

Monthly Report on Consumer Complaint Activity



July 2002

Maureen O. Helmer, Chairman

*Catherine W. Black, Director
Office of Consumer Services*

August 22, 2002



August 22, 2002

Dear Reader:

I welcome you again to the web version of our Monthly Complaint Statistics Report. The July 2002 report continues to reflect changes implemented in June with the procedure used to process consumer contacts and complaints relating to the gas, electric, telecommunications, water and cable industries in New York State. This new process, known as QRS – the Quick Resolution System, is intended to provide enhanced service to consumers. As reported last month, this procedure allows utility and energy service providers one opportunity to resolve an issue directly with their customer prior to the OCS classifying the case as a complaint. Service providers are required to contact consumers to discuss their concerns, seek resolution of the issue and then provide expedited feedback to OCS reporting the outcome of the contact.

The initial results of this new process indicate QRS is a success in meeting its objective. The complaint statistics continue to reflect a reduction in the number of complaints that are recorded against service providers. Pages seven to ten of the report details the number of QRS contacts received during this reporting period. This portion of the report may be compared with data from pages eleven and twelve, which shows the number of cases not able to be resolved in QRS which eventually became charged complaints.

We are continuing to gather information with regard to QRS and as statistics and data evolve, our staff will be making improvements to this report. Our continued goal is to make it highly informative and useful in evaluating consumer service offered by service providers. In the interim, if you have any questions, please feel free to contact John Wicka at e-mail address: john_wicka@dps.state.ny.us.

Sincerely,

Catherine W. Black
Director
Office of Consumer Services
Catherine_black@dps.state.ny.us



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July 2002

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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
July 2002

Utility	Jun-02		Jul-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Jul-02
	Rate*	No.	Rate*	No.	12 mos ending Jul-01	12 mos ending Jul-02	% Change	Year-to-date 2001	Year-to-date 2002	% Change	
Central Hudson	0.0	0	0.4	1	57	57	0.0	32	28	-12.5	1.7
Con Edison	1.0	36	0.5	17	1939	1350	-30.4	1159	733	-36.8	3.1
KeySpan of L.I.	0.8	4	0.4	2	105	82	-21.9	81	50	-38.3	1.3
NYSEG	0.4	4	0.0	0	94	119	26.6	56	67	19.6	1.1
Niagara Mohawk	0.5	8	0.2	4	708	438	-38.1	348	222	-36.2	2.2
Orange & Rockland	1.0	2	1.0	2	142	120	-15.5	81	55	-32.1	4.8
RG & E	0.3	1	0.3	1	158	136	-13.9	76	77	1.3	2.9
KeySpan of NY	0.7	8	0.4	5	408	306	-25.0	288	161	-44.1	2.2
National Fuel Gas	1.7	9	0.4	2	251	252	0.4	150	118	-21.3	4.1
Other Energy Utilities	N/A	7	N/A	34	53	85	60.4	105	81	-22.9	N/A
ESCO's**	N/A	95	N/A	119	1047	2074	98.1	598	1490	149.2	N/A
Verizon	0.2	16	0.4	30	5809	2889	-50.3	2905	1518	-47.7	3.0
Citizens Telcom	0.0	0	0.0	0	95	48	-49.5	65	25	-61.5	1.3
Frontier of NY	0.0	0	0.0	0	18	13	-27.8	15	1	-93.3	1.3
Alltel	0.0	0	0.0	0	17	18	5.9	8	11	37.5	1.8
Frontier Tel of Roch.	0.6	3	0.2	1	137	122	-10.9	58	68	17.2	2.0
Other LEC's	N/A	73	N/A	49	7363	5121	-30.4	4461	2644	-40.7	N/A
DSL Providers	N/A	1	N/A	0	570	186	-67.4	359	81	-77.4	N/A
Pre-paid Calling Cards	N/A	0	N/A	1	14	5	-64.3	14	4	-71.4	N/A
LD Resellers	N/A	4	N/A	4	1233	822	-33.3	666	436	-34.5	N/A
COCOT Vendors	N/A	9	N/A	4	42	107	154.8	33	70	112.1	N/A
Adelphia	N/A	0	N/A	1	174	164	-5.7	101	96	-5.0	N/A
Cablevision Systems	N/A	4	N/A	2	528	520	-1.5	290	237	-18.3	N/A
Time-Warner	N/A	4	N/A	6	628	703	11.9	358	300	-16.2	N/A
Other Cable Cos.	N/A	0	N/A	1	113	72	-36.3	62	79	27.4	N/A
Long Island Water	1.4	1	2.7	2	53	140	164.2	31	54	74.2	15.8
UW - New Rochelle	3.3	1	0.0	0	16	17	6.3	7	8	14.3	4.7
New York Water	0.0	0	0.0	0	7	6	-14.3	4	4	0.0	1.1
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	3.0	2	34	32	-5.9	18	19	5.6	4.0
Other Water Utilities	N/A	0	N/A	4	28	36	28.6	18	25	38.9	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

