

# Monthly Report on Consumer Complaint Activity



**October 2001**

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Office of Consumer Services*

*November 19, 2001*



# Monthly Report on Consumer Complaint Activity

## October 2001

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## COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES

October 2001

Utility	Sep-01		Oct-01		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Oct-00	Oct-01		Change	2000		
Central Hudson	2.2	6	3.3	9	79	69	-12.7	63	58	-7.9	2.1
Con Edison	3.1	111	3.7	134	1809	1968	8.8	1516	1668	10.0	4.6
KeySpan of L.I.	1.3	6	1.7	8	50	110	120.0	43	95	120.9	1.9
NYSEG	1.3	12	2.2	20	136	136	0.0	112	123	9.8	1.2
Niagara Mohawk	3.3	55	3.1	52	888	658	-25.9	681	544	-20.1	3.2
Orange & Rockland	5.9	14	6.4	15	136	148	8.8	112	134	19.6	5.2
RG & E	4.2	16	5.8	22	203	178	-12.3	178	152	-14.6	3.9
KeySpan of NY	1.8	21	2.8	32	300	415	38.3	260	375	44.2	3.0
National Fuel Gas	5.0	26	11.0	57	195	319	63.6	171	278	62.6	5.1
Other Energy Utilities	N/A	2	N/A	28	43	47	9.3	37	46	24.3	N/A
ESCO's**	N/A	79	N/A	103	689	1136	64.9	605	938	55.0	N/A
Verizon	2.8	214	3.4	260	5430	5640	3.9	4607	3684	-20.0	5.1
Citizens Telcom	1.1	3	0.7	2	94	87	-7.4	74	75	1.4	2.7
Frontier of NY	1.5	1	3.1	2	11	7	-36.4	7	19	171.4	2.4
Alltel	1.0	1	2.9	3	30	25	-16.7	23	13	-43.5	1.2
Frontier Tel of Roch.	1.4	9	1.4	9	212	206	-2.8	179	98	-45.3	1.6
Other LEC's	N/A	422	N/A	506	6979	6321	-9.4	6008	6249	4.0	N/A
DSL Providers	N/A	12	N/A	23	N/A	557	N/A	N/A	417	N/A	N/A
Pre-paid Calling Cards	N/A	1	N/A	0	N/A	15	N/A	N/A	15	N/A	N/A
LD Resellers	N/A	62	N/A	77	1105	1166	5.5	922	870	-5.6	N/A
COCOT Vendors	N/A	4	N/A	2	32	47	46.9	26	43	65.4	N/A
Adelphia	N/A	6	N/A	24	143	153	7.0	126	139	10.3	N/A
Cablevision Systems	N/A	37	N/A	84	487	491	0.8	403	448	11.2	N/A
Time-Warner	N/A	59	N/A	135	618	614	-0.6	524	600	14.5	N/A
Other Cable Cos.	N/A	7	N/A	15	138	271	96.4	104	116	11.5	N/A
Long Island Water	19.2	14	26.1	19	23	84	265.2	0	78	#DIV/0!	9.6
UW - New Rochelle	0.0	0	9.9	3	17	14	-17.6	1	12	1100.0	3.8
New York Water	0.0	0	0.0	0	11	5	-54.5	1	4	300.0	0.9
New York American	0.0	0	0.0	0	0	1	#DIV/0!	0	1	#DIV/0!	0.7
UW - New York	0.0	0	9.2	6	46	32	-30.4	2	26	1200.0	4.3
Other Water Utilities	N/A	3	N/A	6	50	40	-20.0	108	36	-66.7	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 2001

Utility	October 2001 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	9	1	11%	69	14	20%	2.1	0.4
Con Edison	134	39	29%	1968	346	18%	4.6	0.8
KeySpan - LI	8	1	13%	110	14	13%	1.9	0.2
NYSEG	20	7	35%	136	24	18%	1.2	0.2
Niagara Mohawk	52	21	40%	658	218	33%	3.2	1.1
Orange & Rockland	15	5	33%	148	48	32%	5.2	1.7
RG & E	22	12	55%	178	100	56%	3.9	2.2
KeySpan - NY	32	12	38%	415	87	21%	3.0	0.6
National Fuel Gas	57	31	54%	319	137	43%	5.1	2.2

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

### **October 2001**

#### **Informal Hearings**

As of October 31, 2001, there were 15 cases pending in pre-hearing. The month ended with 91 informal hearing cases pending for a total of 106 cases pending in the unit. This represents an increase of 23 cases over the number pending in September. The increase can be attributed in part to the fact that we received 9 cases from the same rate consultant concerning Niagara Mohawk accounts it believes to be seasonal in nature and therefore eligible to have demands rebilled as indicated in Commission Case 98-E-1844 (Washington County Fair).

#### **Shared Meter Designee**

As of October 31, 2001, there were 282 Shared Meter Designee Cases pending in the unit. During the month, 45 Shared Meter Designee cases were closed. In eight cases the penalty was cancelled due to the following: in two cases the owners proved extraordinary cost; in one case staff found the owner requested the investigation; in two cases the company did not prove a shared meter condition existed; in three cases staff found the shared meter usage was minimal.

The Designee reduced the shared meter penalty to 25% in twenty two cases, to 30% in one case, to 35% in one case, to 50% in seven cases, and to 60% in one case.

In one case the tenant requested the designee's assistance because she was unable to reach a mutually acceptable agreement with the owner for a minimal shared meter. The Designee directed the company to adjust the tenant's account and bill the owner.

Two appeals were rejected because the owners did not write to the designee within the required 45-day period. Two cases were referred to the informal hearing unit because the owners insisted that a shared meter condition did not exist.

