

Monthly Report on Consumer Complaint Activity



February 2002

Maureen O. Helmer, Chairman

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Office of Consumer Services*

March 21, 2002



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

February 2002

Utility	Jan-02		Feb-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate*
					Feb-01	Feb-02		Change	2001		
Central Hudson	1.4	4	2.8	8	76	63	-17.1	10	12	20.0	1.9
Con Edison	3.6	130	3.9	141	1890	1688	-10.7	359	271	-24.5	3.8
KeySpan of L.I.	2.2	11	2.4	12	81	111	37.0	25	23	-8.0	1.8
NYSEG	1.4	13	1.2	11	115	113	-1.7	19	24	26.3	1.0
Niagara Mohawk	2.2	37	2.2	37	772	538	-30.3	100	74	-26.0	2.7
Orange & Rockland	3.8	8	4.8	10	138	141	2.2	23	18	-21.7	5.6
RG & E	3.1	12	2.3	9	195	133	-31.8	23	21	-8.7	2.8
KeySpan of NY	1.9	22	2.1	24	334	409	22.5	70	46	-34.3	2.9
National Fuel Gas	2.7	14	3.7	19	227	280	23.3	37	33	-10.8	4.5
Other Energy Utilities	N/A	2	N/A	2	55	106	92.7	20	4	-80.0	N/A
ESCO's**	N/A	363	N/A	271	994	1718	72.8	208	634	204.8	N/A
Verizon	3.4	273	2.7	215	5820	3953	-32.1	811	488	-39.8	4.1
Citizens Telcom	0.6	2	1.9	6	93	78	-16.1	18	8	-55.6	2.1
Frontier of NY	1.2	1	0.0	0	8	20	150.0	1	1	0.0	2.0
Alltel	4.7	4	2.3	2	21	18	-14.3	3	6	100.0	1.8
Frontier Tel of Roch.	2.9	15	0.6	3	211	113	-46.4	17	18	5.9	1.8
Other LEC's	N/A	537	N/A	440	7376	6697	-9.2	1278	977	-23.6	N/A
DSL Providers	N/A	16	N/A	11	311	392	26.0	99	27	-72.7	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	8	7	-12.5	8	0	-100.0	N/A
LD Resellers	N/A	93	N/A	79	1235	1018	-17.6	215	172	-20.0	N/A
COCOT Vendors	N/A	6	N/A	7	27	77	185.2	5	13	160.0	N/A
Adelphia	N/A	16	N/A	18	178	159	-10.7	39	34	-12.8	N/A
Cablevision Systems	N/A	48	N/A	35	524	529	1.0	99	83	-16.2	N/A
Time-Warner	N/A	58	N/A	52	645	726	12.6	112	110	-1.8	N/A
Other Cable Cos.	N/A	15	N/A	15	195	138	-29.2	15	30	100.0	N/A
Long Island Water	14.9	11	13.6	10	32	133	315.6	5	21	320.0	15.0
UW - New Rochelle	3.3	1	6.6	2	16	18	12.5	1	3	200.0	4.9
New York Water	4.5	2	2.3	1	9	7	-22.2	2	3	50.0	1.3
New York American	0.0	0	0.0	0	0	1	0.0	0	0	0.0	0.8
UW - New York	4.5	3	4.5	3	54	25	-53.7	12	6	-50.0	3.1
Other Water Utilities	N/A	4	N/A	4	31	39	25.8	5	8	60.0	N/A

All complaint rates are based on 2001 customer populations.

Customer populations are not available for cable companies.

* - Complaints per 100,000 customer accounts

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

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

New York Energy Utilities

February 2002

Utility	February 2002 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	8	0	0%	63	13	21%	1.9	0.4
Con Edison	141	28	20%	1688	338	20%	3.8	0.8
KeySpan - LI	12	1	8%	111	12	11%	1.8	0.2
NYSEG	11	3	27%	113	25	22%	1.0	0.2
Niagara Mohawk	37	9	24%	538	181	34%	2.7	0.9
Orange & Rockland	10	6	60%	141	51	36%	5.6	1.8
RG & E	9	3	33%	133	91	68%	2.8	2.0
KeySpan - NY	24	6	25%	409	12	3%	2.9	0.1
National Fuel Gas	19	6	32%	280	121	43%	4.5	2.0

Informal Hearings, Shared Meter Cases, Appeals and Rehearings **February 2002**

Informal Hearings

As of February 28, 2002 there were 24 complaints in pre-hearing, and 80 informal hearing cases pending, for a total of 104 cases pending in the unit. Nine cases were resolved with pre-hearing mediation, and 21 informal hearing cases were closed during the month.

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 February there were 249 shared meter complaints pending, a decrease of 13 from the previous month. Nineteen (19) new complaints were received in February, and 33 complaints were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the penalty in 23 of the cases reviewed. Seventeen of those penalties were reduced to the minimum of 25%. In addition, two of the informal hearing cases discussed above dealt with the issues concerning shared meters.

