

# Monthly Report on Consumer Complaint Activity



**April 2004**

*William M. Flynn, Chairman*

*Jean M. Lowe, Interim Director  
Office of Consumer Services*

*May 21, 2004*



# Monthly Report on Consumer Complaint Activity

## April 2004

### Table of Contents

Table of Complaint Rates of Major New York Utilities.....	3
Credit Related Complaints vs. Total (Energy Utilities) .....	3
Informal Hearings, Shared Meter Cases, Appeals and Rehearings.....	4
Detail of Complaints Received against All Companies .....	5
Detail of QRS Cases Received against All Companies .....	7
Summary of Slamming Complaints by Utility .....	10
Summary of Customer Contacts recorded against ESCO's.....	14

# COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES

**April 2004**

Utility	Mar-04		Apr-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate* Apr-04
					Apr-03	Apr-04	Change	2003	2004	Change	
Central Hudson	0.3	1	0.3	1	27	25	-7.4	9	4	-55.6	0.7
Con Edison	2.0	74	1.7	62	571	790	38.4	241	256	6.2	1.8
KeySpan of L.I.	1.8	9	1.6	8	46	61	32.6	21	22	4.8	1.0
NYSEG	0.3	3	0.4	4	43	58	34.9	14	12	-14.3	0.5
Niagara Mohawk	2.0	33	1.6	27	175	411	134.9	91	94	3.3	2.0
Orange & Rockland	0.5	1	0.9	2	26	28	7.7	10	6	-40.0	1.1
RG & E	4.1	16	2.3	9	42	102	142.9	23	32	39.1	2.2
KeySpan of NY	0.7	8	1.2	14	95	116	22.1	26	36	38.5	0.8
National Fuel Gas	0.6	3	1.0	5	65	97	49.2	29	20	-31.0	1.6
Other Energy Utilities	N/A	3	N/A	3	155	32	-79.4	27	9	-66.7	N/A
ESCO's	N/A	7	N/A	8	146	6	-95.9	3	2	-33.3	N/A
Verizon	0.7	53	0.4	36	973	897	-7.8	299	198	-33.8	0.9
Citizens Telcom	0.3	1	0.6	2	13	21	61.5	6	7	16.7	0.6
Frontier of NY	0.0	0	1.3	1	6	6	0.0	3	7	133.3	0.7
Alltel	0.0	0	0.0	0	5	7	40.0	1	2	100.0	0.7
Frontier Tel of Roch.	0.4	2	0.4	2	33	31	-6.1	9	8	-11.1	0.5
Other LEC's	N/A	146	N/A	135	1543	1500	-2.8	464	468	0.9	N/A
DSL Providers	N/A	3	N/A	0	52	44	-15.4	16	11	-31.3	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	0	0	#DIV/0!	0	0	#DIV/0!	N/A
LD Resellers	N/A	36	N/A	45	569	398	-30.1	145	142	-2.1	N/A
COCOT Vendors	N/A	4	N/A	3	37	53	43.2	3	13	333.3	N/A
Adelphia	N/A	4	N/A	1	33	19	-42.4	9	12	33.3	N/A
Cablevision Systems	N/A	12	N/A	16	136	114	-16.2	56	48	-14.3	N/A
Time-Warner	N/A	22	N/A	8	113	84	-25.7	38	49	28.9	N/A
Other Cable Cos.	N/A	0	N/A	0	69	86	24.6	10	5	-50.0	N/A
Long Island Water	1.4	0	0.0	0	18	8	-55.6	4	1	-75.0	0.9
UW - New Rochelle	3.3	3	3.3	3	4	9	125.0	1	8	700.0	2.5
New York Water	0.0	0	0.0	0	0	2	#DIV/0!	1	3	200.0	0.4
New York American	0.0	0	0.0	0	1	1	0.0	0	0	0.0	0.8
UW - New York	1.5	1	0.0	1	7	9	28.6	3	4	33.3	1.1
Other Water Utilities	N/A	0	N/A	4	30	14	-53.3	4	3	-25.0	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 is 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

