

Monthly Report on Consumer Complaint Activity



June 2004

William M. Flynn, Chairman

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Office of Consumer Services*

July 27, 2004



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

June 2004

Utility	May-04		Jun-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate* Jun-04
					Jun-03	Jun-04	Change	2003	2004	Change	
Central Hudson	0.3	2	0.3	7	24	29	20.8	14	13	-7.1	0.8
Con Edison	1.7	54	1.7	76	553	772	39.6	389	386	-0.8	1.7
KeySpan of L.I.	1.6	4	1.6	1	44	55	25.0	32	27	-15.6	0.9
NYSEG	0.4	2	0.4	6	32	56	75.0	24	20	-16.7	0.5
Niagara Mohawk	1.6	32	1.6	33	231	377	63.2	190	159	-16.3	1.9
Orange & Rockland	0.9	4	0.9	5	22	32	45.5	15	15	0.0	1.2
RG & E	2.3	8	2.3	6	47	98	108.5	41	46	12.2	2.1
KeySpan of NY	1.2	15	1.2	14	76	124	63.2	47	65	38.3	0.9
National Fuel Gas	1.0	9	1.0	8	65	92	41.5	51	37	-27.5	1.5
Other Energy Utilities	N/A	3	N/A	0	126	30	-76.2	19	13	-31.6	N/A
ESCO's	N/A	8	N/A	12	37	40	8.1	23	14	-39.1	N/A
Verizon	0.4	25	0.4	30	707	763	7.9	493	252	-48.9	0.8
Citizens Telcom	0.6	0	0.6	1	9	21	133.3	8	8	0.0	0.6
Frontier of NY	1.3	1	1.3	2	4	7	75.0	4	6	50.0	0.8
Alltel	0.0	0	0.0	0	3	4	33.3	4	2	-50.0	0.4
Frontier Tel of Roch.	0.4	1	0.4	3	18	26	44.4	17	12	-29.4	0.5
Other LEC's	N/A	133	N/A	195	1409	1637	16.2	812	903	11.2	N/A
DSL Providers	N/A	2	N/A	1	2	1	-50.0	2	0	-100.0	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	0	N/A	2	155	162	4.5	105	79	-24.8	N/A
COCOT Vendors	N/A	5	N/A	3	32	43	34.4	20	20	0.0	N/A
Adelphia	N/A	0	N/A	1	19	21	10.5	11	13	18.2	N/A
Cablevision Systems	N/A	13	N/A	7	114	138	21.1	87	68	-21.8	N/A
Time-Warner	N/A	11	N/A	8	84	118	40.5	62	68	9.7	N/A
Other Cable Cos.	N/A	1	N/A	1	47	8	-83.0	13	7	-46.2	N/A
Long Island Water	1.4	0	0.0	1	9	6	-33.3	7	2	-71.4	0.7
UW - New Rochelle	3.3	0	3.3	0	2	11	450.0	1	8	700.0	3.0
New York Water	0.0	0	0.0	1	1	3	200.0	2	4	100.0	0.6
New York American	0.0	0	0.0	0	1	0	0.0	1	0	0.0	0.0
UW - New York	1.5	1	0.0	0	9	9	0.0	6	5	-16.7	1.1
Other Water Utilities	N/A	3	N/A	1	26	9	-65.4	8	7	-12.5	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

June-04

Utility	Jun-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	7	5	71%	29	12	41%	0.8	0.3
Con Edison	76	19	25%	772	162	21%	1.7	0.4
KeySpan - LI	1	0	0%	55	12	22%	0.9	0.2
NYSEG	6	2	33%	56	20	36%	0.5	0.2
Niagara Mohawk	33	11	33%	377	151	40%	1.9	0.7
Orange & Rockland	5	1	20%	32	13	41%	1.2	0.5
RG & E	6	5	83%	98	73	74%	2.1	1.5
KeySpan - NY	14	1	7%	124	30	24%	0.9	0.2
National Fuel Gas	8	1	13%	92	32	35%	1.5	0.5

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 2004

Informal Hearing Cases

As of July 1st there were 89 cases in the Informal Hearing Unit. During this month 15 complaints were resolved, 4 with pre-hearing mediation and 2 were withdrawn; 5 informal hearing cases were closed with written decisions. Four informal hearings were scheduled, 4 hearings were postponed and 3 hearings were held.

