

Monthly Report on Consumer Complaint Activity



September 2004

William M. Flynn, Chairman

*Sandra S. Sloane, Director
Office of Consumer Services*

October 26, 2004



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Office of Consumer Services

October 26, 2004

Dear Reader:

In June 2002, the New York State Public Service Commission's Office of Consumer Services implemented a new process for handling consumers' issues against energy, water, telecommunications and cable television service providers operating in New York State. This process is known as QRS – the Quick Resolution System. The process is intended to provide enhanced service to consumer issues. This procedure, in most cases, allows service provider's one opportunity to resolve an issue directly with their customer prior to the OCS classifying the case as a complaint. Service providers are required to contact consumers to discuss their concerns, seek resolution of the issue and then provide expedited feedback to OCS reporting the outcome of the contact.

In order to measure the effectiveness of a service provider's performance under this new program, our staff has spent the past year developing a Customer Service Response Index. The Customer Service Response Index measures a service provider's responsiveness to consumers' problems forwarded to it by the staff of the Office of Consumer Services. The index measures performance in four areas:

- ◆ Success in resolving a customers' problem in the first contact
- ◆ Timeliness of first contact responses
- ◆ Timeliness of complaint responses
- ◆ Age of cases awaiting reply by the service provider

After working with all service providers over the last several months, last month we began reporting the Customer Service Response Index (CSRI) as part of our monthly activity report. This index is only one of many measures used to monitor utility performance. It is not the sole indicator of a service provider's performance and may not be representative of the level of service you might receive as a consumer.

Preceding the CSRI report is a quick reference guide which will explain each of the individual metrics that make up the index. Questions concerning CSRI should be sent to: Barry_Bedrosian@dps.state.ny.us.

Sincerely,

Sandra S. Sloane
Director



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 (1-800-342-3330 for cable television matters). If you are calling from outside New York State, the number to call is 1-212-290-4171.

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

September 2004

Utility	Aug-04		Sep-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate* Sep-04
					Sep-03	Sep-04	Change	2003	2004	Change	
Central Hudson	0.3	1	0.7	2	29	25	-13.8	21	19	-9.5	0.8
Con Edison	1.8	65	1.7	62	724	705	-2.6	616	590	-4.2	1.7
KeySpan of L.I.	1.4	7	0.6	3	61	45	-26.2	52	39	-25.0	0.8
NYSEG	0.2	2	0.4	4	57	35	-38.6	50	28	-44.0	0.3
Niagara Mohawk	1.5	25	1.8	31	351	287	-18.2	330	246	-25.5	1.6
Orange & Rockland	0.5	1	1.9	4	30	24	-20.0	28	22	-21.4	1.0
RG & E	1.3	5	1.8	7	93	68	-26.9	88	65	-26.1	1.5
KeySpan of NY	1.5	18	1.9	22	103	139	35.0	83	125	50.6	1.1
National Fuel Gas	1.6	8	2.3	12	91	74	-18.7	85	65	-23.5	1.4
Other Energy Utilities	N/A	1	N/A	1	14	21	50.0	13	16	23.1	N/A
ESCO's	N/A	44	N/A	18	850	487	-42.7	586	356	-39.2	N/A
Verizon	0.5	42	0.6	49	893	571	-36.1	807	393	-51.3	0.6
Citizens Telcom	0.3	1	1.0	3	12	19	58.3	13	13	0.0	0.5
Frontier of NY	1.3	1	0.0	0	6	10	66.7	6	9	50.0	1.1
Alltel	0.0	0	0.0	0	6	3	-50.0	6	3	-50.0	0.3
Frontier Tel of Roch.	0.4	2	0.6	3	28	19	-32.1	29	17	-41.4	0.3
Other LEC's,CLEC's, ICX's	N/A	194	N/A	167	1862	1982	6.4	1388	1506	8.5	N/A
DSL Providers	N/A	2	N/A	3	34	32	-5.9	37	20	-45.9	N/A
Adelphia	N/A	2	N/A	0	21	24	14.3	15	20	33.3	N/A
Cablevision Systems	N/A	12	N/A	19	138	146	5.8	121	110	-9.1	N/A
Time-Warner	N/A	11	N/A	6	92	125	35.9	82	95	15.9	N/A
Other Cable Cos.	N/A	0	N/A	1	19	11	-42.1	16	13	-18.8	N/A
Long Island Water	0.0	0	0.0	0	10	6	-40.0	10	2	-80.0	0.7
UW - New Rochelle	3.3	1	3.3	1	2	11	450.0	1	8	700.0	3.0
New York Water	0.0	0	0.0	0	2	4	100.0	2	4	100.0	0.8
New York American	0.0	0	0.0	0	1	0	0.0	1	0	0.0	0.0
UW - New York	0.0	0	0.0	0	8	9	12.5	8	5	-37.5	1.1
Other Water Utilities	N/A	0	N/A	3	17	11	-35.3	8	16	100.0	N/A