**April-04**

Utility	Apr-04			Last 12 Months			12 mos.	12 mos.
	Total	Credit	% Credit	Total	Credit	% Credit	Total C/Rate	Credit C/Rate
Central Hudson	1	0	0%	25	11	44%	0.7	0.3
Con Edison	62	16	26%	790	180	23%	1.8	0.4
KeySpan - LI	8	1	13%	61	10	16%	1.0	0.2
NYSEG	4	1	25%	58	23	40%	0.5	0.2
Niagara Mohawk	27	7	26%	411	198	48%	2.0	1.0
Orange & Rockland	2	1	50%	28	13	46%	1.1	0.5
RG & E	9	4	44%	102	69	68%	2.2	1.5
KeySpan - NY	14	3	21%	116	29	25%	0.8	0.2
National Fuel Gas	5	0	0%	97	52	54%	1.6	0.8

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 to non-payment.

## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings April 2004**

### **Informal Hearing Cases**

As of April 30<sup>th</sup> there were seventy nine cases in the informal hearing unit. During this month nine complaints were resolved with pre-hearing mediation, twelve informal hearings were scheduled, two hearings were postponed, nine hearings were held, in one case the complainant did not show up, and four 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 twelve-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of April there were one hundred forty shared meter complaints pending. Twenty six new complaints were received in April and thirty eight cases were closed. The designee reduced the twelve-month assessment to the minimum of 25% in twenty three, to between 25% to 50% in six cases and to between 50% to 75% in four cases. The twelve-month assessment was cancelled in two cases due to minimal use. An owner's request for an extension was granted in one case, and one case was closed because the complainant was not the customer of record.

### **Appeals and Rehearings**

At its April 8, 2004 session, the Commission approved OCS's recommended determinations of 2 rehearing petitions concerning shared meter cases (both involving electric service) decided by the Commission's designee. In a case involving Con Edison, the determination upholds the designee's decision, which had reduced the 12-month shared meter assessment. The other rehearing determination concludes that Central Hudson failed to properly estimate the amount of shared area use.

During April, 4 appeals were accepted for review. Two appeals are from utilities: Con Edison appeals from a decision in which the hearing officer found an electric shared meter condition had existed and was not identified by the utility; and Jamestown Board of Public Utilities objects to a decision that it improperly denied an applicant's request for service. The other 2 appeals are from residential customers objecting, respectively, to an informal decision upholding Verizon's collection procedures, and to an informal decision that Con Edison incorrectly found a shared meter condition to exist. Additionally, 4 requests were received for rehearing of decisions by the Commission's designee in shared meter cases (2 involve Con Edison electric service, 1 involves Central Hudson electric service, and 1 involves National Fuel gas service).

No. of Complaints Received Against Regulated Companies  
Between 04/01/2003 and 04/30/2004

Service	Utility	Complaints
-----	-----	-----
Cable	Adelphia Cable-International	1
	Cablevision of Dutchess County	1
	Cablevision of Long Island	4
	Cablevision of New York City	6
	Cablevision of Riverhead	1
	Cablevision of Southern Westche	3
	Cablevision of Westchester	1
	Time Warner - Manhattan	7
	Time Warner - Rochester	1
*****		-----
sum		25
Electric	Con Edison	53
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	25
	Orange & Rockland	1
	Rochester Gas + Electric	8
	Village of Arcade	1
*****		-----
sum		92
Gas	Central Hudson Electric & Gas	1
	Con Edison	9
	Corning Natural Gas	1
	Filmore Gas	1
	KeySpan of Long Island	8
	KeySpan of New York	14
	National Fuel Gas Distribution	5
	Niagara Mohawk Power Corp	2
	Orange & Rockland	1
Rochester Gas + Electric	1	
*****		-----
sum		43
Telephone	ACC National Telecom Corp.	1
	Access Point, Inc.	1
	ACN Communication Services, Inc	1
	Allegiance Telecom of New York,	2
	Americall pay Phone LLC	1
	AT&T Communications of New York	77
	Birns Telecommunications	1
	BridgeCom International, Ltd.	1
	Broadview Networks	2
	Citizens Telecom	2
	Communicate Technological Syste	1
	Cordia Communications Corp	1
	Core-Comm-New York, Inc.	1
DavelTel, Inc.	1	

