

# Monthly Report on Consumer Services



**April 2006**

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# Monthly Report on Consumer Complaint Activity

## April 2006

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# 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.

# COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES

## April 2006

Utility	Mar-06		Apr-06		12 Month Compl. Rate* Apr-06
	Rate*	No.	Rate*	No.	
Central Hudson	0.3	1	0.7	2	1.0
Con Edison	3.1	115	1.9	69	2.2
KeySpan of Long Island	2.0	10	0.6	3	0.8
NYSEG	0.7	7	0.6	6	0.4
National Grid	0.9	16	0.7	12	1.1
Orange & Rockland	0.5	1	0.5	1	0.8
RG & E	0.3	1	0.5	2	0.9
KeySpan of New York	0.9	11	1.3	16	1.5
National Fuel Gas	0.4	2	1.0	5	1.1
All other Energy Utilities	N/A	3	N/A	1	N/A
ESCO's	N/A	40	N/A	42	N/A
Verizon	0.2	20	0.1	13	0.3
Citizens Telcom	0.3	1	0.7	2	0.4
Frontier of NY	0.0	0	0.0	0	0.2
Alltel	0.0	0	0.0	0	0.1
Frontier Tel of Rochester	0.4	2	0.4	2	0.4
All VoIP Cos.	N/A	2	N/A	2	N/A
All other LEC's,CLEC's, IXC's	N/A	94	N/A	78	N/A
Adelphia Cable	N/A	0	N/A	0	N/A
Cablevision Systems	N/A	8	N/A	4	N/A
Time-Warner Cable	N/A	12	N/A	4	N/A
All other Cable Cos.	N/A	0	N/A	0	N/A
Long Island Water	1.4	1	1.4	1	1.8
United Water - New Rochelle	13.1	4	0.0	0	2.7
New York Water	6.8	3	0.0	0	2.1
Aquarion Water Co. of New York	0.0	0	0.0	0	0.8
United Water - New York	0.0	0	1.5	1	1.6
All other Water Utilities	N/A	3	N/A	5	N/A

All complaint rates are based on Dec. 2004 customer populations. Updates occur in April.

\* - Complaints per 100,000 customer accounts where populations are reported by the utility

N/A = data not available because populations for these companies/industries are not available.

## CREDIT COMPLAINTS vs. TOTAL COMPLAINTS Major New York Energy Utilities April 2006

Utility	April 2006 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	2	0	0%	36	7	19%	1.0	0.2
Con Edison	69	11	16%	957	150	16%	2.2	0.3
KeySpan - LI	3	0	0%	47	9	19%	0.8	0.1
NYSEG	6	0	0%	215	9	4%	0.4	0.1
National Grid	12	3	25%	50	61	122%	1.1	0.3
Orange & Rockland	1	1	100%	22	9	41%	0.8	0.3
RG & E	2	0	0%	44	18	41%	0.9	0.4
KeySpan - NY	16	5	31%	225	74	33%	1.5	0.5
National Fuel Gas	5	1	20%	69	24	35%	1.1	0.4

Note: This chart shows the correlation between all complaints received and cases concerning credit related issues such as: Payment agreements, extensions for payment, threatened termination of service and termination of service to non-payment.