All complaint rates are based on 2003 customer populations.

* - Complaints per 100,000 customer accounts

The number of cases received for and assigned to individual utilities are subject to review and could eventually change the numbers reflected in this report

The reduction in the number of complaints is attributed to the method in which complaints are now processed.

Please refer to the July and August 2002 Month Report which describes the Quick Response System and the process by which cases are now handled.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS Major New York Energy Utilities September-04

Utility	Sep-04 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	2	0	0%	25	12	48%	0.8	0.3
Con Edison	62	15	24%	705	159	23%	1.7	0.4
KeySpan - LI	3	4	133%	45	14	31%	0.8	0.2
NYSEG	4	0	0%	35	14	40%	0.3	0.1
Niagara Mohawk	31	11	35%	287	122	43%	1.6	0.6
Orange & Rockland	4	0	0%	24	9	38%	1.0	0.4
RG & E	7	1	14%	68	57	84%	1.5	1.2
KeySpan - NY	22	4	18%	139	30	22%	1.1	0.2
National Fuel Gas	12	3	25%	74	30	41%	1.4	0.5

Note: This chart shows the correlation between all complaints received and cases concerning credit related issues such as: Deferred payment agreements, extensions for payment, threatened termination of service and termination of service to non-payment.

Customer Service Response Index September 2004

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index
Time Warner - Syracuse Division	10	0	5.0	1.6	2.0	0.0	2.0	8.0	1.0
Frontier Telephone of Rochester, Inc.	41	3	4.3	4.7	2.0	0.0	2.0	0.0	1.0
New York State Electric & Gas Corp.	46	4	4.1	6.2	2.0	0.0	2.0	2.0	1.0
Talk America, Inc.	15	0	5.0	7.2	2.0	0.0	2.0	60.9	0.0
Cablevision of Long Island	20	2	4.0	11.3	2.0	0.0	2.0	13.5	1.0
Central Hudson Gas & Electric Corp.	20	2	4.0	7.4	2.0	0.0	2.0	0.0	1.0
Verizon Advanced Data, Inc.	26	2	4.2	15.7	1.8	0.0	2.0	2.5	1.0
Rochester Gas & Electric Corp.	84	7	4.2	4.7	2.0	0.0	2.0	38.3	0.5
Z-Tel Communications, Inc.	9	1	3.9	14.7	1.9	12.0	1.9	4.0	1.0
Orange & Rockland	24	4	3.3	7.4	2.0	10.9	1.9	0.0	1.0
KeySpan of Long Island	16	3	3.1	2.4	2.0	2.8	2.0	0.0	1.0
Choice One Communications of New York, Inc.	14	3	2.9	10.2	2.0	0.8	2.0	0.0	1.0
Sprint Communications	67	8	3.8	15.0	1.9	8.8	2.0	68.4	0.0
Broadview Networks, Inc.	16	3	3.1	11.9	2.0	0.1	2.0	38.0	0.5
National Fuel Gas Distribution	50	12	2.6	8.6	2.0	9.7	2.0	14.0	1.0
MCI	135	33	2.6	12.3	2.0	12.8	1.8	14.7	0.9
Verizon Communications (LEC)	613	47	4.2	9.0	2.0	69.3	0.0	8.8	1.0
Time Warner - Albany Division	10	0	5.0	20.6	1.3	101.0	0.0	33.8	0.6
Cablevision of New York City	40	13	1.8	12.4	2.0	0.0	2.0	0.0	1.0
Econnergy	10	0	5.0	23.8	1.0	77.2	0.0	58.9	0.1
Niagara Mohawk - A National Grid Company	219	31	3.6	11.6	2.0	59.9	0.0	47.3	0.3
AT&T	316	61	3.1	10.6	2.0	46.1	0.0	26.9	0.7
Metropolitan Telecommunications	14	8	0.0	10.1	2.0	0.0	2.0	11.0	1.0
Con Edison of New York	332	62	3.1	17.5	1.6	108.2	0.0	57.2	0.1
Time Warner - New York City Division	73	5	4.3	16.8	1.7	19.1	1.1	76.4	-3.0
KeySpan of New York	66	22	1.7	17.3	1.6	91.0	0.0	36.9	0.5
VarTec Telecom, Inc.	19	2	3.9	11.4	2.0	1.0	2.0	89.8	-7.0
Verizon Communications (LD)	9	1	3.9	23.2	1.0	0.0	2.0	188.1	-9.0
Telecarrier Services, Inc.	17	6	1.5	39.6	0.0	99.7	0.0	378.0	-9.0
IDT America Corp.	81	31	0.0	15.2	1.8	40.0	0.0	79.7	-3.0

