

Monthly Report on Consumer Complaint Activity



June 2003

William M. Flynn, Chairman

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Office of Consumer Services*

July 17, 2003



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

June 2003

Utility	May-03		Jun-03		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Jun-03
	Rate*	No.	Rate*	No.	12 mos ending Jun-02	12 mos ending Jun-03	% Change	Year-to-date 2002	Year-to-date 2003	% Change	
Central Hudson	0.7	2	1.1	3	61	24	-60.7	27	14	-48.1	0.7
Con Edison	2.0	74	2.0	74	1458	553	-62.1	716	389	-45.7	1.3
KeySpan of L.I.	0.6	3	1.6	8	90	44	-51.1	48	32	-33.3	0.7
NYSEG	0.3	3	0.8	7	124	32	-74.2	67	24	-64.2	0.3
Niagara Mohawk	2.9	49	3.0	50	467	231	-50.5	194	190	-2.1	1.1
Orange & Rockland	1.0	2	1.4	3	130	22	-83.1	53	15	-71.7	0.9
RG & E	1.5	6	3.1	12	170	47	-72.4	76	41	-46.1	1.0
KeySpan of NY	1.0	11	0.9	10	325	76	-76.6	156	47	-69.9	0.5
National Fuel Gas	2.1	11	2.1	11	267	65	-75.7	111	51	-54.1	1.1
Other Energy Utilities	N/A	5	N/A	4	14	13	-7.1	69	19	-72.5	N/A
ESCO's**	N/A	87	N/A	33	2014	970	-51.8	1372	423	-69.2	N/A
Verizon	1.0	77	1.5	119	3234	707	-78.1	1487	495	-66.7	0.7
Citizens Telcom	0.6	2	0.0	0	53	9	-83.0	25	8	-68.0	0.2
Frontier of NY	0.0	0	1.2	1	15	4	-73.3	8	8	0.0	0.4
Alltel	1.2	1	2.3	2	19	3	-84.2	11	4	-63.6	0.3
Frontier Tel of Roch.	0.8	4	0.8	4	130	18	-86.2	67	17	-74.6	0.3
Other LEC's	N/A	118	N/A	111	5676	1338	-76.4	2612	687	-73.7	N/A
DSL Providers	N/A	2	N/A	6	219	38	-82.6	82	24	-70.7	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	6	1	-83.3	4	0	-100.0	N/A
LD Resellers	N/A	28	N/A	16	866	155	-82.1	436	105	-75.9	N/A
COCOT Vendors	N/A	3	N/A	17	97	34	-64.9	58	22	-62.1	N/A
Adelphia	N/A	0	N/A	2	164	19	-88.4	95	11	-88.4	N/A
Cablevision Systems	N/A	16	N/A	15	520	114	-78.1	235	87	-63.0	N/A
Time-Warner	N/A	8	N/A	16	703	84	-88.1	294	62	-78.9	N/A
Other Cable Cos.	N/A	2	N/A	3	139	52	-62.6	80	17	-78.8	N/A
Long Island Water	1.4	0	1.4	3	146	9	-93.8	52	7	-86.5	1.0
UW - New Rochelle	0.0	0	0.0	0	18	2	-88.9	8	1	-87.5	0.5
New York Water	2.3	0	2.3	1	7	1	-85.7	4	2	-50.0	0.2
New York American	0.0	1	0.0	0	1	1	0.0	1	1	0.0	0.8
UW - New York	1.5	2	1.5	1	31	9	-71.0	17	6	-64.7	1.1
Other Water Utilities	N/A	2	N/A	3	32	27	-15.6	21	9	-57.1	N/A

All complaint rates are based on 2001 customer populations.

* - Complaints per 100,000 customer accounts

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

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 COMPLAINT vs. TOTAL COMPLAINTS

New York Energy Utilities

June 2003

Utility	June 2003 Complaint Volume			Last 12 Months Complaint Volume			12 mos. Total C/Rate	12 mos. Credit C/Rate
	Total	Credit	% Credit	Total	Credit	% Credit		
Central Hudson	3	1	33%	24	6	25%	0.7	0.2
Con Edison	74	20	27%	553	126	23%	1.3	0.3
KeySpan - LI	8	1	13%	44	6	14%	0.7	0.1
NYSEG	7	4	57%	32	11	34%	0.3	0.1
Niagara Mohawk	50	33	66%	231	114	49%	1.1	0.6
Orange & Rockland	3	1	33%	22	9	41%	0.9	0.3
RG & E	12	8	67%	47	31	66%	1.0	0.7
KeySpan - NY	10	1	10%	76	18	24%	0.5	0.1
National Fuel Gas	11	7	64%	65	36	55%	1.1	0.6

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.