## Customer Service Response Index April 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Time Warner - Rochester Division	8	0	5.0	13.4	2.0	1.6	2.0	13.2	1.0	10.0
Cablevision of Westchester	6	0	5.0	13.3	2.0	0.0	2.0	8.0	1.0	10.0
Econergy	11	0	5.0	15.6	1.8	8.2	2.0	8.0	1.0	9.8
Orange & Rockland	25	1	4.6	6.4	2.0	1.6	2.0	0.0	1.0	9.6
Cablevision of Long Island	17	1	4.4	12.5	2.0	8.9	2.0	5.0	1.0	9.4
Verizon Communications (LEC)	295	13	4.6	6.5	2.0	13.9	1.7	7.8	1.0	9.3
Central Hudson Gas & Electric Corp	27	2	4.3	7.6	2.0	0.5	2.0	14.0	1.0	9.3
National Fuel Gas Distribution	59	5	4.2	7.4	2.0	6.3	2.0	0.0	1.0	9.2
New York State Electric & Gas Corp	78	6	4.2	11.5	2.0	12.1	1.8	7.8	1.0	9.0
Rochester Gas & Electric Corp.	65	2	4.7	3.8	2.0	17.7	1.3	12.0	1.0	9.0
IDT Energy, Inc.	39	4	4.0	7.6	2.0	0.0	2.0	12.2	1.0	9.0
National Grid, Inc	145	12	4.2	10.1	2.0	0.0	1.6	10.0	1.0	8.8
Long Island American Water	8	1	3.8	8.2	2.0	0.0	2.0	0.0	1.0	8.8
KeySpan of New York	112	18	3.4	3.1	2.0	0.0	2.0	3.9	1.0	8.4
Citizens Communications (ILEC)	6	1	3.3	7.5	2.0	0.0	2.0	0.0	1.0	8.3
Liberty Power Corp.	6	1	3.3	9.3	2.0	0.0	2.0	5.0	1.0	8.3
Vonage Communications	7	0	5.0	25.0	0.8	0.0	2.0	40.2	0.4	8.2
Accent Energy Midwest, LLC	81	15	3.1	8.4	2.0	0.0	2.0	6.0	1.0	8.1
Infinite Energy, Inc.	10	2	3.0	9.7	2.0	0.0	2.0	0.0	1.0	8.0
Optimum Voice	9	1	3.9	10.6	2.0	0.0	2.0	67.0	0.0	7.9
Cablevision of New York City	19	2	3.9	15.2	1.8	0.0	1.3	21.3	0.8	7.8
Time Warner - New York City Divisic	68	2	4.7	8.4	2.0	0.0	0.0	6.1	1.0	7.7
KeySpan of Long Island	13	3	2.7	6.7	2.0	0.0	2.0	12.0	1.0	7.7
U.S. Energy Savings Corp	23	4	3.3	21.8	1.2	0.0	2.0	0.0	1.0	7.5
Broadview Networks, Inc.	8	2	2.5	14.9	1.9	0.0	2.0	0.0	1.0	7.4
Con Edison of New York	322	73	2.7	10.3	2.0	0.0	1.6	16.1	0.9	7.2
MCI	51	14	2.3	9.1	2.0	0.0	1.9	5.8	1.0	7.2
Cordia Communications Company	14	4	2.1	14.2	1.9	0.0	2.0	7.2	1.0	7.0
Frontier Telephone of Rochester, Inc	15	2	3.7	15.5	1.8	0.0	1.0	59.1	0.1	6.6
Columbia Utilities, LLC	8	3	1.2	7.7	2.0	0.0	2.0	0.0	1.0	6.2
MX Energy, Inc	18	7	1.1	18.2	1.5	0.0	2.0	1.0	1.0	5.6
Metropolitan Telecommunications	9	4	0.6	4.3	2.0	0.0	2.0	0.0	1.0	5.6
AT&T (C)	106	22	2.9	13.4	2.0	0.0	0.0	31.0	0.6	5.5
IDT America Corp.	30	13	0.7	10.4	2.0	0.0	2.0	31.2	0.6	5.3
Trinsic	10	0	5.0	16.3	1.7	0.0	2.0	80.1	-5.0	3.7
Hudson Energy Services, LLC	6	3	0.0	30.8	0.0	0.0	2.0	15.7	0.9	2.9
Next Gen Telephone Co.	8	3	1.2	6.2	2.0	0.0	2.0	123.5	-9.0	0.0
World-Link Solutions, Inc	7	3	0.7	41.4	0.0	0.0	2.0	97.0	-9.0	0.0

