

Monthly Report on Consumer Complaint Activity



May 2004

William M. Flynn, Chairman

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Office of Consumer Services*

June 21, 2004



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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	14
Summary of Customer Contacts recorded against ESCO's.....	15

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

May 2004

Utility	Apr-04		May-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate* May-04
					May-03	May-04	Change	2003	2004	Change	
Central Hudson	0.3	1	0.7	2	21	25	19.0	11	4	-63.6	0.7
Con Edison	1.7	62	1.5	54	515	770	49.5	315	256	-18.7	1.7
KeySpan of L.I.	1.6	8	0.8	8	40	62	55.0	24	22	-8.3	1.0
NYSEG	0.4	4	0.2	4	29	57	96.6	17	12	-29.4	0.5
Niagara Mohawk	1.6	27	2.0	27	188	395	110.1	140	94	-32.9	2.0
Orange & Rockland	0.9	2	1.9	2	21	30	42.9	12	6	-50.0	1.2
RG & E	2.3	9	2.0	9	36	104	188.9	29	32	10.3	2.2
KeySpan of NY	1.2	14	1.3	14	74	120	62.2	37	36	-2.7	0.9
National Fuel Gas	1.0	5	1.7	5	58	95	63.8	40	20	-50.0	1.5
Other Energy Utilities	N/A	3	N/A	6	155	24	-84.5	9	141	1466.7	N/A
ESCO's	N/A	8	N/A	0	19	5	-73.7	4	2	-50.0	N/A
Verizon	0.4	36	0.3	25	645	855	32.6	376	222	-41.0	0.9
Citizens Telcom	0.6	2	0.0	0	7	21	200.0	8	7	-12.5	0.6
Frontier of NY	1.3	1	1.3	1	4	7	75.0	3	7	133.3	0.8
Alltel	0.0	0	0.0	0	2	6	200.0	2	2	0.0	0.6
Frontier Tel of Roch.	0.4	2	0.2	1	17	29	70.6	13	9	-30.8	0.5
Other LEC's	N/A	135	N/A	133	1586	1782	12.4	745	740	-0.7	N/A
DSL Providers	N/A	0	N/A	2	33	44	33.3	18	13	-27.8	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	1	0	-100.0	0	0	#DIV/0!	N/A
LD Resellers	N/A	45	N/A	12	148	161	8.8	89	62	-30.3	N/A
COCOT Vendors	N/A	3	N/A	5	16	45	181.3	3	16	433.3	N/A
Adelphia	N/A	1	N/A	0	17	19	11.8	9	12	33.3	N/A
Cablevision Systems	N/A	16	N/A	13	103	114	10.7	72	58	-19.4	N/A
Time-Warner	N/A	8	N/A	11	72	84	16.7	46	57	23.9	N/A
Other Cable Cos.	N/A	0	N/A	1	49	86	75.5	11	12	9.1	N/A
Long Island Water	1.4	0	0.0	0	10	9	-10.0	4	1	-75.0	1.0
UW - New Rochelle	3.3	3	3.3	0	3	11	266.7	1	8	700.0	3.0
New York Water	0.0	0	0.0	1	1	4	300.0	1	4	300.0	0.8
New York American	0.0	0	0.0	0	0	0	0.0	1	0	0.0	0.0
UW - New York	1.5	1	0.0	0	7	9	28.6	5	4	-20.0	1.1
Other Water Utilities	N/A	4	N/A	3	26	9	-65.4	6	6	0.0	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

May-04

Utility	May-04 Complaint Volume			Last 12 Months Complaint Volume			12 mos. Total	12 mos. Credit
	Total	Credit	% Credit	Total	Credit	% Credit	C/Rate	C/Rate
Central Hudson	2	0	0%	25	11	44%	0.7	0.3
Con Edison	54	16	30%	770	180	23%	1.7	0.4
KeySpan - LI	8	1	13%	62	10	16%	1.0	0.2
NYSEG	4	1	25%	57	23	40%	0.5	0.2
Niagara Mohawk	27	7	26%	395	198	50%	2.0	1.0
Orange & Rockland	2	1	50%	30	13	43%	1.2	0.5
RG & E	9	4	44%	104	69	66%	2.2	1.5
KeySpan - NY	14	3	21%	120	29	24%	0.9	0.2
National Fuel Gas	5	0	0%	95	52	55%	1.5	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 May 2004

Informal Hearing Cases

As of May 31st there were eighty seven cases in the Informal Hearing Unit. During this month five complaints were resolved with pre-hearing mediation, four informal hearings were scheduled, one hearing was postponed, three hearings were held, and five 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 twelve-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of May there were one hundred thirty nine shared meter complaints pending. Twenty-nine new complaints were received in May and thirty cases were closed. The designee reduced the twelve-month assessment to the minimum of 25% in eighteen cases, between 25% to 50% in seven cases and between 50% to 75% in one case. In two cases the shared use was minimal, thus the landlord and tenant, with staff's assistance, were able to resolve the problem; and in another case the utility was time-barred from billing the charges.

