

# Monthly Report on Consumer Complaint Activity



## November 2001

*Maureen O. Helmer, Chairman*

*Catherine W. Black, Director  
Office of Consumer Services*

*December 20, 2001*



# Monthly Report on Consumer Complaint Activity

## November 2001

### 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
Summary of Slamming Complaints by Utility.....	9
Summary of Customer Contacts recorded against ESCO's.....	15
Graph of Energy Company Complaint Rates .....	16
Graph of Telephone Company Complaint Rates .....	17
Graph of Water Company Complaint Rates.....	18

**COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES**  
**November 2001**

Utility	Oct-01		Nov-01		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending Nov-00	12 mos ending Nov-01	% Change	Year-to-date 2000	Year-to-date 2001	% Change	
Central Hudson	2.9	8	2.9	8	75	66	-12.0	69	61	-11.6	2.0
Con Edison	4.1	147	3.8	138	1819	1890	3.9	1674	1749	4.5	4.4
KeySpan of L.I.	1.7	8	1.9	9	58	115	98.3	53	110	107.5	2.0
NYSEG	2.1	19	1.8	16	132	124	-6.1	119	118	-0.8	1.1
Niagara Mohawk	3.1	52	2.4	41	848	628	-25.9	746	579	-22.4	3.1
Orange & Rockland	6.4	15	6.8	16	124	147	18.5	117	138	17.9	5.2
RG & E	5.5	21	5.0	19	195	182	-6.7	189	167	-11.6	4.0
KeySpan of NY	2.8	32	2.6	30	295	424	43.7	279	403	44.4	3.1
National Fuel Gas	11.0	57	3.5	18	212	291	37.3	199	278	39.7	4.7
Other Energy Utilities	N/A	28	N/A	11	43	85	97.7	40	262	555.0	N/A
ESCO's**	N/A	103	N/A	168	754	1189	57.7	720	938	30.3	N/A
Verizon	3.4	260	3.7	285	5596	5640	0.8	5170	4023	-22.2	4.9
Citizens Telcom	0.7	2	2.2	6	89	87	-2.2	79	78	-1.3	2.7
Frontier of NY	3.1	2	0.0	0	10	7	-30.0	7	19	171.4	2.4
Alltel	2.9	3	1.0	1	28	25	-10.7	24	14	-41.7	1.2
Frontier Tel of Roch.	1.4	9	2.3	15	206	206	0.0	194	106	-45.4	1.5
Other LEC's	N/A	506	N/A	557	7117	6007	-15.6	9546	6756	-29.2	N/A
DSL Providers	N/A	23	N/A	31	N/A	509	N/A	N/A	447	N/A	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	N/A	15	N/A	N/A	15	N/A	N/A
LD Resellers	N/A	77	N/A	98	1130	1132	0.2	1052	964	-8.4	N/A
COCOT Vendors	N/A	2	N/A	20	32	64	100.0	29	63	117.2	N/A
Adelphia	N/A	24	N/A	9	145	162	11.7	139	148	6.5	N/A
Cablevision Systems	N/A	84	N/A	52	492	536	8.9	455	500	9.9	N/A
Time-Warner	N/A	135	N/A	64	620	708	14.2	570	664	16.5	N/A
Other Cable Cos.	N/A	15	N/A	15	141	284	101.4	378	127	-66.4	N/A
Long Island Water	26.1	19	24.7	18	26	98	276.9	25	96	284.0	11.2
UW - New Rochelle	9.9	3	6.6	2	17	15	-11.8	15	14	-6.7	4.1
New York Water	0.0	0	0.0	0	9	5	-44.4	8	4	-50.0	0.9
New York American	0.0	0	0.0	0	0	1	#DIV/0!	0	1	#DIV/0!	0.7
UW - New York	9.2	6	4.6	3	49	32	-34.7	43	29	-32.6	4.1
Other Water Utilities	N/A	6	N/A	5	27	41	51.9	32	40	25.0	N/A

All complaint rates are based on 1999 customer populations.

Customer populations are not available for cable companies.

\* - Complaints per 100,000 customer accounts

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

*Readers should exercise caution in reaching conclusions based on contacts by ESCO customers.*

**CREDIT COMPLAINTS vs. TOTAL COMPLAINTS**  
**New York Energy Utilities**  
**November 2001**

Utility	November 2001 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	4	50%	66	17	26%	2.0	0.5
Con Edison	138	27	20%	1890	339	18%	4.4	0.8
KeySpan - LI	9	2	22%	115	15	13%	2.0	0.3
NYSEG	16	4	25%	124	25	20%	1.1	0.2
Niagara Mohawk	41	14	34%	628	209	33%	3.1	1.0
Orange & Rockland	16	6	38%	147	50	34%	5.2	1.8
RG & E	19	10	53%	182	103	57%	4.0	2.3
KeySpan - NY	30	10	33%	424	15	4%	3.1	0.1
National Fuel Gas	18	6	33%	291	123	42%	4.7	2.0

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

### **November 2001**

#### **Informal Hearings**

As of November 30, 2001, there were 23 cases pending in pre-hearing. The month ended with 92 informal hearing cases pending for a total of 115 cases pending in the unit. Sixteen informal hearings were scheduled during November. One hearing was cancelled, three customers did not appear for the scheduled hearings and twelve hearings were held. One complaint was resolved with a settlement. Two cases closed during the month concerned line extension issues. In both cases the hearing officers found the utilities had complied with existing regulations.

During 2001 we received several complainant concerning penalties applied to accounts for use of service during gas curtailment periods. In a case closed this month the hearing officer directed the utility to remove the penalties because the utility did not use the correct phone number when it advised the customer of the beginning of the curtailment.

#### **Shared Meter Designee Complaints**

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 November there were 221 shared meter complaints pending, an increase of 16 over the previous month. Thirty-nine (39) new complaints were received in November, and 20 complaints were closed. Brief descriptions of some of the closed cases are outlined below.