Excel Telecommunications Inc.	5
Frontier Comm of NY/fka Highlan	1
Frontier LD America	1
Frontier Telephone of Rochester	2
Intellicall Operator Services I	1
International Discount Telecomm	17
LCI International Telecom Corp.	2
Matrix Telecommunications	1
MCIWorldCom	28
Network Communications Internat	1
QWest Communications Corporatio	1
Resdntl Comms. Netwrk of NY dba	2
Sprint Communications Company L	8
Taconic Telephone	2
Tel-Save, Inc. (Talk.com)	2
Telecarrier Services, Inc.	3
Teleport Communications	1
TeleUno, Inc.	1
USN Communications Long Distanc	1
VarTec Telecom, Inc.	4
Verizon Communications (LEC)	36
ZTel Communications, Inc.	5

\*\*\*\*\*

-----

sum 218

Water

HV WATER	1
Long Island Water Corp.	1
New York Water Service	2
United Water-New Rochelle	2
United Water-New York	2

\*\*\*\*\*

-----

sum 8

No. of QRS Cases Received Against Regulated Companies  
 BETWEEN 04/01/2004 AND 04/30/2004

Service	Utility	Complaints
-----	-----	-----
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	8
	Adelphia - Wellsville	1
	Adelphia Cable - Auburn	1
	Adelphia Cable - Utica	5
	Adelphia Cable-International	3
	Adelphia Cable-Lancaster	2
	Adelphia Cable-Resort	1
	Cablevision of Brookhaven	2
	Cablevision of Dutchess County	2
	Cablevision of Hauppauge (V-CAB	1
	Cablevision of Long Island	13
	Cablevision of New York City	36
	Cablevision of Southern Westche	4
	Cablevision of Westchester	8
	Cablevision-Ramapo	1
	Cablevision-Rockland	2
	Charter Comm. - Plattsburgh	1
	Charter Communications	1
	MediaOne - US Cablevision	2
	MediaOne - Westchester	2
	Mid Hudson Cablevision, Inc.	1
	RCN of Southeast New York, Inc.	2
	Time Warner - Albany	7
	Time Warner - Binghamton	1
	Time Warner - Manhattan	54
	Time Warner - Rochester	5
	Time Warner - Syracuse	1
*****		-----
sum		168
DSL	AT&T Communications of New York	2
	Covad Communications Company	1
	Frontier Telephone of Rochester	1
	Verizon Advanced Data, Inc.	30
*****		-----
sum		34
Electric	Central Hudson Electric & Gas	7
	Con Edison	337
	Freeport Electric	1
	Illion	1
	Jamestown Board of Public Utili	2
	New York State Electric & Gas	68
	Niagara Mohawk Power Corp	233
	Orange & Rockland	22
Rochester Gas + Electric	97	
*****		-----

sum 768

Gas	Con Edison	31
	Corning Natural Gas	2
	Filmore Gas	1
	KeySpan of Long Island	26
	KeySpan of New York	106
	National Fuel Gas Distribution	57
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	12
	Orange & Rockland	3
	Rochester Gas + Electric	12

\*\*\*\*\*

sum ----- 253

Telephone	ACC National Telecom Corp.	2
	Access Point, Inc.	1
	ACN Communication Services, Inc	5
	ADVAMTEL, LLC dba Plan B Commun	4
	Affinity Network, Inc.	1
	Allegiance Telecom of New York,	7
	Alliance Group Services Inc.	12
	AllTel Of New York	1
	AmTech, Inc. dba Network Utilizat	1
	AT&T Communications of New York	463
	Bell Atlantic-New York	2
	Birns Telecommunications	1
	BridgeCom International, Ltd.	5
	Broadview Networks	16
	C-Phone Corporation	1
	Cable & Wireless Commun. Co.	1
	Choice One Communications of Ne	3
	Citizens Telecom	9
	Communicate Technological Syste	1
	Communications Billing, Inc.	1
	Covista of New York, Inc.	3
	DPI-TELECONNECT, INC. ("DPI")	1
	Empire One Telecommunications,	1
	Excel Telecommunications Inc.	12
	Frontier Comm of NY/fka Highlan	3
	Frontier Communications of Roch	1
	Frontier Telephone of Rochester	32
	Intellicall Operator Services I	2
	International Discount Telecomm	80
	LCI International Telecom Corp.	1
	Long Distance Consolidated Bill	1
	Long Distance Services of N.Y.	1
	MCIWorldCom	161
	Metropolitan Telecommunications	4
	NET-TEL Corp.	1
	New Century Telecom, Inc.	3
	New Rochelle Telephone Corp.	1