#### **Appeals and Rehearings**

At its October 24, 2001 session, the Commission approved three appeal and three rehearing determinations recommended by OCS. All determinations concerned Con Edison electric service. One appeal rejects a nonresidential customer's objections to a single demand bill, while another appeal upholds a residential customer's responsibility for the final bill from an earlier account. The third appeal determination reverses an informal decision and holds that an estate, acting promptly on behalf of a deceased tenant, may initiate and maintain a shared meter complaint. Two of the rehearings uphold prior Commission determinations. The third rehearing modifies a determination by the Commission's shared meter designee in a Con Edison case regarding electric service.

During October, one appeal request and three rehearing petitions were accepted. The appeal disputes a gas penalty imposed by Con Edison. Two of the three rehearing requests concern shared meter designee determinations.

**No. of Complaints Received Against Regulated Companies  
Between 10/1/2001 and 10/31/2001**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<b>Cable</b>	Adelphia - Adirondack	1
	Adelphia - Buffalo	9
	Adelphia - Olean	1
	Adelphia Cable - Auburn	3
	Adelphia Cable - Utica	5
	Adelphia Cable-Chautauqua	1
	Adelphia Cable-International	2
	Adelphia Cable-Niagara	2
	Cablevision of Brookhaven	2
	Cablevision of Cross River	1
	Cablevision of Dutchess County	5
	Cablevision of Hauppauge (V-CABLE)	2
	Cablevision of Long Island	21
	Cablevision of New York City	30
	Cablevision of Port Chester	1
	Cablevision of Riverhead	3
	Cablevision of Southern Westchester	11
	Cablevision of Westchester	3
	Cablevision-Rockland	5
	Charter Communications	2
	El-Mar Communication Co.	1
	MediaOne - Rockland	2
	MediaOne - US Cablevision	3
	MediaOne - Westchester	1
	RCN of Southeast New York, Inc.	6
	Time Warner - Albany	4
	Time Warner - Binghamton	3
	Time Warner - Brooklyn	21
	Time Warner - Fingerlakes	1
	Time Warner - Jamestown	1
	Time Warner - Kingston	1
	Time Warner - Malone	1
	Time Warner - Manhattan	39
	Time Warner - Mt. Vernon	1
	Time Warner - Newburgh	5
	Time Warner - Orange County	6
	Time Warner - Paragon Manhattan	1
	Time Warner - Queens	37
	Time Warner - Rochester	2
	Time Warner - Rome	1
	Time Warner - Saugerties	1
	Time Warner - Schenectady	2
	Time Warner - Staten Island	1
	Time Warner - Sullivan County	3
	Time Warner - Syracuse	4
<i>sum</i>		<hr/> <b>258</b>
<b>DSL</b>	Covad Communications Company	1
	Tel-Save, Inc. (Talk.com)	1
	Verizon Advanced Data, Inc.	21
<i>sum</i>		<hr/> <b>23</b>

**No. of Complaints Received Against Regulated Companies  
Between 10/1/2001 and 10/31/2001**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<b>Electric</b>	Central Hudson Electric & Gas	9
	Con Edison	134
	Jamestown Board of Public Utilities	3
	New York State Electric & Gas	20
	Niagara Mohawk Power Corp	49
	Orange & Rockland	11
	Penn Electric Company (GPU Energy)	1
	Rochester Gas + Electric	18
	Village of Arcade	1
sum		<u>246</u>
<b>Gas</b>	Con Edison	14
	Corning Natural Gas	2
	KeySpan of Long Island	8
	KeySpan of New York	32
	National Fuel Gas Distribution	57
	Niagara Mohawk Power Corp	3
	Orange & Rockland	4
	Rochester Gas + Electric	4
sum		<u>124</u>
<b>Steam</b>	Con Edison	1
	sum	
<b>Telephone</b>	ACC Buffalo Telecom Corp.	1
	Adelphia Business Solutions Operations	1
	Allegiance Telecom of New York, Inc.	10
	Alltel Communications, Inc.	3
	Amer-I-Net Services Corporation	1
	AT&T Communications of New York, Inc.	240
	BridgeCom International, Ltd.	1
	Broadview Networks	16
	Broadwing Communications Services Inc	2
	Broadwing Telecommunications Inc.	1
	Buffalo Coin Phones	1
	Business Options, Inc.	1
	Buyers United International, Inc.	1
	Cablevision Lightpath, Inc.	2
	Capsule Communications, Inc.	1
	Choctaw Communications, Inc. d/b/a Smoke	1
	Choice One Communications of New York Inc	6
	Citizens Telecom	2
	Citizens Telecom Long Distance	1
	Claricom Networks, Inc.	1
	Community Network Services, Inc.	1
	Conversent Communications of New York	1
	Covista of New York, Inc.	3
	CTC Communications Corp.	2