In six of the cases closed, the penalty was cancelled after staff made a finding that the use was minimal under our regulations and in one case the charges were cancelled because the owner requested the investigation. The designee reduced the penalty to the minimum of 25% in eight cases and to 50% in one case and sustained the penalty in one case.

#### **Appeals and Rehearings**

At its November 28, 2001 session, the Commission approved two appeal determinations and a rehearing determination recommended by OCS. Both appeal determinations (one involves Niagara Mohawk and one involves NYSEG) uphold utility billing of residential customers. The rehearing determination upholds a prior Commission determination in a communications case.

During November, two appeal requests were accepted. One appeal disputes a residential electric heating bill issued by NYSEG, and the other disputes Con Edison's transfer of a commercial customer to its large general demand rate.

**No. of Complaints Received Against Regulated Companies  
11/1/2001 and 11/30/2001**

<u>Service</u>	<u>Company</u>	<u>Complaints</u>
<i>Cable</i>	Adelphia - Buffalo	4
	Adelphia Cable - Auburn	1
	Adelphia Cable - Utica	1
	Adelphia Cable-International	1
	Adelphia Cable-Niagara	2
	Cablevision of Brookhaven	2
	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	12
	Cablevision of New York City	18
	Cablevision of Southern Westchester	10
	Cablevision of Westchester	6
	Cablevision of Yorktown	1
	Cablevision-Rockland	2
	MediaOne - Westchester	8
	Mid Hudson Cablevision, Inc.	1
	Milestone Communications	1
	RCN of Southeast New York, Inc.	5
	Time Warner - Albany	2
	Time Warner - Binghamton	4
	Time Warner - Brooklyn	4
	Time Warner - Central Square	1
	Time Warner - Ilion	1
	Time Warner - Kingston	1
	Time Warner - Manhattan	19
	Time Warner - Mt. Vernon	1
	Time Warner - Oneida	1
	Time Warner - Orange County	7
	Time Warner - Poughkeepsie	2
	Time Warner - Queens	11
	Time Warner - QUICS	1
	Time Warner - Rochester	3
	Time Warner - Saugerties	2
Time Warner - Schenectady	1	
Time Warner - Sullivan County	1	
Time Warner - Syracuse	1	
Time Warner - Watertown	1	
Total Cable		<u>140</u>
<i>DSL</i>	Broadview Networks	1
	Covad Communications Company	1
	Earthlink, Inc.	1
	NET2000 Communications Services, Inc.	1
	Verizon Advanced Data, Inc.	27
Total DSL		<u>31</u>

**No. of Complaints Received Against Regulated Companies  
11/1/2001 and 11/30/2001**

<u>Service</u>	<u>Company</u>	<u>Complaints</u>
<i>Electric</i>	Central Hudson Electric & Gas	8
	Con Edison	124
	Freeport Electric	2
	Jamestown Board of Public Utilities	2
	New York State Electric & Gas	14
	Niagara Mohawk Power Corp	38
	Orange & Rockland	16
	Penn Electric Company (GPU Energy)	3
	Rochester Gas + Electric	15
	Village of Arcade	1
Total Electric		<hr/> <b>223</b>
<i>Gas</i>	Con Edison	14
	Corning Natural Gas	1
	KeySpan of Long Island	9
	KeySpan of New York	30
	National Fuel Gas Distribution	18
	New York State Electric & Gas	2
	Niagara Mohawk Power Corp	3
	Rochester Gas + Electric	4
	St Lawrence Gas	1
Total Gas		<hr/> <b>82</b>
<i>Telephone</i>	ACC Buffalo Telecom Corp.	1
	ACC National Telecom Corp.	1
	ACN Communication Services, Inc.	1
	Adelphia Business Solutions Operations,	2
	Allegiance Telecom of New York, Inc.	11
	Alltel Communications, Inc.	1
	ALLTEL Corporation	1
	AllTel Of New York	1
	American Phone Services, Corp.	1
	Americatel Corporation	1
	AT&T Communications of New York, Inc.	269
	BridgeCom International, Ltd.	5
	Broadview Networks	25
	Cablevision Lightpath, Inc.	2
	Choice One Communications of New York In	5
	Citizens Telecom	6
	Citizens Telecom Long Distance	1
	Citizens Telephone Company of Hammond,NY	1
	Claricom Networks, Inc.	1
	Conversent Communications of New York, L	1
Core-Comm-New York, Inc.	1	
Covista of New York, Inc.	1	

**No. of Complaints Received Against Regulated Companies  
11/1/2001 and 11/30/2001**

<u>Service</u>	<u>Company</u>	<u>Complaints</u>
	CTC Communications Corp.	2
	CTSI, Inc.	1
	DPI-TELECONNECT, INC. ("DPI")	1
	ESS.COM, L.L.C.	1
	Essex Communications, Inc. d/b/a/ Elec C	5
	Excel Telecommunications Inc.	4
	Fairpoint Communications	2
	Federal TransTel, Inc.	1
	Frontier Communications of Rochester, Inc	2
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	15
	Future Focus Telecommunications	1
	Global Crossing Telecommunications, Inc.	7
	Intellicall Operator Services Inc.	7
	Intermedia Communications, Inc.	1
	International Discount Telecommunication	1
	Island Marketing, Inc. d/b/a Interglobe	1
	KCI Long Distance, Inc.	1
	LCI International Telecom Corp.	5
	Least Cost Routing, Inc.	1
	MCIWorldCom	165
	Metro Connection Inc. dba TransAmerican	1
	Metromedia Long Distance, Inc.	2
	Metropolitan Telecommunications dba MetT	23
	National Accounts, Inc.	1
	Net2000 Group, Inc.	1
	Network Plus, Inc.	12
	New York Pay Telephone Company	1
	Nextel Long Distance (NXLD)	1
	NextGen Telephone, Inc.	7
	Norstar Communications, Inc. d/b/a Busin	2
	NOS Communications Inc.	1
	Optical Telephone Corporation	1
	Opticom Corporation	1
	Promise Vision Technology, Inc.	1
	QWest Communications Corporation	17
	Resdntl Comms. Netwrk of NY dba RCN	5
	RRV Enterprises, Inc. dba Consumer Access	1
	ServiSense.com, Inc.	1
	Sprint Communications Company L.P.	33
	Taconic Telephone	1
	Tel-Save, Inc. (Talk.com)	81
	Telebeam	1
	Telecommunications Service Center, Inc.	1
	Teleport Communications	1
	Telergy Network Services, Inc.	2
	TTI National, Inc.	1