PaeTec Communications, Inc.	1
PNG Telecommunications, Inc.	1
Primus Telecommunications, Inc.	1
RCN Long Distance Company	1
Resdntl Comms. Netwrk of NY dba	3
Sprint Communications Company L	72
Supra Telecom & Information Sys	1
Taconic Telephone	4
Tel-Save, Inc. (Talk.com)	8
Telecare, Inc.	1
Telecarrier Services, Inc.	5
Telecom USA	2
Telecon Communications Corp	5
TeleUno, Inc.	3
Tri-Tel Communications, Inc.	1
Tristate Bell Inc.	1
United Systems Access Telecom,	2
US Datanet Corporation	1
Utility Solutions	1
VarTec Telecom, Inc.	14
Verizon Communications (LD)	6
Verizon Communications (LEC)	471
Verizon Corp. (payphones)	9
Vernon Telephone	1
Working Assets Funding Service,	1
XO New York, Inc.	1
ZTel Communications, Inc.	10

\*\*\*\*\*

sum	-----	1473
-----	-------	------

Water

Birch Hill Water Supply Corpora	1
Cambridge Water Works Company	1
Dover Plains Water Company	1
Forest Park Water Company	3
HV WATER	1
Long Island Water Corp.	3
New York Water Service	2
Saratoga Water Services Inc.	1
Sleepy Hollow Lake Wat Coy, Inc	1
United Water-New Rochelle	9
United Water-New York	7

\*\*\*\*\*

sum	-----	30
-----	-------	----

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03
6902	1 Com Inc.	4																		
5049	ACC Buffalo Telecom Corp	1																		
5305	ACC Long Distance Corporation	3																		
6184	ACC National Long Distance Corp	1																		
5757	ACC National Telecom Corp.	1																		
5069	ACC Rochester Telecom Corp.																			
6250	Access Point Inc	1	1																	
6159	Accutel Communications Inc.																			
6849	ACN Communication Services Inc	4																		
6984	Adelphia Business Solutions	1																		
6135	ADVAMTEL LLC d/b/a Plan B Comm	14	1																	
5357	Advanced Telecommunications Ne																			
5324	Affinity Corporation	1																		
5688	Affinity Network Inc.	1																		
6283	Allegiance Telecom of NY Inc.	36	4	1																1
6516	Alliance Group Services Inc																			
5010	AllTel of New York																			
5343	Am.Tech. Inc.dba Network Utili																			
5779	American Business Alliance In																			
5908	American Long Distance Service Inc.																			
6323	American Nortel Communications Inc.	1																		
6778	American Phone Services Corp.	4																		
6190	American Private Telephone LLC		1																	
5A22	American Telecommunications System	1																		
5361	America's Tele-Network Corp.																			
6299	Americatel Corporation																			
5984	Americom Inc.	2																		
5322	Amer-I-Net Services Corporation	1																		
5689	Ameri-Tel Communications Inc.																			
6513	AmeriVision Communications Inc.																			
5805	AT&T Communications of New Yor	452	188	6		1	2			1	1			1	2					1
5369	Atlas Communications Ltd.		1																	
6459	Big Planet Inc.	1																		
6140	BridgeCom International LTD	5	1																	
5771	Brittan Communications International C																			
6886	Broadview Networks	58	26																	
6838	Broadwing Communications	1																		
6869	Broadwing Telecommunications Inc	2																		
6111	Business Discount Plan Inc.	1	1																	
5776	Business Options Inc.	1	1																	
5021	Business Telecom dbs BTI Telecom																			
6426	Buyers United International Inc		2																	
5340	Cable & Wireless Commun. Co.	6	2																	
5949	Cablevision Lightpath Inc.		1																	
6986	Capsule Communications Inc	2	1																	
6399	CBS Corporation dba Westinghouse																			
6646	Choice One Communications of NY		3																	
5A17	Citizens Telecom	2																		
5693	Coast International Inc.																			
6271	Coleman Enterprises Inc. d/b/a Local Lo	2																		
6143	Commonwealth Telecom																			
5C65	Communicate Technological Systems		27																	
6593	Communication Express																			
6372	Communications Billing Inc.	1	1																	
5986	Community Network Services Inc	1	1																	
6927	COMTECH 21, LLC		1																	
6188	Connectamerica, Inc																			
6810	Conversent Communications of NY	2																		
6245	Core-Comm New York Inc.																			
5B87	Covista of New York Inc	5	2																	

\* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03
6260	CTC Communications Corp.	1																		
5559	CTN Telephone Network, Inc.	1																		
6536	CTSI, Inc																			
6651	Direct America Marketers	1																		
5997	Eclipse Telecommunications Inc																			
6672	Econo-o-Call Inc.	6																		
5215	Econophone Inc.		1																	
6112	ELDS, Inc		2																	
5137	Empire One Telecommunications	2	3																	
5982	Equal Net Communications Inc.																			
5198	EqualNet Corporation			1										1						
6659	erbia Network Inc.																			
6748	Essential.com Inc.	3																		
6912	Essex Communications DBA Elec	20	4																	
6369	Essex Communications Inc	1																		
5382	Excel Telecommunications Inc.	12	4	1														1		
5912	Executone Information Systems Inc.																			
6435	Fairpoint Communications	3																		
5275	Federal TransTel Inc.	1																		
5315	Frontier Comm. Of the West Inc	1																		
5176	Frontier Communications of Rochester		1																	
5401	Frontier Communs. Services (fk																			
5192	Frontier L.D. America																			
5823	Frontier Local Services, Inc.	1																		
5A41	Frontier Telephone of Rochester Inc.	1	1																	
5573	Genesis Communications International	2	2																	
6826	Global Crossing Telecommunications	5	3																	
5919	Group Long Distance Inc.																			
5194	GTE Card Services Incorporated																			
5097	GTE Corporation																			
5143	GTE Telecommunications Services Inc.																			
5676	Home Owners Long Distance Inc																			
6373	IDT Corporate	2	1																	
5345	Inet Interactive Network System Inc.	1																		
6156	Inmark Inc. dba Preferred Billing	1																		
6095	Integrated Teleservices Inc.																			
5624	Intellicall Operator Services Inc.	6	10																	
5408	IntelliCom Solutions Inc																			
6440	International Communication Services Inc		1																	
5114	International Discount Telecommunications	4	3																	
5409	International Exchnage Networks Ltd																			
6125	International Telecommunications Corp.																			
5241	Island Marketing d/b/a Interglobe	1																		
5256	IXC Communications		1																	
6913	Jirehcom Inc																			
5292	Key Communication Management Inc.																			
5980	L.D. Services Inc.		1																	
6268	LCI International Inc.																			
5078	LCI International Telecom Corp	10	7																	
5268	LDC Telecommunications Inc.																			
5909	LDM Systems Inc.																			
5339	LEAST COST ROUTING	4	4																	
5854	Least Cost Routing Inc. dba Long Dist																			
5036	Lightyear Communications Inc	4	1																	
6690	Long Distance Consolidated Billing Co		1																	
5904	Long Distance Direct, Inc		1																	
5A09	Long Distance of Michigan	2																		
5749	Long Distance Services of N.Y.	1																		
5227	Long Distance Wholesale Club																			
5628	Long Distance/USA, Inc		1																	

\* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03
6460	Marathon Communications Corp.																			
5699	Matrix Telecommunications	3		2						1				1						
5820	MCI WorldCom	257	60	5	1							1	1		2		1			
5736	MCImetro Access Transmission Svcs																			
6208	Mercury Marketing Co Ltd	1	1																	
6423	Metro Telecomm. dba METTel	59	5	1						1										
5435	Metromedia Long Distance Inc.	2	4																	
5416	Minimum Rate Pricing																			
5777	National Accounts Inc.	3	4																	
6110	National Telephone & Communications																			
6441	Nations Tel Inc.																			
5244	NeTel Inc.																			
6054	NET-TEL Corp.	1	1																	
5385	Network Enhanced Technologies Inc.																			
5826	Network Plus Inc.	32	4																	
5419	New Century Telecom Inc.																			
5D79	New Rochelle Telephone Corp.			1		1		1							1					
6907	NextGen Telephone	5	19																	
6928	Norstar Communications	4	2																	
6367	North American Telecommunications Corp	2																		
5832	North American Telephone Network LLC	1																		
5458	NOS Communications Inc.	4	2			1														
6177	OLS Inc.	3																		
5A98	One Step Billing Inc.																			
5819	OneStar Long Distance Inc.	1																		
5834	Ontera Broadband	2																		
6768	OpenTel Communications Inc.		1																	
6769	Opex Commcations, Inc.		3																	
5C61	Optical Telephone Corp	11	36	1						1										
5639	Opticom Corp		1																	
5763	Phone Calls Inc.																			
5193	Phone One Inc.																			
5263	PNG Telecommunications Inc	4																		
5159	PowerNet Communications	1																		
5476	Primetel Communications		1																	
5245	Primus Telecommunications Inc.	2	2																	
6794	Promise Vision Technology	1																		
6151	Protel Advantage d/ba/ Long Distance																			
5463	Protel Inc.																			
6324	PT-1 Communications Inc.	2																		
5797	QAI Inc d/b/a Long Distance B																			
5468	Qwest Communications Corporati	28	7	1								1								
6316	RCN Long Distance Company																			
5A13	RCN Telecom Services of NY Inc.	1	1																	
5558	Residential Communications Network of	5																		
5843	Robtel Inc.		1																	
6278	RSL Com U.S.A. Inc.																			
6232	SaveMart Com, Inc		1																	
6933	ServicSense.com Inc.	2																		
5D57	Silverleaf Communications Inc		1																	
5748	Sprint Communications Company	159	107	8	2	1		1		2	1		1			1	2		1	
5478	Starlink Communications L.L.C.																			
5479	Startec Inc.	1	1																	
5185	Taconic Telephone																			
6375	Telco Holdings dba Dial & Save																			
6100	Telco Partners Inc.																			
5164	Telcom Group USA Inc. d/b/a TelCom																			
6066	Telecarrier Services Inc			1						1										
5762	Telecom USA		2																	
5167	Telecommunications Service Center Inc.	1																		

\* After reported slamming cases are analyzed, the numbers are adjusted.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03
6288	Telemex/Sprint Communications																			
6118	Telepath Communications Inc.																			
6207	Telephone Company of Central Florida	2																		
5845	Teleport Communications																			
6469	Telergy Network Services Inc.																			
6345	Teligent Inc		1																	
5C24	Telis Communicaitons Group Inc	1	1																	
6088	Tel-Save Inc dba The Phone Company	430	38	2												1			1	
5B23	TelUno, Inc		6																	
6654	The Free Netwrok LLC	2																		
5939	The Furst Group Inc.																			
5499	TI Nat Telecom dba TI World Te																			
5515	Total - Tel USA Inc.	1																		
5271	Touch 1 Communications Inc.																			
6093	Touch 1 Long Distance Inc.																			
5A72	Tri-Tel Communications Inc.	4	1																	
6331	TruCom Corporation																			
6049	TTI National Inc.																			
6111	TTI Telecommunications																			
5A99	U.S. Republic Communications Inc.	1																		
6817	UKI Communications Inc.	28	20	2				1							2					
5C87	United Systems Access Telecom Inc	2	1																	
6493	Uni-Tel Communications Group Inc.	1	2																	
6137	USA Tele Corp.																			
6269	USLD Communications Ind																			
6048	USN Communications Long Distance	3																		
5101	VarTec Telecom Inc.	2	4	1					1											
6300	VarTec Telecom Inc. d/b/a Clear Choice																			
5120	Verizon	32	14	1											1					
6830	Verizon Advanced Data	1																		
6781	Verizon Communications	8	6	1	1										1					
6073	Vista Group International Inc.																			
6788	Webnet Communications	9	3																	
5867	Wiltel Inc.	1	2																	
5303	Winstar Gateway Network Inc.																			
5770	Working Assets Funding Service	1																		
5319	World Com Inc dba LDDS World	2	2																	
5203	WorldCom Network Service dba Wil	4	1																	
6929	XO New York Inc		1																	
6447	Ztel Communications Inc.	108	6	1										1						
	Complaints Assigned by CPCN	1973	695	37	4	4	2	3	1	7	2	2	2	4	9	2	3	1	4	0
	Unassigned Complaints	6	6																	
	<b>Total</b>	<b>1979</b>	<b>701</b>	<b>37</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>