**No. of Complaints Received Against Regulated Companies  
Between 10/1/2001 and 10/31/2001**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Empire Telephone		1
Essential.com, Inc.		2
Essex Communications, Inc. d/b/a/ Elec		7
Excel Telecommunications Inc.		3
Fairpoint Communications		2
Fibernet, Inc. dba Fibernet Telemanagement		1
Frontier Comm of AuSable Valley		1
Frontier Comm of NY/fka Highland Tel		2
Frontier Communications of Rochester, Inc		2
Frontier Communications of the West, Inc		1
Frontier Local Services, Inc.		3
Frontier Telephone of Rochester, Inc.		9
Gillette Global Network		1
Global Crossing Telecommunications, Ind		4
Inet Interactive Network System, Inc.		1
Integrated Teleservices, Inc		1
Intellicall Operator Services Inc.		6
IntelliCom Solutions, Inc.		1
International Discount Telecommunications		2
LCI International Telecom Corp.		8
Least Cost Routing, Inc.		2
Lightyear Communications, Inc.		1
Matrix Telecommunications		1
MCIWorldCom		135
Metropolitan Telecommunications dba MetTel		24
Net2phone, Inc.		1
Network Plus, Inc.		11
NOS Communications Inc.		3
Onsite Access Local LLC		2
Ontera Broadband		2
Opex Communications, Inc.		1
Optical Communications Group Inc.		1
Optical Telephone Corporation		1
PaeTec Communications, Inc.		1
PNG Telecommunications, Inc.		1
Primelink, Inc.		1
Primetel Communications		1
PT-1 Communications, Inc.		1
QWest Communications Corporation		8
RCN Telecom Services of New York, Inc		1
Resdntl Comms. Netwrk of NY dba RCN		9
Sprint Communications Company L.P.		41
Startec, Inc.		1
Tel-Save, Inc. (Talk.com)		74
Telecom USA		1
Telis Communications Group, Inc.		1
The Free Network, L.L.C.		1
Tri-Tel Communications, Inc.		1
UKI Communications, Inc.		3
United Systems Access Telecom, Inc.		2
US Long Distance, Inc.		1
Verizon Communications (LD)		4
Verizon Communications (LEC)		260



**No. of Complaints Received Against Regulated Companies  
Between 10/1/2001 and 10/31/2001**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Verizon Corp. (payphones)	1
	Webnet Communications, Inc.	3
	Wiltel Inc.	1
	XO New York, Inc.	1
	ZTel Communications, Inc.	41
sum		<hr/> 1003
<b>Water</b>	Farms Water Co Inc	2
	Kiamesha Artesian Spring	2
	Long Island Water Corp.	19
	Mountain Lodge Park	1
	United Water-New Rochelle	3
	United Water-New York	6
	Windham Ridge Water Corp.	1
sum		<hr/> 34
<b>TOTAL COMPLAINTS RECEIVED</b>		<b>1689</b>

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	1999	2000	2001	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
6902	1 Com Inc.		4	5			1						1	3	2	2	
5818	A.R.C. Networks Inc.																
5049	ACC Buffalo Telecom Corp		1	1	1											1	
5305	ACC Long Distance Corporation	1		2							1		1				
6184	ACC National Long Distance Corp			1								1					
5757	ACC National Telecom Corp.																
5069	ACC Rochester Telecom Corp.		1												1		
6159	Accutel Communications Inc.	4															
6849	ACN Communication Services Inc			3								1	1	1			
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	29	20		2	1	1	3	1	2	1	4	5	7	1	4
5357	Advanced Telecommunications Ne	0	2													1	1
5279	Advantage Communications Group Inc	0															
5324	Affinity Corporation			1								1					
5688	Affinity Network Inc.	1		2								2					
6055	All American Telephone Inc.																
6283	Allegiance Telecom of NY Inc.	3	24	37	2	1	1	4	3	6	6	4	6	4	4	9	1
6516	Alliance Group Services Inc		1														1
5774	Alltel Long Distance Inc.																
5010	AllTel of New York		1														
5A02	Alltell Communications Inc																
5343	Am.Tech. Inc.dba Network Utili	1															
5779	American Business Alliance In	1															
5908	American Long Distance Service Inc.	1															
5683	American Long Lines																
6323	American Nortel Communications Inc.	60	13	1									1				
6778	American Phone Services Corp.		4	5					2		1	1	1				
5935	American Telecommunications En																
5A22	American Telecommunications System			2							1	1					
5249	American Telesource Intl Inc.																
6299	Americatel Corporation			1			1										
5361	America's Tele-Network Corp.	19	14	1										1	1	1	
5984	Americom Inc.	0	1	2									2				
5322	Amer-I-Net Services Corporation			1	1												
5689	Ameri-Tel Communications Inc.	1															
6513	AmeriVision Communications Inc.	3															
5325	AMNEX See American Network Exc																
5805	AT&T Communications of New Yor	70	373	433	46	52	42	38	26	45	36	54	49	45	26	42	37
5364	Athena International L.L.C.																
5837	ATI Rentals Inc.																
5369	Atlas Communications Ltd.	1															
6057	BFI Communications Inc.																
6459	Big Planet Inc.																
5996	Briar Joy Development Corp.																
6140	BridgeCom International LTD			5		1		1	1			1	1				
5771	Brittan Communications International C	23	1														
6886	Broadview Networks	63	73	48	5	2	7	5	4	3	3	5	2	12	1	1	10
6869	Broadwing Telecommunications Inc			2	1			1									
6838	Broadwing Communcations			2	2												
6111	Business Discount Plan Inc.	6	1	2						1		1					
5776	Business Options Inc.	1	3	1	1												
5021	Business Telecom dbs BTI Telecom	1															
5340	Cable & Wireless Commun. Co.	1		4		1			1			1	1				

\* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	1999	2000	2001	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5949	Cablevision Lightpath Inc.		2														
6399	CBS Corporation dba Westinghouse	1															
5879	Cherry Communications Inc																
6646	Choice One Communications of NY			1	1												
5A17	Citizens Telecom			1								1					
5127	Citizens Telecommunications Co			1						1							
5128	Clear Network Inc. dba ClearN																
5609	Cleartel Communications Inc.																
5693	Coast International Inc.		1														
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		2			2										
5103	Colorado River Communications																
6143	Commonwealth Telecom	1	3														
6593	Communication Express	2															
5131	Communication TeleSystems Inte																
6372	Communications Billing Inc.	2															
5177	Communications TeleSystems Intl																
5986	Community Network Services Inc			1	1												
5133	Conetco Corp dba Comm.Network																
5612	Conquest Operator Services Corp.	0															
6810	Conversent Communications of NY																
6245	Core-Comm New York Inc.	2															
5336	Corporate Services Telecom Inc																
5B87	Covista of New York Inc			3	3												
6260	CTC Communications Corp.		1	1						1							
5559	CTN Telephone Network, Inc.			1					1								
5191	Dial & Save of New York Inc.																
5117	Digital Dialing Communications																
6651	Direct America Marketers			2		1	1										
6103	Discount Network Services Inc.	0															
6328	Discount Telecom Inc.																
5252	Eastern Telecommunications Inc																
6672	Econo-o-Call Inc.		8	6		2	1	1	1		1				2	2	1
5215	Econophone Inc.	2	1														
6138	Efficcy Group Inc.																
5137	Empire One Telecommunications			2				1				1					
5982	Equal Net Communications Inc.		2														
5198	EqualNet Corporation	1	1														
6659	erbia Network Inc.		1														
6748	Essential.com Inc.		17	10			2	1	3			1	3		1		
6912	Essex Communications DBA Elec		12	15	2	1	2		1	2	2	2	1	2	3	1	1
6369	Essex Communications Inc			1							1						
5382	Excel Telecommunications Inc.	10	6	12	1		2	2			2	1	4				
5912	Executone Information Systems Inc.		1													1	
6157	EZ Tel Corp.	0															
6435	Fairpoint Communications		1	3			1							2		1	
5275	Federal TransTel Inc.	1		1										1			
5889	fka Comm.Gateway Netwk/now Win																
5081	fka USA Long Distance/see 5749																
5390	Flex Communications System																
5204	Frontier Comm. of NY/fka Highland Tel																
5176	Frontier Comm. Of Rochester Inc.																
5315	Frontier Comm. Of the West Inc			1	1												

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	FULL NAME	1999	2000	2001	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5197	Frontier Comm.Int'l Inc/fka RC																
5401	Frontier Communs. Services (fk	6															
5192	Frontier L.D. America	1															
5823	Frontier Local Services, Inc.			2	1					1							
5A41	Frontier Telephone of Rochester Inc.	1		1	1												
5391	Future Telecom Service																
5954	GE Capital Communications Serv																
5573	Genesis Communications International			2			2										
6826	Global Crossing Telecommunications			21	3	3	7	3			2		2	1			
6152	Global Telephone Corporation																
5919	Group Long Distance Inc.	1															
5194	GTE Card Services Incorporated	31	2														
5097	GTE Corporation	4															
5143	GTE Telecommunications Services Inc.	1															
5113	Heartline Communications																
5676	Home Owners Long Distance Inc	1															
5289	Host Network Inc.																
5284	Idealdial Corp. dba Idealdial Telephone																
6373	IDT Corporate		2	2			1			1							
6265	I-Link Communications																
5345	Inet Interactive Network System Inc.			2	1			1									
6156	Inmark Inc. dba Preferred Billing	10	4	1										1			
6095	Integrated Teleservices Inc.		1														
5062	Integrated Teletechnologies																
5624	Intellicall Operator Services Inc.	1	2	2					1					1	2		
6210	Intermedia Communications Inc.	0															
5114	International Discount Telecommunications			4	1	2	1										
5409	International Exchnage Networks Ltd		2													1	
6065	International Telcom Ltd.	0															
6125	International Telecommunications Corp.	4															
5918	International Telemedia Assoc.																
6482	Internet Telephone Company d/b/a ITC																
5408	IntelliCom Solutions Inc			1	1												
5256	IXC Communications	1	2														
5292	Key Communication Management Inc.	12	4														
5980	L.D. Services Inc.	3															
6268	LCI International Inc.	2															
5078	LCI International Telecom Corp	8	5	14	4	4	3			1	1		1	1			
5268	LDC Telecommunications Inc.	2															
5013	LDDS-Metromedia A/O Inc																
5909	LDM Systems Inc.	1															
5077	LECNat			1			1										
5339	LEAST COST ROUTING			2	2												
5854	Least Cost Routing Inc. dba Long Dist	4															
5036	Lightyear Communications Inc	1	2	4	1						2	1					1
5904	Long Distance Direct Inc.																
5547	Long Distance International dba LDI Co																
5428	Long Distance Network Services																
5749	Long Distance Services of N.Y.	1		1		1											
5227	Long Distance Wholesale Club	1															
5149	Long Island Telephone Company																
6460	Marathon Communications Corp.	1															