**No. of Complaints Received Against Regulated Companies  
11/1/2001 and 11/30/2001**

<u>Service</u>	<u>Company</u>	<u>Complaints</u>
	UKI Communications, Inc.	9
	United Systems Access Telecom, Inc.	2
	Urban Communications Transport Corporati	1
	USN Communications Long Distance, Inc.	4
	VarTec Telecom, Inc.	5
	Verizon Communications (LD)	3
	Verizon Communications (LEC)	285
	Verizon Corp. (payphones)	17
	Warwick Valley Telephone	2
	Webnet Communications, Inc.	2
	WorldCom Inc, dba LDDS World Com	1
	XO New York, Inc.	1
	ZTel Communications, Inc.	64
Total Telephone		<u>1160</u>
<i>Water</i>	Kiamesha Artesian Spring	3
	Long Island Water Corp.	18
	Mt Ebo Waterworks	1
	United Water-New Rochelle	2
	United Water-New York	3
	Westbrook Water Corp.	1
Total Water		<u>28</u>
<b>Total Complaints</b>		<b>1664</b>



SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	1999	2000	2001	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
6902	1 Com Inc.		4	4										1	3	2	2	
5818	A.R.C. Networks Inc.																	
5049	ACC Buffalo Telecom Corp		1	1		1											1	
5305	ACC Long Distance Corporation	1		2								1		1				
6184	ACC National Long Distance Corp			1									1					
5757	ACC National Telecom Corp.			1	1													
5069	ACC Rochester Telecom Corp.		1													1		
6250	Access Point Inc			1				1										
6159	Accutel Communications Inc.	4																
6849	ACN Communication Services Inc			4	1								1	1	1			
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	29	17				1		3	1	2	1	4	5	7	1	4
5357	Advanced Telecommunications Ne	0	2														1	1
5279	Advantage Communications Group Inc	0																
5324	Affinity Corporation			1									1					
5688	Affinity Network Inc.	1		2									2					
6055	All American Telephone Inc.																	
6283	Allegiance Telecom of NY Inc.	3	24	37	4	2			3	2	6	6	4	6	4	4	9	1
6516	Alliance Group Services Inc		1															1
5774	Alltel Long Distance Inc.																	
5010	AllTel of New York		1															
5A02	Alltell Communications Inc																	
5343	Am.Tech. Inc.dba Network Utili	1																
5779	American Business Alliance In	1																
5908	American Long Distance Service Inc.	1																
5683	American Long Lines																	
6323	American Nortel Communications Inc.	60	13	1										1				
6778	American Phone Services Corp.		4	6	1			1		1		1	1	1				
5935	American Telecommunications En																	
5A22	American Telecommunications System			2								1	1					
5249	American Telesource Intl Inc.																	
6299	Americatel Corporation			1				1										
5361	America's Tele-Network Corp.	19	14	1											1	1	1	
5984	Americom Inc.	0	1	2										2				
5322	Amer-I-Net Services Corporation			1		1												
5689	Ameri-Tel Communications Inc.	1																
6513	AmeriVision Communications Inc.	3																
5325	AMNEX See American Network Exc																	
5805	AT&T Communications of New Yor	70	373	454	54	38	36	32	39	26	45	36	54	49	45	26	42	37
5364	Athena International L.L.C.																	
5837	ATI Rentals Inc.																	
5369	Atlas Communications Ltd.	1																
6057	BFI Communications Inc.																	
6459	Big Planet Inc.			1				1										
5996	Briar Joy Development Corp.																	
6140	BridgeCom International LTD			5	1		1		1				1	1				
5771	Brittan Communications International C	23	1															
6886	Broadview Networks	63	73	58	15	5	2	3	5	3	3	3	5	2	12	1	1	10
6869	Broadwing Telecommunications Inc			2		1			1									
6838	Broadwing Communcations			2		2												
6111	Business Discount Plan Inc.	6	1	2							1		1					
5776	Business Options Inc.	1	3	1		1												
5021	Business Telecom dbs BTI Telecom	1																

