

Monthly Report on Consumer Complaint Activity



October 2000

Maureen O. Helmer, Chairman

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

November 27, 2000



Monthly Report on Consumer Complaint Activity

October 2000

Table of Contents

Director's Letter	3
Table of Complaint Rates of Major New York Utilities.....	4
Credit Related Complaints vs. Total (Energy Utilities)	4
Complaint Trend Summary.....	5
Informal Hearings, Shared Meter Cases, Appeals and Rehearings.....	6
Number of Complaints Received against All Regulated Companies	8
Number of Customer Contacts related to ESCO's.....	12
Number of Slamming Complaints by Utility.....	13
Graph of Energy Company Complaint Rates	18
Graph of Telephone Company Complaint Rates	19
Graph of Water Company Complaint Rates.....	20



November 27, 2000

Dear Reader:

Welcome to the on-line version of our Monthly Complaint Statistics Report. We began to publish our monthly reports on-line beginning with the June 2000 report. Each month nearly 2,000 people view the reports.

This month we have modified the methodology used to report the number of complaints assessed against Verizon of New York (formerly Bell Atlantic). In September 2000, Verizon elected to extend its participation in the Incentive Regulation Plan for an additional two years.

We have adjusted the complaint volume on the report entitled "Complaint Rates of Major New York Utilities". Beginning with September 2000 data, the number for Verizon represents total complaints in all of its operating companies. For reference purposes, the report entitled "Complaints Received against All Regulated Companies" continues to break down the complaints by operating company.

If you have any questions, you can e-mail barry_bedrosian@dps.state.ny.us or me, catherine_black@dps.state.ny.us.

Sincerely,

Catherine W. Black
Director
Office of Consumer Services

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

October 2000

Utility	Sep-00		Oct-00		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Oct-00
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Oct-99	Oct-00		Change	1999		
Central Hudson	2.2	6	1.8	5	164	79	-51.8	132	63	-52.3	2.4
Con Edison	3.6	128	4.4	158	1792	1809	0.9	1497	1516	1.3	4.2
KeySpan of L.I. (BUG E)	1.0	5	0.6	3	52	51	-1.9	47	44	-6.4	0.4
NYSEG	1.1	10	1.1	10	166	140	-15.7	148	116	-21.6	1.3
Niagara Mohawk	4.3	72	5.0	84	1574	892	-43.3	1426	685	-52.0	4.4
Orange & Rockland	5.5	13	4.7	11	119	137	15.1	107	113	5.6	4.8
RG & E	6.0	23	4.2	16	285	203	-28.8	248	178	-28.2	4.4
KeySpan of NY (BUG)	2.2	25	2.5	29	318	300	-5.7	258	260	0.8	2.2
National Fuel Gas	3.3	17	5.0	26	248	198	-20.2	214	174	-18.7	3.2
Other Energy Utilities	N/A	5	N/A	4	60	51	-15.0	53	44	-17.0	N/A
ESCO's**	N/A	62	N/A	75	516	689	33.5	407	605	48.6	N/A
Verizon	7.5	579	7.5	619	3856	5495	42.5	3393	4672	37.7	6.0
Citizens Telcom	1.1	3	1.1	6	90	95	5.6	71	75	5.6	2.9
Frontier of NY	0.0	0	0.0	2	19	10	-47.4	14	6	-57.1	1.3
Alltel	1.9	2	1.9	0	19	30	57.9	18	23	27.8	2.4
Frontier Tel of Roch.	3.5	23	3.5	15	323	218	-32.5	220	185	-15.9	2.8
Other LEC's	N/A	603	N/A	652	2077	6986	236.4	1848	6015	225.5	N/A
OCC's / Resellers	N/A	270	N/A	355	2519	3774	49.8	2088	3291	57.6	N/A
COCOT Vendors	N/A	2	N/A	3	48	33	-31.3	43	27	-37.2	N/A
Adelphia	N/A	7	N/A	13	126	143	13.5	87	126	44.8	N/A
Cablevision Systems	N/A	43	N/A	31	702	487	-30.6	969	403	-58.4	N/A
Time-Warner	N/A	44	N/A	37	755	618	-18.1	882	524	-40.6	N/A
Other Cable Cos.	N/A		N/A	5	159	138	-13.2	554	104	-118.8	N/A
Long Island Water	5.5	4	8.2	3	14	23	64.3	9	21	133.3	2.6
UW - New Rochelle	13.2	4	3.3	1	29	17	-41.4	27	14	-48.1	4.7
New York Water	0.0	0	2.2	1	8	11	37.5	7	8	14.3	2.1
New York American	0.0	0	0.0	0	2	0	-100.0	2	0	-100.0	0.0
UW - New York	6.1	4	6.1	4	43	49	14.0	2	40	1900.0	6.2
Other Water Utilities	N/A	3	N/A	6	93	47	-49.5	111	29	-73.9	N/A

All complaint rates are based on 1999 customer populations.