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS
New York Energy Utilities
July 2002

Utility	July 2002 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	1	0	0%	57	9	16%	1.7	0.3
Con Edison	17	1	6%	1350	278	21%	3.1	0.6
KeySpan - LI	2	0	0%	82	10	12%	1.3	0.2
NYSEG	0	0	0%	119	27	23%	1.1	0.2
Niagara Mohawk	4	1	25%	438	148	34%	2.2	0.7
Orange & Rockland	2	0	0%	120	44	37%	4.8	1.6
RG & E	1	1	100%	136	88	65%	2.9	1.9
KeySpan - NY	5	0	0%	306	85	28%	2.2	0.6
National Fuel Gas	2	2	100%	252	108	43%	4.1	1.7

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

July 2002

Informal Hearings

As of August 1, 2002 there were 100 cases in the informal hearing unit including 24 cases in pre-hearing. During July five complaints were resolved with pre-hearing mediation. Ten informal hearings were scheduled, nine informal hearings were held, and one informal hearing was postponed. A total of eight informal hearing cases were closed during the month. A synopsis of some of two informal decisions appears below:

The customer disputed the results of a shared meter investigation because the utility had concluded the shared usage was minimal. The hearing officer upheld the company's findings but directed the utility to credit the customer for the minimal usage and bill the landlord accordingly.

In another complaint the consultant was seeking to have the accounts in question billed on a special economic development rate for service to buildings for which renovations were completed in February 2001, shortly before the April 1, 2001 effective date of the tariff in question. The utility argued that the tariff is not retroactive. The tariff language made the rate available to newly constructed or renovated premises. The hearing officer concluded the utility's argument was flawed because the concept of "newly" can concern a time just before the present, making the accounts eligible for the rate. The appropriate adjustments to the accounts were directed by the hearing officer.

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 261 shared meter complaints pending. Twenty-two (22) new complaints were received in July and eighteen (18) cases were closed. Brief descriptions of **some** of the closed cases are outlined below.

The designee reduced the twelve-month charge in fourteen (14) of the cases reviewed. In nine of those cases the charge was reduced to the minimum of 25% and in five cases the charge was reduced between 32% to 50%. The twelve-month charge was cancelled in two cases because staff found that the shared meter condition was due to theft by a third party. The charge was also cancelled in one case because the owner provided proof that a legal impediment existed and in one case the charge was cancelled because the shared usage was minimal.

Appeals and Rehearings

At its July 24, 2002 session, the Commission approved OCS's recommended determinations of two appeals and one rehearing petition. One appeal determination reverses the informal decision and directs National Fuel to relocate a residential customer's gas meter. The other appeal determination slightly increases a credit adjustment relating to Niagara Mohawk's delayed billing of a residential electric customer. The rehearing determination, responding to cross petitions by a landlord and a tenant, modifies the Commission's designee's decision in a shared meter case involving Con Edison electric service.

Two appeals were accepted for review during July. One appeal is by a nonresidential Verizon customer. The other is by a residential KeySpan gas customer. In addition, two rehearing petitions were received during July: one from Con Edison seeks rehearing of an appeal determination requiring rebilling at a seasonal gas rate, and one from a residential customer seeks rehearing of an appeal determination upholding Central Hudson's gas billing.