\* 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	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5340	Cable & Wireless Commun. Co.	1		4			1			1			1	1				
5949	Cablevision Lightpath Inc.		2															
6986	Capsule Communications Inc			1		1												
6399	CBS Corporation dba Westinghouse	1																
5879	Cherry Communications Inc																	
6646	Choice One Communications of NY			1		1												
5A17	Citizens Telecom			1									1					
5127	Citizens Telecommunications Co			1							1							
5128	Clear Network Inc. dba ClearN																	
5609	ClearTel Communications Inc.																	
5693	Coast International Inc.		1															
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		2				2										
5103	Colorado River Communications																	
6143	Commonwealth Telecom	1	3															
6593	Communication Express	2																
5131	Communication TeleSystems Inte																	
6372	Communications Billing Inc.	2																
5177	Communications TeleSystems Intl																	
5986	Community Network Services Inc			1		1												
5133	Conetco Corp dba Comm.Network																	
5612	Conquest Operator Services Corp.	0																
6810	Conversent Communications of NY			2			1	1										
6245	Core-Comm New York Inc.	2		1	1													
5336	Corporate Services Telecom Inc																	
5B87	Covista of New York Inc			4	1	3												
6260	CTC Communications Corp.		1	1							1							
5559	CTN Telephone Network, Inc.			1						1								
5191	Dial & Save of New York Inc.																	
5117	Digital Dialing Communications																	
6651	Direct America Marketers			1			1											
6103	Discount Network Services Inc.	0																
6328	Discount Telecom Inc.																	
5252	Eastern Telecommunications Inc																	
6672	Econo-o-Call Inc.		8	6			2	1	1	1		1				2	2	1
5215	Econophone Inc.	2	1															
6138	Efficacy Group Inc.																	
5137	Empire One Telecommunications			2					1				1					
5982	Equal Net Communications Inc.			2														
5198	EqualNet Corporation	1	1															
6659	erbia Network Inc.		1															
6748	Essential.com Inc.		17	7				1	1	1			1	3		1		
6912	Essex Communications DBA Elec		12	18	3	2		2	1	1	2	2	2	1	2	3	1	1
6369	Essex Communications Inc			1								1						
5382	Excel Telecommunications Inc.	10	6	11		1		2	1			2	1	4				
5912	Executone Information Systems Inc.		1														1	
6157	EZ Tel Corp.	0																
6435	Fairpoint Communications		1	2											2		1	
5275	Federal TransTel Inc.	1		1											1			
5889	fka Comm.Gateway Netwk/now Win																	
5081	fka USA Long Distance/see 5749																	
5390	Flex Communications System																	
5204	Frontier Comm. of NY/fka Highland Tel																	

\* 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	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5176	Frontier Comm. Of Rochester Inc.																	
5315	Frontier Comm. Of the West Inc			1		1												
5197	Frontier Comm.Int'l Inc/fka RC																	
5401	Frontier Commun. Services (fk	6																
5192	Frontier L.D. America	1																
5823	Frontier Local Services, Inc.			2		1					1							
5A41	Frontier Telephone of Rochester Inc.	1		1		1												
5391	Future Telecom Service																	
5954	GE Capital Communications Serv																	
5573	Genesis Communications International			2				2										
6826	Global Crossing Telecommunications			17	7	3		2				2		2	1			
6152	Global Telephone Corporation																	
5919	Group Long Distance Inc.	1																
5194	GTE Card Services Incorporated	31	2															
5097	GTE Corporation	4																
5143	GTE Telecommunications Services Inc.	1																
5113	Heartline Communications																	
5676	Home Owners Long Distance Inc	1																
5289	Host Network Inc.																	
5284	Idealdial Corp. dba Idealdial Telephone																	
6373	IDT Corporate		2	2				1			1							
6265	I-Link Communications																	
5345	Inet Interactive Network System Inc.			2		1			1									
6156	Inmark Inc. dba Preferred Billing	10	4	1											1			
6095	Integrated Teleservices Inc.		1															
5062	Integrated Teletechnologies																	
5624	Intellicall Operator Services Inc.	1	2	7	5					1					1	2		
6210	Intermedia Communications Inc.	0																
5114	International Discount Telecommunications			3		1	2											
5409	International Exchnage Networks Ltd		2														1	
6065	International Telecom Ltd.	0																
6125	International Telecommunications Corp.	4																
5918	International Telemedia Assoc.																	
6482	Internet Telephone Company d/b/a ITC																	
5408	IntelliCom Solutions Inc			1		1												
5241	Island Marketing d/b/a Interglobe			1	1													
5256	IXC Communications	1	2															
6913	Jirehcom Inc			1			1											
5292	Key Communication Management Inc.	12	4															
5980	L.D. Services Inc.	3																
6268	LCI International Inc.	2																
5078	LCI International Telecom Corp	8	5	11	3	3		2				1	1		1	1		
5268	LDC Telecommunications Inc.	2																
5013	LDDS-Metromedia A/O Inc																	
5909	LDM Systems Inc.	1																
5077	LECNet																	
5339	LEAST COST ROUTING			3	1	2												
5854	Least Cost Routing Inc. dba Long Dist	4																
5036	Lightyear Communications Inc	1	2	4		1						2	1					1
5904	Long Distance Direct Inc.																	
5547	Long Distance International dba LDI Co																	
5428	Long Distance Network Services																	

\* 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	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5A09	Long Distance of Michigan			1						1								
5749	Long Distance Services of N.Y.	1		1			1											
5227	Long Distance Wholesale Club	1																
5149	Long Island Telephone Company																	
6460	Marathon Communications Corp.	1																
5699	Matrix Telecommunications	2		3		1						1	1					
5820	MCI WorldCom	199	280	327	43	28	23	27	13	35	40	21	33	30	34	33	22	10
5736	MCImetro Access Transmission Svs		1															
6208	Mercury Marketing Co Ltd			1					1									
6423	Metro Telecomm. dba METTel	48	26	63	7	9	7	4	6	5	6	5	4	7	3	5	2	4
5220	MetroLink Communications Inc.																	
5435	Metromedia Long Distance Inc.			4	1		1			1				1				
5900	MFS Intelnet of N.Y.																	
5731	MIDCOM Communications Inc.																	
5416	Minimum Rate Pricing	15	2													1		
5777	National Accounts Inc.			3	1			1			1							
5717	National Communications Associ																	
6110	National Telephone & Communications	1																
5741	National Telephone Communicati																	
6441	Nations Tel Inc.	1																
5154	Nationwide Long Distance Inc.																	
6511	Nationwide Telecom Inc.																	
5244	NeTel Inc.	1																
6054	NET-TEL Corp.		1	1			1											
5385	Network Enhanced Technologies Inc.		1													1		
5826	Network Plus Inc.	2	40	36	4	3	2	1	3	4	4	1	7	4	3	3	3	5
5447	Network Svcs Inc./ Long Dist. Net. Svcs																	
5419	New Century Telecom Inc.	1																
5238	New York Local Telephone Corp.																	
5125	Newport Telephone																	
6907	NextGen Telephone			6	6													
6928	Norstar Communications			3	2		1											
6367	North American Telecommunications Corp	1	1	2									1	1				
5832	North American Telephone Network LLC		1	1					1									
5455	Northland Telephone Systems Limited																	
5458	NOS Communications Inc.	3		3		1					1		1					
5007	Nuestra Telefonica Ltd.																	
6177	OLS Inc.	1		1			1											
5887	Oncor Communications																	
5462	One Call Communications Inc. d																	
5A98	One Step Billing Inc.	2																
5819	OneStar Long Distance Inc.			1					1									
5834	Ontera Broadband	0		2		2												
5761	OPCOM Inc.																	
5883	Operator Services Company																	
5C61	Optical Telephone Corp			2	1	1												
5853	Optex Inc.	0																
6508	Opticom Corporation																	
5743	Phoenix Network Inc.																	
5763	Phone Calls Inc.	1																
5193	Phone One Inc.		1															
5263	PNG Telecommunications Inc			3			2		1									