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 12-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of June there were 141 shared meter complaints pending. Thirty-two new complaints were received in June and 30 cases were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the 12-month assessment to the minimum of 25% in 21 cases, between 25% to 50% in 4 cases and between 50% to 75% in 2 cases. In 1 case the shared use was minimal and the charges billed to the landlord were cancelled. In 1 case the designee granted a 60-day extension. One case was a duplicate.

Appeals and Rehearings

At its June 2, 2004 session, the Commission approved OCS's recommended determinations of 4 appeal cases. One appeal determination modifies an informal decision regarding Verizon's charges for nonpublished telephone service. Another appeal determination upholds KeySpan-LI's billing of a multiple-dwelling customer for unauthorized use of interruptible gas during a period of service interruption. The remaining 2 appeal determinations, involving Con Edison and NYSEG respectively, uphold bills for residential electric service.

During June, an appeal by a customer, concerning Niagara Mohawk's refusal to provide interest on a credit balance, was accepted for review. Additionally, 2 requests were received for rehearing of decisions by the Commission's designee in shared meter cases, all involving Con Edison

No. OF COMPLAINTS RCVD AGAINST REGULATED COMPANIES
 BETWEEN 06/01/2004 AND 6/30/2004

Service	Utility	Complaints
-----	-----	-----
Cable	Adelphia Cable-Harbor Vue	1
	Cablevision of Long Island	2
	Cablevision of New York City	4
	Cablevision-Ramapo	1
	Charter Communications	1
	Time Warner - Binghamton	1
	Time Warner - Manhattan	5
	Time Warner - Syracuse	2
*****	-----	
sum		17
DSL	Verizon Advanced Data, Inc.	1
*****	-----	
sum		1
Electric	Central Hudson Electric & Gas	6
	Con Edison	65
	Jamestown Board of Public Utili	2
	New York State Electric & Gas	5
	Niagara Mohawk Power Corp	31
	Orange & Rockland	4
	Rochester Gas + Electric	5
Village of Theresa	1	
*****	-----	
sum		119
Gas	Con Edison	12
	KeySpan of Long Island	1
	KeySpan of New York	14
	National Fuel Gas Distribution	8
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	2
	Orange & Rockland	1
	Rochester Gas + Electric	1
*****	-----	
sum		40
Steam	Con Edison	1
*****	-----	
sum		1
Telephone	ACC National Telecom Corp.	1
	Access Point, Inc.	1
	ACN Communication Services, Inc	2
	ADVAMTEL, LLC dba Plan B Communications	2
	Alliance Group Services Inc.	1
	Armstrong Telephone	1
	AT&T Communications of New York, Inc.	91

	Bell Atlantic-New York	3
	BridgeCom International, Ltd.	1
	Broadview Networks	3
	Choice One Communications of New York	1
	Citizens Telecom Long Distance	1
	DaveITel, Inc.	1
	Essex Communications, Inc. d/b/a Elec	1
	Frontier Comm of NY/fka Highland Tel	2
	Frontier Telephone of Rochester	3
	Gateway Technologies, Inc.	1
	International Discount Telecomm	17
	MCIWorldCom	45
	Metropolitan Telecommunications dba MetTel	3
	New Rochelle Telephone Corp.	2
	Optical Telephone Corporation	1
	Primus Telecommunications, Inc.	1
	RCN Telecom Services of New York	1
	Resdntl Comms. Netwrk of NY dba RCN	1
	Sprint Communications Company LP	6
	Tristate Bell Inc.	2
	VarTec Telecom, Inc.	2
	Verizon Communications (LD)	2
	Verizon Communications (LEC)	30
	Winstar Gateway Network, Inc.	2
	XO New York, Inc.	2
	ZTel Communications, Inc.	2
*****	-----	
sum		235
Water	Long Island Water Corp.	1
	New York Water Service	1
	Relaxmor Cottages, Inc.	1
*****	-----	
sum		3

sum		417

NUMBER OF QRS CASES RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 06/01/2004 AND 06/30/2004