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

June 2003

Informal Hearing Unit Cases

As of June 30, 2003 there were 54 cases in the informal hearing unit. During this month 6 complaints were resolved with pre-hearing mediation, 14 informal hearings were scheduled, 2 were postponed, 11 hearings were held, and 8 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 June there were 168 shared meter complaints pending; a decrease of 10 from the previous month. Twenty-eight new complaints were received in June and 39 cases were closed.

The designee reduced the twelve-month assessment in 33 cases. In 24 of the cases the charge was reduced to the minimum of 25%, between 25% - 50% in 6 cases, and between 50% - 75% in 3 cases. The twelve-month charge was sustained in one case. The charges were cancelled in 2 cases due to minimal use. In another case the charges were cancelled because the owner requested the investigation.

Appeals and Rehearings

At its June 18, 2003 session, the Commission approved OCS's recommended determinations of four appeals. One appeal determination upholds an informal decision requiring refunds to two customers in a case concerning application of New York State Electric and Gas's former seasonal demand ratchet rate. Another appeal determination rejects a residential customer's objections to Central Hudson's gas transportation rate. The remaining two determinations (both involving residential customers) uphold, respectively, billing by National Fuel Gas for gas and by Con Edison for electricity. Also during June, an appeal involving a Con Edison nonresidential customer was settled following mediation efforts by Appeals Unit staff.

Five appeals were accepted during June. Jamestown Board of Public Utilities challenges a decision that it improperly denied service to a residential applicant. In the other cases, a residential customer objects to AT&T's collection efforts; a Con Edison nonresidential customer disputes an unmetered electric service bill; a Con Edison nonresidential customer questions the service classification assigned for interruptible gas service used by multiple dwellings; and a Con Edison residential customer disputes bills for metered electric service. In addition, two rehearing petitions were received: a residential Orange and Rockland customer objects to an appeal determination; and a tenant objects to the Commission designee's decision in a shared meter case involving Con Edison electric service.

**No. of Complaints Received Against Service Providers
Between 6/1/2003 and 6/30/2003**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<i>Cable</i>	Adelphia Cable-Harbor Vue	1
	Adelphia Cable-Resort	1
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	4
	Cablevision of New York City	7
	Cablevision of Westchester	1
	Cablevision-Rockland	1
	Public Service Commission	1
	RCN of Southeast New York, Inc.	1
	Time Warner - Albany	1
	Time Warner - Brooklyn	1
	Time Warner - Fingerlakes	1
	Time Warner - Ilion	1
	Time Warner - Jamestown	1
	Time Warner - Manhattan	4
	Time Warner - Queens	2
	Time Warner - Staten Island	2
	Time Warner - Syracuse	2
	Time Warner - Troy	1
	Total Cable Complaints	35
<i>DSL</i>	AT&T Communications of New York, Inc.	2
	DSLnet Communications, LLC ("DSLnet")	1
	Verizon Advanced Data, Inc.	3
Total DSL Complaints		6
<i>Electric</i>	Central Hudson Electric & Gas	3
	Con Edison	69
	Frankfort	1
	New York State Electric & Gas	6
	Niagara Mohawk Power Corp	44
	Orange & Rockland	2
	Rochester Gas + Electric	11
Total Electric Complaints		136
<i>Gas</i>	Bath Municipal Gas	1
	Con Edison	5
	KeySpan of Long Island	8
	KeySpan of New York	10
	National Fuel Gas Distribution	11
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	6
	Orange & Rockland	1
	Rochester Gas + Electric	1
	St Lawrence Gas	1
Total Gas Complaints		45

**No. of Complaints Received Against Service Providers
Between 6/1/2003 and 6/30/2003**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Other	Public Service Commission	1
Total Other Complaints		1
Telephone	Affinity Network, Inc.	1
	Allegiance Telecom of New York, Inc.	2
	AllTel Of New York	2
	Americatel Corporation	1
	AMF Telecommunications	1
	AT&T Communications of New York, Inc.	59
	AT&T Payphones	1
	ATX Telecommunication Services	1
	BridgeCom International, Ltd.	2
	Broadview Networks	2
	Capsule Communications, Inc.	1
	CMZ Communications, Inc.	1
	Cordia Communications Corp	1
	Covista of New York, Inc.	1
	CTC Communications Corp.	1
	Excel Telecommunications Inc.	1
	Frontier Comm of AuSable Valley	1
	Frontier Comm of NY/fka Highland Tel	1
	Frontier Telephone of Rochester, Inc.	4
	International Discount Telecommunication	1
	LCI International Telecom Corp.	2
	MCIWorldCom	35
	Metropolitan Telecommunications dba MetT	3
	Network Plus, Inc.	1
	New Rochelle Telephone Corp.	3
	NextGen Telephone, Inc.	1
	Outside Connection, Inc.	1
	Public Service Commission	2
	RCN Telecom Services of New York, Inc.	2
	Resdntl Comms. Netwrk of NY dba RCN	3
	Sprint Communications Company L.P.	11
	Supra Telecom & Information Systems Inc.	1
	Telecom USA	1
	UKI Communications, Inc.	2
	VarTec Telecom, Inc.	5
	Verizon Communications (LD)	2
	Verizon Communications (LEC)	109
	Verizon Corp. (payphones)	6
Total Telephone Complaints		275