Appeals and Rehearings

At its February 27, 2002 session, the Commission approved OCS's recommended determinations of three appeals and two rehearing petitions. Two determinations deny appeals by Con Edison electric customers and uphold, respectively, access fees imposed on a nonresidential customer and bills challenged by a residential customer as high. A third determination grants Verizon's appeal and concludes that the hearing officer erred in concluding that a provision of the utility's tariff had required adjustment of a nonresidential customer's bills under the circumstances of the case. The two rehearing determinations (both involving Con Edison electric service) challenge shared meter decisions by the Commission's designee. In one of these cases, the building owner sought reduction of charges assessed against him for such a shared meter. In the other case, the tenant objected to the designee's reduction of the shared meter charge originally assessed.

Three appeals were accepted during the month of February. Niagara Mohawk appeals an informal decision requiring it to continue billing a nonresidential customer for primary rather than secondary electric service. A nonresidential customer appeals an informal decision that it was not entitled to retroactive rebilling by Brooklyn Union at a seasonal water heating rate. Another nonresidential customer appeals an informal decision finding that Con Edison could bill it for unmetered electric service utilized primarily

**No. of Complaints Received Against Regulated Companies
Between 2/1/2002 and 2/28/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<i>Cable</i>	Adelphia - Adirondack	2
	Adelphia - Buffalo	2
	Adelphia Cable - Gateway	1
	Adelphia Cable - Utica	6
	Adelphia Cable-Chautauqua	2
	Adelphia Cable-Hoosick	1
	Adelphia Cable-International	1
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	2
	Bath Television & Service Co.	1
	Cablevision of Hauppauge (V-CABLE)	3
	Cablevision of Long Island	7
	Cablevision of New York City	16
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	4
	Cablevision of Westchester	3
	Cablevision of Yorktown	1
	Charter Communications	1
	El-Mar Communication Co.	1
	MediaOne - Rockland	2
	MediaOne - Westchester	2
	Mid Hudson Cablevision, Inc.	1
	RCN of Southeast New York, Inc.	7
	Time Warner - Albany	1
	Time Warner - Binghamton	1
	Time Warner - Boonville/Lowville/Adams	1
	Time Warner - Brooklyn	3
	Time Warner - Fulton	2
	Time Warner - Jamestown	1
	Time Warner - Kingston	2
	Time Warner - Manhattan	15
	Time Warner - Massena	1
	Time Warner - Orange County	4
	Time Warner - Queens	8
	Time Warner - Rochester	4
	Time Warner - Saratoga	1
	Time Warner - Saugerties	1
	Time Warner - Schenectady	2
	Time Warner - Sullivan County	1
	Time Warner - Troy	2
	Time Warner Cable - Hornell	2
Total Cable		<hr/> 120
 <i>DSL</i>	Verizon Advanced Data, Inc.	 11
Total DSL		<hr/> 11

**No. of Complaints Received Against Regulated Companies
Between 2/1/2002 and 2/28/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Electric	Central Hudson Electric & Gas	7
	Con Edison	125
	Jamestown Board of Public Utilities	2
	New York State Electric & Gas	11
	Niagara Mohawk Power Corp	34
	Orange & Rockland	9
	Rochester Gas + Electric	8
Total Electric		196
Gas	Central Hudson Electric & Gas	1
	Con Edison	16
	KeySpan of Long Island	12
	KeySpan of New York	24
	National Fuel Gas Distribution	19
	Niagara Mohawk Power Corp	3
	Orange & Rockland	1
Rochester Gas + Electric	1	
Total Gas		77
Steam	Con Edison	1
Total Steam		1
Telephone	ACN Communication Services, Inc.	1
	Allegiance Telecom of New York, Inc.	6
	AllTel Of New York	2
	AT&T Communications of New York, Inc.	197
	Atlas Communications, Ltd.	1
	BridgeCom International, Ltd.	2
	Broadview Networks	21
	Cablevision Lightpath, Inc.	2
	Champlain Telephone	1
	Choice One Communications of New York, Inc	2
	Chronometric Telecommun.Inc (dba CTI)	1
	Citizens Telecom	6
	Citizens Telecom Long Distance	1
	Communicate Technological Systems, LLC	7
	CTC Communications Corp.	1
	CTSI, Inc.	1
	ELDS, Inc.	2
	Empire One Telecommunications, Inc.	1
	Essex Communications, Inc. d/b/a/ Elec	5
	Excel Telecommunications Inc.	3
Fairpoint Communications	2	
Focal Communications Corporation	1	