\* 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	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5159	PowerNet Communications			1										1				
5456	Preferred Carrier Services																	
5459	Premier Communications Inc.	0																
5245	Primus Telecommunications Inc.	4		1					1									
6794	Promise Vision Technology			1	1													
6151	Protel Advantage d/ba/ Long Distance	1																
5463	Protel Inc.	14	4															
6324	PT-1 Communications Inc.		2	2			1	1								1		
5509	PTC - Peoples Telephone a/k/a ASCOM	0																
5346	Public Telephone Services Inc																	
5797	QAI Inc d/b/a Long Distance B	4	2													1		
5212	QCC Inc.																	
5700	Quintel Entertainment Inc.	0																
5468	Qwest Communications Corporati	21	15	38	13	3	2	1	1	1	2	7	2	2	4	3	1	2
5830	RCI Corporation see code 5197																	
6316	RCN Long Distance Company		1													1		
5A13	RCN Telecom Services of NY Inc.	5	2	1				1								2		
5558	Residential Communications Network of	2	2	6	1						2	1	1	1				
5843	Robtel Inc.		1														1	
5824	RRV Enterprises Inc. dpa Consumer Access																	
6278	RSL Com U.S.A. Inc.	1	1															
6933	ServicSense.com Inc.		1	2	1								1			1		
5915	Sonic Communications																	
5748	Sprint Communications Company	59	39	167	19	29	23	22	8	13	11	8	14	11	9	8	2	1
6045	STA Telecommunications Corp																	
5891	Standard Telcom L.D. Inc.																	
5478	Starlink Communications L.L.C.	1																
5479	Startec Inc.	1		1							1							
5257	Switched Service Communications LLC																	
5185	Taconic Telephone			1					1									
5913	Target Telecom Inc.																	
5487	TC Systems Inc. (TCG)																	
6375	Telco Holdings dba Dial & Save	1																
6100	Telco Partners Inc.		1															
5164	Telcom Group USA Inc. d/b/a TelCom	2	1															
5310	Tele(Allnet Comm.Inc.) Allnet																	
5762	Telecom USA		1															
5167	Telecommunications Service Center Inc.			1								1						
6161	Telehub Network Service Corp.	0																
6288	Telemex/Sprint Communications	1																
6118	Telepath Communications Inc.		2															
6207	Telephone Company of Central Florida			2				1			1							
5845	Teleport Communications	3	5													1		
6469	Telergy Network Services Inc.			1	1													
5C24	Telis Communicaitons Group Inc			1		1												
5492	Telnet Communications Inc.	0																
6088	Tel-Save Inc dba The Phone Company	17	153	456	38	30	41	28	40	46	52	47	69	26	39	45	26	9
6654	The Free Netwok LLC			2		1	1											
5939	The Furst Group Inc.		1															
6131	The Phonco Inc. dba Network Services																	
5499	TI Nat Telecom dba TI World Te	1																
5515	Total - Tel USA Inc.			1			1											

\* 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	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00
5271	Touch 1 Communications Inc.	2	1															1
6093	Touch 1 Long Distance Inc.	1	1															
5522	Trans National Communications Inc.																	
5223	TresCom U.S.A Inc.																	
5A72	Tri-Tel Communications Inc.		5	4		1					1				2	1	1	2
6331	TruCom Corporation		2															1
6049	TTI National Inc.		1	1	1													
5659	U.S. Long Distance Inc.																	
5A99	U.S. Republic Communications Inc.	2		1								1						
6817	UKI Communications Inc.		1	21	8	2	2			1	1	2	1	2	2	1		
5A45	United Services Telephone LLC																	
5C87	United Systems Access Telecom Inc			2		1	1											
6493	Uni-Tel Communications Group Inc.	1	2	1						1								
5717	Universal Communications Inc																	
5860	US Sprint Communications Co./																	
5528	US Wats. Inc.																	
6137	USA Tele Corp.	3																
6048	USN Communications Long Distance	72	1	3	2		1											
5276	V.I.P Network Inc.																	
5101	VarTec Telecom Inc.			1										1				
6300	VarTec Telecom Inc. d/b/a Clear Choice		1														1	
5120	Verizon	10	12	30	5	2	2	3	2	2	2	4	2	3	3	1	3	1
6830	Verizon Advanced Data																	
6781	Verizon Communications		7	9		1	2		1	2	1	1	1			4	1	
6290	Veterans of America Assn.																	
6073	Vista Group International Inc.	8																
6788	Webnet Communications			8	1	3	2		1						1			
5172	Westinghouse Electric Corporation d/b/s																	
5867	Wiltel Inc.	1	1	1		1										1		
5303	Winstar Gateway Network Inc.	1																
5770	Working Assets Funding Service	1		1				1										
5319	World Com Inc dba LDDS World		2	1					1									
5716	World Communications Inc.																	
6124	Worldcom Inc.																	
5203	WorldCom Network Service dba Wil	0		3						1	1	1						
6307	Worldcom Technologies Inc.																	
5516	Xtracom Inc.																	
6447	Ztel Communications Inc.	53	160	120	6	2	1	2	9	15	15	20	17	18	15	8	3	2
	Complaints Assigned by CPCN	966	1414	1470	261	197	166	149	146	169	204	182	237	188	195	173	130	95
	Unassigned Complaints	2	5	6		1	0	0	1	0	2	0	0	1	2	0	0	0
	<b>Total</b>	<b>968</b>	<b>1419</b>	<b>1476</b>	<b>261</b>	<b>198</b>	<b>166</b>	<b>149</b>	<b>147</b>	<b>169</b>	<b>206</b>	<b>182</b>	<b>237</b>	<b>189</b>	<b>197</b>	<b>173</b>	<b>130</b>	<b>95</b>

