

# Monthly Report on Consumer Services



**November 2006**

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# Monthly Report on Consumer Complaint Activity

## November 2006

### Table of Contents

If You Have a Complaint About Your Utility Service .....	3
Customer Service Response Index (Quick Reference Guide) .....	4
Table of Complaint Rates of Major New York Utilities .....	5
Customer Service Response Index .....	6
Informal Hearings, Shared Meter Cases, Appeals and Rehearings .....	10
Summary of Consumer Complaints recorded against ESCO's .....	11



# 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 2006

Utility	Oct-06		Nov-06		12 Month Compl. Rate* Nov-06
	Rate*	No.	Rate*	No.	
Central Hudson	0.0	0	2.7	8	0.9
Con Edison	2.6	95	2.6	96	2.3
KeySpan of Long Island	0.8	4	0.4	2	0.7
NYSEG	1.5	14	0.7	7	1.0
National Grid	0.9	16	1.1	19	1.0
Orange & Rockland	1.4	3	1.9	4	0.8
RG & E	1.3	5	2.0	8	1.2
KeySpan of New York	1.2	15	1.4	17	1.3
National Fuel Gas	0.4	2	0.6	3	0.8
All other Energy Utilities	N/A	2	N/A	1	N/A
ESCO's	N/A	40	N/A	46	N/A
Verizon	0.4	35	0.5	50	0.4
Citizens Telcom	0.3	1	0.3	1	0.4
Frontier of NY	0.0	0	0.0	0	0.1
Alltel	0.0	0	1.2	1	0.1
Frontier Tel of Rochester	0.0	0	0.9	4	0.4
All VoIP Cos.	N/A	0	N/A	0	N/A
All other LEC's,CLEC's, IXC's	N/A	83	N/A	84	N/A
Adelphia Cable	N/A	2	N/A	2	N/A
Cablevision Systems	N/A	9	N/A	3	N/A
Time-Warner Cable	N/A	18	N/A	12	N/A
All other Cable Cos.	N/A	2	N/A	0	N/A
Long Island Water	0.0	0	0.0	0	1.3
United Water - New Rochelle	0.0	0	6.5	2	4.1
New York Water	2.3	1	2.3	1	2.8
Aquarion Water Co. of New York	0.0	0	0.0	0	0.0
United Water - New York	1.5	1	1.5	1	1.3
All other Water Utilities	N/A	0	N/A	1	N/A

All complaint rates are based on Dec. 2005 customer populations. Updates occur in December.

\* - 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.

