

Monthly Report on Consumer Complaint Activity



December 2002

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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES December 2002

Utility	Nov-02		Dec-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Dec-02
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Dec-01	Dec-02		Change	2001		
Central Hudson	0.4	1	1.1	3	61	37	-39.3	61	37	-39.3	1.1
Con Edison	0.9	34	1.0	36	1776	880	-50.5	1776	880	-50.5	2.0
KeySpan of L.I.	0.6	3	0.8	4	113	60	-46.9	113	60	-46.9	1.0
NYSEG	0.4	4	0.2	2	108	75	-30.6	108	75	-30.6	0.7
Niagara Mohawk	0.2	4	0.6	10	564	235	-58.3	564	235	-58.3	1.2
Orange & Rockland	1.0	2	0.0	0	146	60	-58.9	146	60	-58.9	2.4
RG & E	0.5	2	0.5	2	175	82	-53.1	175	82	-53.1	1.8
KeySpan of NY	0.4	5	0.4	5	433	185	-57.3	433	185	-57.3	1.3
National Fuel Gas	0.6	3	0.2	1	284	125	-56.0	284	125	-56.0	2.0
Other Energy Utilities ESCO's**	N/A	4	N/A	1	76	181	138.2	76	181	138.2	N/A
	N/A	69	N/A	99	1313	1918	46.1	1313	1918	46.1	N/A
Verizon	0.5	40	0.8	61	4276	1732	-59.5	4276	1732	-59.5	1.8
Citizens Telcom	0.0	0	0.3	1	88	26	-70.5	88	26	-70.5	0.7
Frontier of NY	0.0	0	0.0	0	20	9	-55.0	20	1	-95.0	0.9
Alltel	1.2	1	0.0	0	15	12	-20.0	15	12	-20.0	1.2
Frontier Tel of Roch.	0.4	2	0.0	0	112	72	-35.7	112	72	-35.7	1.2
Other LEC's	N/A	75	N/A	109	5618	3192	-43.2	5618	3192	-43.2	N/A
DSL Providers	N/A	2	N/A	4	463	98	-78.8	463	98	-78.8	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	15	5	-66.7	15	5	-66.7	N/A
LD Resellers	N/A	6	N/A	11	1051	486	-53.8	1051	486	-53.8	N/A
COCOT Vendors	N/A	3	N/A	3	71	94	32.4	71	94	32.4	N/A
Adelphia	N/A	1	N/A	5	164	103	-37.2	164	103	-37.2	N/A
Cablevision Systems	N/A	6	N/A	9	545	262	-51.9	545	262	-51.9	N/A
Time-Warner	N/A	4	N/A	6	728	316	-56.6	728	316	-56.6	N/A
Other Cable Cos.	N/A	4	N/A	1	108	116	7.4	108	116	7.4	N/A
Long Island Water	2.7	2	0.0	0	117	57	-51.3	117	57	-51.3	6.4
UW - New Rochelle	0.0	0	3.3	1	16	9	-43.8	16	9	-43.8	2.5
New York Water	0.0	0	0.0	0	6	4	-33.3	6	4	-33.3	0.8
New York American	0.0	0	0.0	0	1	1	0.0	1	1	0.0	0.8
UW - New York	0.0	0	0.0	0	31	21	-32.3	31	21	-32.3	2.6
Other Water Utilities	N/A	2	N/A	2	28	34	21.4	28	34	21.4	N/A

All complaint rates are based on 2001 customer populations.

Customer populations are not available for cable companies.

* - 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 COMPLAINTS vs. TOTAL COMPLAINTS New York Energy Utilities December 2002

Utility	December 2002 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	0	0%	37	2	5%	1.1	0.1
Con Edison	36	6	17%	880	184	21%	2.0	0.4
KeySpan - LI	4	0	0%	60	9	15%	1.0	0.2
NYSEG	2	0	0%	75	15	20%	0.7	0.1
Niagara Mohawk	10	0	0%	235	79	34%	1.2	0.4
Orange & Rockland	0	0	0%	60	29	48%	2.4	1.0
RG & E	2	1	50%	82	41	50%	1.8	0.9
KeySpan - NY	5	0	0%	185	52	28%	1.3	0.4
National Fuel Gas	1	1	100%	125	56	45%	2.0	0.9

Informal Hearings, Shared Meter Cases, Appeals and Rehearings **December 2002**

Informal Hearings

As of December 31, 2002 there were 108 cases in the Informal Hearing Unit, including 12 in Prehearing. During December seven complaints were resolved with pre-hearing mediation. Nine informal hearings were scheduled, four were postponed and five were held. Fourteen informal hearing cases were closed with written decisions and one case was closed with a settlement.

