86	2.9	19.7	1.4	24.5	0.2	21.7	0.8	5.3
MX Energy, Inc	11	6	0	16	1.8	0	2	15.4	0.9	4.7

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<b>Service Provider</b>	<b>QRS Cases</b>	<b>SRS Compl.</b>	<b>CSM Index</b>	<b>Avg. QRS Response</b>	<b>QTM Index</b>	<b>Avg. SRS Response</b>	<b>SRM Index</b>	<b>Avg. Age of Cases</b>	<b>PCM Index</b>	<b>CSRI</b>
Acceris Communications, Inc.	1	0		262		0		64		
Access Network Services, Inc.	0	0		13		0		0		
ACN Communication Services, Inc.	3	0		18.5		0		61.8		
ACN Energy, Inc.	1	1		16.5		0		0		
Adelphia Cable - Aurora	1	0		2		0		0		
Adelphia Cable - Buffalo	4	0		8		0		3		
Adelphia Cable - Niagara	2	1		2		0		30		
Adelphia Cable - Utica	3	1		9.4		0		0		
Agway Energy Services, LLC.	1	0		8		0		8		
Airmont Construction Corp.	0	0		0		0		0		
Allegiance Telecom of New York, Inc.	0	0		6		0		0		
Alliance Group Services, Inc.	1	0		0		0		1		
AllTel Communications, Inc.	3	0		7		4		0		
AllTel of New York	3	0		0.3		0		0		
Alphaphone Inc.	1	0		0		75.8		0		
American Long Lines, Inc.	0	0		0		17.8		0		
Americatel Corporation	0	0		0		0		31		
AmeriVision Communications, Inc.	1	0		0		0		6		
AMF Telecommunications, Inc.	0	0		0		0		92.5		
Arbor Hills Waterworks	0	0		0		0		0		
ARC Networks, Inc.	1	0		0		0		43.3		
Armstrong Telephone Company - New York	1	0		8		0		0		
BAS Communications	0	0		4		0		0		
Bath Municipal Electric & Gas	0	1		22		0		10		
Bonville Water Co. Inc.	0	0		0		0		73		
Briar Joy Development Corp.	1	0		0		0		8		
Brown's Fuel	1	0		9		0		0		
BullsEye Telecom, Inc.	4	1		25		0		0		
Business Network Long Distance, Inc.	3	0		53		0		12.3		
Cablevision - MediaOne - Westchester	3	0		0		0		7		
Cablevision of Brookhaven	1	0		4		0		0		
Cablevision of Dutchess County	2	0		3.1		0		2		
Cablevision of Hauppauge	0	1		13.9		0		0		
Cablevision of Riverhead	0	0		0		0		0		
Cablevision of Rockland	3	1		7.3		0		1		
Cablevision of Southern Westchester	2	0		5.5		0		0		
Cablevision of Westchester	4	0		10.7		6.1		5		
Cablevision of Yorktown	1	0		7.9		0		0		
Callicoon Water Company, The	0	0		0		0		0		
Chain Lakes Cablevision	1	1		46.5		0		8		
Charter Communications	1	0		54.5		0		0		
Chazy & Westport Telephone Corp.	0	0		0		146.7		0		
Choice One Communications of New York, Inc	3	0		12.6		0		0		
City of Jamestown Board of Public Utilities	2	0		6		0		0		
Cleartel Communications, Inc.	4	0		95.5		0		13.3		
Columbia Energy Services Company	2	1		4		0		0		
Communications Network Billing, Inc.	0	0		0		0		38		
Con Edison Solutions	3	0		3.3		0		3		
Conserve	0	0		0		0		170		
Convergent Communications, Inc.	0	0		13		0		0		
Conversent Communications of New York, LLC	5	2		15.3		0		32		
Core-Comm-New York, Inc.	0	0		0		0		54.5		
Covad Communications Company	0	0		5		0		0		
Covista Communications, Inc.	4	2		15		6.1		55.7		
CTC Communications Corp.	0	0		15		0		0		
Dara Owners Corp.	0	0		0		0		421		
Datone Communications	0	0		0		0		34		
ECl Communications, Inc.	1	0		0		0		22		
Edwards Telephone	1	0		4		0		0		
El-Mar Communication Co.	1	0		7		0		0		
Empire One Telecommunications, Inc.	1	0		3		0		0		
Empire Telephone Corp.	1	1		1		0		0		
Energetix, Inc.	2	0		7		0		2		
ETS Payphones, Inc.	1	0		20		0		0		
Excel Telecommunications, Inc.	1	1		21.7		0		2		
Fairfield Towers Condominium Corporation	0	1		0		0		59.2		
Featherwood Water Works, Inc.	0	0		28		0		0		