Customer populations are not available for cable companies.

* - Complaints per 100,000 customer accounts

** - ESCO numbers represent customer contacts, not complaints.

Readers should exercise caution in reaching conclusions based on contacts by ESCO customers.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

October 2000

Utility	October 2000 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	5	2	40%	79	26	33%	2.4	0.8
Con Edison	158	20	13%	1809	352	19%	4.2	0.8
KeySpan - LI	3	0	0%	51	9	18%	0.4	0.2
NYSEG	10	5	50%	140	40	29%	1.3	0.4
Niagara Mohawk	84	31	37%	892	236	26%	4.4	1.2
Orange & Rockland	11	2	18%	137	48	35%	4.8	1.7
RG & E	16	8	50%	203	138	68%	4.4	3.0
KeySpan - NY	29	3	10%	300	61	20%	2.2	0.4
National Fuel Gas	26	13	50%	198	88	44%	3.2	1.4

Complaint Trend Summary October 2000

Energy

The annual complaint volume continued to decline for most energy companies in the 12 months ending October 2000. Central Hudson had a 52% decrease. Complaints recorded in the most recent 12 month period as compared to the same period last year show that this decrease is due to 60% fewer complaints in service outage/interruptions, 40% fewer service disconnect requests not done, and 92% fewer storm related complaints.

Communications

Complaints against Competing Local Exchange Companies continue to increase. DSL complaints also have risen during this time.

What We Heard This Month

Here is a summary of two complaints received during the month, which exemplify the type of contacts handled at the PSC Customer Contact Center.

On October 19th a residential customer called us to help get his ISDN line disconnected. He had been unable to reach the company for two days to place an order to disconnect his ISDN line and return to Plain Old Telephone Service. The customer wants the PSC to assist him.

A customer called disputing a \$605.73 water bill for the period June 27 – Sept. 29, 2000 claiming that it's triple the amount she paid last year during the same time frame. The customer wants the company to provide an explanation for the increase in the quarterly bill, and asked the PSC to test the meter when it's removed by the company next week.

October 2000

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

Informal Hearings

As of October 31, 2000 there were 23 complaints in pre-hearing. Four cases were resolved with pre-hearing mediation. October began with 108 cases pending and ended with 93 informal hearing cases in the unit. During the month 25 informal hearings were scheduled and three were postponed. Eleven cases were resolved with settlements and one customer withdrew his complaint. In addition, 14 cases were closed with written decisions.

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 penalty assessed to owners for failure to find and correct instances of shared metering. At the end of October there were 205 shared meter complaints pending, an increase of 6 over the previous month. Twenty-four (24) new complaints were received in October, and 18 complaints were closed.

In two of the cases closed, the penalty was cancelled after staff made a finding that the use was minimal under our regulations, and in one case the charges were cancelled due to extraordinary costs. In three cases the charges were cancelled because the landlord provided proof that he paid the bills. The Designee reduced the penalty to the minimum of 25% in ten cases and to 50% in two cases.

Appeals and Rehearings

At the October 11, 2000 session, the Commission approved four appeal determinations recommended by OCS. Two appeals uphold informal decisions in favor of Con Ed: one denies a nonresidential customer's appeal seeking rebilling the Con Ed's interruptible gas rate, finding that the utility had taken adequate measures to notify firm customers when the new interruptible rate was offered; the other rejects a residential customer's claim that he was not responsible for service for which Con Ed backbilled him. The third appeal resolves in favor of LILCO a question about the interpretation of that utility's tariff's criteria for transfer of commercial electric customers to the demand rate (there are no other remaining LILCO electric complaints on appeal). The fourth appeal involves claims by New York Stock Exchange member firms that they have not been properly billed for telephone service under a contract between the Stock Exchange and the company (now Verizon). The decision finds that the Commission does have authority to review whether billing under such a contract was proper, and concludes in this case that it was.

Also in October, two appeals were settled through staff's efforts. During October, three new appeals by customers were accepted for review. Two involve Con Ed electric service: one of these concerns a finding of theft of service by a nonresidential customer (laundromat); the other concerns a shared meter claim. The third appeal involves alleged high residential gas bills from Brooklyn Union, and alleges improper testing of the gas meter.

