

# Monthly Report on Consumer Complaint Activity



**October 2004**

*William M. Flynn, Chairman*

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

*November 30, 2004*



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# Office of Consumer Services

November 18, 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 for several months, we began reporting the Customer Service Response Index (CSRI) as part of our monthly activity report beginning in August 2004. 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](mailto:Barry_Bedrosian@dps.state.ny.us).

**This month we have chosen not to report the CSRI due to a programming error that resulted from a change we made to the database. Since there will be incomplete CSRI data for October and November, we will not report CSRI data again until the December 2004 report.**

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

## October 2004

Utility	Sep-04		Oct-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate* Oct-04
					Oct-03	Oct-04	Change	2003	2004	Change	
Central Hudson	0.7	2	0.7	2	28	27	-3.6	24	21	-12.5	0.8
Con Edison	1.7	62	2.1	76	730	781	7.0	660	666	0.9	1.7
KeySpan of L.I.	0.6	3	0.4	2	61	47	-23.0	54	41	-24.1	0.8
NYSEG	0.4	4	0.3	3	59	38	-35.6	53	31	-41.5	0.3
Niagara Mohawk	1.8	31	1.7	29	381	316	-17.1	367	275	-25.1	1.6
Orange & Rockland	1.9	4	1.4	3	32	27	-15.6	30	25	-16.7	1.0
RG & E	1.8	7	1.0	4	94	72	-23.4	90	69	-23.3	1.5
KeySpan of NY	1.9	22	1.8	21	102	160	56.9	92	146	58.7	1.1
National Fuel Gas	2.3	12	0.8	4	101	77	-23.8	97	68	-29.9	1.4
Other Energy Utilities	N/A	1	N/A	1	45	31	-31.1	36	21	-41.7	N/A
ESCO's	N/A	18	N/A	39	754	501	-33.6	586	425	-27.5	N/A
Verizon	0.6	48	0.6	40	932	571	-38.7	881	392	-55.5	0.6
Citizens Telcom	1.0	3	1.0	2	14	19	35.7	18	13	-27.8	0.5
Frontier of NY	0.0	0	0.0	1	6	10	66.7	6	9	50.0	1.1
Alltel	0.0	0	0.0	0	7	3	-57.1	6	3	-50.0	0.3
Frontier Tel of Roch.	0.6	3	0.6	3	31	19	-38.7	31	17	-45.2	0.3
Other LEC's,CLEC's, ICX's	N/A	167	N/A	207	1663	1123	-32.5	1369	1787	30.5	N/A
DSL Providers	N/A	3	N/A	2	47	29	-38.3	43	22	-48.8	N/A
Adelphia	N/A	0	N/A	2	19	24	26.3	16	20	25.0	N/A
Cablevision Systems	N/A	15	N/A	19	144	146	1.4	131	110	-16.0	N/A
Time-Warner	N/A	6	N/A	14	84	125	48.8	86	95	10.5	N/A
Other Cable Cos.	N/A	1	N/A	5	73	23	-68.5	21	43	104.8	N/A
Long Island Water	0.0	0	0.0	0	12	4	-66.7	11	2	-81.8	0.5
UW - New Rochelle	3.3	1	3.3	1	2	13	550.0	2	8	300.0	3.6
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	7	-12.5	9	5	-44.4	0.9
Other Water Utilities	N/A	3	N/A	2	10	13	30.0	8	27	237.5	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

#### October-04

Utility	Oct-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	1	50%	27	14	52%	0.8	0.4
Con Edison	76	18	24%	781	151	19%	1.7	0.3
KeySpan - LI	2	1	50%	47	13	28%	0.8	0.2
NYSEG	3	1	33%	38	12	32%	0.3	0.1
Niagara Mohawk	29	5	17%	316	106	34%	1.6	0.5
Orange & Rockland	3	0	0%	27	7	26%	1.0	0.3
RG & E	4	1	25%	72	48	67%	1.5	1.0
KeySpan - NY	21	5	24%	160	38	24%	1.1	0.3
National Fuel Gas	4	0	0%	77	26	34%	1.4	0.4

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.