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## Customer Service Response Index November 2005

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Frontier Communications of AuSable Valley	0	0		0		0.2		0		
Frontier Communications of NY/fka Highland T	3	0		6.6		0		0		
Frontier Communications of Rochester, Inc.	0	0		0		0		0		
Frontier Communications of Seneca-Gorham, I	1	0		0		0		0		
Global Network Comms.	0	0		0		0		250		
GNC Public Communications	0	0		0		0		290.5		
Granite Telecommunications, LLC	1	0		0		0		37		
Haefele TV	0	0		51		0		0		
Huntington Atrium Communications, LLC.	0	0		29		0		0		
ILD Telecommunications, Inc.	1	0		0		0		0		
Infinite Energy, Inc.	0	0		14.5		0		0		
Intelecom Solutions, Inc.	1	0		5		0		0		
J&N Communications	0	0		0		0		108		
Keyspan Energy Services, Inc.	0	0		0		0		38		
LCI International Telecom Corp.	2	0		3.5		0		9		
LDC Telecommunications, Inc.	0	0		0		0		167		
Legacy Long Distance International, Inc.	0	0		0		63.2		0		
Lightyear Network Solutions, LLC.	0	0		14		0		0		
Local Phone Company	0	0		62		0		0		
M & L Milevoi	0	0		0		29.2		170		
Mahopac Water Company Inc.	0	0		0		0		126		
Massena Electric Department	1	0		0		0		0		
McGraw Communications, Inc.	1	0		0		0		14		
Metromedia Long Distance, Inc.	1	0		0		0		1		
Metropolitan Telecommunications	5	2		5.7		2.7		13		
Mid Hudson Cablevision, Inc.	1	0		7		0		0		
Mountain Lodge Park Water Corp.	0	0		0		0		176		
MTG Communications, Inc	0	0		0		0		418		
National Aqueous	0	0		0		0		387		
National Fuel Resources	1	0		0		0		25		
Network Billing Systems, LLC	0	0		9		0		0		
New Century Telecom, Inc.	1	0		1		0		0		
New Rochelle Telephone Company	2	2		186.1		69.6		119		
New York City Public Telephone	0	0		0		0		77		
New York Coin Telephone Company, Inc.	0	0		0		0		50		
New York Water Service	5	3		10.6		3.1		11.3		
Newport Telephone Company, Inc.	0	0		8		0		0		
Next Gen Telephone Co.	3	0		0.5		0		58.7		
Nexus Payphones	0	1		0		349.9		0		
NOCO ENERGY CORP.	1	0		0		0		28		
Northwood Water Company, Inc.	1	0		2		0		0		
NOW Communications Inc	0	0		0		0		506		
NYSEG Solutions, Inc.	2	0		7		0		2		
OLYMPIC POWER, INC.	0	0		0		0		231		
One Call Communications, Inc.	4	0		19.7		0		4.5		
Orchard Hill Water Co.	0	0		0		0		122		
PAETEC Communications, Inc.	1	1		1		0		50		
PayPhone Systems, Inc.	0	0		0		0		45		
Phone Management Enterprises, Inc.	0	0		0		0		213		
PowerNet Global Communications	4	0		1.8		0		0		
Primelink, Inc.	0	0		0		0		125		
PT-1 Communications, Inc.	0	0		0		0		552.5		
Pyne Company	0	0		0		0		172.5		
Qwest Communications Corporation	0	0		14		0		0		
Reconex, Inc. (USTEL/1-800-Reconex)	1	1		27.7		0		14		
Resdntl Comms. Netwrk of NY	4	0		12		0		8		
SBC Long Distance, LLC d/b/a SBC Long Dist:	1	0		7		0		0		
ServiSense.com, Inc.	0	0		0		0		389		
Spectrotel, Inc.	3	1		32.2		0		6		
Startec Global Licensing Company	0	0		15		0		0		
STRATEGIC ENERGY LLC	1	0		5		0		0		
Supercade Amusements Inc	0	0		0		141		0		
Supra Telecommunications & Information Syst	1	0		0		0		101.3		
SusCom Communications - CATV	2	1		3.3		9.1		0		
SusCom Communications - LEC	0	0		27.7		0		0		
Taconic Long Distance Service Corp.	1	0		0		0		23		
Taconic Telephone Corp.	2	0		18.8		0		0		