**NO OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 10/01/2000 and 10/31/2000**

Service	Utility	Complaints

Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	5
	Adelphia - Olean	2
	Adelphia Cable - Utica	2
	Adelphia Cable-Niagara	3
	Cablevision of Brookhaven	2
	Cablevision of Dutchess County	2
	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	6
	Cablevision of New York City	10
	Cablevision of Port Chester	1
	Cablevision of Southern Westchester	4
	Cablevision of Westchester	4
	Cablevision of Yorktown	1
	Charter Communications	2
	MediaOne - Westchester	1
	RCN of Southeast New York, Inc.	2
	Time Warner - Amsterdam	1
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	2
	Time Warner - Kingston	1
	Time Warner - Manhattan	5
	Time Warner - Newburgh	2
	Time Warner - Oneonta	1
	Time Warner - Poughkeepsie	3
	Time Warner - Queens	6
	Time Warner - Rochester	4
	Time Warner - Saratoga	5
	Time Warner - Staten Island	3
	Time Warner - Sullivan County	2
Time Warner - Syracuse	1	

		86
Electric	Central Hudson Electric & Gas	5
	Con Edison	148
	Jamestown Board of Public Utilities	10
	New York State Electric & Gas	7
	Niagara Mohawk Power Corp	72
	Orange & Rockland	9
	Rochester Gas + Electric	15

		266
Gas	Con Edison	10
	KeySpan of Long Island	3
	KeySpan of New York	29

**NO OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 10/01/2000 and 10/31/2000**

Service	Utility	Complaints

	National Fuel Gas Distribution	26
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	12
	Orange & Rockland	2
	Rochester Gas + Electric	1

		86
DSL	Verizon Advanced Data Inc.	29
	Covad Communications Company	1
	NorthPoint Communications, Inc.	1
	Prism New York Operations, LLC	1

		32
Telephone	ACC Albany Telecom Corp	1
	ADVAMTEL, LLC dba Plan B Communications	9
	Advanced Telecommunications Network, Inc	1
	Allegiance Telecom of New York, Inc.	14
	Alliance Group Services Inc.	1
	Alltel Communications, Inc.	2
	AmeriVision Communications, Inc.	1
	AT&T Communications of New York, Inc.	510
	Bell Atlantic Network Data, Inc.	27
	BridgeCom International, Ltd.	1
	Broadview Networks	37
	Cable & Wireless Commun. Co.	3
	Cablevision Lightpath, Inc.	2
	Choice One Communications of New York In	4
	Citizens Telecom	6
	Citizens Telecommunications Co. of NY	1
	Commonwealth Telecom	2
	Communications TeleSystems Intl. (CTS)	1
	Core-Comm-New York, Inc.	6
	CTC Communications Corp.	3
	Econ-o-call Inc.	1
	Econophone, Inc.	1
	EqualNet Corporation	1
	Essential.com, Inc.	4
Telephone	Essex Communications, Inc. d/b/a/ Elec C	3
	Excel Telecommunications Inc.	4
	Fairpoint Communications	3
	Frontier Comm of NY/fka Highland Tel	2
	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Communications of Rochester, Inc	1

**NO OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 10/01/2000 and 10/31/2000**

<i>Service</i>	<i>Utility</i>	<i>Complaints</i> -----
	Frontier Telephone of Rochester, Inc.	16
	Germantown Telephone	1
	Global Crossing Telecommunications, Inc.	9
	GTC Telecom	1
	LCI International Telecom Corp.	3
	Lightyear Communications, Inc.	2
	Long Island Telephone Company	2
	Matrix Telecommunications	2
	MCImetro Access Transmission Services, I	2
	MCIWorldCom	200
	Metropolitan Telecommunications dba MetT	31
	National Accounts, Inc.	1
	NET-TEL Corp.	2
	Net2phone, Inc.	1
	Network Plus, Inc.	10
	Newport Telephone	1
	North American Telecommunications Corpor	2
	NOS Communications Inc.	1
	Ogden Telephone	1
	Opticom Corporation	1
	QWest Communications Corporation	10
	RCN Long Distance Company	2
	RCN Telecom Services of New York, Inc.	3
	Resdntl Comms. Netwrk of NY dba RCN	11
	Sprint Communications Company L.P.	16
	Tel-Save, Inc dba The Phone Company of N	29
	Telco Holdings, Inc. dba Dial & Save	1
	Telecom USA	1
	Teleglobe USA, Inc.	1
	Telergy Joint Venture	1
	Telergy Network Services, Inc.	1
	Time Warner Connect	1
	Total-Tel USA, Inc.	1
	Touch 1 Communications, Inc.	1
	Tri-Tel Communications, Inc.	2
	TruCom Corporation	1
	Trumansburg Home Telephone	1
	Unlimited Telecomm, Inc.	1
Telephone	Upstate Hometel, L.L.C.	2
	USN Communications Long Distance, Inc.	1
	Utility Solutions	1
	VarTec Telecom, Inc.	3
	VarTec Telecom, Inc. dba Clear Choice Co	1
	Verizon Communications Inc.	529
	Verizon Communications, Inc.	8
	Verizon Corp. (payphones)	2
	WorldCom Network Services, Inc. d/b/a Wi	1