## Customer Service Response Index November 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>
Comcast Cable of New York - CATV	10	0	5.0	0.5	2.0	0.8	2.0	14.0	1.0	10.0
Cablevision of Long Island	14	0	5.0	12.7	2.0	10.1	1.9	23.8	0.8	9.7
Time Warner - Albany Division	18	0	5.0	9.2	2.0	0.2	2.0	43.6	0.4	9.4
Citizens Communications (ILEC)	12	1	4.2	9.0	2.0	2.9	2.0	7.4	1.0	9.2
National Fuel Gas Distribution	33	3	4.1	9.4	2.0	6.7	2.0	7.9	1.0	9.1
Verizon Communications (LEC)	541	50	4.1	7.6	2.0	8.7	2.0	14.3	0.9	9.0
Accent Energy Midwest, LLC	58	5	4.1	6.3	2.0	0.1	2.0	19.3	0.9	9.0
KeySpan of Long Island	17	2	3.8	3.1	2.0	3.4	2.0	9.0	1.0	8.8
New York State Electric & Gas Corp.	83	7	4.2	10.4	2.0	15.5	1.5	11.5	1.0	8.7
Sprint Communications	9	1	3.9	9.6	2.0	0.0	2.0	26.7	0.7	8.6
Orange & Rockland	25	4	3.4	8.1	2.0	1.6	2.0	1.2	1.0	8.4
Broadview Networks	18	3	3.3	1.9	2.0	0.9	2.0	11.7	1.0	8.3
National Grid, Inc	147	19	3.7	13.6	2.0	15.1	1.5	14.7	0.9	8.1
STRATEGIC ENERGY LLC	6	1	3.3	8.5	2.0	0.0	2.0	24.2	0.8	8.1
AT&T (C)	122	22	3.2	6.6	2.0	5.2	2.0	22.7	0.8	8.0
Econnergy	7	1	3.6	4.0	2.0	18.0	1.3	4.3	1.0	7.9
KeySpan of New York	80	17	2.9	6.8	2.0	5.4	2.0	17.0	0.9	7.8
U.S. Energy Savings Corp	48	10	2.9	14.7	1.9	7.7	2.0	8.2	1.0	7.8
Rochester Gas & Electric Corp.	45	8	3.2	6.3	2.0	13.1	1.7	19.8	0.9	7.8
IDT Energy, Inc.	39	6	3.5	13.7	2.0	5.4	2.0	48.7	0.3	7.8
Cablevision of New York City	9	2	2.8	7.8	2.0	11.3	1.9	7.0	1.0	7.7
MCI	73	13	3.2	6.9	2.0	6.2	2.0	40.5	0.4	7.6
Time Warner - Buffalo	23	4	3.3	15.0	1.9	2.8	2.0	43.7	0.4	7.6
My Tel Co, Inc.	13	3	2.7	6.3	2.0	0.8	2.0	21.3	0.8	7.5
Taconic Telephone Corp.	7	2	2.1	4.3	2.0	0.0	2.0	10.0	1.0	7.1
BridgeCom International, Ltd.	8	1	3.8	5.7	2.0	25.0	0.2	0.0	1.0	7.0
Cordia Communications Corp	14	4	2.1	9.0	2.0	0.0	2.0	31.1	0.6	6.7
IDT America, Corp.	27	10	1.3	5.9	2.0	5.4	2.0	14.1	0.9	6.2
Con Edison of New York	486	96	3.0	16.8	1.7	22.6	0.6	24.8	0.8	6.1
Hudson Energy Services, LLC	21	7	1.7	8.8	2.0	10.8	1.9	46.6	0.3	5.9
Frontier Telephone of Rochester, Inc.	16	4	2.5	26.7	0.4	7.2	2.0	13.3	1.0	5.9
Liberty Power Corp.	18	7	1.1	16.0	1.8	0.0	2.0	16.7	0.9	5.8
Time Warner - New York City Division	73	10	3.6	20.9	1.3	58.5	0.0	35.0	0.6	5.5
VarTec Telecom, Inc.	7	3	0.7	7.1	2.0	12.9	1.8	9.0	1.0	5.5
Central Hudson Gas & Electric Corp.	16	8	0.0	13.6	2.0	11.8	1.9	13.1	1.0	4.9
Next Gen Telephone Co.	7	5	0.0	8.8	2.0	0.1	2.0	87.8	-7.0	0.0