Appeals and Rehearings

At its May 5, 2004 session, the Commission approved OCS's recommended determinations of an appeal and two rehearing petitions. The appeal determination, which involves Con Edison residential service, confirms that the Commission cannot award damages and upholds a finding that residential service may be temporarily interrupted on short notice for emergency repairs. The two rehearing determinations uphold decisions by the Commission's designee for shared meter matters involving, respectively, electric service from Niagara Mohawk and Con Edison.

During May, two appeals were accepted for review. In the first appeal, a nonresidential electric customer objects to an unmetered service bill issued by Con Edison; in the second, a residential gas customer disputes a heating bill issued by Keyspan-New York. Additionally, two requests were received for rehearing of decisions by the Commission's designee in shared meter cases involving, respectively, Con Edison (electric service) and NFG.

No. OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 05/01/04 AND 05/31/04

Service	Utility	Complaints	
Cable	Cablevision of Long Island	1	
	Cablevision of New York City	11	
	Cablevision of Southern Westche	1	
	MediaOne - US Cablevision	1	
	Time Warner - Manhattan	7	
	Time Warner - Rochester	2	
	Time Warner - Syracuse	2	
	*****	-----	
	sum	25	
DSL	Verizon Advanced Data, Inc.	2	
	*****	-----	
	sum	2	
Electric	Central Hudson Electric & Gas	2	
	Con Edison	48	
	New York State Electric & Gas	2	
	Niagara Mohawk Power Corp	27	
	Orange & Rockland	3	
	Plattsburgh	1	
	Rochester Gas + Electric	8	
	*****	-----	
		sum	91
	Gas	Con Edison	6
KeySpan of Long Island		4	
KeySpan of New York		15	
National Fuel Gas Distribution		9	
Niagara Mohawk Power Corp		5	
Orange & Rockland		1	
*****		-----	
	sum	40	
Telephone	ACC National Telecom Corp.	1	
	Advantage Communications Group,	1	
	Allegiance Telecom of New York,	2	
	Alliance Group Services Inc.	1	
	AT&T Communications of New York	65	
	Broadview Networks	3	
	Choice One Communications of Ne	2	
	Conversent Communications of Ne	1	
	Cordia Communications Corp	1	
	CTC Communications Corp.	1	
	Excel Telecommunications Inc.	1	
	Frontier Comm of NY/fka Highlan	1	
	Frontier Telephone of Rochester	1	
	International Discount Telecomm	12	
	LCI International Telecom Corp.	1	
	Long Distance Services of N.Y.	1	
MCIWorldCom	32		

No. OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 05/01/04 AND 05/31/04

Service	Utility	Complaints
	NOS Communications Inc.	1
	Optical Telephone Corporation	1
	PNG Telecommunications, Inc.	1
	Resdntl Comms. Netwrk of NY dba	2
	Sprint Communications Company L	9
	Tel-Save, Inc. (Talk.com)	1
	Telephone Telecom USA	1
	TeleUno, Inc.	2
	Tristate Bell Inc.	1
	UKI Communications, Inc.	1
	Unknown COCOT Vendor	2
	VarTec Telecom, Inc.	2
	Verizon Communications (LEC)	22
	Verizon Corp. (payphones)	3
	Z Tel Communications, Inc.	1
	*****	-----
	sum	177
Water	Boniville Water Co Inc	1
	Mountain Lodge Park	1
	Ridge Road Water Co., Inc.	1
	United Water-New York	1
	*****	-----
	sum	4

NUMBER OF QUERIES CASES RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 05/01/04 AND 05/31/04