There has been a noticeable increase in requests for informal hearings when the utility alleges there is a shared meter condition. In one case, it was determined that three washers and three dryers, located in the basement area of a building, were all connected to one of the tenant's meters. Rather than bill each tenant for the service he or she used, as required by law, the utility held the landlord responsible for the entire shared area charge. The hearing officer upheld staff's decision that the individual tenant must be billed.

In another complaint, the hearing officer found the utility erred when it determined an illegal by-pass was a shared meter. The utility argued the condition meets the statutory definition of shared meter. However, the hearing officer determined the condition was a theft of service condition. A finding that this was not a shared meter condition required the utility to cancel all shared meter charges to the landlord and allowed billing of the responsible party for the service received through a tampered meter.

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 December there were 197 shared meter complaints pending, a decrease of 35 from the previous month. Sixteen (16) new complaints were received in December and fifty-one (51) cases were closed. Brief descriptions of some of the closed cases are outlined below:

- ◆ The designee reduced the twelve-month charge in 46 cases.
 - In 33 of those cases the charge was reduced to the minimum of 25%,
 - In seven cases, between 25% - 50% and
 - In six cases, between 50% to 75%
- ◆ The twelve-month charge was cancelled in five cases for reasons such as minimal use, theft of service and the owner requesting the investigation.

Appeals and Rehearings

At its December 18, 2002 session, the Commission approved OCS's recommended determinations of one appeal and one rehearing petition. The

appeal determination rejects a Bell Atlantic customer's claim that he was billed for local calls not made from his lines. The rehearing determination upheld an appeal determination in favor of KeySpan. The Commission also approved OCS's recommendation that it reject two petitions for rehearing of appeal determinations because they did not state grounds warranting rehearing.

Four appeals were accepted during December. Two were from utilities and two were from customers. KeySpan appealed an informal decision setting aside a penalty imposed on an interruptible gas customer for failing to switch to an alternate fuel, and NYSEG appealed an informal decision regarding the calculation of interest on a municipal customer's overpayment. The two appeals from customers both concerned Con Edison electric service. In one appeal, a landlord challenged an informal hearing decision finding a shared meter condition; in the other, a non-residential customer challenged several monthly demand charges.

In addition, cross-petitions from a landlord and tenant concerning a shared meter decision by the Commission's designee were accepted for review. The case involves Con Ed.

**No. of Complaints Received Against Companies
Between 12/1/2002 and 12/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia Cable - Utica	2
	Adelphia Cable-International	2
	Adelphia Cable-Niagara	1
	Cablevision of Long Island	1
	Cablevision of New York City	2
	Cablevision of Port Chester	1
	Cablevision of Southern Westchester	2
	Cablevision of Westchester	2
	Cablevision of Yorktown	1
	Mid Hudson Cablevision, Inc.	1
	Time Warner - Brooklyn	3
	Time Warner - Kingston	1
	Time Warner - Manhattan	2
Total Cable Compliants	<hr/>	21
DSL	Verizon Advanced Data, Inc.	4
	Total DSL Compliants	<hr/>
Electric	Central Hudson Electric & Gas	2
	Con Edison	31
	Econnergy	1
	New York State Electric & Gas	2
	Niagara Mohawk Power Corp	8
	Rochester Gas + Electric	2
	SmartEnergy, Inc.	3
sum	<hr/>	49
Gas	Central Hudson Electric & Gas	1
	Con Edison	5
	Keyspan Energy Services, Inc.	4
	KeySpan of Long Island	4
	KeySpan of New York	5
	National Fuel Gas Distribution	1
	Niagara Mohawk Power Corp	2
Total Gas Compliants	<hr/>	22
Steam	Con Edison	1
	Total Steam Compliants	<hr/>
Telephone	ACN Communication Services, Inc.	1
	AT&T Communications of New York, Inc.	70
	Broadview Networks	4
	Choice One Communications of New York In	2
	Citizens Telecom	1
	Conversent Communications of New York, L	1
	CTC Communications Corp.	1
	Empire One Telecommunications, Inc.	3
Essex Communications, Inc. d/b/a/ Elec C	1	

**No. of Complaints Received Against Companies
Between 12/1/2002 and 12/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Focal Communications Corporation	1
	International Discount Telecommunication	2
	MCIWorldCom	32
	Metropolitan Telecommunications dba MetT	2
	New Rochelle Telephone Corp.	1
	Optical Telephone Corporation	1
	Primus Telecommunications, Inc.	1
	RCN Telecom Services of New York, Inc.	3
	Resdntl Comms. Netwrk of NY dba RCN	3
	Sheffield Systems	1
	Sprint Communications Company L.P.	2
	Teleport Communications	1
	TR Systems Inc.	1
	United Systems Access Telecom, Inc.	2
	Verizon Communications (LD)	3
	Verizon Communications (LEC)	61
	Verizon Corp. (payphones)	1
	Wiltel Inc.	1
	ZTel Communications, Inc.	4
	Total Telephone Complaints	<hr/> 207
Water	Forest Park Water Company	1
	Hunter Water Supply Corp.	1
	United Water-New Rochelle	1
	Total Water Complaints	<hr/> 3
Total of Complaints for All Services		307