**No. of QRS Cases Received Against Service Providers
Between 7/1/2002 and 7/31/2002**

<u>Service</u>	<u>Utility</u>	<u>QRS Cases</u>
Cable	Adelphia - Adirondack	3
	Adelphia - Buffalo	10
	Adelphia Cable - Auburn	2
	Adelphia Cable - Gateway	1
	Adelphia Cable - Utica	13
	Adelphia Cable-International	1
	Adelphia Cable-Niagara	1
	Adelphia Cable-Resort	1
	Cablevision of Brookhaven	1
	Cablevision of Dutchess County	2
	Cablevision of Hauppauge (V-CABLE)	4
	Cablevision of Long Island	21
	Cablevision of New York City	22
	Cablevision of Southern Westchester	8
	Cablevision of Westchester	7
	Cablevision-Ramapo	2
	Cablevision-Warwick	2
	Charter Comm. - Plattsburgh	1
	Charter Communications	1
	El-Mar Communication Co.	1
	Haeefe TV	1
	MediaOne - Rockland	1
	MediaOne - Westchester	5
	RCN of Southeast New York, Inc.	17
	Selectavision of Cazenovia, Inc.	1
	Time Warner - Adelphia - Syracuse	1
	Time Warner - Albany	4
	Time Warner - Amsterdam	3
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	10
	Time Warner - Glens Falls	2
	Time Warner - Jamestown	1
	Time Warner - Kingston	1
	Time Warner - Manhattan	33
	Time Warner - Mt. Vernon	6
	Time Warner - Newburgh	4
	Time Warner - Oneonta	1
	Time Warner - Orange County	5
	Time Warner - Potsdam	1
	Time Warner - Poughkeepsie	3
	Time Warner - Queens	18
	Time Warner - Rensselaer	1
	Time Warner - Rochester	4
	Time Warner - Saratoga	1
	Time Warner - Schenectady	4
	Time Warner - Staten Island	3
	Time Warner - Sullivan County	4
	Time Warner - Syracuse	2
	Time Warner - Troy	3
	Time Warner Cable - Hornell	1
Total of QRS Cable Cases		<hr/> 246

DSL	ACSI Local Switched Services, Inc. d/b/a	1
	Broadview Networks	1
	Tel-Save, Inc. (Talk.com)	2
	Verizon Advanced Data, Inc.	20
Total of DSL QRS Cases		<u>24</u>

Electric	Agway Energy Services, Inc.	1
	Central Hudson Electric & Gas	11
	Con Edison	269
	Con Edison Solutions	3
	Econnergy	5
	Energetix, Inc.	2
	Freeport Electric	1
	Jamestown Board of Public Utilities	1
	New York State Electric & Gas	42
	Niagara Mohawk Power Corp	189
	NYSEG Solutions	1
	Orange & Rockland	21
	Rochester Gas + Electric	55
	SmartEnergy, Inc.	41
Total Energy, Inc.	7	
Total Electric QRS Cases		<u>649</u>

Gas	Agway Energy Services, Inc.	1
	Central Hudson Electric & Gas	1
	Con Edison	20
	Corning Natural Gas	1
	Econnergy	2
	Keyspan Energy Services, Inc.	23
	KeySpan of Long Island	9
	KeySpan of New York	44
	National Fuel Gas Distribution	62
	National Fuel Resources	5
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	12
	Orange & Rockland	6
	Rochester Gas + Electric	4
SmartEnergy, Inc.	1	
St Lawrence Gas	1	
Total Energy, Inc.	12	
Total Gas QRS Cases		<u>205</u>

Other	Public Service Commission	1
Total Other QRS Cases		<u>1</u>

Steam	Con Edison	1
Total Steam QRS Cases		<u>1</u>

Telephone	ACN Communication Services, Inc.	2
	ACSI Local Switched Services, Inc. d/b/a	5
	ADVAMTEL, LLC dba Plan B Communications	1
	Alligiance Telecom of New York, Inc.	7