Customer Service Response Index September 2004

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index
16 E 96TH Corp	0	0		0.0		0.0		106.0	
57 Thames Rentals	0	0		0.0		0.0		205.0	
ACC Business	3	0		5.0		0.0		0.0	
Accent Energy Midwest, LLC	5	1		7.6		0.0		0.0	
Acceris Communications, Inc.	2	2		21.7		0.0		64.0	
Access Point, Inc.	1	0		0.0		0.0		101.0	
ACN Communication Services, Inc.	4	2		13.3		0.0		95.8	
Adelphia Cable - Buffalo	2	0		38.8		0.0		0.0	
Adelphia Cable - Glens Falls	2	0		5.5		0.0		0.0	
Adelphia Cable - International	0	0		120.0		0.0		0.0	
Adelphia Cable - Niagara	1	0		76.5		0.0		0.0	
Adelphia Cable - Utica	4	0		14.5		0.0		9.0	
Adelphia Cable - Wellsville	0	0		218.0		0.0		0.0	
All Energy New York	0	0		0.0		0.0		507.0	
Alliance Telecom of New York, Inc.	8	1		16.2		0.0		38.7	
Alliance Group Services, Inc.	0	0		0.0		0.0		168.0	
AllTel Communications, Inc.	2	1		3.5		11.7		0.0	
AllTel of New York	6	0		4.9		0.0		84.0	
American Long Lines, Inc.	0	0		0.0		0.0		31.0	
American Nortel Communications, Inc.	0	0		0.0		0.0		234.0	
American Package	0	0		0.0		0.0		35.0	
American Telecommunications Corporation	4	0		8.2		0.0		86.5	
America's Digital Satellite Telephone	0	0		0.0		0.0		196.0	
Americatel Corporation	0	0		0.0		0.0		198.0	
Aqua Maine	0	0		0.0		0.0		238.0	
Aqua Maine Water	0	1		16.0		0.0		91.5	
Aquarion Water Company of NY	1	0		12.0		0.0		44.0	
Arbor Hills Waterworks	0	0		0.0		0.0		81.0	
Armstrong Telephone Company - New York	2	0		0.5		0.0		0.0	
AT&T Payphones	0	0		0.0		102.1		0.0	
BAS Communications	0	0		0.0		0.0		164.0	
Bath Municipal Electric & Gas	1	0		7.5		0.0		0.0	
Beaver Dam Lake Water Corp.	1	1		1.0		0.0		0.0	
Beekman Water Company	0	0		0.0		0.0		0.0	
Berkshire Telephone Corp.	1	0		12.0		0.0		0.0	
Birch Hill Water Supply Corporation	0	0		0.0		0.0		179.0	
Birns Telecommunications	0	0		0.0		0.0		216.8	
BridgeCom International, Ltd.	5	2		27.8		0.0		26.0	
Broadwing Telecommunications Inc.	0	0		0.0		0.0		81.0	
Budtel Associates, Inc.	0	0		0.0		0.0		64.0	
BullsEye Telecom, Inc.	3	2		29.0		2.1		37.8	
Business Network Long Distance, Inc.	0	0		0.0		0.0		49.0	
Cablevision - MediaOne - US Cablevision	1	0		9.1		0.0		0.0	
Cablevision Lightpath, Inc.	1	0		9.0		0.0		0.0	
Cablevision of Brookhaven	2	1		4.5		0.0		0.0	
Cablevision of Dutchess County	1	0		8.0		0.0		0.0	
Cablevision of Hauppauge	1	1		30.0		0.0		16.0	
Cablevision of Port Chester	1	0		3.7		0.0		0.0	
Cablevision of Ramapo	2	0		8.0		0.0		14.0	
Cablevision of Riverhead	0	0		7.0		0.0		0.0	
Cablevision of Rockland	3	0		3.4		0.0		0.0	
Cablevision of Southern Westchester	8	2		6.0		0.0		0.0	
Cablevision of Westchester	5	0		12.0		0.0		0.0	
Cablevision of Yorktown	1	0		2.1		0.0		0.0	
Capital Telephone Services	0	0		0.0		0.0		51.0	
Chain Lakes Cablevision	1	0		4.0		0.0		0.0	
Charter Comm. - Plattsburgh	0	0		0.0		0.0		72.0	
Chronometric Telecommunications, Inc.	0	1		0.0		0.0		243.0	
Ciera Network Systems	0	0		0.0		0.0		196.0	
Citizens Communications (ILEC)	8	3		7.2		0.0		0.0	
Citizens Long Distance & LEC	0	0		0.0		0.0		99.0	
City of Jamestown Board of Public Utilities	1	1		11.0		0.0		-3.0	
Cleartel Communications, Inc.	5	1		13.3		0.0		35.0	
Comcast Telecommunications, Inc.	0	0		0.0		0.0		193.0	
Communicate Technological Systems, CTS, LL	5	0		1.8		0.0		71.0	
Communications Network Billing, Inc.	1	0		5.0		0.0		0.0	