**No. of QRS Cases Received Against Companies
Between 12/1/2002 and 12/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Cable	Adelphia - Adirondack	5
	Adelphia - Buffalo	3
	Adelphia - Olean	2
	Adelphia Cable - Auburn	1
	Adelphia Cable - Utica	2
	Adelphia Cable-Aurora	2
	Adelphia Cable-International	12
	Adelphia Cable-Niagara	1
	Cablevision of Brookhaven	3
	Cablevision of Cross River	2
	Cablevision of Dutchess County	4
	Cablevision of Hauppauge (V-CABLE)	2
	Cablevision of Long Island	34
	Cablevision of Matamoras (Tri-States)	1
	Cablevision of New York City	44
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	35
	Cablevision of Westchester	20
	Cablevision of Yorktown	1
	Cablevision-Rockland	7
	Charter Comm.- Salamanca	1
	Charter Communications	2
	MediaOne - Rockland	3
	MediaOne - US Cablevision	4
	MediaOne - Westchester	11
	Mid Hudson Cablevision, Inc.	1
	RCN of Southeast New York, Inc.	5
	Southern Cayuga County Cablevision	1
	Time Warner - Albany	2
	Time Warner - Bethlehem	1
	Time Warner - Binghamton	3
	Time Warner - Brooklyn	9
	Time Warner - Carthage	1
	Time Warner - Delmar	1
	Time Warner - Fingerlakes	1
	Time Warner - Fulton	1
	Time Warner - Genesee	1
	Time Warner - Ithaca	2
	Time Warner - Jamestown	2
	Time Warner - Kingston	1
	Time Warner - Manhattan	22
	Time Warner - Mt. Vernon	3
	Time Warner - Newburgh	4
	Time Warner - Oneida	1
	Time Warner - Orange County	7
	Time Warner - Queens	17
	Time Warner - Rochester	5
	Time Warner - Saugerties	1
	Time Warner - Schenectady	1
	Time Warner - Staten Island	4
	Time Warner - Sullivan County	3
	Time Warner - Syracuse	7
	Time Warner - Troy	1

**No. of QRS Cases Received Against Companies
Between 12/1/2002 and 12/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Time Warner - Watertown	1
Total Cable QRS Cases		312
DSL	Broadview Networks	1
	Choice One Communications of New York In	1
	Covad Communications Company	1
	Sprint Communications Company L.P.	1
	Verizon Advanced Data, Inc.	39
Total DSL QRS Cases		43
Electric	Central Hudson Electric & Gas	9
	Con Edison	187
	Con Edison Solutions	8
	Econnergy	7
	Jamestown Board of Public Utilities	1
	Keyspan Energy Services, Inc.	1
	New York State Electric & Gas	49
	Niagara Mohawk Power Corp	114
	NYSEG Solutions	14
	Orange & Rockland	20
	PRO-ENERGY RESOURCES	1
	Rochester Gas + Electric	42
	SmartEnergy, Inc.	24
	Total Energy, Inc.	3
Total Electric QRS Cases		480
Gas	Agway Energy Services, Inc.	1
	Con Edison	18
	Econnergy	3
	Filmore Gas	1
	Keyspan Energy Services, Inc.	15
	KeySpan of Long Island	7
	KeySpan of New York	33
	National Fuel Gas Distribution	23
	National Fuel Resources	1
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	14
	Rochester Gas + Electric	4
	SmartEnergy, Inc.	2
	Total Energy, Inc.	2
Total Gas QRS Cases		125
Other	Public Service Commission	2
Total Other QRS Cases		2
Steam	Con Edison	1
Total Steam QRS Cases		1