<b>Company</b>	<b>QRS Cases</b>	<b>Complaints</b>
16 E 96TH Corp	0	0
1st Rochdale Cooperative Group	1	0
57 Thames Rentals	0	0
ACC Business	0	0
Accent Energy Midwest, LLC	2	0
Acceris Communications, Inc.	5	3
Access Point, Inc.	0	0
ACN Communication Services, Inc.	5	0
Adelphia Cable - Buffalo	7	2
Adelphia Cable - Glens Falls	1	0
Adelphia Cable - Niagara	1	0
Adelphia Cable - Springville	1	0
Adelphia Cable - Utica	4	0
Airnex Communications, Inc.	1	1
All Energy New York	0	0
Allegiance Telecom of New York, Inc.	7	1
Alliance Group Services, Inc.	0	0
AllTel Communications, Inc.	0	1
AllTel of New York	1	0
America's Digital Satellite Telephone	0	0
American Long Lines, Inc.	0	0
American Nortel Communications, Inc.	0	0
American Package	0	0
American Pay Phone, Inc.	1	0
American Telecommunications Corporation	1	0
Americatel Corporation	1	0
Aqua Maine	0	0
Aqua Maine Water	0	0
Aquarion Water Company of NY	0	1
Arbor Hills Waterworks	0	0
ARC Networks, Inc.	2	0
AT&T Payphones	1	0
AT&T Wireless Services	0	0
AT&T	301	71
BAS Communications	0	0
Beekman Water Company	0	0
Berkshire Telephone Corp.	0	0
Birch Hill Water Supply Corporation	0	0
Birns Telecommunications	0	0
Boniville Water Co. Inc.	0	0
BridgeCom International, Ltd.	3	2
Broadview Networks, Inc.	19	1
Broadwing Telecommunications Inc.	0	0
Budtel Associates, Inc.	0	0
BullsEye Telecom, Inc.	2	3
Business Network Long Distance, Inc.	1	1
Cablevision - MediaOne - Rockland	1	0
Cablevision - MediaOne - US Cablevision	1	0
Cablevision - MediaOne - Westchester	4	0
Cablevision Lightpath, Inc.	0	0
Cablevision of Cross River	1	0
Cablevision of Dutchess County	3	0
Cablevision of Hauppauge	0	0
Cablevision of Long Island	18	1
Cablevision of New York City	46	8

<b>Company</b>	<b>QRS Cases</b>	<b>Complaints</b>
Cablevision of Ramapo	0	0
Cablevision of Rockland	3	2
Cablevision of Southern Westchester	4	1
Cablevision of Westchester	8	2
Cablevision of Yorktown	1	0
Capital Telephone Services	0	0
Central Hudson Gas & Electric Corp.	22	2
Chain Lakes Cablevision	0	0
Charter Communications	0	0
Charter Comm. - Plattsburgh	1	0
Choice Communications, LLC.	1	0
Choice One Communications of New York, Inc.	9	3
Chronometric Telecommunications, Inc.	0	0
Ciera Network Systems	0	0
Citizens Communications (ILEC)	12	2
Citizens Telephone Company of Hammond, New York	1	0
City of Jamestown Board of Public Utilities	4	0
City of Salamanca Electric	1	0
Cleartel Communications, Inc.	1	1
Comcast Telecommunications, Inc.	0	0
Communicate Technological Systems, CTS, LLC.	3	2
Communications Network Billing, Inc.	0	0
Con Edison of New York	283	76
Con Edison Solutions	1	0
CondorPhone	1	0
Conserve	1	1
Conversent Communications of New York, LLC.	4	0
Cordia Communications Company	5	2
Corning Natural Gas Corp.	1	0
Corporatepage.com, Inc.	0	0
Covad Communications Company	1	0
Covista Communications, Inc.	3	2
Crescent Communications, Inc.	0	1
CTC Communications Corp.	0	0
Cypress Telecommunications Corporation	1	1
Dara Owners Corp.	1	1
DavelTel, Inc.	0	0
Deposit Telephone	0	0
Dutchess Estates	0	0
Econnergy	13	4
Empire One Telecommunications, Inc.	2	0
Empire State Payphone Inc.	0	1
Energetix, Inc.	1	0
Essex Communications, Inc.	0	0
ESS.com, L.L.C.	0	0
Excel Telecommunications, Inc.	8	4
Forest Park Water Co. Inc.	1	0
Frontier Communications of NY/fka Highland Tel	7	1
Frontier Communications of Rochester, Inc.	2	0
Frontier Communications of Seneca-Gorham, Inc.	1	0
Frontier Telephone of Rochester, Inc.	16	3
Future Focus Telecommunications	0	0
Gateway Plaza Management	0	0
GE Capital Communications Services, Corp	0	0
Globcom, Inc.	0	0