*This report is considered confidential and is for information purposes only.
Only the PSC Staff is authorized to disseminate or discuss this information with third parties.*

Customer Service Response Index September 2004

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index
Con Edison Solutions	0	0		0.0		20.0		98.0	
Conserve	0	1		0.0		0.0		0.0	
Conversent Communications of New York, LLC	1	1		19.5		0.0		0.0	
Cooper Square Realty	0	0		0.0		11.0		0.0	
Cordia Communications Company	4	1		1.0		0.0		68.0	
Corning Natural Gas Corp.	1	0		10.0		0.0		0.0	
Corporatepage.com, Inc.	0	0		0.0		0.0		30.0	
Covad Communications Company	0	0		2.0		0.0		129.0	
Covista Communications, Inc.	7	4		9.0		10.7		33.9	
CTC Communications Corp.	0	0		0.0		113.0		49.0	
DavelTel, Inc.	0	0		0.0		0.0		99.0	
Deposit Telephone	1	0		0.0		0.0		1.0	
Dutchess Estates	0	0		0.0		0.0		91.0	
Energetix, Inc.	3	0		3.3		0.0		0.0	
Energy Service Providers, Inc.	1	0		0.0		0.0		0.0	
Esodus Communications, Inc.	0	0		14.0		0.0		0.0	
ESS.com, L.L.C.	0	0		0.0		0.0		191.0	
Essex Communications, Inc.	0	0		0.0		0.0		107.0	
Eureka Telecom, LLC	0	0		275.3		0.0		0.0	
Evercom Systems, Inc.	2	0		1.5		0.0		0.0	
Excel Telecommunications, Inc.	4	2		14.6		0.0		97.2	
Forest Park Water Co. Inc.	1	1		7.0		1.9		0.0	
Frontier Communications of NY/fka Highland T	6	0		4.5		0.0		0.0	
Frontier Communications of Sylvan Lake, Inc.	2	0		3.9		0.0		0.0	
Future Focus Telecommunications	0	0		0.0		0.0		191.0	
Gateway Plaza Management	0	1		0.0		0.0		106.0	
GE Capital Communications Services, Corp	0	0		0.0		0.0		270.0	
Globcom, Inc.	0	0		0.0		0.0		136.0	
GNC Public Communications	0	0		0.0		0.0		32.0	
Great Eastern Energy	0	0		0.0		0.0		183.3	
Green Mountain Energy	0	0		0.0		0.0		254.0	
GTC Telecom	2	1		1.0		0.0		0.0	
H&H Budd Earth Moving and Excavating	0	0		0.0		0.0		0.0	
ILD Telecommunications, Inc.	1	0		27.0		0.0		2.0	
Intelecom Solutions, Inc.	1	0		8.0		0.0		164.0	
InterGlobe Communications	2	1		6.0		0.0		6.0	
Keyspan Energy Services, Inc.	0	0		0.0		47.1		147.6	
Kiamesha Artesian Spring Water Co., Inc.	0	0		6.0		0.0		74.3	
Knolls Water Co.	0	0		0.0		0.0		490.0	
LCI International Telecom Corp.	1	0		20.0		0.0		0.0	
LCR Telecommunications, LLC	0	0		58.0		0.0		99.0	
Levy Associates	0	0		0.0		0.0		259.0	
Liberty Power Corp.	0	0		0.0		0.0		58.0	
Lightyear Network Solutions, LLC.	1	0		10.5		0.0		0.0	
Long Distance Consolidated Billing Co.	4	1		11.3		0.0		14.0	
Long Distance Services of N.Y.	0	0		0.0		0.0		147.0	
Long Island American Water	6	0		8.2		0.0		35.7	
Main Street Telephone Company	1	0		7.0		0.0		0.0	
Manhattan Telecommunications Corp.	0	0		0.0		0.0		43.0	
Massena Electric Department	0	0		33.0		0.0		0.0	
Matrix Telecom, Inc.	0	0		0.0		0.0		120.5	
McGraw Communications, Inc.	0	0		0.0		86.0		0.0	
Metro Teleconnect Companies, Inc.	0	0		0.0		0.0		267.0	
MFS Telephone of New York, Inc.	1	0		0.0		0.0		3.0	
Mid Hudson Cablevision, Inc.	0	1		21.0		0.0		109.2	
Miko Telephone Communications	0	0		0.0		0.0		56.0	
MTG Communications, Inc	0	0		0.0		190.1		117.5	
Natgasco, Inc. - A Mitchell-Supreme Company	0	0		0.0		0.0		0.0	
National Access Long Distance	5	0		8.0		0.0		93.1	
National Aqueous	0	0		0.0		0.0		108.0	
National Fuel Resources	1	0		15.0		0.0		0.0	
NECC Telecom, Inc.	0	0		0.0		0.0		115.0	
NET-TEL Corp.	0	0		0.0		0.0		155.0	
Network Plus, Inc.	0	0		0.0		0.0		185.0	
New Century Telecom, Inc.	3	1		9.0		0.0		65.9	
New Rochelle Telephone Company	2	1		86.4		238.3		259.7	