**No. of QRS Cases Received Against Companies
Between 12/1/2002 and 12/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Telephone	ACN Communication Services, Inc.	1
	ADVAMTEL, LLC dba Plan B Communications	3
	Allegiance Telecom of New York, Inc.	7
	Alltel Communications, Inc.	1
	AllTel Of New York	6
	American Phone Services, Corp.	1
	Americatel Corporation	2
	AT&T Communications of New York, Inc.	377
	BridgeCom International, Ltd.	1
	Broadview Networks	33
	Business Options, Inc.	2
	Cable & Wireless Commun. Co.	2
	Cablevision Lightpath, Inc.	1
	Choice One Communications of New York In	7
	Citizens Telecom	22
	Citizens Telecom Long Distance	1
	Citizens Telecommunications Co. of NY	1
	Communicate Technological Systems, L.L.C	9
	Communications TeleSystems Intl. (CTS)	1
	Conversent Communications of New York, L	1
	CTC Communications Corp.	2
	Direct American Marketers, Inc. d/b/a D	1
	Empire One Telecommunications, Inc.	3
	Empire Telephone	2
	EqualNet Corporation	1
	Essex Communications, Inc. d/b/a/ Elec C	2
	Evercom	1
	Excel Telecommunications Inc.	5
	Focal Communications Corporation	1
	Frontier Comm of NY/fka Highland Tel	2
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	39
	Global Crossing Telecommunications, Inc.	1
	IDT Corporate	1
	Intellicall Operator Services Inc.	2
	International Discount Telecommunication	4
	LCI International Telecom Corp.	5
	MCIWorldCom	210
	Mercury Marketing Company Ltd.	1
	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications dba MetT	7
	Middleburgh Telephone	2
	Network Plus, Inc.	2
	New Rochelle Telephone Corp.	1
	Nextel Long Distance (NXLD)	1
	NextGen Telephone, Inc.	1
	NOS Communications Inc.	3
	NOW Communications, Inc.	1
	Optical Telephone Corporation	1
	Personal Communications Services Network	1
	PNG Telecommunications, Inc.	1
	Primus Telecommunications, Inc.	4

**No. of QRS Cases Received Against Companies
Between 12/1/2002 and 12/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Protel, Inc.	1
	QWest Communications Corporation	1
	RCN Telecom Services of New York, Inc.	7
	Resdntl Comms. Netwrk of NY dba RCN	16
	RSL Com U.S.A. Inc.	1
	SBC Telecom, Inc.	1
	Silverleaf Communications Inc.	1
	Sprint Communications Company L.P.	51
	Tel-Save, Inc. (Talk.com)	13
	Teleport Communications	4
	Time Warner AxS of Rochester L.P.	3
	Total Call International, Inc.	1
	TR Systems Inc.	1
	Trans National Communications, Inc. d/b/	1
	Tristate Bell Inc.	1
	UKI Communications, Inc.	2
	United Systems Access Telecom, Inc.	2
	USN Communications Long Distance, Inc.	1
	VarTec Telecom, Inc.	5
	Verizon Communications (LD)	13
	Verizon Communications (LEC)	527
	Verizon Corp. (payphones)	3
	Vernon Telephone	1
	Webnet Communications, Inc.	1
	WorldCom Network Services, Inc. d/b/a Wi	1
	WorldCom Technologies, Inc.	1
	ZTel Communications, Inc.	27
		<hr/>
Total Telephone QRS Cases		1476
Water	Long Island Water Corp.	10
	Sea Cliff Water Co.	1
	United Water-New Rochelle	1
		<hr/>
Total Water QRS Cases		12
Total QRS Cases for All Services		2451

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01
6902	1 Com Inc.		3	4														
5049	ACC Buffalo Telecom Corp		1	1														
5305	ACC Long Distance Corporation	1		3														
6184	ACC National Long Distance Corp			1														
5757	ACC National Telecom Corp.			1														
5069	ACC Rochester Telecom Corp.		1															
6250	Access Point Inc			1	1												1	
6159	Accutel Communications Inc.	4																
6849	ACN Communication Services Inc			4														
6984	Adelphia Business Solutions			1														
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	27	14	1									1				1
5357	Advanced Telecommunications Ne																	
5324	Affinity Corporation			1														
5688	Affinity Network Inc.	1		1														
6283	Allegiance Telecom of NY Inc.	3	10	36	4									1	1		2	
6516	Alliance Group Services Inc		1															
5010	AllTel of New York		1															
5343	Am.Tech. Inc.dba Network Utili	1																
5779	American Business Alliance In	1																
5908	American Long Distance Service Inc.	1																
6323	American Nortel Communications Inc.	60	13	1														
6778	American Phone Services Corp.		4	4														
6190	American Private Telephone LLC				1							1						
5A22	American Telecommunications System			1														
5361	America's Tele-Network Corp.	19	15															
6299	Americatel Corporation																	
5984	Americom Inc.		1	2														
5322	Amer-I-Net Services Corporation			1														
5689	Ameri-Tel Communications Inc.	1																
6513	AmeriVision Communications Inc.	3																
5805	AT&T Communications of New Yor	70	348	452	188	1				1	3		39	45	34	22	43	36
5369	Atlas Communications Ltd.	1			1											1		1
6459	Big Planet Inc.			1														
6140	BridgeCom International LTD			5	1									1				
5771	Brittan Communications International C	23	1															
6886	Broadview Networks	63	72	58	26						1	8	2	6	3	6	5	
6838	Broadwing Communcations			1														
6869	Broadwing Telecommunications Inc			2														
6111	Business Discount Plan Inc.	6	1	1	1									1				
5776	Business Options Inc.	1	3	1	1										1			
5021	Business Telecom dbs BTI Telecom	1																
6426	Buyers United International Inc				2								1				1	
5340	Cable & Wireless Commun. Co.	1		6	2								1		1			2
5949	Cablevision Lightpath Inc.		2		1												1	
6986	Capsule Communications Inc			2	1								1					
6399	CBS Corporation dba Westinghouse	1																
6646	Choice One Communitcations of NY				3		1										2	2
5A17	Citizens Telecom			2														1
5693	Coast International Inc.		1															
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		2														1
6143	Commonwealth Telecom	1	3															
5C65	Communicate Technological Systems				27								6	8	4	6	3	8
6593	Communication Express	2																
6372	Communications Billing Inc.	2		1	1										1			1
5986	Community Network Services Inc			1	1								1					
6927	COMTECH 21, LLC				1									1				
6188	Connectamerica, Inc																	
6810	Conversent Communications of NY			2														
6245	Core-Comm New York Inc.	2																
5B87	Covista of New York Inc			5	2										1		1	
6260	CTC Communications Corp.		1	1														