Service	Utility	Complaints
-----	-----	-----
Cable	Adelphia - Buffalo	5
	Adelphia Cable - Auburn	3
	Adelphia Cable - Utica	3
	Adelphia Cable-Niagara	1
	Cablevision of Brookhaven	2
	Cablevision of Dutchess County	2
	Cablevision of Hauppauge (V-CABLE)	3
	Cablevision of Long Island	16

	Cablevision of New York City	25
	Cablevision of Riverhead	2
	Cablevision of Southern Westchester	5
	Cablevision of Westchester	7
	Cablevision-Rockland	1
	Charter Communications	1
	MediaOne - US Cablevision	1
	MediaOne - Westchester	1
	Time Warner - Albany	8
	Time Warner - Binghamton	1
	Time Warner - Manhattan	52
	Time Warner - Rochester	7
	Time Warner - Syracuse	12
*****		-----
sum		158
DSL	Choice One Communications of New York	1
	Frontier Telephone of Rochester	1
	Verizon Advanced Data, Inc.	23
*****		-----
sum		25
Electric	Central Hudson Electric & Gas	20
	City of Salamanca	1
	Con Edison	301
	Jamestown Board of Public Utilities	5
	New York State Electric & Gas	67
	Niagara Mohawk Power Corp	232
	Orange & Rockland	24
	Penn Electric Company (GPU Energy)	2
	Rochester Gas + Electric	101
	Strategic Power Management, LLC	1
	Village of Andover	1
	Village of Theresa	1
*****		-----
sum		756
Gas	Central Hudson Electric & Gas	2
	Con Edison	28
	Corning Natural Gas	2
	KeySpan of Long Island	18
	KeySpan of New York	73
	National Fuel Gas Distribution	57
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	21
	NUI Waverly Gas	2
	Orange & Rockland	4
	Rochester Gas + Electric	13
*****		-----
sum		223
Telephone	Access Point, Inc.	1

ACN Communication Services, Inc	3
Allegiance Telecom of New York,	6
Alliance Group Services Inc.	1
AllTel Of New York	1
American Telecommunications Corporation	1
AmeriVision Communications, Inc	1
Armstrong Telephone	1
AT&T Communications of New York	406
BridgeCom International, Ltd.	2
Broadview Networks	10
Business Long Distance, Inc.	3
Cablevision Lightpath, Inc.	1
Chautauqua & Erie Telephone Corp.	1
Choice One Communications of New York	5
Citizens Telecom	11
Communicate Technological Systems	4
Cordia Communications Corp	1
Covista of New York, Inc.	2
CTC Communications Corp.	1
Excel Telecommunications Inc.	5
Frontier Comm of NY/fka Highland Tel	3
Frontier Comm of Seneca-Gorham,	1
Frontier Telephone of Rochester	30
Gillette Global Network	4
IDT America, Corp.	1
IDT Corporate	1
International Discount Telecomm	78
LCI International Telecom Corp.	3
Long Distance Consolidated Billing Co.	2
Matrix Telecommunications	1
McGraw Communications, Inc.	1
MCIWorldCom	187
Metropolitan Telecommunications dba MetTel	7
New Century Telecom, Inc.	5
New Rochelle Telephone Corp.	4
New York City Public Telephone	1
NorthPoint Communications, Inc.	1
NOS Communications Inc.	1
Ogden Telephone	1
One Call Communications Inc. dba Opticom	1
Opex Communications, Inc.	1
Optical Telephone Corporation	1
PaeTec Communications, Inc.	5
Payphone Communications Inc.	1
PNG Telecommunications, Inc.	1
Primus Telecommunications, Inc.	3
QWest Communications Corporation	1
RCN Telecom Services of New York	3
Resdntl Comms. Netwrk of NY dba RCN	5
ServiSense.com, Inc.	1
Sprint Communications Company LP	69
Taconic Telephone	1