Service	Utility	Cases
Cable	Adelphia - Adirondack	3
	Adelphia - Buffalo	5
	Adelphia - Penn Yan	1
	Adelphia Cable - Auburn	2
	Adelphia Cable - Utica	2
	Adelphia Cable-Harbor Vue	1
	Adelphia Cable-International	2
	Adelphia Cable-Niagara	1
	Cablevision of Brookhaven	1
	Cablevision of Dutchess County	3
	Cablevision of Hauppauge	2
	Cablevision of Long Island	31
	Cablevision of Matamoras (Tri-S	1
	Cablevision of New York City	73
	Cablevision of Southern Westche	5
	Cablevision of Westchester	8
	Cablevision-Rockland	9
	Charter Communications	2
	MediaOne - US Cablevision	1
	Mid Hudson Cablevision, Inc.	2
	RCN of Southeast New York, Inc.	2
	Time Warner - Albany	9
	Time Warner - Binghamton	2
	Time Warner - Manhattan	81
	Time Warner - Rochester	4
	Time Warner - Syracuse	10
	*****	-----
sum	263	
DSL	AT&T Communications of New York	3
	Covad Communications Company	1
	Frontier Telephone of Rochester	1
	Verizon Advanced Data, Inc.	31
	*****	-----
sum	36	
Electric	Central Hudson Electric & Gas	14
	Con Edison	360
	Jamestown Board of Public Utili	3
	New York State Electric & Gas	64
	Niagara Mohawk Power Corp	232
	Orange & Rockland	38
	Rochester Gas + Electric	81
	Village of Arcade	1
*****	-----	
sum	793	

NUMBER OF QRS CASES RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 05/01/04 AND 05/31/04

Service	Utility	Cases
Gas	Central Hudson Electric & Gas	3
	Con Edison	18
	Corning Natural Gas	2
	KeySpan of Long Island	27
	KeySpan of New York	101
	National Fuel Gas Distribution	64
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	23
	Orange & Rockland	6
	Rochester Gas + Electric	11
	*****	-----
sum	258	
Steam	Con Edison	1
	*****	-----
sum	1	
Telephone	ACC National Telecom Corp.	2
	ACI Corp.	1
	ACN Communication Services, Inc	3
	ADV AMTEL, LLC dba Plan B Commun	1
	Advantage Communications Group,	1
	Allegiance Telecom of New York,	2
	Alliance Group Services Inc.	8
	Alltel Communications, Inc.	1
	AllTel Of New York	2
	American Communications Network	1
	AT&T Communications of New York	500
	Bell Atlantic-New York	4
	BridgeCom International, Ltd.	1
	Broadview Networks	20
	Business Long Distance, Inc.	1
	Choice One Communications of Ne	8
	Citizens Telecom	3
	Coast International, Inc.	1
	Communicate Technological Syste	3
	Conversent Communications of Ne	3
	Cordia Communications Corp	2
	Covista of New York, Inc.	2
	CTC Communications Corp.	1
	Essex Communications, Inc. d/b/	1
	ETS Payphones	1
	Excel Telecommunications Inc.	9
	Frontier Comm of AuSable Valley	1
	Frontier Comm of NY/fka Highlan	3
	Frontier Comm of Sylvan Lake, I	3
	Frontier Communications of Roch	1
	Frontier Telephone of Rochester	8
	Gateway Technologies, Inc.	1
Gillette Global Network	1	

NUMBER OF QUERIES CASES RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 05/01/04 AND 05/31/04

Service	Utility	Cases
	IDT Corporate	2
	Intellicall Operator Services I	2
	International Discount Telecomm	55
	LCI International Telecom Corp.	2
	Lightyear Communications, Inc.	1
	Matrix Telecommunications	1
	MCIWorldCom	300
	Metro Teleconnect, Inc.	1
	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications	8
	New Century Telecom, Inc.	3
	New Rochelle Telephone Corp.	4
	NextGen Telephone, Inc.	1
	NOS Communications Inc.	1
	One Call Communications Inc.	2
	Optical Telephone Corporation	1
	Opticom Corporation	1
	PaeTec Communications, Inc.	2
	PNG Telecommunications, Inc.	1
	Primus Telecommunications, Inc.	1
	Public Service Commission	1
	Resdntl Comms. Netwrk of NY	1
	ServiSense.com, Inc.	1
	Sprint Communications Company L	97
	Tel-Save, Inc. (Talk.com)	8
	Telecarrier Services, Inc.	5
	Telecom USA	1
	Telecon Communications Corp	3
	Teleport Communications	2
	TeleUno, Inc.	1
	Tristate Bell Inc.	4
	UKI Communications, Inc.	3
	V arTec Telecom, Inc.	7
	V eriz on Communications (LD)	5
	V eriz on Communications (LEC)	472
	V eriz on Corp. (payphones)	4
	Warwick V alley Telephone	1
	Winstar Gateway Network, Inc.	1
	Working Assets Funding Service,	1
	World-Link Inc.	1
	XO New York, Inc.	3
	Z Tel Communications, Inc.	11
	*****	-----
	sum	1623