## Customer Service Response Index November 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Frontier Communications of NY/fka High	6	0		6.5		0.0		9.5		
Time Warner - Rochester Division	6	0		2.1		0.0		26.0		
World-Link Solutions, Inc	6	0		4.8		0.0		24.2		
Columbia Utilities, LLC	5	4		4.7		0.1		0.0		
XChange Telecom	5	2		28.2		0.0		16.2		
Cablevision of Westchester	5	1		12.1		5.9		6.5		
Covista Communications, Inc.	5	1		12.3		0.0		26.2		
Trinsic	5	1		9.8		9.5		5.7		
Corning Natural Gas Corp.	5	0		5.2		0.0		2.0		
Infinite Energy, Inc.	5	0		16.8		0.0		3.0		
Long Island American Water	5	0		6.0		0.0		60.3		
Time Warner - Binghamton	5	0		4.7		0.0		22.0		
Time Warner - Syracuse Division	5	0		3.0		15.9		3.0		
Consumer Telcom, Inc.	4	2		13.8		0.8		2.0		
Spark Energy, L.P.	4	2		18.2		0.0		30.2		
CTC Communications Corp.	4	1		4.5		0.3		30.8		
United Water-New York	4	1		26.0		0.0		42.7		
Optimum Voice	4	0		12.3		0.0		44.2		
United Water-New Rochelle	3	2		2.0		0.0		34.2		
PAETEC Communications, Inc.	3	1		38.4		5.9		43.5		
Startec Global Licensing Company	3	1		2.0		0.0		17.0		
Time Warner ResCom of New York,LLC	3	1		16.2		27.2		124.0		
Verizon Communications (PayPhones)	3	1		4.7		8.9		0.0		
Windstream Communications, Inc.	3	1		6.0		0.0		7.0		
Adelphia Cable - Utica	3	0		2.5		0.0		37.5		
Energetix, Inc.	3	0		3.5		0.0		6.5		
Metropolitan Telecommunications	3	0		10.4		0.0		1.0		
Telecon Communications Corp	3	0		3.5		0.0		23.5		
Utility Resource Solutions, L.P.	3	0		13.0		0.0		18.4		
Verizon Communications (LD)	3	0		18.5		0.0		51.3		
XO Communications, Inc.	3	0		15.3		0.0		8.0		
Excel Telecommunications, Inc.	2	2		10.0		0.2		3.0		
Intelecom Solutions, Inc.	2	2		14.0		56.5		2.7		
United Telecom, LLC	2	2		0.5		0.0		11.0		
Cleartel Communications, Inc.	2	1		2.0		0.0		72.8		
Warwick Valley Telephone Company	2	1		8.0		0.0		9.5		
American Telecommunications Corporat	2	0		9.0		0.0		11.5		
Cablevision of Southern Westchester	2	0		0.0		9.8		4.0		
Con Edison Solutions	2	0		2.0		0.0		0.0		
Huntington Atrium Communications, LLC	2	0		3.5		0.0		0.0		
InfoHighway Solutions	2	0		0.0		0.0		156.8		
ISTA - North America	2	0		0.0		0.0		10.0		
NYSEG Solutions, Inc.	2	0		1.0		0.0		0.0		
Qwest Communications Corporation	2	0		0.0		0.0		50.0		
Tech Valley Communications	2	0		0.0		0.0		2.0		
Choice One Communications of New Yc	1	1		9.0		0.0		18.5		
City of Jamestown Board of Public Utiliti	1	1		7.7		0.0		2.0		
Covad Communications Company	1	1		20.0		0.0		3.0		
National Fuel Resources	1	1		9.0		0.0		67.0		
NECC Telecom,Inc.	1	1		7.5		0.0		0.0		
New York Water Service	1	1		20.5		0.0		35.6		
SILV Communcation Inc.	1	1		4.5		0.0		25.0		
ACN Communication Services, Inc.	1	0		19.3		0.0		21.0		
Adams Cable, Inc.	1	0		0.0		0.0		1.0		
Adelphia Cable - Auburn	1	0		9.0		0.0		0.0		
Adelphia Cable - Niagara	1	0		41.0		2.0		62.5		
Advantage Energy, Inc.	1	0		0.0		0.0		22.0		
Agway Energy Services, LLC.	1	0		3.0		0.0		83.0		
Alphaphone Inc.	1	0		0.0		0.0		84.0		
America Net, LLC.	1	0		0.0		0.0		10.0		
Americatel Corporation	1	0		2.0		0.0		0.0		
BullsEye Telecom, Inc.	1	0		0.0		0.0		4.0		
Cable Communications of Willsboro, Inc	1	0		1.0		0.0		0.0		
Cablevision - MediaOne - Westchester	1	0		0.0		0.0		3.0		
Cablevision Lightpath, Inc.	1	0		6.0		0.0		0.0		
Cablevision of Dutchess County	1	0		4.7		0.0		0.0		