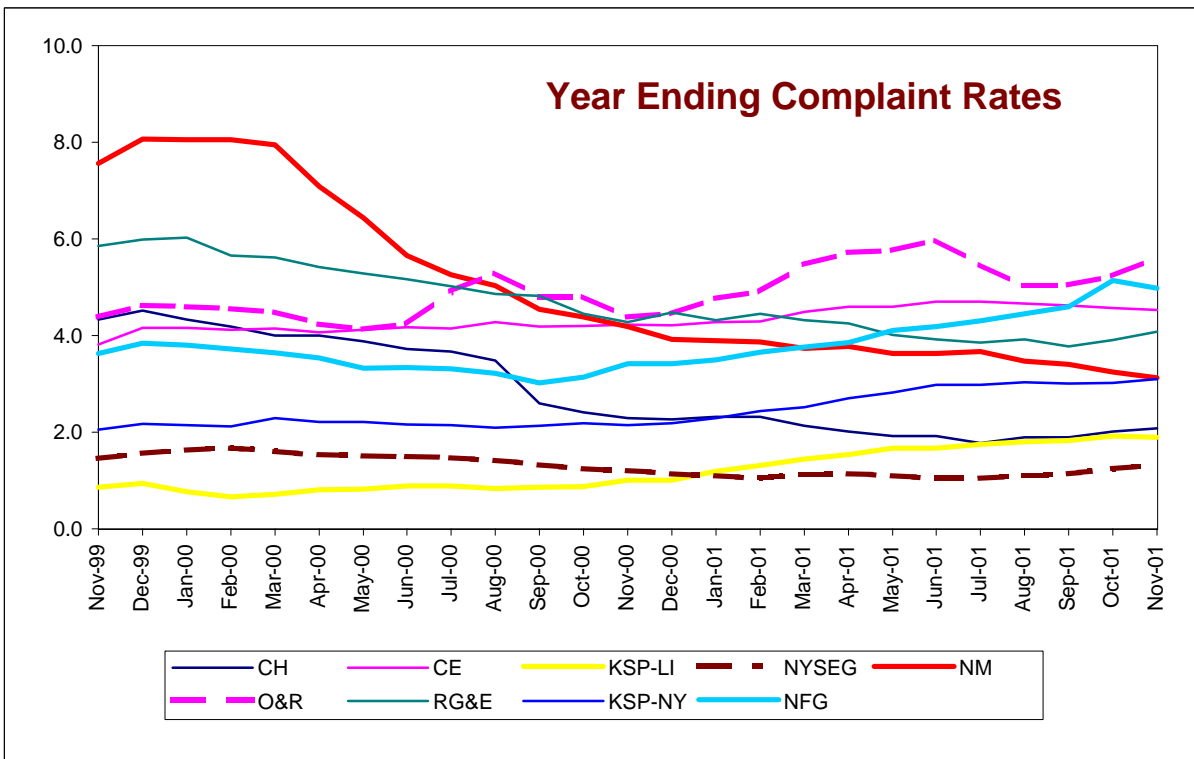
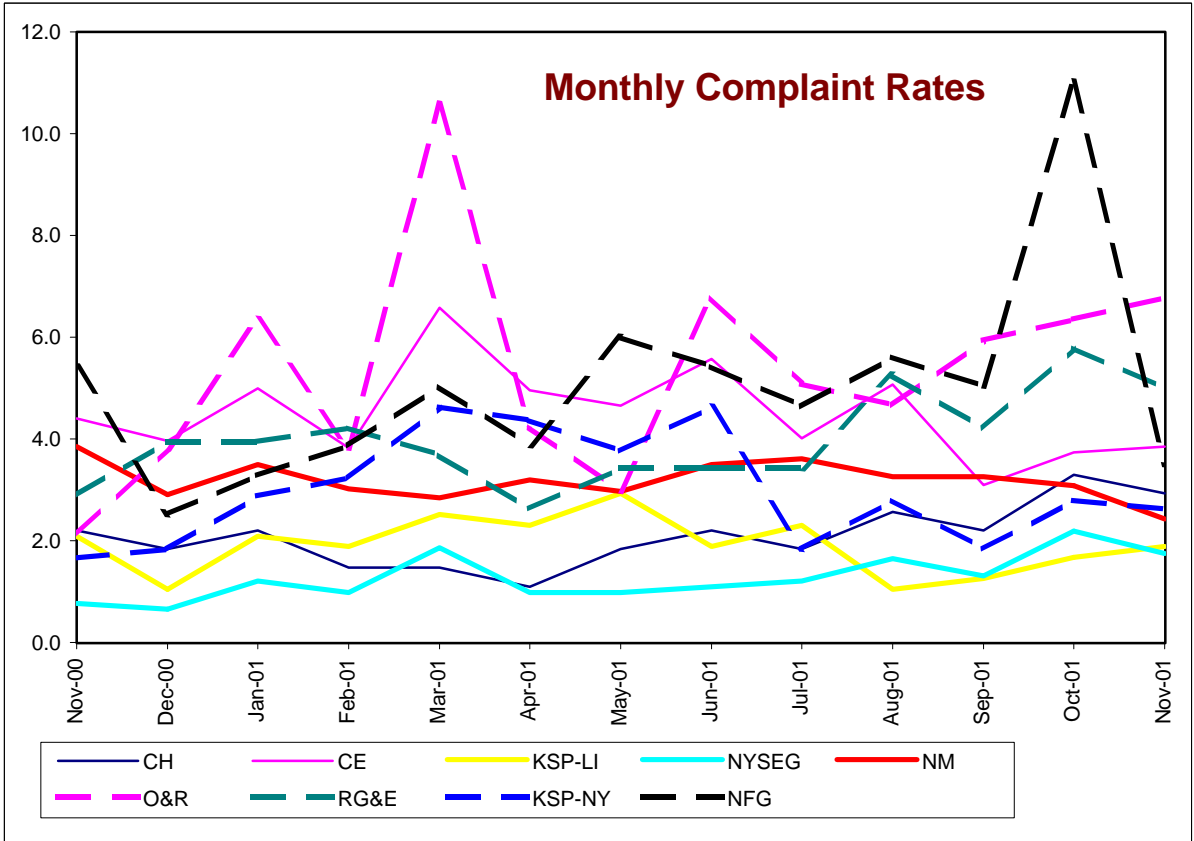
\* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