**No. of Complaints Received Against Service Providers
Between 6/1/2003 and 6/30/2003**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Water	Long Island Water Corp.	3
	New York Water Service	1
	Peacock Water Company	1
	Rolling Meadows Water	1
	United Water-New York	1
Total Water Complaints		7
Total Complaints for all services		507

**No. of QRS* Cases Received Against Service Providers
Between 6/1/2003 and 6/30/2003**

* Quick Response System

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	4
	Adelphia - Olean	1
	Adelphia Cable - Auburn	3
	Adelphia Cable - Utica	4
	Adelphia Cable-Harbor Vue	1
	Adelphia Cable-Lancaster	1
	Cablevision of Brookhaven	1
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	5
	Cablevision of Long Island	30
	Cablevision of New York City	41
	Cablevision of Riverhead	2
	Cablevision of Southern Westchester	12
	Cablevision of Westchester	8
	Cablevision of Yorktown	1
	Cablevision-Ramapo	1
	Cablevision-Rockland	2
	Chain Lakes Cablevision	1
	Charter Communications	2
	MediaOne - US Cablevision	1
	MediaOne - Westchester	1
	RCN of Southeast New York, Inc.	7
	Time Warner - Adelphia - Syracuse	1
	Time Warner - Albany	5
	Time Warner - Amsterdam	2
	Time Warner - Binghamton	4
	Time Warner - Brooklyn	12
	Time Warner - Champlain	1
	Time Warner - Cortland	1
	Time Warner - Elmira	1
	Time Warner - Fingerlakes	2
	Time Warner - Fulton	3
	Time Warner - Genesee	1
	Time Warner - Glens Falls	1
	Time Warner - Ithaca	2
	Time Warner - Jamestown	1
	Time Warner - Manhattan	20
	Time Warner - Massena	1
	Time Warner - Mt. Vernon	1
	Time Warner - Oneida	1
	Time Warner - Oneonta	1
	Time Warner - Orange County	2
	Time Warner - Oswego	3
	Time Warner - Owego	1
	Time Warner - Queens	19
	Time Warner - Rochester	1
	Time Warner - Rome	1
	Time Warner - Saratoga	1
	Time Warner - Saugerties	1
	Time Warner - Staten Island	2
	Time Warner - Sullivan County	3
	Time Warner - Syracuse	11

**No. of QRS* Cases Received Against Service Providers
Between 6/1/2003 and 6/30/2003**

* Quick Response System

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
	Time Warner - Troy	1
Total Cable QRS Cases		<u>238</u>
 DSL		
	AT&T Communications of New York, Inc.	5
	DSLnet Communications, LLC ("DSLnet")	1
	Verizon Advanced Data, Inc.	36
Total DSL QRS Cases		<u>42</u>
 Electric		
	Central Hudson Electric & Gas	15
	Con Edison	308
	Con Edison Solutions	1
	Econnergy	7
	Frankfort	1
	Jamestown Board of Public Utilities	3
	New York State Electric & Gas	54
	Niagara Mohawk Power Corp	297
	NYSEG Solutions	3
	Orange & Rockland	21
	Penn Electric Company (GPU Energy)	1
	Plattsburgh	1
	Rochester Gas + Electric	125
	SmartEnergy, Inc.	7
	Total Energy, Inc.	1
	Village of Endicott	1
	Village of Springville	1
Total Electric QRS Cases		<u>847</u>
 Gas		
	Bath Municipal Gas	2
	Central Hudson Electric & Gas	2
	Con Edison	25
	Corning Natural Gas	1
	Econnergy	1
	Keyspan Energy Services, Inc.	1
	KeySpan of Long Island	18
	KeySpan of New York	78
	National Fuel Gas Distribution	70
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	24
	North American Energy	4
	Orange & Rockland	6
	Rochester Gas + Electric	17
Total Gas Cases		<u>253</u>
 Other		
	Public Service Commission	2
Total Other QRS Cases		<u>2</u>
 Telephone		
	ACN Communication Services, Inc.	2
	Adelphia Business Solutions Operations,	2