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	1999	2000	2001	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5699	Matrix Telecommunications	2		4	1		1				1	1					
5820	MCI WorldCom	199	280	304	27	33	35	14	37	40	21	33	30	34	33	22	10
5736	MCImetro Access Transmission Svcs		1														
6208	Mercury Marketing Co Ltd			1				1									
6423	Metro Telecomm. dba METTel	48	26	56	9	7	4	6	5	6	5	4	7	3	5	2	4
5220	MetroLink Communications Inc.																
5435	Metromedia Long Distance Inc.			3		1			1				1				
5900	MFS Intelnet of N.Y.																
5731	MIDCOM Communications Inc.																
5416	Minimum Rate Pricing	15	2												1		
5777	National Accounts Inc.			3			1		1	1							
5717	National Communications Associ																
6110	National Telephone & Communications	1															
5741	National Telephone Communicati																
6441	Nations Tel Inc.	1															
5154	Nationwide Long Distance Inc.																
6511	Nationwide Telecom Inc.																
5244	NeTel Inc.	1															
6054	NET-TEL Corp.		1	1		1											
5385	Network Enhanced Technologies Inc.		1												1		
5826	Network Plus Inc.	2	40	33	3	2	2	3	4	4	1	7	4	3	3	3	5
5447	Network Svcs Inc./ Long Dist. Net. Svcs																
5419	New Century Telecom Inc.	1															
5238	New York Local Telephone Corp.																
5125	Newport Telephone																
6928	Norstar Communications			1		1											
6367	North American Telecommunications Corp	1	1	2								1	1				
5832	North American Telephone Network LLC		1	1				1									
5455	Northland Telephone Systems Limited																
5458	NOS Communications Inc.	3		4	1			1		1		1					
5007	Nuestra Telefonica Ltd.																
6177	OLS Inc.	1															
5887	Oncor Communications																
5462	One Call Communications Inc. d																
5A98	One Step Billing Inc.	2															
5819	OneStar Long Distance Inc.			1				1									
5834	Ontera Broadband	0		2	2												
5761	OPCOM Inc.																
5883	Operator Services Company																
5C61	Optical Telephone Corp			1	1												
5853	Optex Inc.	0															
6508	Opticom Corporation																
5743	Phoenix Network Inc.																
5763	Phone Calls Inc.	1															
5193	Phone One Inc.		1														
5263	PNG Telecommunications Inc			3		2		1									
5159	PowerNet Communications			1									1				
5456	Preferred Carrier Services																
5459	Premier Communications Inc.	0															
5245	Primus Telecommunications Inc.	4		1				1									
6151	Protel Advantage d/ba/ Long Distance	1															
5463	Protel Inc.	14	4														

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	1999	2000	2001	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
6324	PT-1 Communications Inc.		2	2		1	1								1		
5509	PTC - Peoples Telephone a/k/a ASCOM	0															
5346	Public Telephone Services Inc																
5797	QAI Inc d/b/a Long Distance B	4	2												1		
5212	QCC Inc.																
5700	Quintel Entertainment Inc.	0															
5468	Qwest Communications Corporati	21	15	29	2	4	3	2	1	2	7	2	2	4	3	1	2
5830	RCI Corporation see code 5197																
6316	RCN Long Distance Company		1												1		
5A13	RCN Telecom Services of NY Inc.	5	2	1			1								2		
5558	Residential Communications Network of	2	2	7		1		1		2	1	1	1				
5843	Robtel Inc.		1													1	
5824	RRV Enterprises Inc. dpa Consumer Access																
6278	RSL Com U.S.A. Inc.	1	1														
6933	ServicSense.com Inc.		1	1								1			1		
5915	Sonic Communications																
5748	Sprint Communications Company	59	39	144	24	25	22	7	13	11	8	14	11	9	8	2	1
6045	STA Telecommunications Corp																
5891	Standard Telcom L.D. Inc.																
5478	Starlink Communications L.L.C.	1															
5479	Startec Inc.	1		1						1							
5257	Switched Service Communications LLC																
5185	Taconic Telephone			1				1									
5913	Target Telecom Inc.																
5487	TC Systems Inc. (TCG)																
6375	Telco Holdings dba Dial & Save	1															
6100	Telco Partners Inc.		1														
5164	Telcom Group USA Inc. d/b/a TelCom	2	1														
5310	Tele(Allnet Comm.Inc.) Allnet																
5762	Telecom USA		1	1			1										
5167	Telecommunications Service Center Inc.			1							1						
6161	Telehub Network Service Corp.	0															
6288	Telemex/Sprint Communications	1															
6118	Telepath Communications Inc.		2														
6207	Telephone Company of Central Florida			2			1			1							
5845	Teleport Communications	3	5												1		
6469	Telergy Network Services Inc.																
5492	Telnet Communications Inc.	0															
6088	Tel-Save Inc dba The Phone Company	17	153	444	26	43	45	49	48	52	47	69	26	39	45	26	9
6654	The Free Netwok LLC			1	1												
5939	The Furst Group Inc.		1														
6131	The Phonco Inc. dba Network Services																
5499	TI Nat Telecom dba TI World Te	1															
5515	Total - Tel USA Inc.			1		1											
5271	Touch 1 Communications Inc.	2	1														1
6093	Touch 1 Long Distance Inc.	1	1														
5522	Trans National Communications Inc.																
5223	TresCom U.S.A Inc.																
5A72	Tri-Tel Communications Inc.		5	4	1					1				2	1	1	2
6331	TruCom Corporation		2														1
6049	TTI National Inc.		1														
5659	U.S. Long Distance Inc.																

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	1999	2000	2001	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5A99	U.S. Republic Communications Inc.	2		1							1						
6817	UKI Communications Inc.		1	13	2	2			1	1	2	1	2	2	1		
5A45	United Services Telephone LLC																
5C87	United Systems Access Telecom Inc			1	1												
6493	Uni-Tel Communications Group Inc.	1	2	1					1								
5717	Universal Communications Inc																
5860	US Sprint Communications Co./																
5528	US Wats. Inc.																
6137	USA Tele Corp.	3															
6048	USN Communications Long Distance	72	1	1		1											
5276	V.I.P Network Inc.																
5101	VarTec Telecom Inc.			2		1							1				
6300	VarTec Telecom Inc. d/b/a Clear Choice		1													1	
5120	Verizon	10	12	25	2	2	3	2	2	2	4	2	3	3	1	3	1
6830	Verizon Advanced Data																
6781	Verizon Communications		7	9	1	2	1		2	1	1	1			4	1	
6290	Veterans of America Assn.																
6073	Vista Group International Inc.	8															
6788	Webnet Communications			10	3	3	2	1						1			
5172	Westinghouse Electric Corporation d/b/s																
5867	Wiltel Inc.	1	1	1	1										1		
5303	Winstar Gateway Network Inc.	1															
5770	Working Assets Funding Service	1		1			1										
5319	World Com Inc dba LDDS World		2	2			1	1									
5716	World Communications Inc.																
6124	Worldcom Inc.																
5203	WorldCom Network Service dba Wil	0		5		2			1	1	1						
6307	Worldcom Technologies Inc.																
5516	Xtracom Inc.																
6447	Ztel Communications Inc.	53	160	120	2	4	4	8	17	15	20	17	18	15	8	3	2
	Complaints Assigned by CPCN	966	1414	1555	193	212	208	160	181	204	182	237	188	195	173	130	95
	Unassigned Complaints	2	5	6	2	0	0	1	0	2	0	0	1	2	0	0	0
	<b>Total</b>	<b>968</b>	<b>1419</b>	<b>1561</b>	<b>195</b>	<b>212</b>	<b>208</b>	<b>161</b>	<b>181</b>	<b>206</b>	<b>182</b>	<b>237</b>	<b>189</b>	<b>197</b>	<b>173</b>	<b>130</b>	<b>95</b>