**No. of Complaints Received Against Regulated Companies
Between 2/1/2002 and 2/28/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Frontier Communications of Rochester, Inc	3
	Frontier LD America	1
	Frontier Telephone of Rochester, Inc.	16
	Genesis Communications International, Inc	1
	Intellicall Operator Services Inc.	1
	International Discount Telecommunication	3
	IXC Communications	1
	LCI International Telecom Corp.	7
	Least Cost Routing, Inc.	2
	Long Distance Direct, Inc.	1
	MCIWorldCom	153
	Mercury Marketing Company Ltd.	1
	Metropolitan Telecommunications dba Met Tel	19
	National Accounts, Inc.	1
	NET-TEL Corp.	2
	Network Plus, Inc.	13
	New York Payphone	1
	Nextel Long Distance (NXLD)	1
	NextGen Telephone, Inc.	12
	North American Telecommunications Corp	1
	Northeastern Telecom Inc.	2
	NOS Communications Inc.	1
	Ontario Telephone	1
	Opex Communications, Inc.	1
	Optical Telephone Corporation	8
	PaeTec Communications, Inc.	1
	PNG Telecommunications, Inc.	1
	Primetel Communications	1
	QWest Communications Corporation	8
	RCN Telecom Services of New York, Inc	1
	Resdntl Comms. Netwrk of NY dba RCN	8
	Reyntel Communications	1
	SaveMart Com, Inc.	1
	Sprint Communications Company L.P.	39
	State Telephone	1
	Tel-Save, Inc. (Talk.com)	30
	Telecon Communications Corp	1
	Time Warner AxS of Rochester L.P.	1
	Time Warner Connect	2
	Time Warner Telecommunications	2
	UKI Communications, Inc.	8
	United Systems Access Telecom, Inc.	1
	Unknown COCOT Vender	1
	USN Communications Long Distance, Inc	1
	VarTec Telecom, Inc.	1
	Verizon Communications (LD)	10
	Verizon Communications (LEC)	215

**No. of Complaints Received Against Regulated Companies
Between 2/1/2002 and 2/28/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Verizon Corp. (payphones)	1
	Webnet Communications, Inc.	1
	Wiltel Inc.	1
	XO Long Distance Services, Inc.	1
	ZTel Communications, Inc.	38
Total Telephone		<hr/> 899
Water	Beekman Water Company	1
	Forest Park Water Company	1
	Long Island Water Corp.	10
	Mountain Glen Water Company	1
	New York Water Service	1
	South County Wat CP - Sterling Lake	1
	United Water-New Rochelle	2
	United Water-New York	3
Total Water		<hr/> 20

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01
6849	ACN Communication Services Inc			4	0				1								1	1
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	29	18	0			1				1		3	1	2	1	4
5357	Advanced Telecommunications Ne	0	2		0													
6984	Adelphia Business Solutions			1	0					1								
5324	Affinity Corporation			1	0												1	
5688	Affinity Network Inc.	1		1	0												1	
6283	Allegiance Telecom of NY Inc.	3	24	35	4	1	3		4	2			3	2	5	5	4	6
6516	Alliance Group Services Inc		1		0													
5010	AllTel of New York		1	1	0			1										
5343	Am.Tech. Inc.dba Network Utili	1			0													
5779	American Business Alliance In	1			0													
5908	American Long Distance Service Inc.	1			0													
6323	American Nortel Communications Inc.	60	13	1	0													1
6778	American Phone Services Corp.		4	6	0				1			1		1		1	1	1
5A22	American Telecommunications System			2	0											1	1	
6299	Americatel Corporation			1	0							1						
5361	America's Tele-Network Corp.	19	14	1	0													
5984	Americom Inc.	0	1	2	0													2
5322	Amer-I-Net Services Corporation			1	0					1								
5689	Ameri-Tel Communications Inc.	1			0													
6513	AmeriVision Communications Inc.	3			0													
5805	AT&T Communications of New Yor	70	373	494	91	33	58	45	53	34	35	32	38	25	49	37	52	49
5369	Atlas Communications Ltd.	1			1	1												
6459	Big Planet Inc.			1	0							1						
6140	BridgeCom International LTD			5	0				1		1		1				1	1
5771	Brittan Communications International C	23	1		0													
6886	Broadview Networks	63	73	66	15	4	11	9	15	5	2	3	5	3	3	3	5	2
6869	Broadwing Telecommunications Inc			2	0					1			1					
6838	Broadwing Communcations			1	0					1								
6111	Business Discount Plan Inc.	6	1	2	0										1		1	
5776	Business Options Inc.	1	3	1	0					1								
5021	Business Telecom dbs BTI Telecom	1			0													
6426	Buyers United International Inc				1		1											
5340	Cable & Wireless Commun. Co.	1		6	0			2			1			1			1	1
5949	Cablevision Lightpath Inc.		2		1		1											
6986	Capsule Communications Inc			2	0					1								
6399	CBS Corporation dba Westinghouse	1			0													
6646	Choice One Communitcations of NY			1	2		2			1								
5A17	Citizens Telecom			2	0			1									1	
5693	Coast International Inc.		1		0													
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		3	0			1				2						
6143	Commonwealth Telecom	1	3		0													
5C65	Communicate Technological Systems				8	6	2											
6593	Communication Express	2			0													
6372	Communications Billing Inc.	2		1	0			1										
5986	Community Network Services Inc			1	0					1								
6810	Conversent Communications of NY			2	0						1	1						
6245	Core-Comm New York Inc.	2		1	0				1									
5B87	Covista of New York Inc			4	1		1		1	3								
6260	CTC Communications Corp.		1	1	0										1			
5559	CTN Telephone Network, Inc.			1	0								1					
6651	Direct America Marketers			1	0			1										
6672	Econo-o-Call Inc.		8	6	0						2	1	1	1		1		
5215	Econophone Inc.	2	1		0													
6112	ELDS, Inc				2	2												