**NO OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 10/01/2000 and 10/31/2000**

Service	Utility	Complaints

	ZTel Communications, Inc.	55

		1629
Water	Chaffe Water Works Company	1
	Dutchess Estates	1
	Farms Water Co Inc	1
	Long Island Water Corp.	6
	New York Water Service	1
	United Water-New Rochelle	1
	United Water-New York	4

		15
sum		-----
		2114

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

CODE	FULL NAME	1997	1998	1999	2000	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99	Nov-99	Oct-99	Sep-99	Aug-99
D001	Agway Energy Services Inc.	2	3	7	10	2	4	2			1	1							2	
D002	Amerada Hess			2													1			
D005	Castle Power Corporatoin		2																	
D013	Interstate Energy Resources Inc.			1	4	2						1			1			1		
D014	KBC Energy Services		2	3													1			1
D015	Keyspan Energy Services, Inc.	1	23	38	68	9	4	5	8	4	8	8	9	6	7	4	4	3	3	2
D019	Morania		1																	
D020	Natgasco - A Mitchell-Supreme Co.			1																
D021	National Fuel Resources			8	11	2	2	1	1	1	1	1	1	1		1	3			
D023	New York Gas Co., Inc.			6	13	2	3	4	1	2			1					2		
D024	North American Energy			9	7		2				2		2		1	1	1		3	1
D032	Total Energy Inc.		21	125	120	17	17	21	10	7	4	15	11	9	9	6	8	9	4	12
D034	Wepeco Gas	1	1																	
D035	Williams Energy Services Co.				1								1							
D041	Con Ed of New York			1	1								1							
D046	Econnergy		79	73	172	13	11	9	19	24	23	23	19	19	12	12	11	9	3	6
D054	Enron Capital & Trading Resources		2																	
D057	Iroquois Energy		5	5	19	14	1	1	1					1	1		1			
D062	MC2	1	20	3																
D074	Utilicorp Energy Solutions			3																1
D079	Wheeled Electric Power Co (WEPCO)		10	5																
D084	New Energy Ventures, LLC		6	4	1						1						1	1	1	
D086	Con Edison Solutions		271	108	79	6	3	1	8	6	8	29	17	1		3	8	4	8	9
D087	Energetix, Inc.			5	12		1		3	1	2	1	4			1				
D089	Duke Solutions, Inc.		2	1													1			
D090	Nev East, L.L.C.		2		1				1											
D092	Advantage Energy				1										1					
D093	Robison Energy of Westchester		1	7	3			1					1	1		1				1
D098	Metromedia Energy		11	26	13			1		1	2	1	5	2	1			5	1	8
D102	Telecon Energy Services Corp.			9	1								1				1		1	2
D103	NYSEG Solutions			9	13	1	2		1		1	1	3	1	3	2	4			1
D104	Great Eastern Energy			6	13			2		1		3	1	3	1	1	3			
D105	ACN Energy, Inc.				15			1		4		5	2	2	1					
D106	Orion Energy Services				15	4	10	1												
D888	Unassigned Customer Contacts	30	147	16	12	3		2	1	3			2		1		4	4		5
Total		35	609	481	605	75	62	52	53	55	53	89	81	46	39	34	50	38	26	49

This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions but does not resolve complaints against ESCO's. Customers are referred to their contract for resolution guidelines.