**No. of QRS* Cases Received Against Service Providers
Between 6/1/2003 and 6/30/2003**

* Quick Response System

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
ADVAMTEL, LLC dba Plan B Communications		3
Advantage Communications Group, Inc.		3
Allegiance Telecom of New York, Inc.		6
AllTel Of New York		4
American Network, Inc.		1
American Phone Services, Corp.		2
AMF Telecommunications		1
ARC Networks, Inc.		1
ASC Telecom, Inc.		1
AT&T Communications of New York, Inc.		409
AT&T Payphones		1
Birns Telecommunications		2
BridgeCom International, Ltd.		4
Broadview Networks		16
Business Discount Plan, Inc.		1
Buyers United International, Inc.		1
Capsule Communications, Inc.		1
Choice One Communications of New York In		9
Citizens Telecom		13
Citizens Telephone Company of Hammond,NY		1
Communicate Technological Systems, L.L.C		7
Communications Billing, Inc.		2
Conversent Communications of New York, L		1
Cordia Communications Corp		3
Covista of New York, Inc.		1
CTC Communications Corp.		4
Delhi Telephone		1
Direct American Marketers, Inc. d/b/a D		2
Empire One Telecommunications, Inc.		2
Essex Communications, Inc. d/b/a/ Elec C		1
Excel Telecommunications Inc.		10
Frontier Comm of NY/fka Highland Tel		4
Frontier Telephone of Rochester, Inc.		38
Future Focus Telecommunications		1
Gillette Global Network		1
Intellicall Operator Services Inc.		2
International Discount Telecommunication		8
MCIWorldCom		176
Mercury Marketing Company Ltd.		4
Metropolitan Telecommunications dba MetT		15
Network Enhanced Technologies, Inc.		1
New Rochelle Telephone Corp.		5
Newport Telephone		1
NextGen Telephone, Inc.		1
NOS Communications Inc.		2
NOW Communications, Inc.		1
Optical Telephone Corporation		3
PaeTec Communications, Inc.		2
Peconic Telephone Company		1
Primus Telecommunications, Inc.		1
PT-1 Communications, Inc.		1
QWest Communications Corporation		1
RCN Telecom Services of New York, Inc.		4

**No. of QRS* Cases Received Against Service Providers
Between 6/1/2003 and 6/30/2003**

* Quick Response System

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
	Resdntl Comms. Netwrk of NY dba RCN	8
	ServiSense.com, Inc.	1
	Silverleaf Communications Inc.	2
	Sprint Communications Company L.P.	71
	State Telephone	2
	Supra Telecom & Information Systems Inc.	2
	Taconic Telephone	1
	Tel-Save, Inc. (Talk.com)	2
	Telebeam	1
	Telecarrier Services, Inc.	3
	Telecon Communications Corp	4
	Teleport Communications	2
	Township Tel	1
	Tristate Bell Inc.	4
	UKI Communications, Inc.	1
	Uni-Tel Communications Group, Inc.	1
	United Systems Access Telecom, Inc.	1
	Utility Solutions	1
	VarTec Telecom, Inc.	19
	Verizon Communications (LD)	6
	Verizon Communications (LEC)	1005
	Verizon Corp. (payphones)	3
	Warwick Valley Telephone	2
	Winstar Gateway Network, Inc.	1
	Working Assets Funding Service, Inc.	1
	XO New York, Inc.	2
	XTel Communications, Inc.	1
	ZTel Communications, Inc.	22
Total Telephone QRS Cases		1962
<i>Water</i>	Forest Park Water Company	1
	Long Island Water Corp.	6
	New York Water Service	1
	Rolling Meadows Water	1
	United Water-New Rochelle	1
	United Water-New York	3
Total Water QRS Cases		15
Total QRS Cases All Services		3356