AllTel Of New York	5
America's Tele-Network Corp.	1
American Communications Network, Inc.	1
American Long Lines	1
AMF Telecommunications	1
AT&T Communications of New York, Inc.	311
ATI Telecom, Inc.	1
BridgeCom International, Ltd.	2
Broadview Networks	33
Broadwing Communications Services Inc.	1
Cablevision Lightpath, Inc.	1
Capsule Communications, Inc.	1
Choice Communications, LLC	1
Choice One Communications of New York In	12
Citizens Telecom	21
Communicate Technological Systems, L.L.C	5
Communique Telecommunications, Inc. d/b/	1
Cordia Communications Corp	1
Covista of New York, Inc.	1
CTC Communications Corp.	1
eLink Telecommunications, Inc.	1
Empire One Telecommunications, Inc.	4
Essex Communications, Inc. d/b/a/ Elec C	5
Evercom	2
Everest Broadband Networks of New York,	2
Frontier Comm of NY/fka Highland Tel	5
Frontier Comm of Seneca-Gorham, Inc.	1
Frontier Communications of Rochester, Inc	6
Frontier Local Services, Inc.	1
Frontier Telephone of Rochester, Inc.	32
Global Crossing Telecommunications, Inc.	3
Intellicall Operator Services Inc.	4
International Discount Telecommunication	12
LCI International Telecom Corp.	2
MAIN STREET TELEPHONE COMPANY	1
MCIWorldCom	255
Metro Teleconnect, Inc.	1
Metropolitan Telecommunications dba MetT	9
Middleburgh Telephone	1
Network Plus, Inc.	10
New York Pay Telephone Company	1
NextGen Telephone, Inc.	1
Norstar Communications, Inc. d/b/a Busin	6
NOS Communications Inc.	4
NOW Communications, Inc.	1
Optical Telephone Corporation	3
Opticom Corporation	1
Pacific Gateway Exchange	1
PaeTec Communications, Inc.	1
QWest Communications Corporation	7
RCN Telecom Services of New York, Inc.	2
Resdntl Comms. Netwrk of NY dba RCN	4
RSL Com U.S.A. Inc.	2
Sprint Communications Company L.P.	59
Taconic Telephone	2
Tel-Save, Inc. (Talk.com)	6
Telecom USA	1

Teleport Communications	1
Teletech Inc.	1
Time Warner - Rochester	1
Total Call International, Inc.	1
Township Tel	1
Tri-Tel Communications, Inc.	1
Tristate Bell Inc.	1
UKI Communications, Inc.	3
United Systems Access Telecom, Inc.	5
United Telecom, LLC	1
VarTec Telecom, Inc.	3
Verizon Communications (LD)	6
Verizon Communications (LEC)	552
Verizon Corp. (payphones)	5
Winstar Gateway Network, Inc.	1
XO New York, Inc.	2
ZTel Communications, Inc.	23
Total Telephone QRS Cases	<u>1484</u>

Water		
	Forest Park Water Company	1
	Hopewell Service Corp.	1
	Hunter Water Supply Corp.	1
	Long Island Water Corp.	9
	Mountain Lodge Park	3
	Scott Acres (Three Bs Inc)	1
	Sea Cliff Water Co.	1
	Smallwood Water Corp.	2
	United Water-New Rochelle	3
	United Water-New York	2
Total Water QRS Cases		<u>24</u>

Total of All QRS Cases for All Services 2632

**No. of Complaints Received Against Service Providers
Between 7/1/2002 and 7/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Buffalo	1
	Cablevision of Long Island	1
	Cablevision of New York City	1
	Haefele TV	1
	Time Warner - Jamestown	1
	Time Warner - Manhattan	2
	Time Warner - Poughkeepsie	1
	Time Warner - Sullivan County	1
	Time Warner - Syracuse	1
Total Cable Complaints	<hr/>	10
Electric	Bath	1
	Central Hudson Electric & Gas	1
	Con Edison	16
	Con Edison Solutions	1
	Jamestown Board of Public Utilities	1
	Niagara Mohawk Power Corp	4
	Orange & Rockland	2
	Rochester Gas + Electric	1
Total Electric Complaints	<hr/>	27
Gas	Con Edison	1
	Econergy	1
	Keyspan Energy Services, Inc.	3
	KeySpan of Long Island	2
	KeySpan of New York	5
	National Fuel Gas Distribution	2
	Total Energy, Inc.	2
Total Gas Complaints	<hr/>	16
Prepaid	International Discount Telecommunication	1
Total Prepaid Complaints	<hr/>	1
Telephone	AT&T Communications of New York, Inc.	30
	BridgeCom International, Ltd.	1
	Broadview Networks	3
	Choice One Communications of New York In	1
	Covista of New York, Inc.	1
	ETS Payphones	1
	Frontier Telephone of Rochester, Inc.	1
	Intellicall Operator Services Inc.	1
	LCI International Telecom Corp.	1
	MCIWorldCom	14
	Metropolitan Telecommunications dba MetT	2
	Network Plus, Inc.	1
	NOW Communications, Inc.	2
	Optical Telephone Corporation	1
	PaeTec Communications, Inc.	2
Resdntl Comms. Netwrk of NY dba RCN	2	