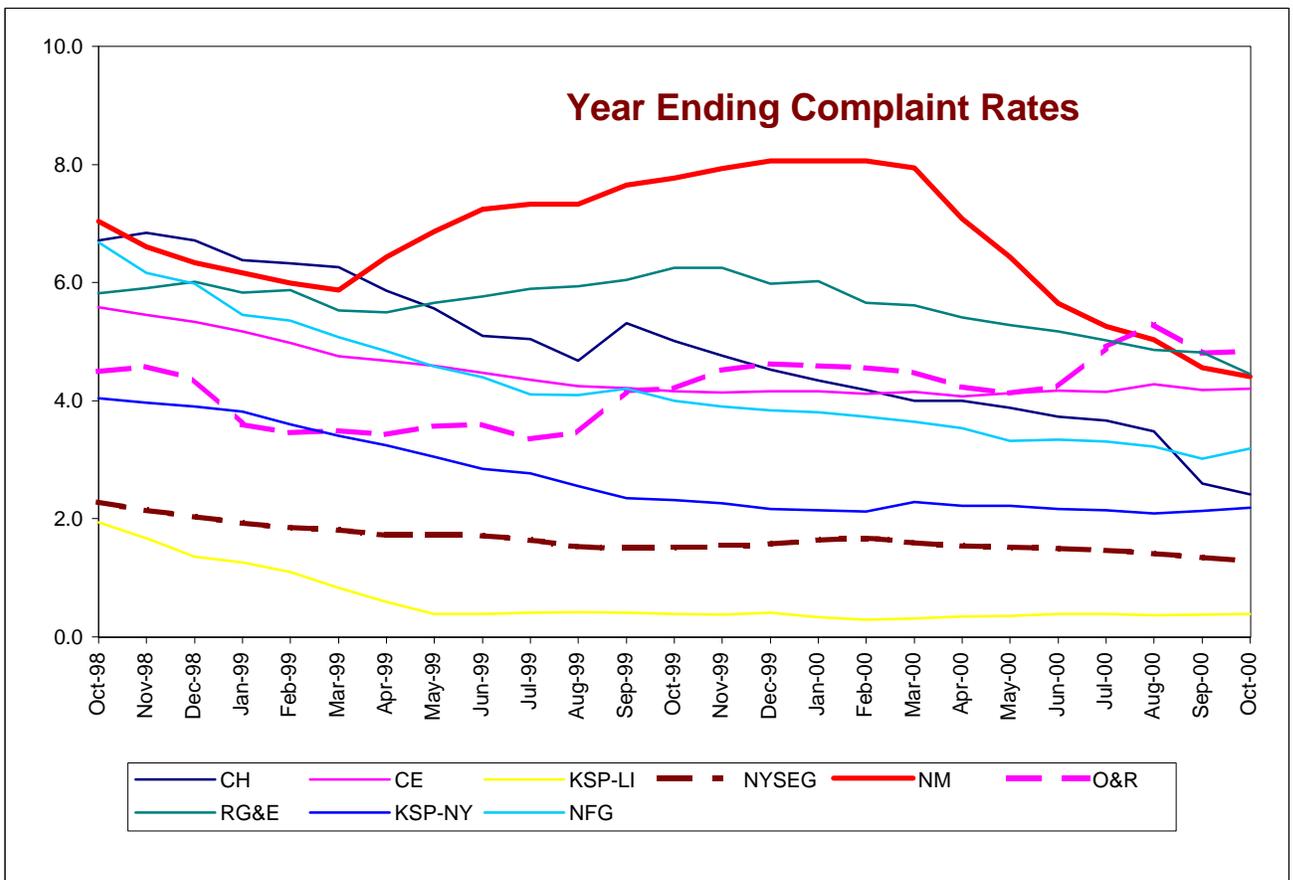
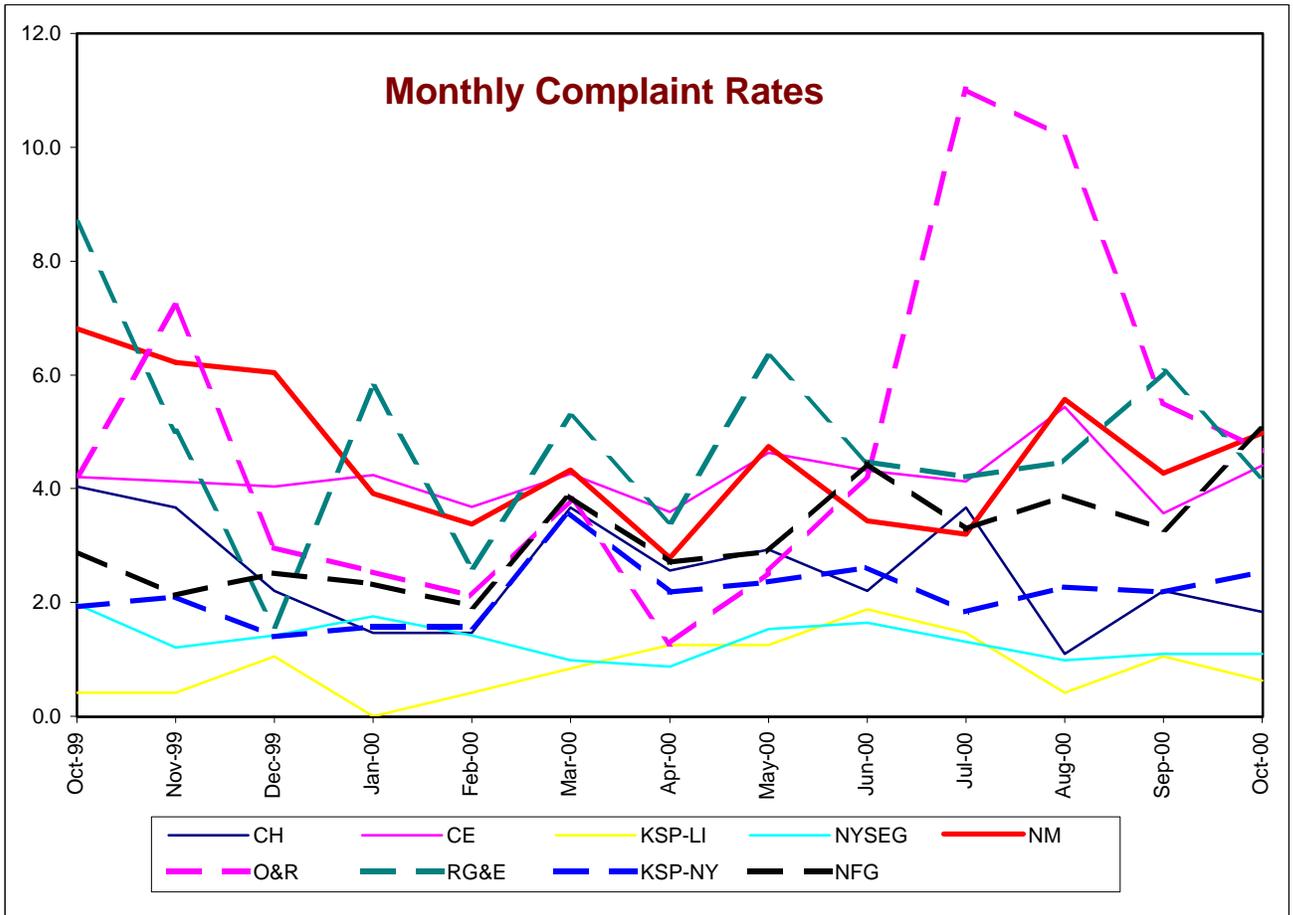
SLAMMING COMPLAINTS RECEIVED BY NYS PSC

CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99	Nov-99	Oct-99
5177	Communications TeleSystems Intl		1	17	1	1															
5133	Conetco Corp dba Comm.Network		1	5																	
5612	Conquest Operator Services Corp.						1														
6245	Core-Comm New York Inc.						2	2		1	1										
5336	Corporate Services Telecom Inc		2	5	2	13															
6260	CTC Communications Corp.							1				1									
5191	Dial & Save of New York Inc.				1		2														
5117	Digital Dialing Communications	8	9																		
6103	Discount Network Services Inc.				1	8	1														
6328	Discount Telecom Inc.				9	17															
5834	DualStar Communications Inc.						1	1								1					
5252	Eastern Telecommunications Inc			11	3																
6672	Econo-o-Call Inc.							4	1	1	2										
5215	Econophone Inc.			1	1		2	1						1							
6138	Efficacy Group Inc.					1															
5982	Equal Net Communications Inc.		48	7	2	1		2				1		1							
5198	EqualNet Corporation				2	1	1	1		1											1
6659	erbia Network Inc.							1									1				
6748	Essential.com Inc.							22	1	2	2	4	2		5	6					
6912	Essex Communications DBA Elec							6	1		5										
6369	Essex Communications Inc.						9	8				1	2	1	1		1		2	2	2
5382	Excel Telecommunications Inc.		2	6	10	8	12	6				2	2	2	1	2			1	2	
6157	EZ Tel Corp.						2												1	1	
5275	Federal TransTel Inc.				1		1														
5889	fka Comm.Gateway Netwk/now Win	28	85	4																	
5081	fka USA Long Distance/see 5749		22	1																	
5390	Flex Communications System	1		1																	
5204	Frontier Comm. of NY/fka Highland Tel				1																
5197	Frontier Comm.Int'l Inc/fka RC		1	8	3	3															
5401	Frontier Communs. Services (fk			9	14	3	6	1				1							1	1	
5192	Frontier L.D. America			2	5	3	1														
5A41	Frontier Telephone of Rochester Inc.				4	3	1														
5391	Future Telecom Service		1																		
5954	GE Capital Communications Serv		1	2																	
6826	Global Crossing Telecommunications							8	2	3	1		1			1					
6152	Global Telephone Corporation				1	2															
5919	Group Long Distance Inc.		7	1	22	4	1														
5194	GTE Card Services Incorporated					60	31	2						1			1			1	2
5097	GTE Corporation					1	4														
5143	GTE Telecommunications Services Inc.						1														
5113	Heartline Communications	5	164	420	10																
5676	Home Owners Long Distance Inc		36	27	12	2	1														
5289	Host Network Inc.				1	1															
5284	Idealdial Corp. dba Idealdial Telephone					3															
6373	IDT Corporate							2				1					1				
6265	I-Link Communications					1															
5345	Inet Interactive Network System Inc.					1															
6156	Inmark Inc. dba Preferred Billing					5	10	4						1		1	1	1		2	2
6095	Integrated Teleservices Inc.					3		1								1					
5062	Integrated Teletechnologies			1	1																
5624	Intellicall Operator Services Inc.						1														1
6210	Intermedia Communications Inc.					1	1													1	
5409	International Exchnage Networks Ltd							1					1								
6065	International Telkom Ltd.						1														
6125	International Telecommunications Corp.					4	3													1	
5918	International Telemedia Assoc.		26	7	8																
6482	Internet Telephone Company d/b/a ITC																				
5256	IXC Communications						1	2						2							
5292	Key Communication Management Inc.						13	4							1		2	1	4	1	1