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Talk America, Inc.	3	1		13.8		0		21		
TDS Telecom-Port Byron Office	1	0		1		0		0		
Tech Valley Communications	0	0		0		0		45		
TelCove Investment	1	0		15		0		120		
Telecarrier Services, Inc.	4	0		108.4		63.3		75.2		
Telecom USA	0	0		11.1		0		0		
Telecon Communications Corp	4	1		139.2		0		23		
Teletch Inc.	0	0		0		0		113		
Tiffany Mews	0	0		0		0		531		
Trinsic	5	0		17		0		39		
Tristate Bell Inc	3	1		6		0		84		
Tri-Tel Communications, Inc.	0	0		64		0		0		
U.S. Gas & Electric, Inc.	6	0		8.6		0		16		
U.S. Energy Savings Corp	1	1		8		0		1		
United Systems Access Telecom	1	1		37		0		32		
United Telecom, LLC	1	0		1		0		42		
United Water-New Rochelle	3	0		22.3		0		27.6		
United Water-New York	5	1		1		0		28.7		
USA Datanet Corporation	1	0		0		0		1		
USN Communications Long Distance, Inc.	2	0		0		0		97.5		
Utility Solutions	2	2		7		0		113.8		
VarTec Telecom, Inc.	1	1		14		0		0		
Verizon Advanced Data, Inc.	1	0		2.1		0		0		
Village of Frankfort	2	1		4.5		0		0		
Village of Freeport Electric	2	0		0		0		2		
Village of Ilion	1	0		21.5		0		0		
Village of Rockville Centre Inc.	1	0		5		0		0		
Vonage Communications	3	1		22		0		56.1		
Warwick Valley Telephone Company	0	0		105		0		0		
Warwick Water Company	0	0		0		10.8		0		
Western NY Communications, Inc. (Trusty Pay	1	0		0		0		41		
WorldLink Communications, Inc.	1	0		0		0		8		
XChange Telecom	3	2		7.8		0		14		
XO Communications, Inc.	3	1		12		0		9		
Xtension Services Inc.	1	0		0		0		13		
Zoom-I-Net Communications, Inc.	1	0		57		0		14		

## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings November 2005**

### **Informal Hearing Cases**

At the end of November, there were 105 cases in the Informal Hearing Unit. During this month, 3 complaints were resolved with pre-hearing mediation, 20 informal hearings were scheduled, 7 hearings were postponed, one complainant failed to appear for her hearing, 2 complainants withdrew their complaints, 10 hearings were held and 7 informal hearing cases were closed with either a written decision or 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 October there were 192 shared meter complaints pending (135 SMD & 57 SMU). Thirty-six (36) cases were closed<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, 26% to 50% in 9 cases and between 51% to 75% in 1 case. In 1 case, the landlord was responsible for the bills after he was established on record for the shared meter. In another case, the landlord was held responsible for the shared area charges, but not for the assessment, since it was determined he initiated the investigation. In 1 case the shared use was minimal and the designee rendered a decision because the landlord and tenant were unable to negotiate a mutually acceptable agreement. In 1 case, the twelve month assessment billed to the landlord was cancelled due to theft-of-service by a third party. The twelve-month assessment billed to the landlord was sustained in 1 case and cancelled in 1 case due to the shared use being minimal.

### **Appeals and Rehearings**

At its November 28, 2005 session, the Commission approved OCS's recommended determinations of 2 appeals. One appeal determination upholds Verizon's billing of a commercial customer for 2 telephone lines. The other appeal determination directs KeySpan to remove unmetered service billing from a residential gas customer's account because the billing was not adequately supported. In addition, during November, 1 appeal and 1 rehearing were resolved by the parties.

In November, 2 appeals were accepted for review. One appeal, by a commercial Con Edison customer, concerns alleged overbilling for gas service. Another appeal, by a commercial customer of Jamestown Board of Public Utilities, concerns termination of electric service for nonpayment of arrears transferred from a prior account. The other appeal, by Warwick Valley Telephone Company, concerns a service reconnection charge applied to a residential customer's account.