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01
5559	CTN Telephone Network, Inc.			1														
6536	CTSI, Inc																	
6651	Direct America Marketers			1														1
5997	Eclipse Telecommunications Inc																	
6672	Econo-o-Call Inc.		6	6														
5215	Econophone Inc.	2	2		1							1						
6112	ELDS, Inc				2											2		
5137	Empire One Telecommunications			2	3			1									2	
5982	Equal Net Communications Inc.		1															
5198	EqualNet Corporation	1	1															
6659	erbia Network Inc.		1															
6748	Essential.com Inc.		14	3														
6912	Essex Communications DBA Elec		10	20	4									2		1	1	2
6369	Essex Communications Inc			1														
5382	Excel Telecommunications Inc.	10	6	12	4						1					2	1	1
5912	Executone Information Systems Inc.		1															
6435	Fairpoint Communications		1	3														1
5275	Federal TransTel Inc.	1		1														
5315	Frontier Comm. Of the West Inc			1														
5176	Frontier Communications of Rochester				1							1						
5401	Frontier Commun. Services (fk	6																
5192	Frontier L.D. America	1																
5823	Frontier Local Services, Inc.			1														
5A41	Frontier Telephone of Rochester Inc.	1		1	1							1						
5573	Genesis Communications International			2	2							1				1		
6826	Global Crossing Telecommunications			5	3							1	2					
5919	Group Long Distance Inc.	1																
5194	GTE Card Services Incorporated	31	2															
5097	GTE Corporation	4																
5143	GTE Telecommunications Services Inc.	1																
5676	Home Owners Long Distance Inc	1																
6373	IDT Corporate			2	1							1						
5345	Inet Interactive Network System Inc.			1														
6156	Inmark Inc. dba Preferred Billing	10	4	1														
6095	Integrated Teleservices Inc.		1															
5624	Intellicall Operator Services Inc.	1		6	10							1	3	3			3	3
5408	IntelliCom Solutions Inc																	
6440	International Communication Services Inc				1								1					
5114	International Discount Telecommunications			4	3				1				1			1		
5409	International Exchnage Networks Ltd		2															
6125	International Telecommunications Corp.	4																
5241	Island Marketing d/b/a Interglobe			1														
5256	IXC Communications	1	2		1							1						
6913	Jirehcom Inc																	
5292	Key Communication Management Inc.	12	4															
5980	L.D. Services Inc.	3			1										1			
6268	LCI International Inc.	2																
5078	LCI International Telecom Corp	8	4	10	7									1	1	2	3	1
5268	LDC Telecommunications Inc.	2																
5909	LDM Systems Inc.	1																
5339	LEAST COST ROUTING			4	4										3		1	2
5854	Least Cost Routing Inc. dba Long Dist	4																
5036	Lightyear Communications Inc	1	1	4	1							1						
6690	Long Distance Consolidated Billing Co				1							1						
5904	Long Distance Direct, Inc				1											1		
5A09	Long Distance of Michigan			2														
5749	Long Distance Services of N.Y.	1		1														
5227	Long Distance Wholesale Club	1																
5628	Long Distance/USA, Inc				1									1				
6460	Marathon Communications Corp.	1																1
5699	Matrix Telecommunications	2		3														
5820	MCI WorldCom	199	276	257	60		2	1			1	1	13	14	9	13	6	6