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

CODE	FULL NAME	1999	2000	2001	Nov -01	Oct -01	Sep - 01	Aug - 01	Jul-01	Jun-01	May-01	Apr -01	Mar - 01	Feb-01	Jan-01	Dec-00	Nov-00
D105	ACN Energy, Inc.	0	18	2	1				1						1	2	1
D092	Advantage Energy	0	1	0													
D078	Advantage Energy Inc.	0	1	0												1	
D001	Agway Energy Services Inc.	7	13	15	1	1			2	1	1		1	4	5	1	2
D036	All Energy Marketing Co.			2			1							1			
D002	Amerada Hess	2		7			2				2		1	1	1		
D005	Castle Power Corporatoin	0		1					1								
D041	Con Ed of New York	1	1	2							1	1					
D086	Con Edison Solutions	108	80	2							1				1		1
D089	Duke Solutions, Inc.	1		0													
D046	Econnergy	73	198	134	15	20	21	9	11	12	15	2	7	23	14	9	17
D047	Empire Natural Gas Corp			2				2									
D087	Energetix, Inc.	5	16	144	2	5	5	2	4	6	12	33	69	3	5	2	2
D054	Enron Capital & Trading Resources	0		5		3	1							1			
D104	Great Eastern Energy	6	14	2	1									2			1
D013	Interstate Energy Resources Inc.	1	11	11									2	3	6	3	4
D057	Iroquois Energy	5	63	3							1		1		1	11	33
D014	KBC Energy Services	3		0													
D015	Keyspan Energy Services, Inc.	38	84	83	8	4	9	4	7	10	13	6	5	7	18	5	11
D060	Main-Care Energy			1		1											
D062	MC2	3	1	0													1
D107	Metro Energy Group			1	1												
D098	Metromedia Energy	26	13	5	1	1							4				
D018	Mirabito Fuel Group Inc.			1											1		
D019	Morania	0		0													
D020	Natgasco - A Mitchell-Supreme Co.	1		6						2			1	2	1		
D021	National Fuel Resources	8	12	9			1	1	2		1		1	1	2		1
D082	National Fuel Resources, Inc.			1											1		
D090	Nev East, L.L.C.	0	1	0													
D084	New Energy Ventures, LLC	4	1	1					1								
D023	New York Gas Co., Inc.	6	40	81	7	6	3		5	10	14	7	6	4	26	16	11
D024	North American Energy	9	8	15	4	1	2		1	3	1		3	2	2	1	
D026	North Atlantic Utilities Inc.			1											1		
D103	NYSEG Solutions	9	15	9		2		2	1		3				1	1	1
D106	Orion Energy Services	10	33	69		2	7	4	4	4	10	12	12	11	3	13	5
D067	PG&E Energy Trading			1											1		
D093	Robison Energy of Westchester	7	4	0													1
D112	Smart Energy Services			153	121	47	10	18	11	13	27	13	8	4	2		
D102	Telecon Energy Services Corp.	9	1	0													
D032	Total Energy Inc.	125	158	144	7	10	9	8	11	13	14	6	22	20	31	18	20
D074	Utilicorp Energy Solutions	3		0													
D035	Williams Energy Services Co.	0	1	0													
D888	Unassigned Customer Contacts	16	15	26			8			16	1				1		3
<b>Total</b>		486	803	1107	169	103	79	50	62	90	117	80	143	89	125	83	115