NUMBER OF QUARTERS CASES RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 05/01/04 AND 05/31/04

Service	Utility	Cases
Water	Bonville Water Co Inc	1
	Dykeer Water Company, Inc.	1
	Farms Water Co Inc	1
	Forest Park Water Company	1
	Long Island Water Corp.	5
	Mountain Lodge Park	2
	New York Water Service	4
	Ridge Road Water Co., Inc.	1
	United Water-New Rochelle	1
	United Water-New York	6
	*****	-----
sum	23	

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *																				
	FULL NAME	2001	2002	2003	2004	May-04	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	
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																
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	3			1	2			1	1			1	2			
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		1	1														
6838	Broadwing Communcations	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 Communitcations 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																		

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	2004	May-04	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	
6245	Core-Comm New York Inc.																			
5B87	Covista of New York Inc	5	2																	
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																
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	Intellcall 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																		

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	2004	May-04	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	
5227	Long Distance Wholesale Club																			
5628	Long Distance/USA, Inc		1																	
6460	Marathon Communications Corp.																			
5699	Matrix Telecommunications	3		2								1				1				
5820	MCI WorldCom	257	60	5	1		1							1	1		2		1	
5736	MCImetro Access Transmission Svs																			
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	2			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			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 Commications, 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	5	1	2	1		1		2	1		1			1		2
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								

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	2004	May-04	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		
5762	Telecom USA		2																		
5167	Telecommunications Service Center Inc.	1																			
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		
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.																				
6714	Tristate Bell Inc.				1	1															
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					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												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	16	3	4	4	2	3	1	7	2	2	2	4	9	2	3		
	Unassigned Complaints	6	6																		
	Total	1979	701	37	16	3	4	4	2	3	1	7	2	2	2	4	9	2	3		

* 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	2004	May-04	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
D108	1st Rochdale Coop Group	2	1	1	1					1									
D105	ACN Energy, Inc.	3	1	4	1	1									1				2
D078	Advantage Energy Inc.	0	3	0	0														
D084	Constellation NewEnergy	1	0	0	0														
D001	Agway Energy Services Inc.	17	17	18	6		2	1	3		3		2			1	1	2	1
D036	All Energy Marketing Co.	2	1	2	1					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	7	2		2		3									1
D086	Con Edison Solutions	4	55	43	7	1		4	1	1	1		1	3	6	3	1	2	4
D046	Econnergy	158	123	133	101	19	35	32	8	7	13	8	9	7	9	18	9	14	17
D047	Empire Natural Gas Corp	2	0	0	0														
D087	Energetix, Inc.	148	17	25	53	15	34	3		1	3			1		2	1	9	5
D054	Enron Energy Services	5	9	1	0														
D023	Federal Electric & Gas Co.	89	0	0	0														
D104	Great Eastern Energy	3	3	3	3		1	2								1		1	
D013	Interstate Energy Resources Inc.	11	2	4	0													1	1
D015	Keyspan Energy Services, Inc.	97	154	194	21	2	3	8	2	6	19	22	33	21	12	19	1	12	20
D060	Main-Care Energy	1	0	1	0														
D107	Metro Energy Group	1	0	8	0														8
D098	Metromedia Energy	6	1	0	0														
D018	Mirabito Fuel Group Inc.	1	3	9	1			1						1				3	2
D020	Mitchell-Supreme Energy	6	3	2	3		3											1	
D021	National Fuel Resources, Inc.	10	76	18	0						1		2	1		1		1	1
D023	New York Gas Co, Inc.		4	0	0														
D024	North American Energy	19	20	25	2		1		1		1	1			3	3	6	5	2
D026	North Atlantic Utilities Inc.	1	0	0	0														
D103	NYSEG Solutions	10	20	32	4	1		2	1			1		1	1	3	3	4	8
D067	PG&E Energy Trading	1	0	0	0														
D114	PRO-ENERGY RESOURCES		2	0	0														
D093	Robison Energy of Westchester	0	2	9	0						1					1			2
D068	Select Energy of New York (aka Plub St)	1	2	0	0														
D112	Smart Energy Services	439	1249	129	0								2	4	13	19	8	16	
D102	Telecon Energy Services Corp.	0	0	0	0														
D032	Total Gas & Electric (Energy)	158	116	46	8	5			1	2	2		3	3	1	3	2	5	9
D052	TXU Energy		2	1	0										1				
D888	Unassigned Customer Contacts	26	30	8	0							1	2				1		
	Total	1231	1918	717	220	46	79	56	17	22	44	33	54	42	47	74	33	87	73

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.