<b>Company</b>	<b>QRS Cases</b>	<b>Complaints</b>
GNC Public Communications	0	0
Great Eastern Energy	0	0
Green Mountain Energy	0	0
GTC Telecom	3	0
Hudson Valley Water Co.	1	0
H&H Budd Earth Moving and Excavating	0	0
IDT America Corp.	92	24
ILD Telecommunications, Inc.	2	0
Intelecom Solutions, Inc.	0	0
InterGlobe Communications	0	0
J&N Communications	0	1
Keyspan Energy Services, Inc.	11	1
KeySpan of Long Island	21	2
KeySpan of New York	70	21
Kiamesha Artesian Spring Water Co., Inc.	0	0
Knolls Water Co.	0	0
LCI International Telecom Corp.	1	1
LCR Telecommunications, LLC	0	0
Levy Associates	0	0
Liberty Power Corp.	1	0
Lightyear Network Solutions, LLC.	0	0
Long Distance Consolidated Billing Co.	4	0
Long Distance Services of N.Y.	0	0
Long Island American Water	7	0
Main Street Telephone Company	1	0
Manhattan Telecommunications Corp.	0	0
Matrix Telecom, Inc.	1	0
MCI	128	25
Metro Teleconnect Companies, Inc.	1	0
Metropolitan Telecommunications	9	1
MFS Telephone of New York, Inc.	0	0
Mid Hudson Cablevision, Inc.	0	0
Miko Telephone Communications	0	0
Mirabito Fuel Group, Inc.	1	0
MTG Communications, Inc	0	0
National Access Long Distance	3	0
National Aqueous	1	0
National Fuel Gas Distribution	69	4
National Fuel Resources	0	1
NECC Telecom, Inc.	2	0
NET-TEL Corp.	0	0
Network Plus, Inc.	0	0
New Century Telecom, Inc.	6	1
New Rochelle Telephone Company	4	1
New York Coin Telephone Company, Inc.	1	0
New York State Electric & Gas Corp.	54	3
New York Water Service	1	0
Next Gen Telephone Co.	1	1
Niagara Mohawk - A National Grid Company	181	29
North American Energy, Inc.	0	0
North American Telephone Network, LLC.	0	0
NorthPoint Communications, Inc.	0	0
Norvergence Inc.	1	0
NOS Communications, Inc.	4	0
NOW Communications Inc	0	0

<b>Company</b>	<b>QRS Cases</b>	<b>Complaints</b>
Ogden Telephone	0	0
One Call Communications, Inc.	2	0
OneStar Long Distance, Inc.	0	0
Optical Telephone Corporation	5	2
Optimum Voice	3	1
Orange & Rockland	22	3
PAETEC Communications, Inc.	1	0
Paytell Corp.	0	0
Penelec (A First Energy Company)	0	0
Phone Management Enterprises, Inc.	0	0
PowerNet Global Communications	0	0
Primus Telecommunications, Inc.	2	0
Promise Vision Technology	0	0
PT-1 Communications, Inc.	0	0
Qwest Communications Corporation	2	0
Rand Water CP - Brandt's Farm	1	0
Rand Water CP - Dogwood Knolls	0	0
Reconex, Inc. (USTEL/1-800-Reconex)	4	2
Resdntl Comms. Netwrk of NY	5	0
Rochester Gas & Electric Corp.	101	4
Rowlands Hollow Water Works, Inc.	0	0
R&B Communications, Inc.	0	0
SBC Telecom, Inc.	0	0
ServiSense.com, Inc.	1	0
Sleepy Hollow Lake Water Co., Inc.	0	0
Spectrotel, Inc.	0	0
Sprint Communications	52	9
St. Lawrence Gas	5	1
Susquehanna Communications	2	1
T-NETIX Telecommunications Services, Inc.	0	0
Taconic Long Distance Service Corp.	0	0
Taconic Telephone Corp.	0	0
Talk America, Inc.	11	4
TC Systems, Inc. (Pay Phones Only)	0	0
TDS Telecom-Oriskany Falls Office	0	0
TDS Telecom-Port Byron Office	1	0
Tech Valley Communications	3	0
Telebeam	0	0
Telecarrier Services, Inc.	20	8
Telecom EZ	0	0
Telecom USA	2	1
Telecomp Technologies Network, Inc.	0	0
Telecon Communications Corp	1	1
Teleport Communications	1	0
Telseven	0	0
Tiffany Mews	0	0
Time Warner - Albany Division	5	0
Time Warner - Binghamton	5	4
Time Warner - New York City Division	66	8
Time Warner - Rochester Division	5	0
Time Warner - Syracuse Division	12	2
Time Warner ResCom of New York,LLC	2	0
Total Call International, Inc.	0	0
Total Gas & Electric, Inc.	1	0
Touch 1 Communications, Inc.	0	0