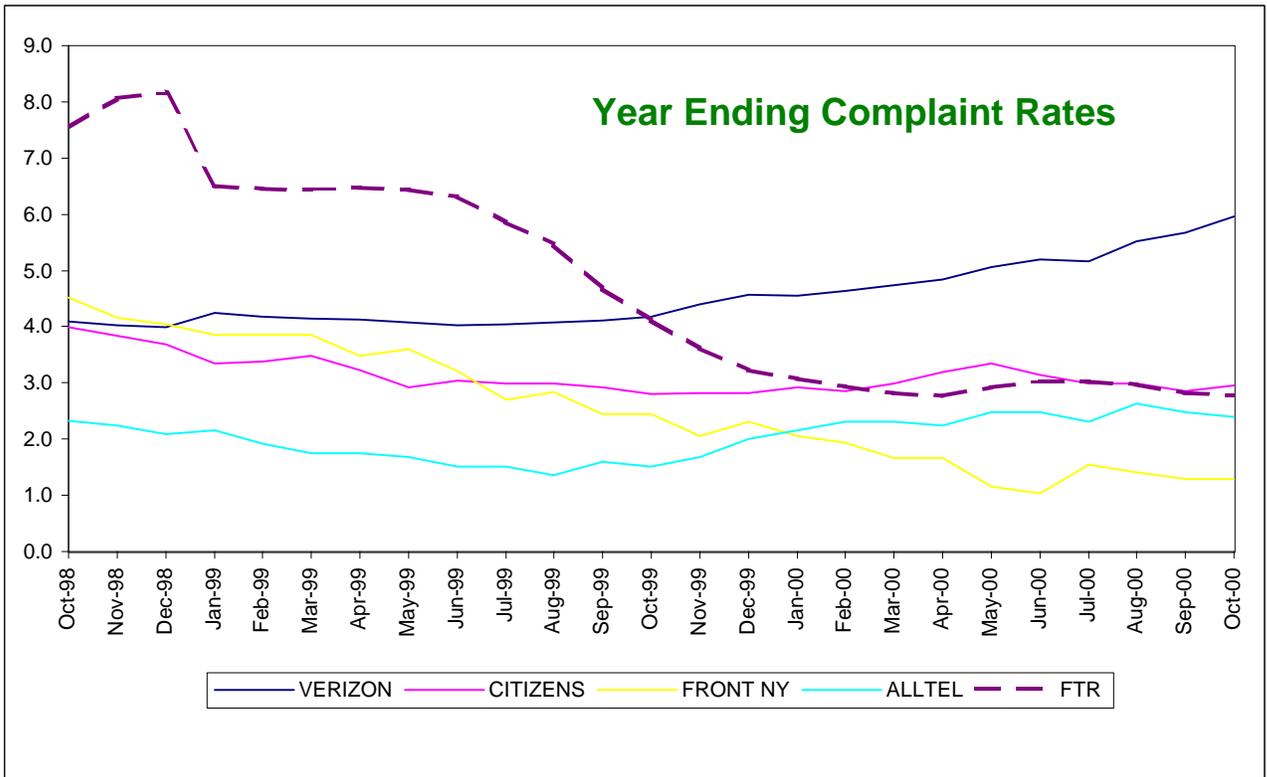
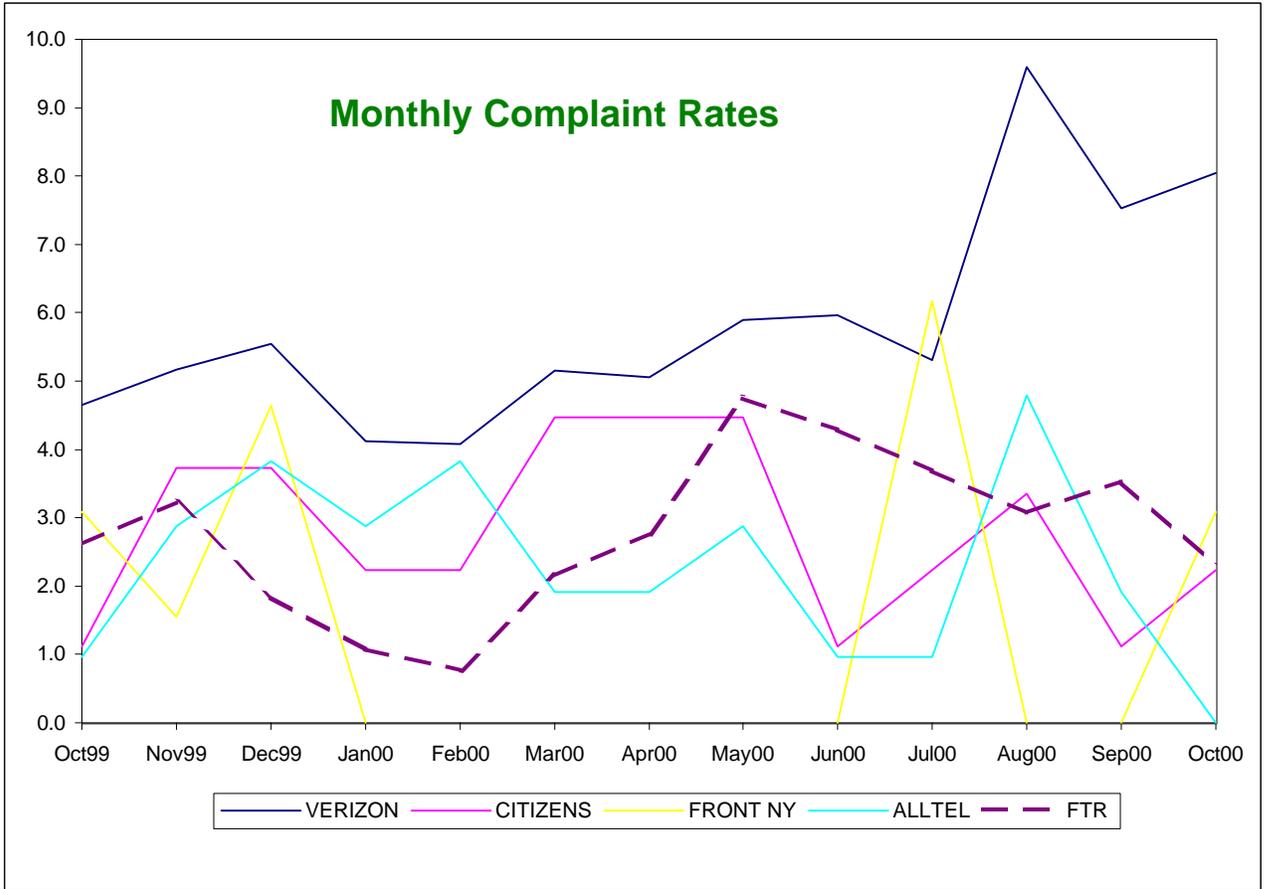
SLAMMING COMPLAINTS RECEIVED BY NYS PSC