	Sprint Communications Company L.P.	2
	Tel-Save, Inc. (Talk.com)	2
	Teletech Inc.	1
	Time Warner AxS of Rochester L.P.	1
	Verizon Communications (LD)	1
	Verizon Communications (LEC)	30
	Verizon Corp. (payphones)	2
	Warwick Valley Telephone	1
	ZTel Communications, Inc.	1
	<hr/>	<hr/>
Total Telephone Complaints		105

Water	Forest Park Water Company	2
	Knolls Water Co.	1
	Long Island Water Corp.	2
	Smallwood Water Corp.	1
	United Water-New York	2
	<hr/>	<hr/>
Total Water Complaints		8

Total of all Complaints Received for all Services **194**

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *																		
	FULL NAME	1999	2000	2001	2002	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01
6902	1 Com Inc.		3	4														
5049	ACC Buffalo Telecom Corp		1	1											1			
5305	ACC Long Distance Corporation	1		3														1
6184	ACC National Long Distance Corp			1														
5757	ACC National Telecom Corp.			1										1				
5069	ACC Rochester Telecom Corp.		1															
6250	Access Point Inc			1													1	
6159	Accutel Communications Inc.	4																
6849	ACN Communication Services Inc			4										1				
6984	Adelphia Business Solutions			1											1			
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	27	14	1				1				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		4	2			3
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											1			
5689	Ameri-Tel Communications Inc.	1																
6513	AmeriVision Communications Inc.	3																
5805	AT&T Communications of New Yor	70	348	452	183	2		39	46	32	22	42	36	28	33	35	32	35
5369	Atlas Communications Ltd.	1			1						1		1					
6459	Big Planet Inc.			1													1	
6140	BridgeCom International LTD			5	2			1	1					1		1		1
5771	Brittan Communications International C	23	1															
6886	Broadview Networks	63	72	58	23		1	7	2	4	3	6	5	13	4	2	3	5
6838	Broadwing Communcations			1											1			
6869	Broadwing Telecommunications Inc			2											1			1
6111	Business Discount Plan Inc.	6	1	1	1				1									
5776	Business Options Inc.	1	3	1	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			1		
5949	Cablevision Lightpath Inc.		2		1							1						
6986	Capsule Communications Inc			2	1			1							1			
6399	CBS Corporation dba Westinghouse	1																
6646	Choice One Communitcations of NY				2							2	2					
5A17	Citizens Telecom			2									1					
5693	Coast International Inc.		1															
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		2									1				1	
6143	Commonwealth Telecom	1	3															
5C65	Communicate Technological Systems				27			6	8	4	6	3	8	4				
6593	Communication Express	2																
6372	Communications Billing Inc.	2		1	1					1			1					
5986	Community Network Services Inc			1	1			1							1			
6927	COMTECH 21, LLC			1					1									
6188	Connectamerica, Inc			1				1										
6810	Conversent Communications of NY			2												1	1	
6245	Core-Comm New York Inc.	2																
5B87	Covista of New York Inc			5	2					1		1		3	2			

* Complaints reported for the current month are based on the initial reports received from customers. After cases are analyzed numbers are adjusted downward, if the carrier change was found to have been properly authorized.