## Customer Service Response Index November 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>
Cablevision of Hauppauge	1	0		12.0		0.0		0.0		
Cablevision of Rockland	1	0		7.0		0.0		0.0		
Cablevision of Yorktown	1	0		14.1		0.0		0.0		
Citizens Telecommunications Co. of New York	1	0		6.0		0.0		0.0		
Communications Network Billing, Inc.	1	0		0.0		0.0		92.2		
Conversent Communications of New York	1	0		4.0		0.0		50.0		
Direct Energy Services LLC	1	0		9.0		0.0		54.0		
Earthlink, Inc.	1	0		0.0		0.0		10.0		
FFC Energy	1	0		0.0		0.0		153.8		
Frontier Communications of Rochester, NY	1	0		0.0		0.0		3.0		
Global Crossing Telecommunications, Inc.	1	0		0.0		0.0		14.0		
Great Eastern Energy	1	0		0.0		0.0		80.5		
Interstate Gas Supply of New York, Inc.	1	0		7.0		0.0		22.0		
Knolls Water Co.	1	0		4.0		0.0		81.5		
LDC Telecommunications, Inc.	1	0		0.0		0.0		113.2		
Level 3 Communications, LLC	1	0		0.0		0.0		59.3		
Levy Associates	1	0		0.0		0.0		23.0		
Minol, Inc.	1	0		13.0		0.0		0.0		
Mountain Lodge Park Water Corp.	1	0		0.0		0.0		2.0		
MyiProducts	1	0		0.0		0.0		0.0		
New Rochelle Telephone Company	1	0		0.0		0.0		29.0		
NOCO ENERGY CORP.	1	0		0.0		0.0		18.0		
NOS Communications, Inc.	1	0		0.0		0.0		30.0		
Online Savings, Inc.	1	0		0.0		0.0		0.0		
Orchard Hill Water Co.	1	0		0.0		0.0		226.0		
PowerNet Global Communications	1	0		2.0		0.0		115.0		
Resdntl Comms. Netwrk of NY	1	0		15.0		0.0		86.0		
Spectrotel, Inc.	1	0		0.0		0.0		46.7		
St. Lawrence Gas	1	0		0.0		0.0		32.5		
Supra Telecommunications & Information Services	1	0		3.0		0.0		4.0		
Taconic Long Distance Service Corp.	1	0		0.0		0.0		21.0		
TDS Telecom-Port Byron Office	1	0		0.0		0.0		22.0		
Telecarrier Services, Inc.	1	0		0.0		0.0		0.0		
Teleport Communications	1	0		1.0		0.0		0.0		
Tristate Bell Inc	1	0		0.0		0.0		40.0		
US Comm Inc.	1	0		34.0		0.0		46.7		
Vectren Retail, Llc D/b/a Vectren Source	1	0		6.0		0.0		0.0		
Windstream	1	0		0.0		0.0		0.0		
American Network Services, Inc.	0	1		0.0		0.0		10.0		
BAS Communications	0	1		0.0		0.0		1.0		
Broadwing Communications, LLC.	0	1		10.0		0.0		22.0		
Metro Energy Group, LLC	0	1		54.0		0.2		175.0		
New York Coin Telephone Company, Inc.	0	1		0.0		0.8		0.0		
Queens Fresh Meadow Electric	0	1		0.0		0.0		0.0		
Saratoga Water Services, Inc.	0	1		14.0		0.0		0.0		
Stuyvesant Energy, LLC	0	1		27.0		0.9		0.0		
YesTel, Inc.	0	1		34.0		0.0		2.0		
Acceris Communications, Inc.	0	0		0.0		0.0		36.0		
Adelphia-Better TV, Inc. Bennington/Horsham	0	0		0.0		0.0		70.0		
Adelphia Cable - Harbor Vue	0	0		0.0		0.0		84.0		
Adelphia Cable - International	0	0		13.0		0.0		0.0		
Adelphia Cable - Springville	0	0		0.0		0.0		112.0		
Airespring, Inc.	0	0		10.0		0.0		0.0		
Alliance Group Services, Inc.	0	0		0.0		0.0		99.0		
American Pay Phone, Inc.	0	0		0.0		0.0		151.5		
American Phone Services, Corp.	0	0		0.0		0.0		130.0		
AMF Telecommunications, Inc.	0	0		0.0		0.0		106.0		
Aquarion Water Company of Sea Cliff	0	0		0.0		0.0		130.0		
Arbor Hills Waterworks	0	0		118.0		103.2		63.0		
Armstrong Telephone Company - New York	0	0		10.0		3.8		0.0		
Axces, Inc.	0	0		0.0		0.0		149.0		
Bath Municipal Electric & Gas	0	0		0.0		0.1		0.0		
Beaver Dam Lake Water Corp.	0	0		0.0		0.0		15.0		
Birns Telecommunications	0	0		0.0		0.0		112.0		
Business Network Long Distance, Inc.	0	0		0.0		0.0		173.5		
Charter Communications	0	0		0.0		35.1		130.0		