## Customer Service Response Index April 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Aceris Communications, Inc.	0	0		0.0		0.0		38.0		
ACN Communication Services, Inc.	2	0		4.5		0.0		179.0		
Adelphia Cable - Buffalo	3	0		13.0		0.0		14.0		
Adelphia Cable - Harbor Vue	1	0		55.0		0.0		5.0		
Adelphia Cable - Niagara	0	0		28.5		0.0		0.0		
Adelphia Cable - Utica	0	0		0.0		0.0		0.0		
Agway Energy Services, LLC.	2	0		6.0		0.0		0.0		
Airmont Construction Corp.	0	0		0.0		0.0		96.0		
Allegiance Telecom of New York, Inc	1	0		4.0		0.0		0.0		
AllTel Long Distance, Inc.	0	0		0.0		0.0		0.0		
AllTel of New York	3	0		5.2		0.0		0.0		
Alphaphone Inc.	2	0		0.0		0.0		13.0		
America Net, LLC.	1	0		0.0		0.0		13.0		
American Pay Phone, Inc.	0	1		0.0		0.0		17.0		
American Telecom, Inc.	0	0		0.0		0.0		133.0		
AmeriVision Communications, Inc.	0	0		0.0		0.0		121.7		
Aquarion Water Company of Sea Cli	0	0		0.0		0.0		111.0		
Arbor Hills Waterworks	1	0		0.0		0.0		10.0		
ARC Networks, Inc.	2	0		0.0		0.0		91.0		
Bath Municipal Electric & Gas	1	0		9.0		0.0		0.0		
Bay City Metering	0	0		0.0		0.0		39.0		
BridgeCom International, Ltd.	5	2		10.2		0.1		0.0		
Broadwing Communications, LLC.	0	0		0.0		0.0		102.0		
Brown's Fuel	0	1		39.0		0.0		0.0		
BullsEye Telecom, Inc.	1	0		6.0		0.0		0.0		
Business Network Long Distance, In	1	0		14.0		0.0		82.0		
Cablevision - MediaOne - Rockland	1	0		7.0		0.0		0.0		
Cablevision - MediaOne - US Cable	1	0		0.0		0.0		6.0		
Cablevision - MediaOne - Westchest	0	0		15.4		0.0		0.0		
Cablevision of Brookhaven	1	0		5.0		0.0		0.0		
Cablevision of Dutchess County	0	0		22.3		0.0		0.0		
Cablevision of Hauppauge	1	0		19.5		0.0		0.0		
Cablevision of Port Chester	1	0		2.0		0.0		0.0		
Cablevision of Riverhead	0	0		16.0		0.0		0.0		
Cablevision of Rockland	4	1		12.8		0.0		0.0		
Cablevision of Southern Westcheste	3	0		13.3		0.0		31.0		
Cablevision of Yorktown	1	0		16.8		0.0		0.0		
Charter Communications	0	0		28.0		0.0		0.0		
Chautauqua & Erie Telephone Corp.	0	0		34.0		0.0		0.0		
Choice One Communications of Nev	4	0		8.4		0.0		0.0		
Chronometric Telecommunications,	0	1		0.0		0.0		81.0		
CIC Communications, Inc.	0	0		0.0		0.0		109.0		
Citizens Long Distance & LEC	0	0		0.0		303.8		0.0		
Citizens Telephone Company of Har	0	0		21.0		0.0		0.0		
City of Jamestown Board of Public U	1	0		1.0		0.0		0.0		
ClearTel Communications, Inc.	1	0		0.0		0.0		39.5		
Commerce Energy, Inc	0	1		30.0		31.7		31.7		
Communications Network Billing, Inc	1	0		0.0		0.0		10.0		
Con Edison Solutions	3	0		3.3		0.0		110.0		
Convergent Communications, Inc.	0	0		0.0		0.0		56.0		
Conversent Communications of New	3	2		13.2		0.0		6.0		
Cooper Square Realty	0	0		0.0		0.0		116.0		
Core-Comm-New York, Inc.	0	0		0.0		0.0		205.5		
CornerStone Telephone Company, L	0	0		0.0		0.0		41.0		
Corning Natural Gas Corp.	3	0		11.8		0.0		0.0		
Covad Communications Company	1	0		0.0		0.0		26.0		
Covista Communications, Inc.	2	0		25.0		0.0		14.0		
CTC Communications Corp.	0	2		20.5		0.0		13.0		
Dara Owners Corp.	0	0		0.0		0.0		344.5		
DFT Local Service Corporation d/b/a	1	0		0.0		0.0		0.0		
ECI Communications, Inc.	0	0		0.0		0.0		173.0		
Empire One Telecommunications, In	0	0		0.0		0.0		76.0		
Empire Telephone Corp.	0	0		128.0		0.0		0.0		
Energetix, Inc.	6	0		4.9		0.0		0.0		
Enhanced Communications Group, l	1	0		0.0		0.0		27.0		
Essex Communications, Inc.	0	0		0.0		0.0		101.0		