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01
5736	MCImetro Access Transmission Svs		1															
6208	Mercury Marketing Co Ltd			1	1											1		
6423	Metro Telecomm. dba METTel	48	22	59	5								1	1	2		1	2
5435	Metromedia Long Distance Inc.			2	4								1	1	1		1	
5416	Minimum Rate Pricing	15	1															
5777	National Accounts Inc.			3	4								1	2		1		1
6110	National Telephone & Communications	1																
6441	Nations Tel Inc.	1																
5244	NeTel Inc.	1																
6054	NET-TEL Corp.		1	1	1											1		
5385	Network Enhanced Technologies Inc.		1															
5826	Network Plus Inc.	2	38	32	4									3			1	
5419	New Century Telecom Inc.	1																
6907	NextGen Telephone			5	19									1	7	5	6	2
6928	Norstar Communications			4	2									2				
6367	North American Telecommunications Corp	1	1	2														
5832	North American Telephone Network LLC		1	1														
5458	NOS Communications Inc.	3		4	2									1	1			1
6177	OLS Inc.	1		3														2
5A98	One Step Billing Inc.	2																
5819	OneStar Long Distance Inc.			1														
5834	Ontera Broadband			2														
6768	OpenTel Communications Inc.				1									1				
6769	Opex Commcations, Inc.				3										1	1	1	
5C61	Optical Telephone Corp			11	36	1				1			7	7	7	5	8	7
5639	Opticom Corp				1									1				
5763	Phone Calls Inc.	1																
5193	Phone One Inc.		1															
5263	PNG Telecommunications Inc			4														
5159	PowerNet Communications			1														
5476	Primetel Communications				1											1		
5245	Primus Telecommunications Inc.	4		2	2								2					
6794	Promise Vision Technology			1														
6151	Protel Advantage d/ba/ Long Distance	1																
5463	Protel Inc.	14	4															
6324	PT-1 Communications Inc.		2	2														
5797	QAI Inc d/b/a Long Distance B	4	2															
5468	Qwest Communications Corporati	21	13	28	7								2	2		1	2	1
6316	RCN Long Distance Company		1															
5A13	RCN Telecom Services of NY Inc.	5	2	1	1										1			
5558	Residential Communications Network of	2	2	5														
5843	Robtel Inc.				1												1	
6278	RSL Com U.S.A. Inc.	1	1															
6232	SaveMart Com, Inc				1											1		
6933	ServicSense.com Inc.		1	2														
5D57	Silverleaf Communications Inc				1									1				
5748	Sprint Communications Company	59	35	159	107						1	2	22	31	16	13	22	23
5478	Starlink Communications L.L.C.	1																
5479	Startec Inc.	1		1	1									1				
5185	Taconic Telephone																	
6375	Telco Holdings dba Dial & Save	1																
6100	Telco Partners Inc.		1															
5164	Telcom Group USA Inc. d/b/a TelCom	2	1															
5762	Telecom USA				2								1				1	
5167	Telecommunications Service Center Inc.			1														
6288	Telemex/Sprint Communications	1																
6118	Telepath Communications Inc.		2															
6207	Telephone Company of Central Florida			2														
5845	Teleport Communications	3	5															
6469	Telergy Network Services Inc.																	
6345	Teligent Inc				1												1	
5C24	Telis Communicaitons Group Inc			1	1									1				

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01
6088	Tel-Save Inc dba The Phone Company	17	148	430	38						1		6	7	7	7	10	14
5B23	TelUno, Inc				6									2	1	1	2	
6654	The Free Netwrok LLC			2														
5939	The Furst Group Inc.		1															
5499	TI Nat Telecom dba TI World Te	1																
5515	Total - Tel USA Inc.			1														
5271	Touch 1 Communications Inc.	2																
6093	Touch 1 Long Distance Inc.	1																
5A72	Tri-Tel Communications Inc.		3	4	1									1				
6331	TruCom Corporation		1															
6049	TTI National Inc.		1															
6111	TTI Telecommunications																	
5A99	U.S. Republic Communications Inc.	2		1														
6817	UKI Communications Inc.		1	28	20						1			3	5	9	2	4
5C87	United Systems Access Telecom Inc			2	1							1						
6493	Uni-Tel Communications Group Inc.	1	2	1	2									1		1		
6137	USA Tele Corp.	3																
6269	USLD Communications Ind																	
6048	USN Communications Long Distance	72	1	3														
5101	VarTec Telecom Inc.			2	4								1	1			2	1
6300	VarTec Telecom Inc. d/b/a Clear Choice																	
5120	Verizon	10	8	32	14								4	1	4	3	2	5
6830	Verizon Advanced Data			1														
6781	Verizon Communications		3	8	6								1	1	1	3		
6073	Vista Group International Inc.	8																
6788	Webnet Communications			9	3									1	1		1	1
5867	Wiltel Inc.	1		1	2											1	1	
5303	Winstar Gateway Network Inc.	1																
5770	Working Assets Funding Service	1		1														
5319	World Com Inc dba LDDS World		1	2	2										1	1		
5203	WorldCom Network Service dba Wil			4	1										1			
6929	XO New York Inc				1										1			
6447	Ztel Communications Inc.	53	160	108	6								1	1	2	1	1	1
	Complaints Assigned by CPCN	966	1317	1973	695	2	3	1	1	2	7	6	132	160	126	112	143	141
	Unassigned Complaints	2	5	6	6									3	1		2	
	Total	968	1322	1979	701	2	3	1	1	2	7	6	132	163	127	112	145	141