* 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	2002	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01
5137	Empire One Telecommunications			2	1		1						1				1	
5982	Equal Net Communications Inc.		2		0													
5198	EqualNet Corporation	1	1		0													
6659	erbia Network Inc.		1		0													
6748	Essential.com Inc.		17	4	0							1	1	1				1
6912	Essex Communications DBA Elec		12	21	2	1	1	2	3	2		2	1	1	2	3	2	1
6369	Essex Communications Inc			1	0											1		
5382	Excel Telecommunications Inc.	10	6	12	6	2	4	1		1		2	1			2	1	4
5912	Executone Information Systems Inc.		1		0													
6435	Fairpoint Communications		1	2	0													
5275	Federal TransTel Inc.	1		1	0													
5315	Frontier Comm. Of the West Inc			1	0					1								
5401	Frontier Communs. Services (fk	6			0													
5192	Frontier L.D. America	1			1	1												
5823	Frontier Local Services, Inc.			2	0					1					1			
5A41	Frontier Telephone of Rochester Inc.	1		1	0					1								
5573	Genesis Communications International			2	1	1						2						
6826	Global Crossing Telecommunications			16	2	1	1	1	7	3		2				2		
5919	Group Long Distance Inc.	1			0													
5194	GTE Card Services Incorporated	31	2		0													
5097	GTE Corporation	4			0													
5143	GTE Telecommunications Services Inc.	1			0													
5676	Home Owners Long Distance Inc	1			0													
6373	IDT Corporate		2	2	0							1			1			
5345	Inet Interactive Network System Inc.			2	0					1			1					
6156	Inmark Inc. dba Preferred Billing	10	4	1	0													
6095	Integrated Teleservices Inc.		1		0													
5624	Intellicall Operator Services Inc.	1	2	11	6	3	3	5	4					1				
5114	International Discount Telecommunications			3	1	1				1	2							
5409	International Exchnage Networks Ltd		2		0													
6125	International Telecommunications Corp.	4			0													
5408	IntelliCom Solutions Inc			1	0					1								
5241	Island Marketing d/b/a Interglobe			1	0				1									
5256	IXC Communications	1	2		0													
6913	Jirehcom Inc			1	0						1							
5292	Key Communication Management Inc.	12	4		0													
5980	L.D. Services Inc.	3			0													
6268	LCI International Inc.	2			0													
5078	LCI International Telecom Corp	8	5	16	8	5	3	5	3	3		2				1	1	
5268	LDC Telecommunications Inc.	2			0													
5909	LDM Systems Inc.	1			0													
5339	LEAST COST ROUTING			5	3	2	1	2	1	2								
5854	Least Cost Routing Inc. dba Long Dist	4			0													
5036	Lightyear Communications Inc	1	2	4	0					1						2	1	
5904	Long Distance Direct, Inc				1	1												
5A09	Long Distance of Michigan			1	0									1				
5749	Long Distance Services of N.Y.	1		1	0						1							
5227	Long Distance Wholesale Club	1			0													
6460	Marathon Communications Corp.	1			0													
5699	Matrix Telecommunications	2		3	2		2			1						1	1	
5820	MCI WorldCom	199	280	347	74	39	35	26	41	28	23	27	13	33	36	24	33	29
5736	MCImetro Access Transmission Svcs		1		0													
6208	Mercury Marketing Co Ltd			1	1	1							1					
6423	Metro Telecom. dba METTel	48	26	66	3	1	2	2	7	9	7	4	6	5	7	5	4	7
5435	Metromedia Long Distance Inc.			3	1		1		1		1			1				