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Customer Service Response Index September 2004

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index
New York City Public Telephone	0	0		0.0		19.7		0.0	
Next Gen Telephone Co.	2	0		3.5		0.0		0.0	
North American Energy, Inc.	0	0		0.0		0.0		39.0	
North American Telephone Network, LLC.	0	0		0.0		0.0		185.0	
Northland Networks, Ltd.	1	0		2.0		0.0		0.0	
NorthPoint Communications, Inc.	0	0		0.0		0.0		113.0	
Norvergence Inc.	0	0		0.0		0.0		71.5	
NOS Communications, Inc.	1	0		7.0		0.0		0.0	
NOW Communications Inc	0	0		0.0		0.0		68.0	
Ogden Telephone	2	0		3.4		0.0		0.0	
One Call Communications, Inc.	1	0		9.0		0.0		0.0	
OneStar Long Distance, Inc.	0	0		0.0		0.0		217.0	
Optical Telephone Corporation	3	0		13.0		0.0		35.7	
Optimum Voice	1	0		14.0		0.0		59.7	
PAETEC Communications, Inc.	2	0		7.7		55.8		53.0	
Payphone Communications Inc.	0	0		0.0		0.0		39.0	
Paytell Corp.	0	1		0.0		0.0		7.0	
Penelec (A First Energy Company)	0	0		0.0		0.0		113.0	
Phone Management Enterprises, Inc.	0	0		0.0		0.0		70.0	
PowerNet Global Communications	1	1		7.0		0.0		155.0	
Primus Telecommunications, Inc.	2	1		17.7		0.0		110.5	
Promise Vision Technology	0	0		0.0		0.0		70.0	
PT-1 Communications, Inc.	0	0		0.0		0.0		126.5	
Qwest Communications Corporation	2	0		11.5		0.0		0.0	
R&B Communications, Inc.	0	0		0.0		0.0		36.0	
Rand Water CP - Brandt's Farm	1	0		0.0		0.0		1.0	
Rand Water CP - Dogwood Knolls	0	0		0.0		0.0		85.0	
RCN Telecom Services, Inc.	4	1		6.5		0.0		0.0	
Reconex, Inc. (USTEL/1-800-Reconex)	1	0		1.0		23.1		88.7	
Resdntl Comms. Netwrk of NY	2	0		10.0		6.0		0.0	
Rowlands Hollow Water Works, Inc.	0	0		0.0		0.0		79.0	
SBC Telecom, Inc.	1	0		8.0		0.0		0.0	
ServiSense.com, Inc.	0	0		0.0		0.0		36.0	
Spectrotel, Inc.	3	0		29.0		0.0		63.0	
Startec	1	0		1.0		0.0		0.0	
Susquehanna Trail Campgrounds	0	0		0.0		0.0		31.0	
Taconic Long Distance Service Corp.	0	0		0.0		0.0		80.0	
Taconic Telephone Corp.	0	0		10.5		0.0		122.0	
TC Systems, Inc. (Pay Phones Only)	0	0		0.0		0.0		68.5	
TDS Telecom-Oriskany Falls Office	1	0		7.0		0.0		79.0	
Tech Valley Communications	1	0		4.0		0.0		24.0	
Tele Circuit Network	0	0		14.0		0.0		0.0	
Telebeam	0	0		0.0		0.0		63.0	
Telecom EZ	0	0		0.0		0.0		211.0	
Telecom USA	0	0		20.6		0.0		0.0	