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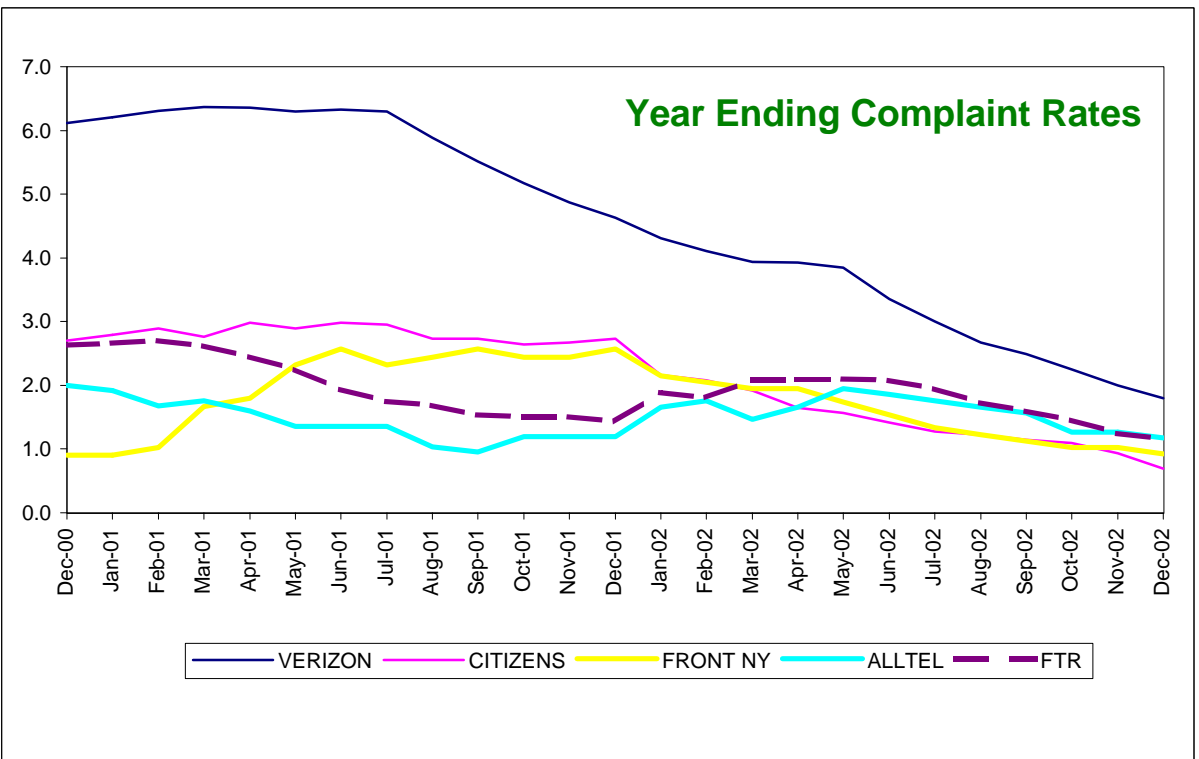
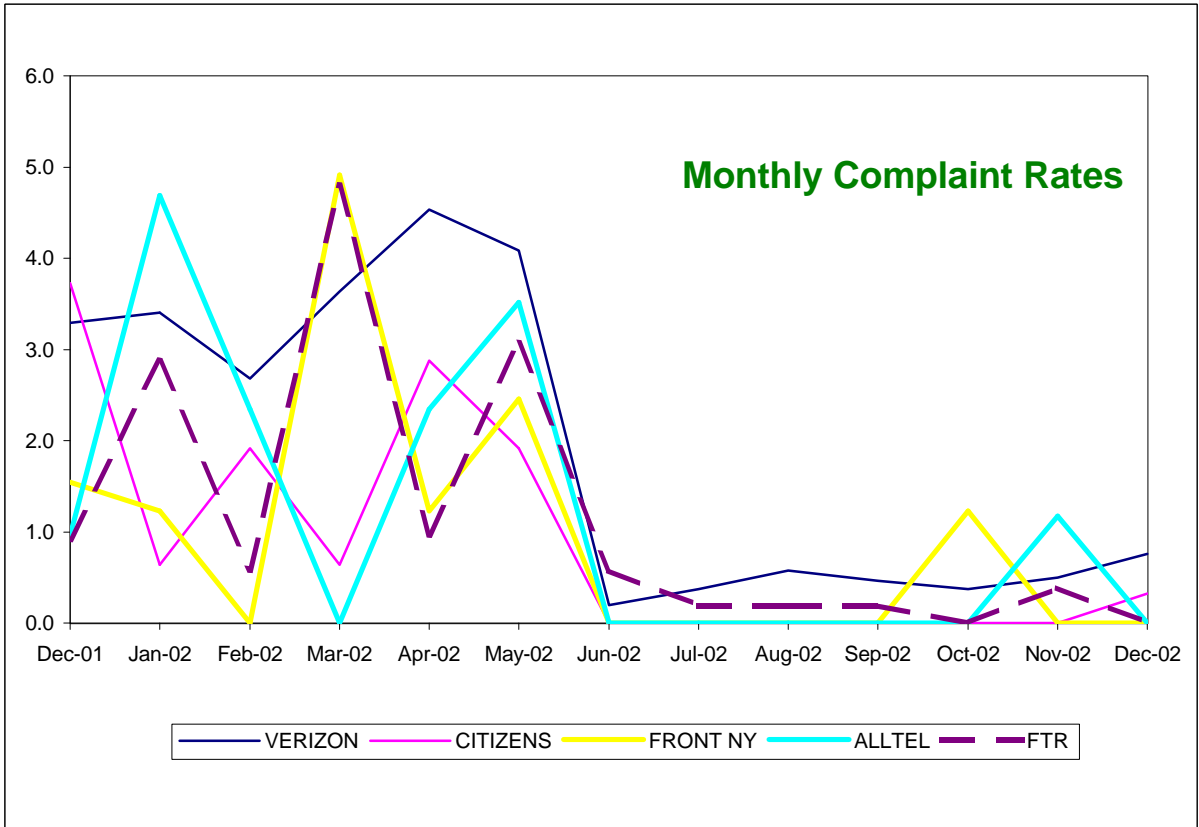
**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