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02
6902	1 Com Inc.	4															
5049	ACC Buffalo Telecom Corp	1															
5305	ACC Long Distance Corporation	3															
6184	ACC National Long Distance Corp	1															
5757	ACC National Telecom Corp.	1															
5069	ACC Rochester Telecom Corp.																
6250	Access Point Inc	1	1														
6159	Accutel Communications Inc.																
6849	ACN Communication Services Inc	4															
6984	Adelphia Business Solutions	1															
6135	ADVAMTEL LLC d/b/a Plan B Comm	14	1														
5357	Advanced Telecommunications Ne																
5324	Affinity Corporation	1															
5688	Affinity Network Inc.	1															
6283	Allegiance Telecom of NY Inc.	36	4	1					1								
6516	Alliance Group Services Inc																
5010	AllTel of New York																
5343	Am.Tech. Inc.dba Network Utili																
5779	American Business Alliance In																
5908	American Long Distance Service Inc.																
6323	American Nortel Communications Inc.	1															
6778	American Phone Services Corp.	4															
6190	American Private Telephone LLC		1														
5A22	American Telecommunications System	1															
5361	America's Tele-Network Corp.																
6299	Americatel Corporation																
5984	Americom Inc.	2															
5322	Amer-I-Net Services Corporation	1															
5689	Ameri-Tel Communications Inc.																
6513	AmeriVision Communications Inc.																
5805	AT&T Communications of New Yor	452	188	3	2				1		1				1	3	
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
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 Communications of NY		3									1					
5A17	Citizens Telecom	2															
5693	Coast International Inc.																
6271	Coleman Enterprises Inc. d/b/a Local Lo	2															
6143	Commonwealth Telecom																
5C65	Communicate Technological Systems		27														
6593	Communication Express																
6372	Communications Billing Inc.	1	1														
5986	Community Network Services Inc	1	1														
6927	COMTECH 21, LLC		1														
6188	Connectamerica, Inc																
6810	Conversent Communications of NY	2															
6245	Core-Comm New York Inc.																
5B87	Covista of New York Inc	5	2														
6260	CTC Communications Corp.	1															

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02
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											1			
5982	Equal Net Communications Inc.																
5198	EqualNet Corporation																
6659	erbia Network Inc.																
6748	Essential.com Inc.	3															
6912	Essex Communications DBA Elec	20	4														
6369	Essex Communications Inc	1															
5382	Excel Telecommunications Inc.	12	4	1				1									1
5912	Executone Information Systems Inc.																
6435	Fairpoint Communications	3															
5275	Federal TransTel Inc.	1															
5315	Frontier Comm. Of the West Inc	1															
5176	Frontier Communications of Rochester		1														
5401	Frontier Communs. Services (fk																
5192	Frontier L.D. America																
5823	Frontier Local Services, Inc.	1															
5A41	Frontier Telephone of Rochester Inc.	1	1														
5573	Genesis Communications International	2	2														
6826	Global Crossing Telecommunications	5	3														
5919	Group Long Distance Inc.																
5194	GTE Card Services Incorporated																
5097	GTE Corporation																
5143	GTE Telecommunications Services Inc.																
5676	Home Owners Long Distance Inc																
6373	IDT Corporate	2	1														
5345	Inet Interactive Network System Inc.	1															
6156	Inmark Inc. dba Preferred Billing	1															
6095	Integrated Teleservices Inc.																
5624	Intellicall Operator Services Inc.	6	10														
5408	IntelliCom Solutions Inc																
6440	International Communication Services Inc		1														
5114	International Discount Telecommunications	4	3												1		
5409	International Exchnage Networks Ltd																
6125	International Telecommunications Corp.																
5241	Island Marketing d/b/a Interglobe	1															
5256	IXC Communications		1														
6913	Jirehcom Inc																
5292	Key Communication Management Inc.																
5980	L.D. Services Inc.		1														
6268	LCI International Inc.																
5078	LCI International Telecom Corp	10	7														
5268	LDC Telecommunications Inc.																
5909	LDM Systems Inc.																
5339	LEAST COST ROUTING	4	4														
5854	Least Cost Routing Inc. dba Long Dist																
5036	Lightyear Communications Inc	4	1														
6690	Long Distance Consolidated Billing Co		1														
5904	Long Distance Direct, Inc		1														
5A09	Long Distance of Michigan	2															
5749	Long Distance Services of N.Y.	1															
5227	Long Distance Wholesale Club																
5628	Long Distance/USA, Inc		1														
6460	Marathon Communications Corp.																
5699	Matrix Telecommunications	3															
5820	MCI WorldCom	257	60	3	2		1					2	1			1	1

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02
5736	MCImetro Access Transmission Svs																
6208	Mercury Marketing Co Ltd	1	1														
6423	Metro Telecomm. dba METTel	59	5														
5435	Metromedia Long Distance Inc.	2	4														
5416	Minimum Rate Pricing																
5777	National Accounts Inc.	3	4														
6110	National Telephone & Communications																
6441	Nations Tel Inc.																
5244	NeTel Inc.																
6054	NET-TEL Corp.	1	1														
5385	Network Enhanced Technologies Inc.																
5826	Network Plus Inc.	32	4														
5419	New Century Telecom Inc.																
5D79	New Rochelle Telephone Corp.			1	1												
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														
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														
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	4		1	2		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																
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														