## Customer Service Response Index November 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>
Comcast Telecommunications, Inc.	0	0		0.0		0.0		32.0		
Commerce Energy, Inc	0	0		0.0		0.0		73.0		
Communicate Technological Systems, C	0	0		0.0		0.0		165.0		
Convergent Communications, Inc.	0	0		0.0		0.0		17.0		
DavelTel, Inc.	0	0		0.0		0.0		126.0		
DSLnet Communications, LLC.	0	0		0.0		0.0		38.0		
Dutchess Estates	0	0		0.0		0.0		66.0		
Empire Payphones, Inc	0	0		0.0		0.0		121.0		
Energy Cooperative of New York	0	0		0.0		0.0		0.0		
Eureka Telecom, LLC	0	0		0.0		0.0		216.3		
Fairfield Towers Condominium Corporat	0	0		0.0		0.0		201.2		
Fisher Island Electric	0	0		0.0		0.0		93.0		
Forest Park Water Co. Inc.	0	0		0.0		0.0		112.0		
Frontier Communications of the West, Ir	0	0		0.0		0.0		66.0		
Global Network Comms.	0	0		0.0		0.0		147.0		
Granite Telecommunications, LLC	0	0		0.0		0.0		37.0		
Heritage Springs Water Works, Inc.	0	0		0.0		0.0		129.0		
ILD Telecommunications, Inc.	0	0		0.0		0.0		304.0		
IP Telesis Inc	0	0		0.0		0.0		102.0		
Keyspan Energy Services, Inc.	0	0		0.0		0.0		180.0		
Lake Meadows Water Company	0	0		0.0		0.0		70.0		
Legacy Long Distance International, Inc.	0	0		0.0		0.0		90.0		
Liberty Bell Corp.	0	0		0.0		0.0		239.0		
McGraw Communications, Inc.	0	0		0.0		0.0		51.0		
Mid Hudson Cablevision, Inc.	0	0		0.0		0.0		50.0		
Milestone Communications	0	0		0.0		0.0		39.0		
Mx Energy	0	0		13.0		0.0		65.3		
National Aqueous	0	0		0.0		0.0		52.0		
Ogden Telephone	0	0		18.2		0.0		0.0		
One-to-One Communications	0	0		0.0		0.0		55.0		
One Touch Communications	0	0		41.0		0.0		0.0		
Optical Telephone Corporation	0	0		0.0		0.0		105.0		
Pepco	0	0		0.0		0.0		100.0		
Phipps House Services, Inc	0	0		0.0		0.0		240.3		
Primus Telecommunications, Inc.	0	0		0.0		0.0		76.0		
Reconex, Inc. (USTEL/1-800-Reconex)	0	0		0.0		0.0		133.0		
River Road Water District	0	0		0.0		0.0		102.0		
Rolling Meadows Water Corp.	0	0		0.0		0.0		0.0		
Scott Acres	0	0		0.0		0.0		108.0		
Select Energy	0	0		12.0		0.0		0.0		
Steuben Rural Electric Cooperative, Inc.	0	0		0.0		0.0		52.0		
Strategic Power Management, Inc.	0	0		0.0		0.0		109.0		
SunRocket, Inc.	0	0		0.0		0.0		80.0		
Talk America, Inc.	0	0		0.0		0.0		0.0		
Teleplex Coin Communications	0	0		0.0		0.0		129.0		
Time Warner Telecom	0	0		22.0		0.0		0.0		
Total Call International, Inc.	0	0		0.0		0.0		80.0		
Tri-Tel Communications, Inc.	0	0		0.0		0.0		52.0		
United Communications Systems, Inc.	0	0		0.0		0.0		121.0		
United Systems Access Telecom	0	0		0.0		66.2		119.0		
US LEC Communications, Inc.	0	0		15.0		0.0		0.0		
Utility Solutions	0	0		0.0		0.0		43.0		
U.S. ENERGY PARTNERS II, LLC/ENV	0	0		0.0		0.0		66.0		
U.S. Gas & Electric, Inc.	0	0		12.0		0.0		0.0		
Village of Frankfort	0	0		0.0		0.0		0.0		
Village of Sherburne Municipal Utility	0	0		0.0		0.0		67.0		
Zenith Information System, Inc.	0	0		0.0		0.0		126.0		

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

### **Informal Hearing Cases**

There were 102 cases pending in the Informal Hearing Unit as of December 1, 2006. During November, informal hearing officers presided at 13 hearings and issued 13 informal decisions. Concerns addressed by the decisions include proper bill computation, costs for extending electric service via a submarine cable and fees payable to a municipality for a sub-sidewalk transformer vault. Another six complaints were resolved by settlements reached either through prehearing mediation or at the informal hearing.