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

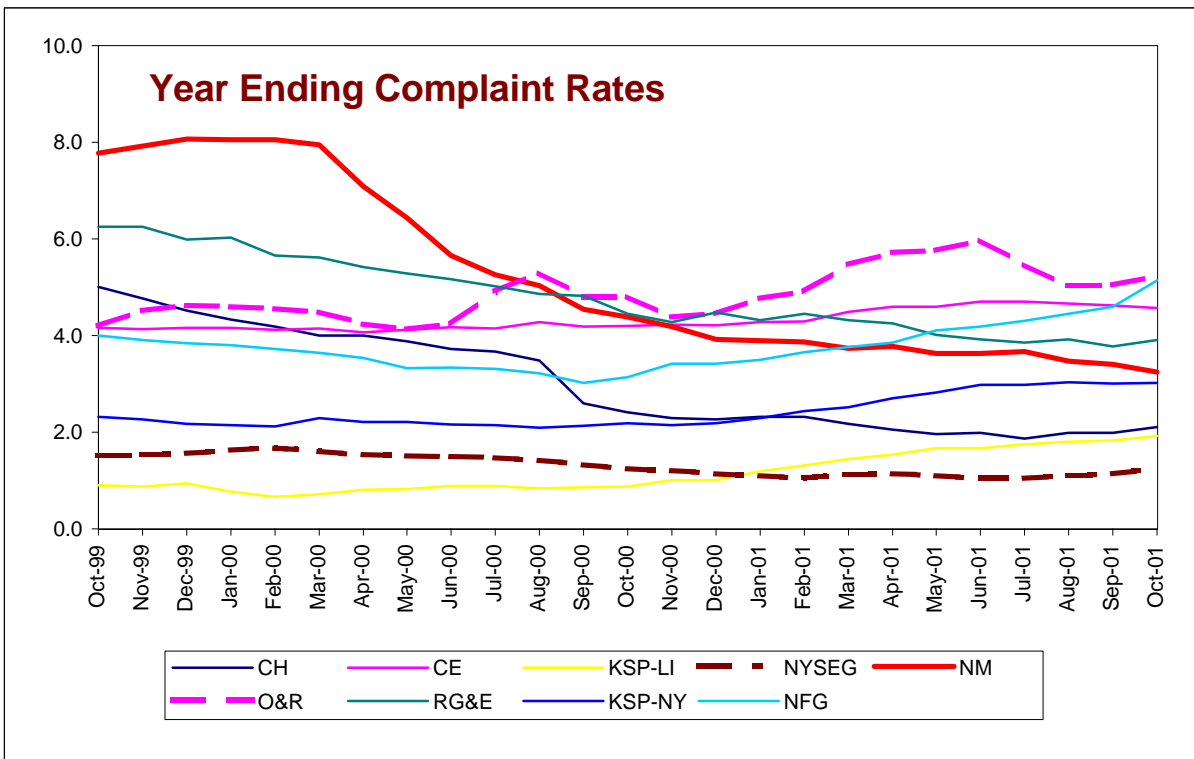
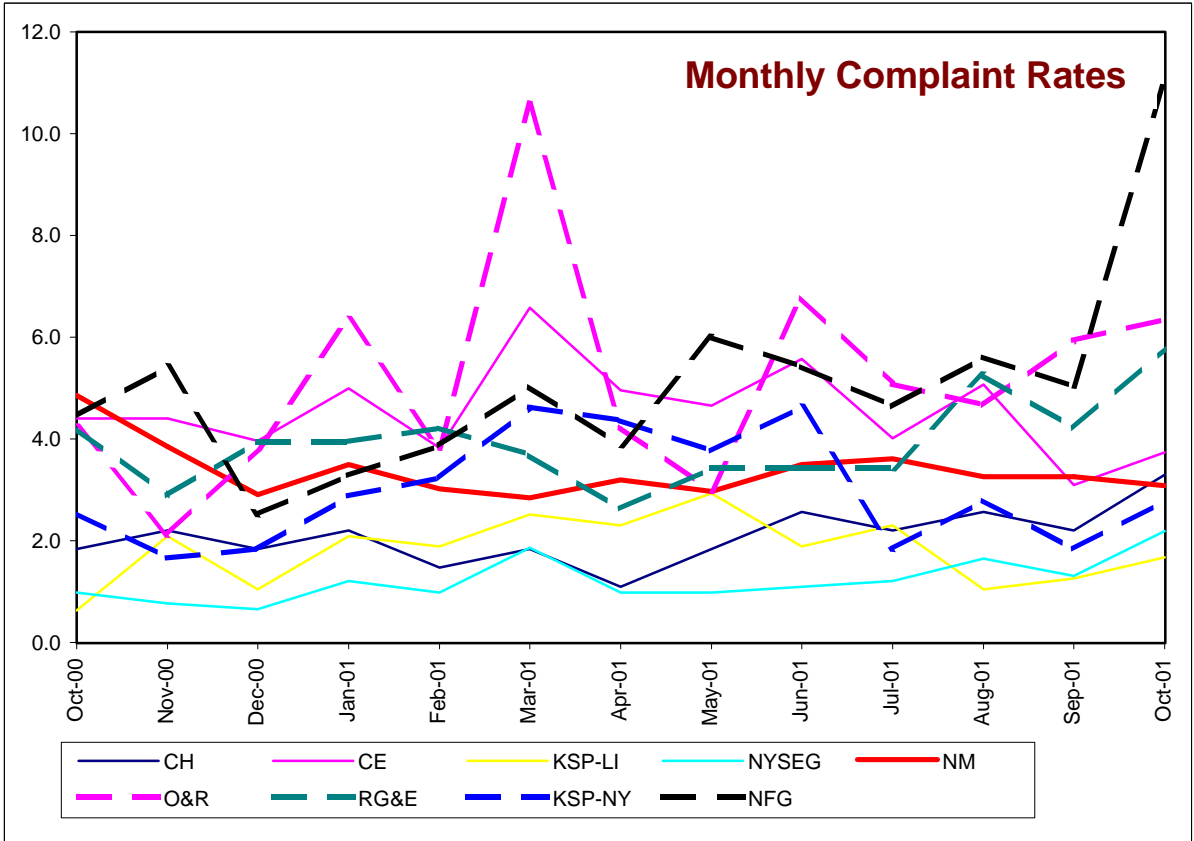
CODE	FULL NAME	1999	2000	2001	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
D105	ACN Energy, Inc.	0	18	2				1						1	2	1	
D092	Advantage Energy	0	1	0													
D078	Advantage Energy Inc.	0	1	0											1		
D001	Agway Energy Services Inc.	7	13	15	1			2	1	1		1	4	5	1	2	2
D036	All Energy Marketing Co.			2		1							1				
D002	Amerada Hess	2		7		2				2		1	1	1			
D005	Castle Power Corporatoin	0		1				1									
D041	Con Ed of New York	1	1	2						1	1						
D086	Con Edison Solutions	108	80	2						1				1		1	6
D089	Duke Solutions, Inc.	1		0													
D046	Econnergy	73	198	134	20	21	9	11	12	15	2	7	23	14	9	17	13
D047	Empire Natural Gas Corp			2			2										
D087	Energetix, Inc.	5	16	144	5	5	2	4	6	12	33	69	3	5	2	2	
D054	Enron Capital & Trading Resources	0		5	3	1							1				
D104	Great Eastern Energy	6	14	2									2			1	
D013	Interstate Energy Resources Inc.	1	11	11								2	3	6	3	4	2
D057	Iroquois Energy	5	63	3						1		1		1	11	33	14
D014	KBC Energy Services	3		0													
D015	Keyspan Energy Services, Inc.	38	84	83	4	9	4	7	10	13	6	5	7	18	5	11	9
D060	Main-Care Energy			1	1												
D062	MC2	3	1	0												1	