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

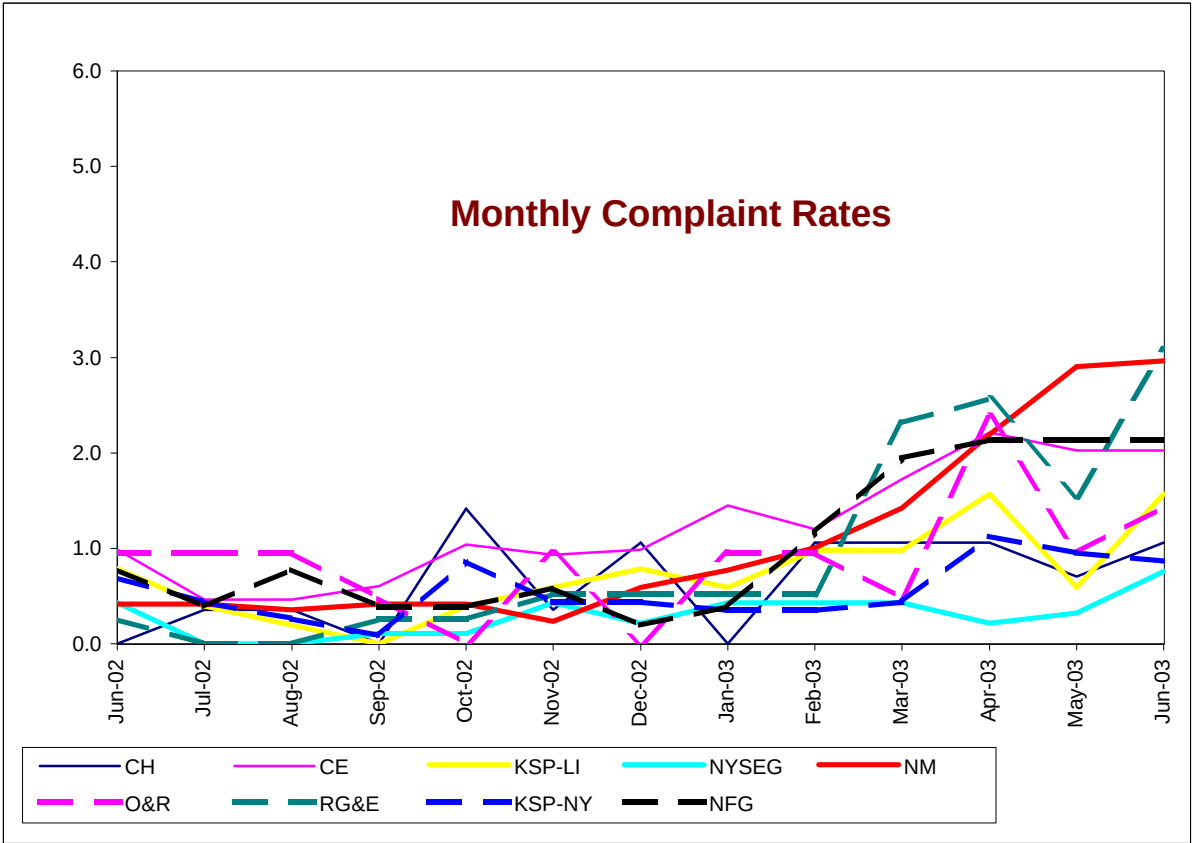
	FULL NAME	2001	2002	2003	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02
5C24	Telis Communicaitons Group Inc	1	1														
6088	Tel-Save Inc dba The Phone Company	430	38	2		1			1							1	
5B23	TelUno, Inc		6														
6654	The Free Netwrok LLC	2															
5939	The Furst Group Inc.																
5499	TI Nat Telecom dba TI World Te																
5515	Total - Tel USA Inc.	1															
5271	Touch 1 Communications Inc.																
6093	Touch 1 Long Distance Inc.																
5A72	Tri-Tel Communications Inc.	4	1														
6331	TruCom Corporation																
6049	TTI National Inc.																
6111	TTI Telecommunications																
5A99	U.S. Republic Communications Inc.	1															
6817	UKI Communications Inc.	28	20	2	2												1
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														
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												
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														
	Complaints Assigned by CPCN	1973	695	19	9	2	3	1	4	0	2	3	1	1	2	7	6
	Unassigned Complaints	6	6														
	Total	1979	701	19	9	2	3	1	4	0	2	3	1	1	2	7	6