A total of 11 rehearing petitions were accepted for review during November. Two petitions, 1 from a Verizon customer and 1 from a Con Edison customer, seek rehearing of appeal determinations. The other 10 petitions seek rehearing of decisions by the Commission's designee for shared meter matters; 7 involve Con Edison electric service, and 2 involve gas service supplied, respectively, by Central Hudson and KeySpan.

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<sup>1</sup>Two out of the 36 cases were not SMD and were returned to TCR.

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

CODE	FULL NAME	2004	2005	Nov-05	Oct-05	Sep-05	Aug-05	Jul-05	Jun-05	May-05	Apr-05	Mar-05	Feb-05	Jan-05	Dec-04	Nov-04
D108	1st Rochdale Coop Group	2	0	0	0											
D128	Accent Energy	3	204	31	49	43	30	39	24	19						3
D105	ACN Energy, Inc.	3	14	1	1	0	0	3	2		2	6			1	
D001	Agway Energy Services Inc.	12	8	1	1	2	0			1	1	1	2	3	4	
D123	All American Gas & Energy	0	1	0	1											
D036	All Energy Marketing Co.	1	0	0	0	0	0									
D113	Brown Fuel, Inc	0	3	1	1	1	0						1			
D005	Castle Power Corporatoin	1	0	0	0	0	0									
D040	Columbia Energy Services Co.	10	12	2	0	1	3			3		4	1	1		
D208	Commerce Energy, Inc.	0	2	0	0	2										
D086	Con Edison Solutions	18	6	3	2	0	0	1	1			1	1		3	
D131	Crown Energy Services, Inc.	0	1	0	0	1										
D046	Econnergy	221	137	11	16	16	8		16	16	21	26	18	34	21	6
D047	Empire Natural Gas Corp	0	1	0	0	0	0		1							
D087	Energetix, Inc.	71	21	2	2	1	1	7	2		1	2	5	6	5	1
D137	Energy Service Providers, Inc.	0	2	0	0	0	2									
D138	FFC Energy	1	0	0	0	0	0									1
D104	Great Eastern Energy	4	5	0	1	0	0	1			1		2			
D`120	Hudson Energy Services, Inc.	0	6	11	2	2	2									
D177	IDT Energy, Inc.	0	20	18	6	6	5	2	1							
D167	Infinite Energy, Inc.	0	3	0	2	0	1									
D015	Keyspan Energy Services, Inc.	50	3	0	0	0	2			1					1	3
D117	Liberty Power	2	72	20	22	25	10	2	8	5						2
D107	Metro Energy Group	1	0	0	0	0	0									
D018	Mirabito Fuel Group Inc.	3	2	0	0	0	0			2						
D020	Mitchell-Supreme Energy	5	0	0	0	0	0									1
D032	MX Energy, Inc. (Total Gas & Electric (Er	23	38	11	6	9	5	1	3	5	1	5	3	3	2	3
D021	National Fuel Resources, Inc.	4	2	1	1	0	0		1							
D148	NOCO Energy Corp.			1												
D024	North American Energy	3	4	0	0	0	0	1		1			2	3		
D103	NYSEG Solutions	8	45	2	6	7	3	7	6	3	6	5	2	2	2	1
D067	PG&E Energy Trading	1	0	0	0	0	0									
D114	PRO-ENERGY RESOURCES	1	2	0	0	0	0			1		1			1	
D093	Robison Energy of Westchester	1	2	0	0	0	1			1						
D159	Strategic Energy, LLC	0	3	1	1	1	0		1							
D118	US Energy Partners, LLC	1	2	0	0	0	0		1	1						1
D213	US Energy Savings Corp.			1												
D119	U.S. Gas & Electric, Inc.	0	1	6	0	1										
D888	Unassigned Customer Contacts	7	6	0	0	0	0			2	1		3	5	6	
	<b>Total</b>	<b>457</b>	<b>809</b>	<b>124</b>	<b>120</b>	<b>118</b>	<b>73</b>	<b>64</b>	<b>67</b>	<b>61</b>	<b>34</b>	<b>51</b>	<b>40</b>	<b>57</b>	<b>46</b>	<b>22</b>

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