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01
5416	Minimum Rate Pricing	15	2		0													
5777	National Accounts Inc.			3	1	1		1	1			1						
6110	National Telephone & Communications	1			0													
6441	Nations Tel Inc.	1			0													
5244	NeTel Inc.	1			0													
6054	NET-TEL Corp.		1	1	1	1					1							
5385	Network Enhanced Technologies Inc.		1		0													
5826	Network Plus Inc.	2	40	33	8	2	6		4	3	2	1	3	4	4	1	5	3
5419	New Century Telecom Inc.	1			0													
6907	NextGen Telephone			12	25	9	16	6	6									
6928	Norstar Communications			3	0				2		1							
6367	North American Telecommunications Corp	1	1	2	0												1	1
5832	North American Telephone Network LLC		1	1	0								1					
5458	NOS Communications Inc.	3		4	0			1		1					1		1	
6177	OLS Inc.	1		2	0			1			1							
5A98	One Step Billing Inc.	2			0													
5819	OneStar Long Distance Inc.			1	0								1					
5834	Ontera Broadband	0		2	0					2								
6769	Opex Commcations, Inc.				1	1												
5C61	Optical Telephone Corp			8	16	7	9	5	2	1								
5763	Phone Calls Inc.	1			0													
5193	Phone One Inc.		1		0													
5263	PNG Telecommunications Inc			3	0						2		1					
5159	PowerNet Communications			1	0													1
5476	Primetel Communications				1	1												
5245	Primus Telecommunications Inc.	4		1	0								1					
6794	Promise Vision Technology			1	0				1									
6151	Protel Advantage d/ba/ Long Distance	1			0													
5463	Protel Inc.	14	4		0													
6324	PT-1 Communications Inc.		2	2	0						1	1						
5797	QAI Inc d/b/a Long Distance B	4	2		0													
5468	Qwest Communications Corporati	21	15	48	7	4	3	11	12	3	2	1	1	1	2	7	2	2
6316	RCN Long Distance Company		1		0													
5A13	RCN Telecom Services of NY Inc.	5	2	1	0							1						
5558	Residential Communications Network of	2	2	7	0			1	1						2	1	1	1
5843	Robtel Inc.		1		1		1											
6278	RSL Com U.S.A. Inc.	1	1		0													
6232	SaveMart Com, Inc				1	1												
6933	ServicSense.com Inc.		1	2	0				1								1	
5748	Sprint Communications Company	59	39	197	52	22	30	32	19	29	22	22	8	13	11	8	14	11
5478	Starlink Communications L.L.C.	1			0													
5479	Startec Inc.	1		1	0										1			
5185	Taconic Telephone			1	0								1					
6375	Telco Holdings dba Dial & Save	1			0													
6100	Telco Partners Inc.		1		0													
5164	Telcom Group USA Inc. d/b/a TelCom	2	1		0													
5762	Telecom USA		1	2	1		1	2										
5167	Telecommunications Service Center Inc.			1	0											1		
6288	Telemex/Sprint Communications	1			0													
6118	Telepath Communications Inc.		2		0													
6207	Telephone Company of Central Florida			2	0							1			1			
5845	Teleport Communications	3	5		0													
6469	Telergy Network Services Inc.			1	0				1									
6345	Teligent Inc				1		1											
5C24	Telis Communicaitons Group Inc			1	0					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	2002	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01
6088	Tel-Save Inc dba The Phone Company	17	153	476	36	15	21	23	38	30	35	27	40	46	57	46	69	26
6654	The Free Netwok LLC			2	0					1	1							
5939	The Furst Group Inc.		1		0													
5499	TI Nat Telecom dba TI World Te	1			0													
5515	Total - Tel USA Inc.			1	0						1							
5271	Touch 1 Communications Inc.	2	1		0													
6093	Touch 1 Long Distance Inc.	1	1		0													
5A72	Tri-Tel Communications Inc.		5	4	0					1					1			
6331	TruCom Corporation		2		0													
6049	TTI National Inc.		1	2	0			1	1									
6111	TTI Telecommunications			1	0						1							
5A99	U.S. Republic Communications Inc.	2		1	0											1		
6817	UKI Communications Inc.		1	25	11	8	3	2	10	2	2			1	1	2	1	2
5C87	United Systems Access Telecom Inc			2	1		1			1	1							
6493	Uni-Tel Communications Group Inc.	1	2	1	0									1				
6137	USA Tele Corp.	3			0													
6269	USLD Communications Ind				1		1											
6048	USN Communications Long Distance	72	1	3	1		1		2		1							
5101	VarTec Telecom Inc.			2	3		3	1										1
6300	VarTec Telecom Inc. d/b/a Clear Choice		1		0													
5120	Verizon	10	12	35	4	2	2	5	5	2	2	3	2	2	2	4	2	3
6830	Verizon Advanced Data			1	0												1	
6781	Verizon Communications		7	8	3	3				1	2		1	2	1	1		
6073	Vista Group International Inc.	8			0													
6788	Webnet Communications			9	1		1	1	1	3	2		1					
5867	Wiltel Inc.	1	1	1	2	1	1			1								
5303	Winstar Gateway Network Inc.	1			0													
5770	Working Assets Funding Service	1		1	0							1						
5319	World Com Inc dba LDDS World		2	1	1		1						1					
5203	WorldCom Network Service dba Wil	0		4	0									1	1	1		
6447	Ztel Communications Inc.	53	160	120	4	3	1	1	6	2	2	2	9	15	14	21	16	17
	Complaints Assigned by CPCN	966	1414	2267	424	187	237	200	259	193	159	148	145	166	206	186	230	180
	Unassigned Complaints	2	5	11	1		1	5	0	1	0	0	1	0	2	0	0	0
	Total	968	1419	2278	425	187	238	205	259	194	159	148	146	166	208	186	230	180