D098	Metromedia Energy	26	13	5	1							4					
D018	Mirabito Fuel Group Inc.			1										1			
D019	Morania	0		0													
D020	Natgasco - A Mitchell-Supreme Co.	1		6					2			1	2	1			
D021	National Fuel Resources	8	12	9		1	1	2		1		1	1	2		1	2
D082	National Fuel Resources, Inc.			1										1			
D090	Nev East, L.L.C.	0	1	0													
D084	New Energy Ventures, LLC	4	1	1				1									
D023	New York Gas Co., Inc.	6	40	81	6	3		5	10	14	7	6	4	26	16	11	2
D024	North American Energy	9	8	15	1	2		1	3	1		3	2	2	1		
D026	North Atlantic Utilities Inc.			1										1			
D103	NYSEG Solutions	9	15	9	2		2	1		3				1	1	1	1
D106	Orion Energy Services	10	33	82	15	7	4	4	4	10	12	12	11	3	13	5	4
D067	PG&E Energy Trading			1										1			
D093	Robison Energy of Westchester	7	4	0												1	
D112	Smart Energy Services			140	34	10	18	11	13	27	13	8	4	2			
D102	Telecon Energy Services Corp.	9	1	0													
D032	Total Energy Inc.	125	158	144	10	9	8	11	13	14	6	22	20	31	18	20	17
D074	Utilicorp Energy Solutions	3		0													
D035	Williams Energy Services Co.	0	1	0													
D888	Unassigned Customer Contacts	16	15	26		8			16	1				1		3	3
	<b>Total</b>	486	803	938	103	79	50	62	90	117	80	143	89	125	83	115	75

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.