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

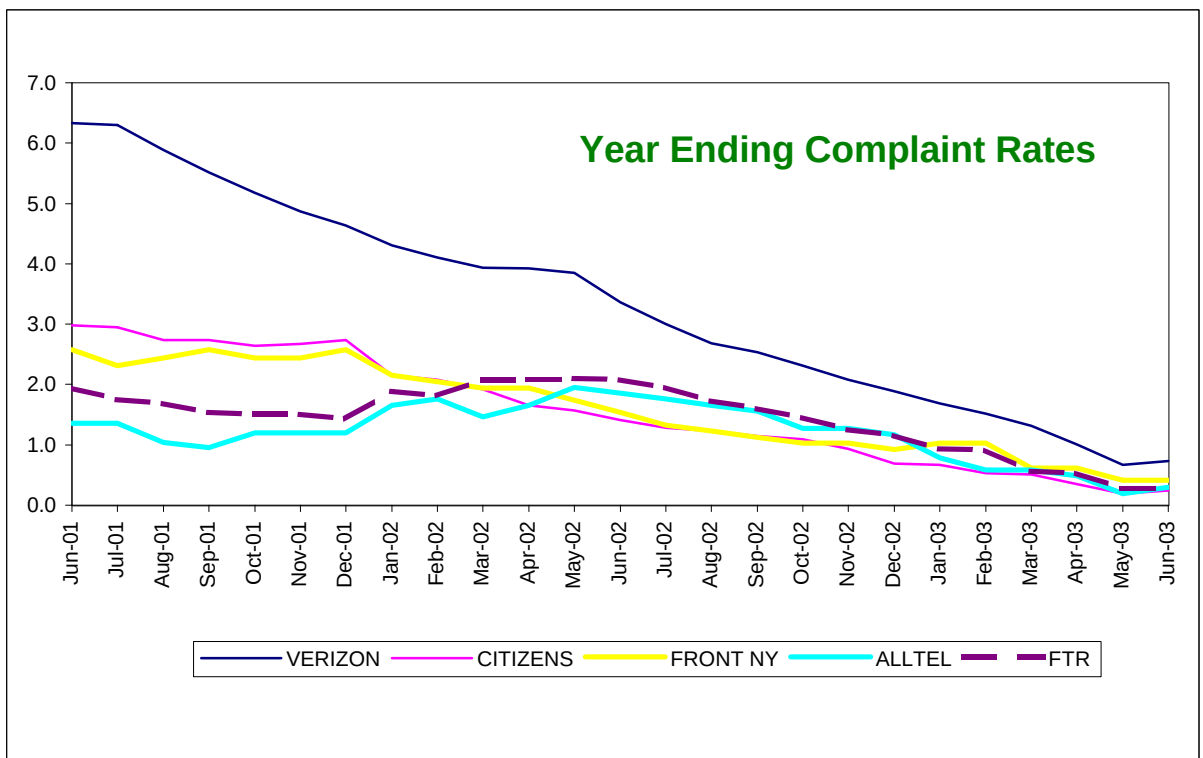
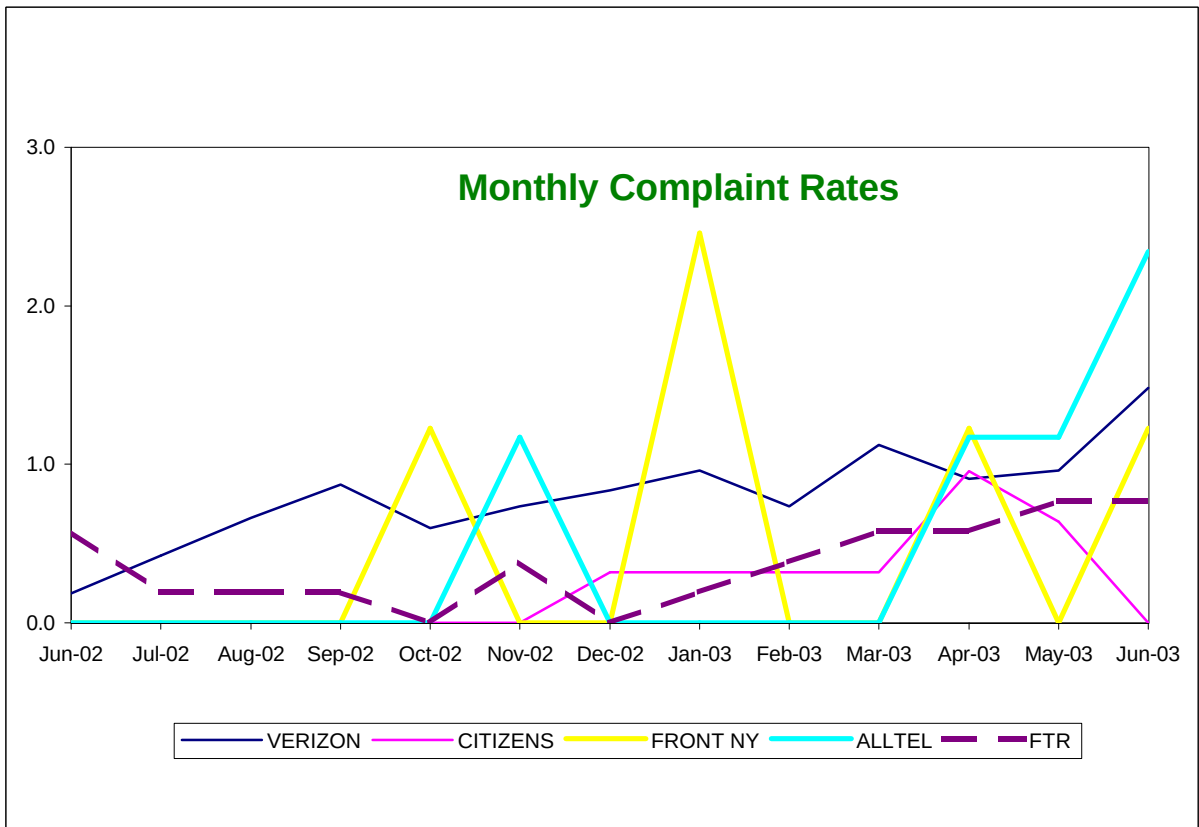
**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