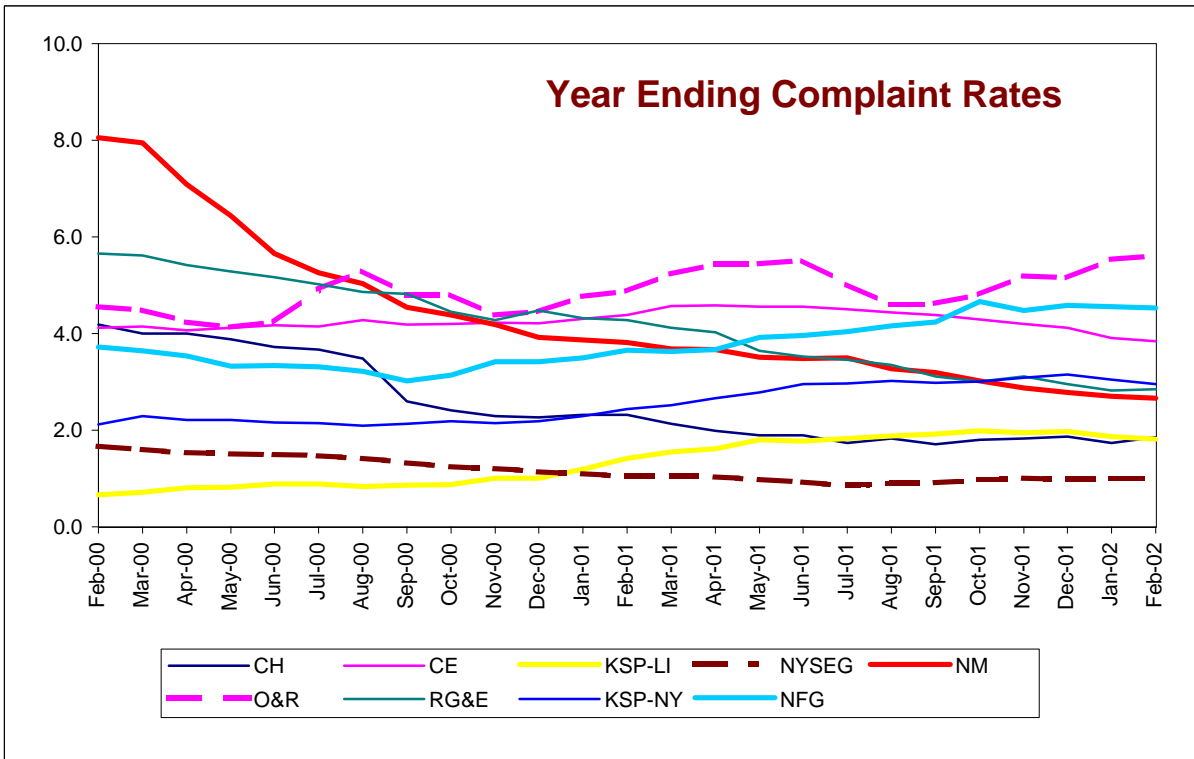
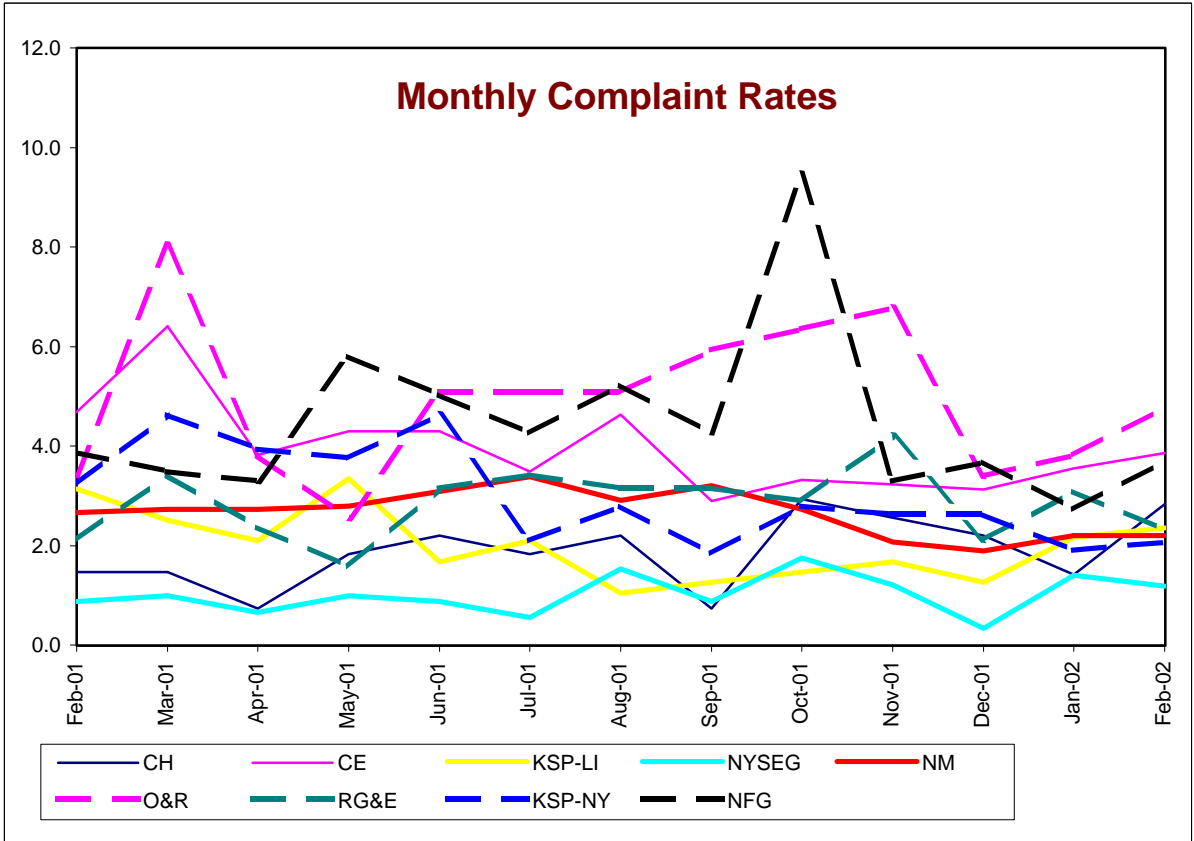
* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