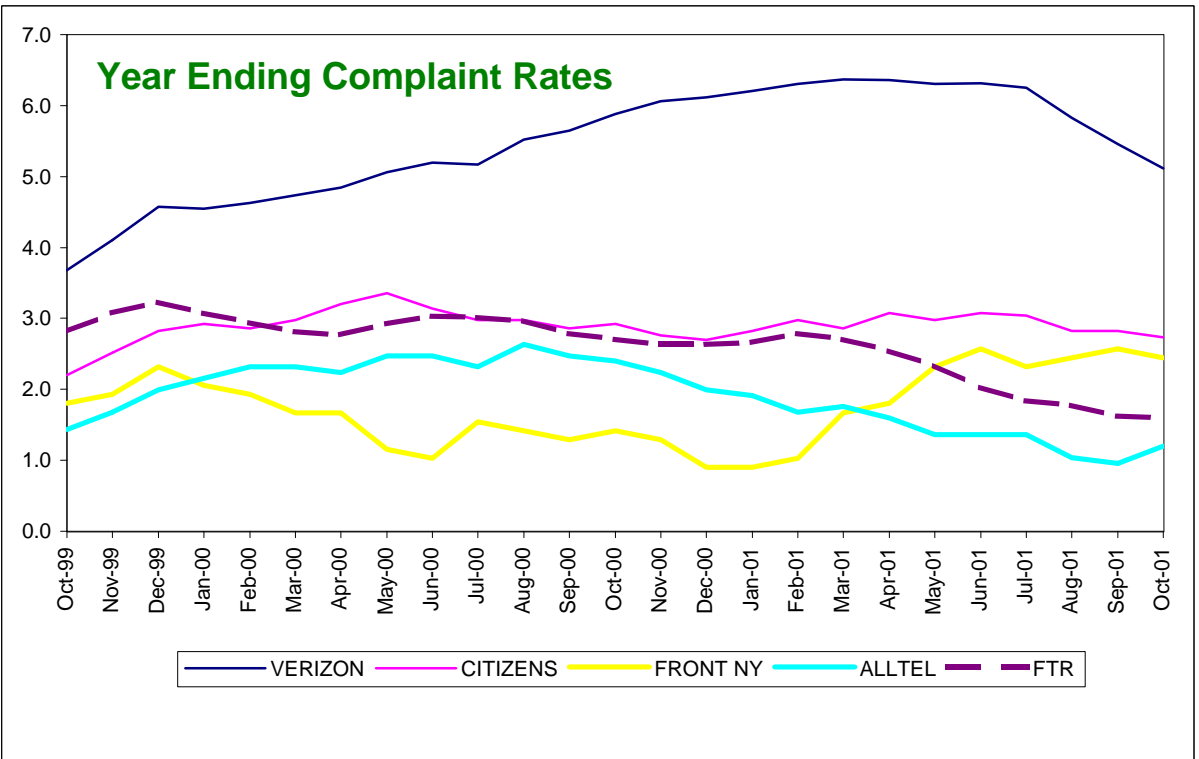
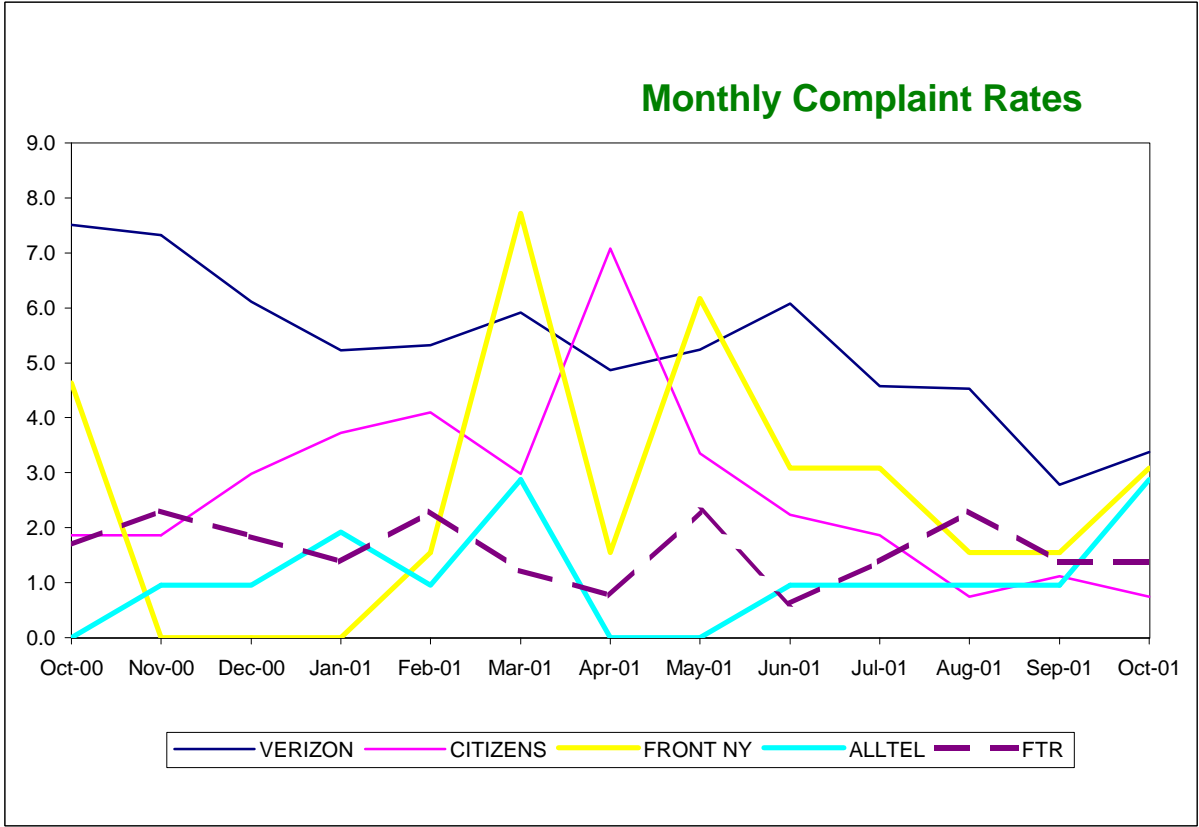
Customers are referred to their contract for resolution guidelines.



# MAJOR ENERGY UTILITIES



# MAJOR TELEPHONE UTILITIES



# MAJOR WATER UTILITIES