<b>Company</b>	<b>QRS Cases</b>	<b>Complaints</b>
Tractebel Energy Services, Inc.	0	0
Tristate Bell Inc	2	0
TTI National, Inc.	0	0
UKI Communications, Inc.	0	0
Uni-Tel Communications Group, Inc.	0	0
United Systems Access Telecom	0	0
United Telecom, LLC	1	0
United Water-New Rochelle	2	1
United Water-New York	1	0
USA Payphone, Inc.	0	0
Utility Solutions	0	0
Valley Energy, Inc.	0	0
VarTec Telecom, Inc.	14	7
Verizon Advanced Data, Inc.	24	2
Verizon Communications (LD)	8	3
Verizon Communications (LEC)	411	38
Verizon Communications (PayPhones)	2	0
Village of Groton	0	0
Village of Hamilton Municipal Utilities Commission	0	0
Village of Ilion	0	0
Vonage Communications	3	0
Warwick Valley Telephone Company	0	0
Westelcom Network, Inc.	2	0
Winstar of New York, LLC	0	0
Working Assets Funding Service, Inc.	1	0
WorldLink Communications, Inc.	1	0
XChange Telecom	2	0
XO Communications, Inc.	0	0
Z-Tel Communications, Inc.	15	1

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

### **Informal Hearing Cases**

As of the end of October, there were 81 cases in the Informal Hearing Unit. During this month, 4 complaints were resolved with pre-hearing mediation, 9 informal hearings were scheduled, 3 hearings were postponed, 5 hearings were held, and 7 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 October there were 173 shared meter complaints pending. Thirty-two new complaints were received in October and 25 cases were closed. Further information about some of the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 13 cases, between 25% to 50% in 4 cases, and between 51% to 75% in 3 cases. In 1 case the shared use was minimal and the charges billed to the landlord were cancelled. In another case, the charges were cancelled because the owner proved that the cost to correct the shared meter condition was extraordinary.

### **Appeals and Rehearings**

At its October 20, 2004 session, the Commission approved OCS's recommended determinations of 1 appeal and 1 rehearing petition. The appeal determination finds that Niagara Mohawk properly calculated the required contribution from a customer toward the costs of an underground electric line extension. The rehearing determination upholds a decision by the Commission's designee in a shared meter case involving Con Edison's electric service.

Three appeals were accepted for review during October. Con Edison appeals from an informal decision which directed rebilling of a nonresidential steam customer. Separate appeals from, respectively, a residential gas customer of KeySpan LI and a nonresidential gas customer of Con Edison contend that the customers were overbilled for metered service. Two petitions, 1 by a KeySpan NYC customer and 1 by a Con Edison (electric) customer, for rehearing of shared meter decisions by the Commission's designee were also accepted.

**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	Oct-04	Sep-04	Aug-04	Jul-04	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03
D108	1st Rochdale Coop Group	2	1	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	1		5		2	1		4	1	1	1		1
D046	Econnergy	158	123	133	181	13	11	24	16	29	19	35	32	8	7	13	8	9
D047	Empire Natural Gas Corp	2	0	0	0													
D087	Energetix, Inc.	148	17	25	62	3	3	2	2	2	15	34	3		1	3		
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	11	0	5	6	3	2	3	8	2	6	19	22	33
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	2							1					
D020	Mitchell-Supreme Energy	6	3	2	4		1					3						
D021	National Fuel Resources, Inc.	10	76	18	3	1	1	1	1							1		2
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	
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
D102	Telecon Energy Services Corp.	0	0	0	0													
D032	Total Gas & Electric (Energy)	158	116	46	17	1	1	1	3	4	5			1	2	2		3
D052	TXU Energy		2	1	0													
D888	Unassigned Customer Contacts	26	30	8	1	0	1										1	2
	<b>Total</b>	<b>1231</b>	<b>1918</b>	<b>717</b>	<b>356</b>	<b>33</b>	<b>18</b>	<b>44</b>	<b>33</b>	<b>41</b>	<b>46</b>	<b>79</b>	<b>56</b>	<b>17</b>	<b>22</b>	<b>44</b>	<b>33</b>	<b>54</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.