## Customer Service Response Index April 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
ETS Payphones, Inc.	0	1		0.0		0.0		67.0		
Eureka Telecom, LLC	0	0		0.0		0.0		81.0		
Excel Telecommunications, Inc.	2	0		14.0		0.0		0.0		
Fairfield Towers Condominium Corp	0	0		0.0		0.0		55.7		
FFC Energy	0	0		0.0		0.0		58.5		
Forest Park Water Co. Inc.	0	0		0.0		0.0		95.5		
Friedlander Water Supply	0	0		0.0		0.0		60.0		
Frontier Communications of NY/fka I	1	0		3.8		0.0		0.0		
Global Network Comms.	0	0		0.0		0.0		252.5		
Global Tech Telecommunications, In	0	0		7.0		0.0		0.0		
Granite Telecommunications, LLC	0	0		0.0		0.0		154.7		
Groman Shores, Inc.	1	0		7.0		0.0		0.0		
I Talk Global Communications, Inc.	1	0		17.0		0.0		0.0		
ILD Telecommunications, Inc.	1	0		21.0		0.0		0.0		
Interstate Energy Resources Inc.	1	0		0.0		0.0		19.0		
Interstate Gas Supply of New York, I	1	0		0.0		0.0		12.0		
J&N Communications	0	0		0.0		0.0		259.0		
J.D. Water Co. Inc.	1	0		1.0		0.0		0.0		
Keyspan Energy Services, Inc.	0	0		0.0		0.0		67.0		
Kiamesha Artesian Spring Water Co	0	0		0.0		0.0		38.0		
Lake Joseph Water Co	0	0		0.0		0.0		77.0		
LCI International Telecom Corp.	3	0		12.3		0.0		36.0		
LDC Telecommunications, Inc.	0	0		0.0		0.0		58.0		
Level 3 Communications, LLC	0	0		0.0		0.0		150.0		
Long Distance Consolidated Billing C	0	0		11.0		0.0		0.0		
Long Distance Services of N.Y.	0	0		0.0		0.0		88.0		
McGraw Communications, Inc.	0	0		0.0		0.0		65.0		
Metro Energy Group, LLC	0	0		17.0		0.0		0.0		
MFS Intelenet of N.Y.	0	0		0.0		0.0		87.0		
Mid Hudson Cablevision, Inc.	2	0		2.5		0.0		0.0		
National Access Long Distance	1	0		0.0		0.0		10.0		
National Aqueous	0	0		0.0		0.0		314.0		
NECC Telecom, Inc.	0	0		0.0		0.0		124.5		
New Rochelle Telephone Company	1	1		33.0		0.0		178.4		
New York City Public Telephone	0	0		0.0		0.0		228.0		
New York Water Service	1	0		15.0		0.0		40.7		
NOS Communications, Inc.	0	0		74.0		0.0		0.0		
NOW Communications Inc	0	0		0.0		0.0		657.0		
NYSEG Solutions, Inc.	1	0		4.0		0.0		0.0		
One Touch Communications	1	0		11.0		0.0		0.0		
Orchard Hill Water Co.	2	2		3.0		0.0		95.7		
PAETEC Communications, Inc.	5	3		7.0		0.0		14.6		
Painted Apron Water Co.	0	0		134.0		0.0		0.0		
PayPhone Systems, Inc.	0	0		0.0		0.0		196.0		
Phipps House Services, Inc	0	0		0.0		0.0		124.0		
PowerNet Global Communications	3	0		4.3		0.0		0.0		
Primelink, Inc.	1	0		2.0		0.0		276.0		
PT-1 Communications, Inc.	0	0		0.0		0.0		703.5		
Qwest Communications Corporation	1	0		13.5		0.0		0.0		
RCN Long Distance Company	1	1		2.0		0.0		5.0		
RCN Telecom Services, Inc.	0	0		11.0		0.0		0.0		
Reconex, Inc. (USTEL/1-800-Recon	0	1		5.0		0.0		0.0		
Resdntl Comms. Netwrk of NY	2	0		10.7		0.0		0.0		
Robison Energy Of Westchester	1	0		14.0		0.0		0.0		
Rolling Meadows Water Corp.	0	0		0.0		0.0		0.0		
Roosevelt Island Associates	0	0		0.0		0.0		45.0		
Saratoga Water Services, Inc.	1	1		15.0		0.0		0.0		
SILV Communcation Inc.	2	0		16.0		0.0		4.0		
SMART CHOICE COMMUNICATIOI	1	0		6.0		0.0		0.0		
Spark Energy, L.P.	4	0		6.8		0.0		0.0		
Spectrotel, Inc.	6	0		11.5		0.0		34.0		
Sprint Communications	6	0		9.5		0.0		74.5		
Startec Global Licensing Company	0	0		0.0		0.0		75.4		
STRATEGIC ENERGY LLC	5	1		6.8		0.0		13.0		
Strategic Power Management, Inc.	0	0		32.0		0.0		0.0		
Stuyvesant Energy, LLC	1	0		0.0		0.0		10.0		