	Tel-Save, Inc. (Talk.com)	8
	Telecarrier Services, Inc.	4
	Telecom USA	3
	Telecon Communications Corp	4
	Teleport Communications	2
	TeleUno, Inc.	1
	Time Warner Telecommunications	1
	Total Call International, Inc.	1
	Touch 1 Communications, Inc.	1
	Tristate Bell Inc.	6
	United Systems Access Telecom, Inc.	1
	VarTec Telecom, Inc.	12
	Verizon Communications (LD)	6
	Verizon Communications (LEC)	543
	Verizon Corp. (payphones)	4
	Winstar Gateway Network, Inc.	1
	ZTel Communications, Inc.	13
*****		-----
sum		1503
Water	Forest Lake Park Club, Inc.	1
	Kiamesha Artesian Spring	1
	Long Island Water Corp.	9
	New York Water Service	1
	Relaxmor Cottages, Inc.	3
	Sea Cliff Water Co.	1
	Ski Roundtop, Inc	2
	United Water-New Rochelle	1
	United Water-New York	1
*****		-----
sum		20

sum		2690

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

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

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	2004	Jun-04	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	
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	Intellicall 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																			
5227	Long Distance Wholesale Club																				
5628	Long Distance/USA, Inc		1																		

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	2004	Jun-04	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	
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	3	1		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 Commcations, 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								
5762	Telecom USA		2																		
5167	Telecommunications Service Center Inc.	1																			

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	2004	Jun-04	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		
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	Jun-04	May-04	Apr-04	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03
D108	1st Rochdale Coop Group	2	1	1	1						1							
D105	ACN Energy, Inc.	3	1	4	1		1									1		
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
D036	All Energy Marketing Co.	2	1	2	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							
D086	Con Edison Solutions	4	55	43	9	2	1		4	1	1	1		1	3	6	3	1
D046	Econnergy	158	123	133	130	29	19	35	32	8	7	13	8	9	7	9	18	9
D047	Empire Natural Gas Corp	2	0	0	0													
D087	Energetix, Inc.	148	17	25	55	2	15	34	3		1	3			1		2	1
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	
D013	Interstate Energy Resources Inc.	11	2	4	0													
D015	Keyspan Energy Services, Inc.	97	154	194	24	3	2	3	8	2	6	19	22	33	21	12	19	1
D060	Main-Care Energy	1	0	1	0													
D107	Metro Energy Group	1	0	8	0													
D098	Metromedia Energy	6	1	0	0													
D018	Mirabito Fuel Group Inc.	1	3	9	1				1						1			
D020	Mitchell-Supreme Energy	6	3	2	3			3										
D021	National Fuel Resources, Inc.	10	76	18	0							1		2	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
D026	North Atlantic Utilities Inc.	1	0	0	0													
D103	NYSEG Solutions	10	20	32	4		1		2	1			1		1	1	3	3
D067	PG&E Energy Trading	1	0	0	0													
D114	PRO-ENERGY RESOURCES		2	0	0													
D093	Robison Energy of Westchester	0	2	9	1	1						1					1	
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
D102	Telecon Energy Services Corp.	0	0	0	0													
D032	Total Gas & Electric (Energy)	158	116	46	12	4	5			1	2	2		3	3	1	3	2
D052	TXU Energy		2	1	0											1		
D888	Unassigned Customer Contacts	26	30	8	0								1	2				1
	Total	1231	1918	717	261	41	46	79	56	17	22	44	33	54	42	47	74	33

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.