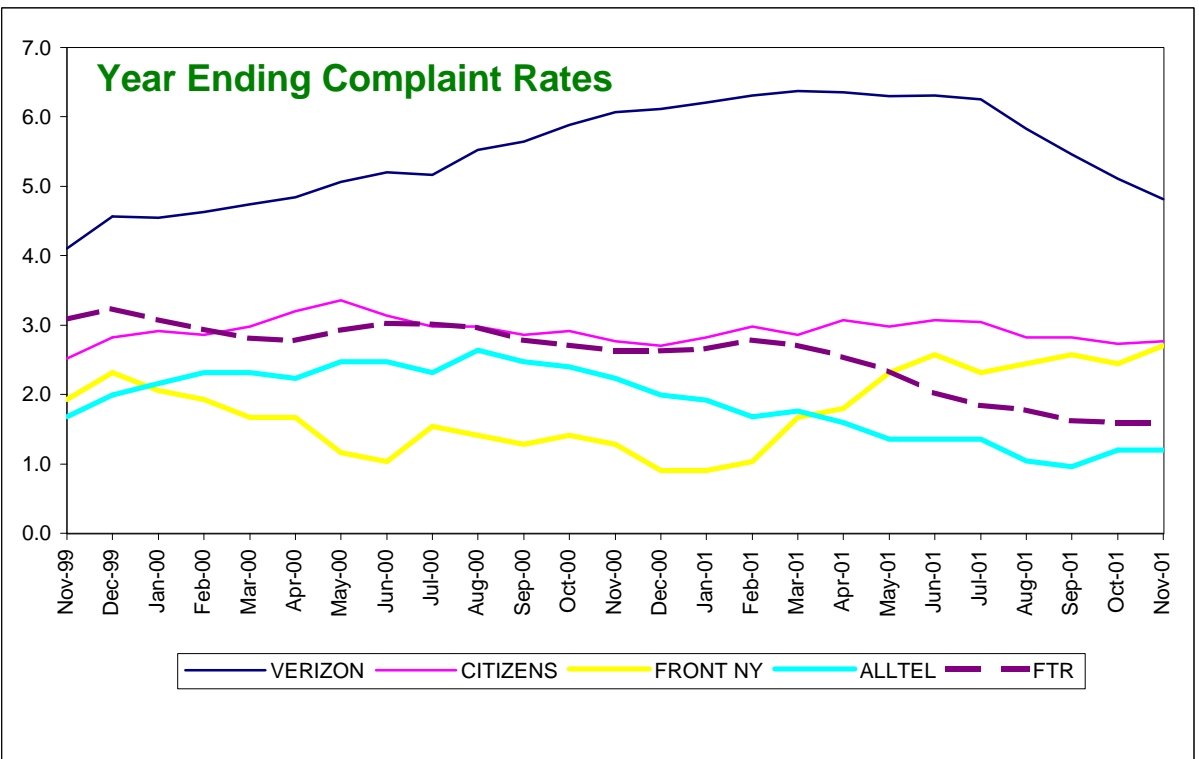
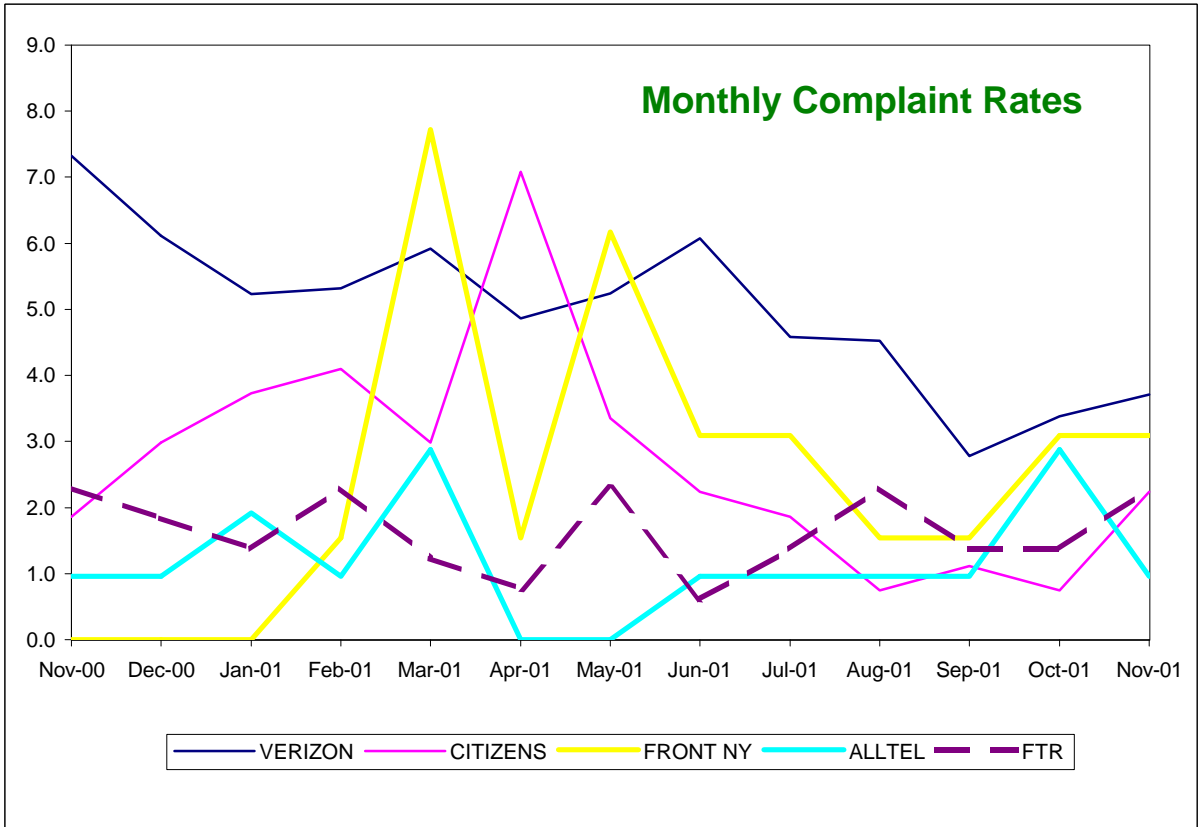
This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions but does not resolve complaints against ESCO's. Customers are referred to their contract for resolution guidelines.

# MAJOR ENERGY UTILITIES





# MAJOR TELEPHONE UTILITIES



# MAJOR WATER UTILITIES