## Customer Service Response Index April 2006

<i>Service Provider</i>	<i>QRS Cases</i>	<i>SRS Compl.</i>	<i>CSM Index</i>	<i>Avg. QRS Response</i>	<i>QTM Index</i>	<i>Avg. SRS Response</i>	<i>SRM Index</i>	<i>Avg. Age of Cases</i>	<i>PCM Index</i>	<i>CSRI</i>
Sunrise Ridge Water Company	1	1		26.0		0.0		14.0		
SunRocket, Inc.	1	0		0.0		0.0		27.0		
Supra Telecommunications & Inform	0	0		0.0		0.0		301.5		
SusCom Communications - CATV	2	0		0.0		0.0		0.0		
Taconic Telephone Corp.	1	0		0.0		0.0		17.0		
Talk America, Inc.	5	1		10.0		0.0		0.0		
TDS Telecom-Oriskany Falls Office	1	0		0.0		0.0		4.0		
TDS Telecom-Vernon Office	1	0		4.0		0.0		0.0		
Tech Valley Communications	0	0		0.0		0.0		196.0		
TelCove Investment	0	0		0.0		0.0		271.0		
Tele Circuit Network	1	0		0.0		0.0		0.0		
Telecarrier Services, Inc.	1	0		0.0		0.0		74.2		
Telecom USA	1	0		12.0		0.0		0.0		
TELEDIAS Communications, Inc.	0	0		0.0		0.0		108.0		
Teletech Inc.	0	0		0.0		0.0		89.0		
Tiffany Mews	0	0		0.0		0.0		682.0		
Time Warner - Albany Division	5	2		11.8		13.9		20.5		
Time Warner - Binghamton	1	0		1.7		0.0		0.0		
Time Warner - Syracuse Division	4	0		0.4		0.0		0.0		
Time Warner ResCom of New York,I	5	1		16.7		0.0		10.0		
Tristate Bell Inc	0	0		0.0		0.0		235.0		
Tri-Tel Communications, Inc.	0	0		0.0		0.0		130.0		
U.S. Gas & Electric, Inc.	6	0		6.8		0.0		4.0		
Underdog Communications Corp.	0	0		0.0		0.0		46.0		
United American Technology	1	0		2.0		0.0		0.0		
United Telecom, LLC	3	0		1.7		0.0		46.0		
United Water-New Rochelle	3	0		1.0		0.0		106.3		
United Water-New York	3	1		10.8		15.0		51.0		
USN Communications Long Distanc	0	0		0.0		0.0		168.0		
Utility Solutions	0	0		0.0		0.0		204.4		
Valley Energy, Inc.	0	0		0.0		0.0		0.0		
VarTec Telecom, Inc.	3	1		12.8		0.0		0.0		
Verizon Advanced Data, Inc.	1	0		6.2		0.0		0.0		
Verizon Communications (LD)	3	1		10.6		0.0		93.1		
Village of Frankfort	2	0		9.5		0.0		0.0		
Village of Freeport Electric	1	1		21.0		0.0		0.0		
White Lake Water Company, Inc.	1	1		1.0		0.0		0.0		
XChange Telecom	5	0		8.2		0.0		64.0		
XO Communications, Inc.	0	0		14.5		0.0		160.0		
XO Long Distance Services, Inc.	1	0		15.0		0.0		0.0		
Xtension Services Inc.	0	0		0.0		0.0		164.0		
Zoom-I-Net Communications, Inc.	1	0		0.0		0.0		51.0		



## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings April 2006**

### **Informal Hearing Cases**

At the end of April, there were 101 cases in the Informal Hearing Unit. During this month, 5 complaints were resolved with pre-hearing mediation, 19 informal hearings were scheduled, 6 hearings were postponed, one complainant failed to appear for her hearing and 12 hearings were held, 2 of which resulted in settlement agreements being reached. Written decisions were issued in 6 informal hearing cases.

### **Shared Meter Designee Cases**

Under Section 52 of the 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 April there were 253 shared meter cases pending (188 SMD & 65 SMU). Twenty-seven (27) cases were closed<sup>1</sup> and 32 were opened. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 12 cases, between 26% to 50% in 5 cases and between 51% to 75% in 1 case. In 1 case the assessment was sustained. In 1 case the assessment was cancelled because the landlord had requested the investigation. In 1 case the assessment was cancelled because the company did not prove that the landlord failed to cooperate. In 2 cases the company's determination that the shared usage was minimal was reversed and the tenants' accounts credited for the shared meter. In 4 cases the appeals to the designee were rejected because they were late.

### **Appeals and Rehearings**

At its April 13, 2006 session, the Commission approved OCS's recommended determinations of 4 appeals and 1 rehearing petition. The appeal determinations uphold billing of 4 customers for energy. Two appeal determinations concern Con Edison electric customers (one residential, one nonresidential); a third concerns a residential NYSEG electric customer; and a fourth concerns a residential National Fuel (gas) customer. The rehearing determination upholds a Commission appeal determination in favor of National Grid.

Two appeals, both from Con Edison electric customers, were accepted for review during April. One case, involving a residential customer, concerns service problems. The second case, involving a nonresidential customer, concerns rate assignment.

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<sup>1</sup> One case was not SMD.

## Table of Consumer Complaints filed against ESCO's

CODE	FULL NAME	2006	Apr-06	Mar-06	Feb-06	Jan-06
D128	Accent Energy	31	15	9	2	5
D105	ACN Energy, Inc.	0	0	0	0	0
D001	Agway Energy Services Inc.	2	0	0	0	2
D123	All American Gas & Energy	0	0	0	0	0
D113	Brown Fuel, Inc	3	1	0	1	1
D040	Columbia Energy Services Co.	18	3	4	7	4
D208	Commerce Energy, Inc.	3	1	2	0	0
D086	Con Edison Solutions	1	0	0	0	1
D046	Econnergy	7	0	1	3	3
D087	Energetix, Inc.	1	0	0	1	0
D104	Great Eastern Energy	1	0	0	0	1
D120	Hudson Energy Services, Inc.	11	3	1	5	2
D177	IDT Energy, Inc.	27	4	9	7	7
D167	Infinite Energy, Inc.	7	2	3	0	2
D015	Keyspan Energy Services, Inc.	0	0	0	0	0
D117	Liberty Power	7	1	1	2	3
D018	Mirabito Fuel Group Inc.	2	0	2	0	0
D032	MX Energy, Inc. (Total Gas & Electric (Energy))	15	7	2	3	3
D021	National Fuel Resources, Inc.	0	0	0	0	0
D148	NOCO Energy Corp.	0	0	0	0	0
D103	NYSEG Solutions	1	0	0	1	0
D159	Strategic Energy, LLC	2	1	1	0	0
D213	US Energy Savings Corp.	7	4	2	0	1
D119	U.S. Gas & Electric, Inc.	5	0	3	1	1
D187	Utility Resource Solutions, L.P.	0	0	0	0	0
	Total	151	42	40	33	36