CODE	FULL NAME	1994	1995	1996	1997	1998	1999	2000	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99	Nov-99	Oct-99
5120	Verizon				18	19	12	19	5	3	7			1	1	2				1	1
6290	Veterans of America Assn.				4																
6073	Vista Group International Inc.				12	41	8												1		
5172	Westinghouse Electric Corporation d/b/s				3	1															
5867	Witel Inc.	22	8	5	31	3	1														
5303	Winstar Gateway Network Inc.		3	76	1	1	1														
5770	Working Assets Funding Service				1	2	1														
5319	World Com Inc dba LDDS World				6	5	6	2							1		1				
5716	World Communications Inc.				6																
5203	WorldCom Network Service dba Wil						1														1
6307	Worldcom Technologies Inc.					1		1							1						
6124	Worldcom Inc.				9																
5516	Xtracom Inc.					1															
6447	Ztel Communications Inc.						54	173	8	8	10	10	11	14	17	31	31	33	26	15	11
	Complaints Assigned by CPCN	250	2051	2180	1729	1904	1029	1383	164	137	154	116	134	148	121	184	125	100	104	111	97
	Unassigned Complaints	143	306	99	42	6	5	5	0	0	0	1	1	3	0	0	0	0	1	0	0
	Total	393	2357	2279	1771	1910	1034	1388	164	137	154	117	135	151	121	184	125	100	105	111	97

MAJOR ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