### **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 November there were 281 shared meter complaints pending (185 SMD & 96 SMU). Forty-nine (49) cases were closed<sup>1</sup> and 54 were opened. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 31 cases, between 26% to 50% in 11 cases, and between 51% to 75% in 1 case. In 1 case, the charges billed to the landlord were cancelled because the company did not prove that a shared meter existed. The designee apportioned the charges between the tenants and landlords in 2 cases involving minimal shared use. In 1 case, the company was directed to increase the credit to the tenant's account for the shared meter and in another case the charges billed to the landlord were cancelled because the landlord provided proof that the minimal shared meter condition was corrected.

### **Appeals and Rehearings**

At its November 8, 2006 session, the Commission approved OCS's recommended determinations of 3 appeals. One appeal determination requires National Grid to place four facilities belonging to three separate religious missions on the utility's residential rate and to rebill each facility at that rate, and remands issues regarding a fifth facility of one mission for another informal hearing or review. Another appeal determination concludes that a customer was properly billed by Verizon. The last determination upholds Con Edison's billing of a residential customer for electric service.

Two appeals were accepted for review during November. In the first, a landowner disputes National Grid's cost estimate to provide him with electric service via submarine line. In the second, a building owner disputes the existence of an electric shared meter condition found by Con Edison.

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<sup>1</sup> One case was not SMD.

### Table of Consumer Complaints filed against ESCO's

FULL NAME	2006	Nov-06	Oct-06	Sep-06	Aug-06	Jul-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06
Accent Energy Midwest, LLC	100	5	9	15	12	10	12	11	15	9	2	5
ACN Energy, Inc.	0	0	0	0	0	0	0	0	0	0	0	0
Agway Energy Services, LLC	8	0	1	2	1	0	2	0	0	0	0	2
All American Gas & Energy	0	0	0	0	0	0	0	0	0	0	0	0
Brown's Fuel	5	0	0	1	0	0	1	0	1	0	1	1
Columbia Utilities, LLC (fka Columbia	22	4	1	0	0	1	0	2	3	4	7	4
Commerce Energy, Inc.	6	0	0	0	1	1	0	1	1	2	0	0
Con Edison Solutions	4	0	0	0	1	0	1	1	0	0	0	1
Direct Energy Services, LLC	1	0	0	1								
Econnergy	12	1	2	1	0	1	0	1	0	1	3	3
Energetix, Inc.	1	0	0	0	0	0	0	0	0	0	1	0
FFC Energy	1	0	1									
Great Eastern Energy	2	0	0	0	0	0	0	1	0	0	0	1
Hudson Energy Services, LLC.	21	7	4	4	1	1	0	0	3	1	5	2
IDT Energy, Inc.	51	6	2	5	8	1	4	4	4	9	7	7
Infinite Energy, Inc.	10	0	0	0	0	0	2	1	2	3	0	2
Keyspan Energy Services, Inc.	0	0	0	0	0	0	0	0	0	0	0	0
Liberty Power Corp.	30	7	8	6	3	2	1	3	1	1	2	3
Metro Energy Group, LLC	1	1	0	0	0	0	1	0	0	0	0	0
Mirabito Fuel Group Inc.	2	0	0	0	0	0	0	0	0	2	0	0
MX Energy, Inc. (Total Gas & Electric	19	0	0	0	2	0	1	1	7	2	3	3
National Fuel Resources, Inc.	0	1	0	0	0	0	0	0	0	0	0	0
NOCO Energy Corp.	0	0	0	0	0	0	0	0	0	0	0	0
NYSEG Solutions, Inc.	2	0	1	0	0	0	0	0	0	0	1	0
Spark Energy, L.P.	1	2	1									
Strategic Energy, LLC	3	1	0	1	0	0	0	0	1	1	0	0
Stuyvesant Energy, LLC	1	1	0	1								
U.S. Energy Savings Corp.	35	10	9	5	6	2	1	5	4	2	0	1
U.S. Gas & Electric, Inc.	8	0	0	0	0	0	1	2	0	3	1	1
Utility Resource Solutions, L.P.	3	0	1	2	0	0	0	0	0	0	0	0
<b>Total</b>	<b>349</b>	<b>46</b>	<b>40</b>	<b>44</b>	<b>35</b>	<b>19</b>	<b>27</b>	<b>33</b>	<b>42</b>	<b>40</b>	<b>33</b>	<b>36</b>