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

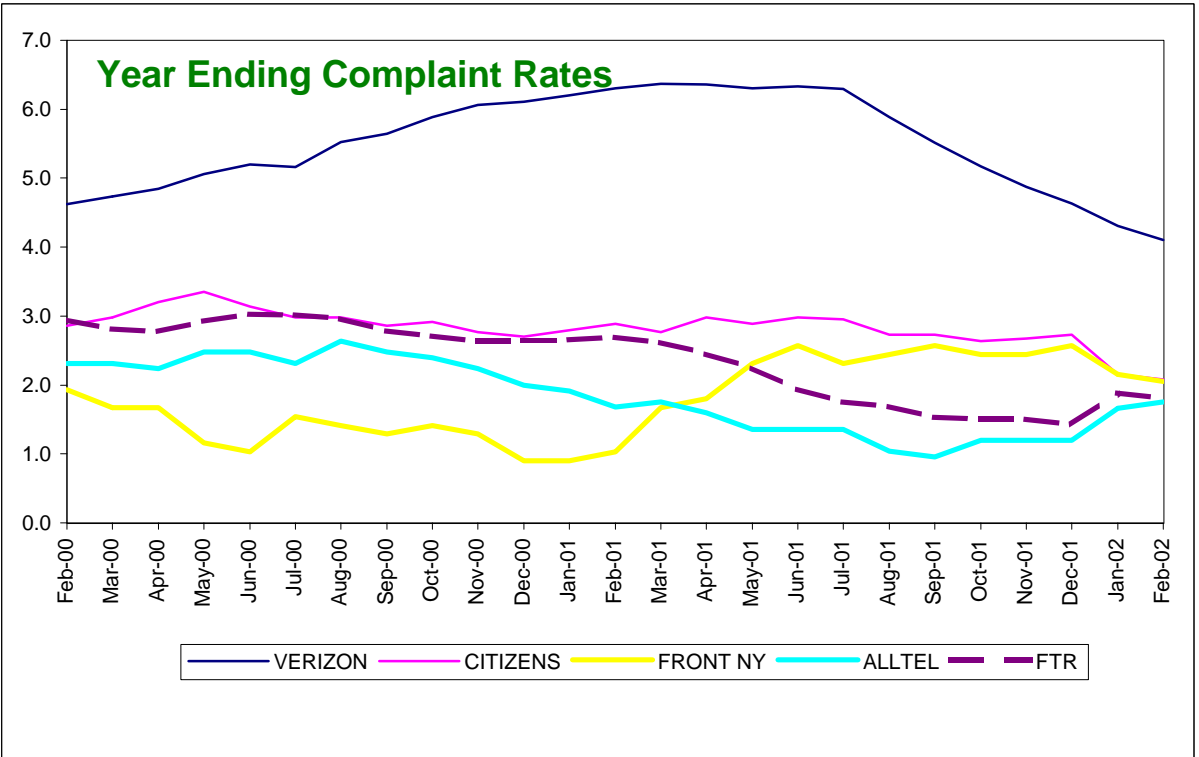
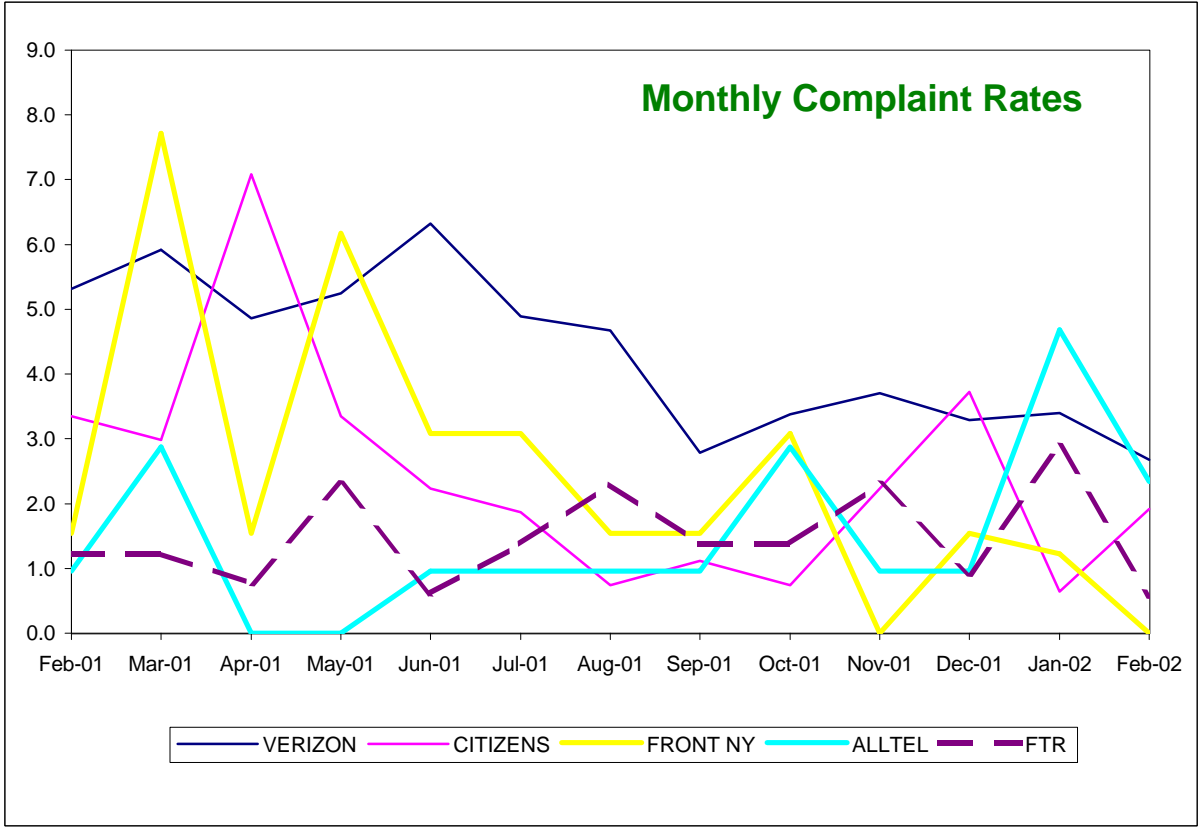
CODE	FULL NAME	2000	2001	2002	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep - 01	Aug - 01	Jul-01	Jun-01	May-01	Apr - 01	Mar - 01	Feb-01
D108	1st Rochdale Coop Group		2	0			2										
D105	ACN Energy, Inc.	18	3	0				1				1					
D078	Advantage Energy Inc.	2	0	2	1	1											
D084	AES Energy	2	1	0								1					
D001	Agway Energy Services Inc.	13	17	4	2	2	1	1	1			2	1	1		1	4
D036	All Energy Marketing Co.		2	1		1				1							1
D002	Amerada Hess		7	0						2				2		1	1
D113	Brown Fuel, Inc		1	0			1										
D005	Castle Power Corporatoin		1	1	1							1					
D086	Con Edison Solutions	81	4	5	3	2								2	1		
D089	Duke Solutions, Inc.		0	0													
D046	Econnergy	198	158	19	7	12	9	15	20	21	9	11	12	15	2	7	23
D047	Empire Natural Gas Corp		2	0							2						
D087	Energetix, Inc.	16	148	3	2	1	2	2	5	5	2	4	6	12	33	69	3
D054	Enron Energy Services		5	1		1			3	1							1
D023	Federal Electric & Gas Co.	40	89	0			1	7	6	3		5	10	14	7	6	4
D104	Great Eastern Energy	14	3	1	1			1									2
D013	Interstate Energy Resources Inc.	11	11	0												2	3
D015	Keyspan Energy Services, Inc.	84	97	22	14	8	6	8	4	9	4	7	10	13	6	5	7