Telecomp Technologies Network, Inc.	0	0		0.0		0.0		200.0	
Telecon Communications Corp	1	0		0.0		0.0		106.8	
Teleport Communications	0	0		0.0		0.0		130.0	
Telseven	0	0		0.0		4.8		60.0	
Tiffany Mews	0	0		0.0		0.0		105.0	
Time Warner - Binghamton	4	1		17.8		0.0		17.0	
Time Warner - Rochester Division	4	0		5.1		0.0		0.0	
Time Warner ResCom of New York,LLC	3	0		8.0		0.0		30.7	
T-NETIX Telecommunications Services, Inc.	0	0		0.0		0.0		50.5	
Total Call International, Inc.	0	0		0.0		0.0		66.5	
Total Gas & Electric, Inc.	1	0		18.0		0.0		85.0	
Touch 1 Communications, Inc.	2	0		0.0		0.0		53.3	
Tractebel Energy Services, Inc.	1	0		0.0		0.0		11.0	
Tralee Telephone Co.	0	0		0.0		0.0		52.0	
Tristate Bell Inc	6	0		2.3		102.0		0.0	
TTI National, Inc.	1	0		0.0		0.0		3.0	
UKI Communications, Inc.	0	0		0.0		0.0		148.0	
United Systems Access Telecom	1	0		0.0		0.0		83.0	
United Water-New Rochelle	3	1		43.0		0.0		51.8	
United Water-New York	3	0		1.0		0.0		57.7	
Uni-Tel Communications Group, Inc.	1	0		0.0		0.0		14.0	

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**Customer Service Response Index
September 2004**

Service Provider	QRS Cases	SRS Compl.	CSM Index	Avg. QRS Response	QTM Index	Avg. SRS Response	SRM Index	Avg. Age of Cases	PCM Index
USA Payphone, Inc.	0	0		0.0		0.0		193.0	
Utility Solutions	0	0		0.0		0.0		138.0	
Verizon Communications (PayPhones)	1	0		9.9		0.0		0.0	
Village of Frankfort	0	0		1.0		0.0		0.0	
Village of Ilion	0	0		0.0		0.0		182.0	
Vonage Communications	3	0		8.4		0.0		0.0	
Warwick Valley Telephone Company	1	0		7.0		0.0		3.0	
Westelcom Network, Inc.	0	0		0.0		0.0		42.0	
Winstar of New York, LLC	0	0		60.7		0.0		110.3	
WorldLink Communications, Inc.	2	1		4.0		0.0		161.0	
XChange Telecom	1	2		35.0		0.0		16.0	
XO Communications, Inc.	3	0		7.0		0.0		186.0	

Informal Hearings, Shared Meter Cases, Appeals and Rehearings September 2004

Informal Hearing Cases

As of the end of September, there were 70 cases in the Informal Hearing Unit. During this month 3 complaints were resolved with pre-hearing mediation, 13 informal hearings were scheduled, 6 hearings were postponed, 8 hearings were held, and 12 informal hearing 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 12-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of September there were 171 shared meter complaints pending.