\* After reported slamming cases are analyzed, the numbers are adjusted.

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

CODE	FULL NAME	2001	2002	2003	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03
D108	1st Rochdale Coop Group	2	1	1				1										1
D105	ACN Energy, Inc.	3	1	4								1				2		
D078	Advantage Energy Inc.	0	3	0														
D084	Constellation NewEnergy	1	0	0														
D001	Agway Energy Services Inc.	17	17	18	2	1	3		3		2			1	1	2	1	2
D036	All Energy Marketing Co.	2	1	2				1								1		1
D002	Amerada Hess	7	0	0														
D113	Brown Fuel, Inc	1	0	0														
D005	Castle Power Corporatoin	1	2	0		1												
D040	Columbia Energy Services Co.			1		2		3									1	
D086	Con Edison Solutions	4	55	43		4	1	1	1		1	3	6	3	1	2	4	8
D046	Econnergy	158	123	133	35	32	8	7	13	8	9	7	9	18	9	14	17	10
D047	Empire Natural Gas Corp	2	0	0														
D087	Energetix, Inc.	148	17	25	34	3		1	3			1		2	1	9	5	2
D054	Enron Energy Services	5	9	1														
D023	Federal Electric & Gas Co.	89	0	0														
D104	Great Eastern Energy	3	3	3	1	2								1		1		
D013	Interstate Energy Resources Inc.	11	2	4												1	1	
D015	Keyspan Energy Services, Inc.	97	154	194	3	8	2	6	19	22	33	21	12	19	1	12	20	15
D060	Main-Care Energy	1	0	1														
D107	Metro Energy Group	1	0	8												8		
D098	Metromedia Energy	6	1	0														
D018	Mirabito Fuel Group Inc.	1	3	9		1						1				3	2	3
D020	Mitchell-Supreme Energy	6	3	2	3											1		
D021	National Fuel Resources, Inc.	10	76	18					1		2	1		1		1	1	10
D023	New York Gas Co, Inc.		4	0														
D024	North American Energy	19	20	25	1		1		1	1			3	3	6	5	2	3
D026	North Atlantic Utilities Inc.	1	0	0														
D103	NYSEG Solutions	10	20	32		2	1			1		1	1	3	3	4	8	2
D067	PG&E Energy Trading	1	0	0														
D114	PRO-ENERGY RESOURCES		2	0														
D093	Robison Energy of Westchester	0	2	9					1					1			2	3
D068	Select Energy of New York (aka Plub St)	1	2	0														
D112	Smart Energy Services	439	1249	129							2	4	13	19	8	16		20
D102	Telecon Energy Services Corp.	0	0	0														
D032	Total Gas & Electric (Energy)	158	116	46			1	2	2		3	3	1	3	2	5	9	8
D052	TXU Energy		2	1									1					
D888	Unassigned Customer Contacts	26	30	8						1	2				1			1
	<b>Total</b>	<b>1231</b>	<b>1918</b>	<b>717</b>				<b>22</b>	<b>44</b>	<b>33</b>	<b>54</b>	<b>42</b>	<b>47</b>	<b>74</b>	<b>33</b>	<b>87</b>	<b>73</b>	<b>89</b>

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.