D060	Main-Care Energy		1	0					1								
D107	Metro Energy Group		1	0				1									
D098	Metromedia Energy	13	6	0				1	1							4	
D018	Mirabito Fuel Group Inc.		1	0													
D020	Mitchell-Supreme Energy		6	0									2			1	2
D082	National Fuel Resources, Inc.		10	25	15	10				1	1	2		1		1	1
D023	New Yor Gas Co, Inc			4	1	3											
D024	North American Energy	8	19	5	3	2		4	1	2		1	3	1		3	2
D026	North Atlantic Utilities Inc.		1	0													
D103	NYSEG Solutions	15	10	0			1		2		2	1		3			
D106	Orion Energy Services	33	69	0					2	7	4	4	4	10	12	12	11
D067	PG&E Energy Trading		1	0													
D114	PRO-ENERGY RESOURCES			1		1											
D093	Robison Energy of Westchester	4	0	1		1											
D068	Select Energy of New York (aka Plub St)		1	1		1	1										
D112	Smart Energy Services		439	523	217	306	165	121	47	10	18	11	13	27	13	8	4
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	9	3	6	7	7	10	9	8	11	13	14	6	22	20
D888	Unassigned Customer Contacts	15	26	3	1	2				8			16	1			
	Total	726	1300	631	271	360	196	169	103	79	50	62	90	116	80	142	89

This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions and mediates complaints against ESCO's. Customers are referred to their contract for resolution guidelines.

MAJOR ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