Table of Consumer Contacts filed against ESCO's

CODE	FULL NAME	2000	2001	2002	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02
D108	1st Rochdale Coop Group		2	1							1					
D105	ACN Energy, Inc.	18	3	1										1		
D078	Advantage Energy Inc.	2	0	3							1				1	1
D084	AES Energy	2	1	0												
D001	Agway Energy Services Inc.	13	17	17	2	1	3			3	1			3	2	2
D036	All Energy Marketing Co.		2	1												1
D002	Amerada Hess		7	0												
D113	Brown Fuel, Inc		1	0												
D005	Castle Power Corporatoin		1	2								1			1	
D086	Con Edison Solutions	81	4	55	8	2	6	1	7	4	2	5	5	10	3	2
D046	Econnergy	198	158	123	11	4	10	8	8	9	11	11	11	21	7	12
D047	Empire Natural Gas Corp		2	0												
D087	Energetix, Inc.	16	148	17	1	1	1	1	4	2	2			2	2	1
D054	Enron Energy Services		5	9			1					1	1	5		1
D023	Federal Electric & Gas Co.	40	89	0												
D104	Great Eastern Energy	14	3	3			1						1		1	
D013	Interstate Energy Resources Inc.	11	11	2				1			1					
D015	Keyspan Energy Services, Inc.	84	97	154	20	14	14	6	17	26	9	16	5	5	14	8
D060	Main-Care Energy		1	0												
D107	Metro Energy Group		1	0												
D098	Metromedia Energy	13	6	1							1					
D018	Mirabito Fuel Group Inc.		1	3								1		2		
D020	Mitchell-Supreme Energy		6	3		1	1					1				
D021	National Fuel Resources, Inc.		10	76	1	1	1	3	4	5	6	4	5	21	15	10
D023	New York Gas Co, Inc.			4											1	3
D024	North American Energy	8	19	20			2	4	1		1	1	2	4	3	2
D026	North Atlantic Utilities Inc.		1	0												
D103	NYSEG Solutions	15	10	20	17	1				2						
D067	PG&E Energy Trading		1	0												
D114	PRO-ENERGY RESOURCES			2	1											1
D093	Robison Energy of Westchester	4	0	2								1				1
D068	Select Energy of New York (aka Plub St)		1	2									1			1
D112	Smart Energy Services		439	1249	30	36	40	32	45	45	45	89	144	220	217	306
D102	Telecon Energy Services Corp.	1	0	0												
D032	Total Gas & Electric	158	158	116	5	7	9	7	11	21	13	16	9	9	3	6
D052	TXU Energy			2										2		
D888	Unassigned Customer Contacts	15	26	30	3	1	7	1	3	2		10			1	2
	Total	693	1231	1918	99	69	96	64	100	119	94	157	184	305	271	360

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



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