Twenty-six new complaints were received in September and 23 cases were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the 12-month assessment to the minimum of 25% in 12 cases, and to levels between 25% and 50% in 6 cases. The designee sustained the full assessment in 1 case. In 2 cases, the designee found that the shared use was minimal and cancelled the charges billed to the landlord.

Appeals and Rehearings

At its September 22, 2004 session, the Commission approved OCS's recommended determinations of 2 appeals and 3 rehearing petitions. One appeal determination denies appeals by Verizon from three separate informal hearing decisions, and finds the three customers entitled to billing at the utility's Continuous Property Loop charge rather than a more expensive charge. The other appeal determination upholds KeySpan-LI's billing of a multiple-dwelling customer for unauthorized use of gas service during a period of required service interruption. The 3 rehearing determinations uphold decisions by the Commission's designee for shared meter matters. All 3 rehearing petitions concerned Con Edison's electric service; two petitions were from tenants and one was from a landlord.

During September, appeals were accepted for review in 2 cases. Cross appeals from Niagara Mohawk and a nonresidential customer in one case concern whether the customer is entitled to rebilling at the residential rate on the basis that it is a religious organization. An appeal in another case, from a residential customer, disputes NFG's bills for metered gas service.

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

Table of Consumer Contacts filed against ESCO's

CODE	FULL NAME	2001	2002	2003	2004	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03
D108	1st Rochdale Coop Group	2	1	1	1									1				
D105	ACN Energy, Inc.	3	1	4	2			1		1								
D078	Advantage Energy Inc.	0	3	0	0													
D084	Constellation NewEnergy	1	0	0	0													
D001	Agway Energy Services Inc.	17	17	18	8		2				2	1	3		3		2	
D036	All Energy Marketing Co.	2	1	2	1									1				
D002	Amerada Hess	7	0	0	0													
D113	Brown Fuel, Inc	1	0	0	0													
D005	Castle Power Corporatoin	1	2	0	1							1						
D040	Columbia Energy Services Co.			1	10		2	1		2		2		3				
D086	Con Edison Solutions	4	55	43	14		5		2	1		4	1	1	1		1	3
D046	Econergy	158	123	133	181	11	24	16	29	19	35	32	8	7	13	8	9	7
D047	Empire Natural Gas Corp	2	0	0	0													
D087	Energetix, Inc.	148	17	25	62	3	2	2	2	15	34	3		1	3			1
D054	Enron Energy Services	5	9	1	0													
D023	Federal Electric & Gas Co.	89	0	0	0													
D104	Great Eastern Energy	3	3	3	4			1			1	2						
D013	Interstate Energy Resources Inc.	11	2	4	0													
D015	Keyspan Energy Services, Inc.	97	154	194	35		5	6	3	2	3	8	2	6	19	22	33	21
D060	Main-Care Energy	1	0	1	0													
D107	Metro Energy Group	1	0	8	1			1										
D098	Metromedia Energy	6	1	0	0													
D018	Mirabito Fuel Group Inc.	1	3	9	1							1						1
D020	Mitchell-Supreme Energy	6	3	2	4	1					3							
D021	National Fuel Resources, Inc.	10	76	18	3	1	1	1							1		2	1
D023	New York Gas Co, Inc.		4	0	0													
D024	North American Energy	19	20	25	3		1				1		1		1	1		
D026	North Atlantic Utilities Inc.	1	0	0	0													
D103	NYSEG Solutions	10	20	32	5			1		1		2	1			1		1
D067	PG&E Energy Trading	1	0	0	1		1											
D114	PRO-ENERGY RESOURCES		2	0	0													
D093	Robison Energy of Westchester	0	2	9	1				1						1			
D068	Select Energy of New York (aka Plub St)	1	2	0	0													
D112	Smart Energy Services	439	1249	129	0												2	4
D102	Telecon Energy Services Corp.	0	0	0	0													
D032	Total Gas & Electric (Energy)	158	116	46	17	1	1	3	4	5			1	2	2		3	3
D052	TXU Energy		2	1	0													
D888	Unassigned Customer Contacts	26	30	8	1	1										1	2	
	Total	1231	1918	717	356	18	44	33	41	46	79	56	17	22	44	33	54	42

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