CODE	FULL NAME	2001	2002	2003	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02
D108	1st Rochdale Coop Group	2	1	1				1									1
D105	ACN Energy, Inc.	3	1	3		2				1							
D078	Advantage Energy Inc.	0	3	0													1
D084	AES Energy	1	0	0													
D001	Agway Energy Services Inc.	17	17	12	1	2	1	2	2	4	2	1	3			3	1
D036	All Energy Marketing Co.	2	1	2		1		1									
D002	Amerada Hess	7	0	0													
D113	Brown Fuel, Inc	1	0	0													
D005	Castle Power Corporatoin	1	2	0													
D040	Columbia Energy Services Co.			1			1										
D086	Con Edison Solutions	4	55	29	1	2	4	8	4	10	8	2	6	1	7	4	2
D046	Econnergy	158	123	69	9	14	17	10	8	11	11	4	10	8	8	9	11
D047	Empire Natural Gas Corp	2	0	0													
D087	Energetix, Inc.	148	17	19	1	9	5	2	1	1	1	1	1	1	4	2	2
D054	Enron Energy Services	5	9	1						1			1				
D023	Federal Electric & Gas Co.	89	0	0													
D104	Great Eastern Energy	3	3	2		1			1				1				
D013	Interstate Energy Resources Inc.	11	2	4		1	1		1	1				1			1
D015	Keyspan Energy Services, Inc.	97	154	68	1	12	20	15	12	8	20	14	14	6	17	26	9
D060	Main-Care Energy	1	0	1						1							
D107	Metro Energy Group	1	0	8		8											
D098	Metromedia Energy	6	1	0													1
D018	Mirabito Fuel Group Inc.	1	3	8		3	2	3									
D020	Mitchell-Supreme Energy	6	3	2		1			1			1	1				
D021	National Fuel Resources, Inc.	10	76	13		1	1	10	1		1	1	1	3	4	5	6
D023	New York Gas Co, Inc.		4	0													
D024	North American Energy	19	20	17	6	5	2	3		1			2	4	1		1
D026	North Atlantic Utilities Inc.	1	0	0													
D103	NYSEG Solutions	10	20	26	3	4	8	2	3	6	17	1				2	
D067	PG&E Energy Trading	1	0	0													
D114	PRO-ENERGY RESOURCES		2	0							1						
D093	Robison Energy of Westchester	0	2	7			2	3	2								
D068	Select Energy of New York (aka Plub St)	1	2	0													
D112	Smart Energy Services	439	1249	91	8	16		20	16	31	30	36	40	32	45	45	45
D102	Telecon Energy Services Corp.	0	0	0													
D032	Total Gas & Electric	158	116	34	2	5	9	8	7	3	5	7	9	7	11	21	13
D052	TXU Energy		2	0													
D888	Unassigned Customer Contacts	26	30	5	1			1		3	3	1	7	1	3	2	
	Total	1231	1918	423	33	87	73	89	59	82	99	69	96	64	100	119	94

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.



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