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01
6260	CTC Communications Corp.		1	1														
5559	CTN Telephone Network, Inc.			1														
6536	CTSI, Inc				1					1								
6651	Direct America Marketers			1	2					2			1					
5997	Eclipse Telecommunications Inc				1			1										
6672	Econo-o-Call Inc.		6	6												2	1	1
5215	Econophone Inc.	2	2		1			1										
6112	ELDS, Inc				2					2								
5137	Empire One Telecommunications			2	2							2						1
5982	Equal Net Communications Inc.		1															
5198	EqualNet Corporation	1	1															
6659	erbia Network Inc.		1															
6748	Essential.com Inc.		14	3													1	
6912	Essex Communications DBA Elec		10	20	4				1	1	1	1	2	3	2		1	1
6369	Essex Communications Inc			1	1					1								
5382	Excel Telecommunications Inc.	10	6	12	4		1				2	1	1		1		2	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											1			
5176	Frontier Communications of Rochester				1			1										
5401	Frontier Communs. 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							1			
5573	Genesis Communications International			2	2			1		1							2	
6826	Global Crossing Telecommunications			5	4			1	2	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									1	
5345	Inet Interactive Network System Inc.			1											1			
6156	Inmark Inc. dba Preferred Billing	10	4	1														
6095	Integrated Teleservices Inc.		1															
5624	Intellicall Operator Services Inc.	1		6	11			1	3	3	1	3	3	2				
5408	IntelliCom Solutions Inc																	
6440	International Communication Services Inc				1				1									
5114	International Discount Telecommunications			4	3				1	1	1				2	2		
5409	International Exchnage Networks Ltd		2															
6125	International Telecommunications Corp.	4																
5241	Island Marketing d/b/a Interglobe			1										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	11			4	1	1	2	3	1	1	3		2	
5268	LDC Telecommunications Inc.	2																
5909	LDM Systems Inc.	1																
5339	LEAST COST ROUTING			4	5					3	1	1	2		2			
5854	Least Cost Routing Inc. dba Long Dist	4			1			1										
5036	Lightyear Communications Inc	1	1	4	1			1							1			
6690	Long Distance Consolidated Billing Co				1			1										
5904	Long Distance Direct, Inc				1					1								
5A09	Long Distance of Michigan			2											1			
5749	Long Distance Services of N.Y.	1		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											1			

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01
5820	MCI WorldCom	199	276	257	58		1	15	14	9	12	7	6	16	8	18	20	13
5736	MCI/metro Access Transmission Svcs		1															
6208	Mercury Marketing Co Ltd			1	1						1							1
6423	Metro Telecomm. dba METTel	48	22	59	5			1	1	2		1	2	6	6	7	4	3
5435	Metromedia Long Distance Inc.			2	4			1	1	1		1		1		1		
5416	Minimum Rate Pricing	15	1															
5777	National Accounts Inc.			3	4			1	2		1		1	1			1	
6110	National Telephone & Communications	1																
6441	Nations Tel Inc.	1																
5244	NeTel Inc.	1																
6054	NET-TEL Corp.		1	1	1						1					1		
5385	Network Enhanced Technologies Inc.		1															
5826	Network Plus Inc.	2	38	32	5				3	1		1		4	3	2	1	3
5419	New Century Telecom Inc.	1																
6907	NextGen Telephone			5	19				1	7	5	6	2	3				
6928	Norstar Communications			4	2				2					3		1		
6367	North American Telecommunications Corp	1	1	2														
5832	North American Telephone Network LLC		1	1														1
5458	NOS Communications Inc.	3		4	2				1	1			1		1			
6177	OLS Inc.	1		3									2			1		
5A98	One Step Billing Inc.	2																
5819	OneStar Long Distance Inc.			1														1
5834	Ontera Broadband			2											2			
6768	OpenTel Communications Inc.				1				1									
6769	Opex Commcations, Inc.				3					1	1	1						
5C61	Optical Telephone Corp			11	36	1		7	8	7	5	8	7	3	1			
5639	Opticom Corp				1				1									
5763	Phone Calls Inc.	1																
5193	Phone One Inc.		1															
5263	PNG Telecommunications Inc			4	1			1								2		1
5159	PowerNet Communications			1														
5476	Primetel Communications				1						1							
5245	Primus Telecommunications Inc.	4		2	2			2							1			1
6794	Promise Vision Technology			1										1				
6151	Protel Advantage d/ba/ Long Distance	1																
5463	Protel Inc.	14	4															
6324	PT-1 Communications Inc.		2	2												1	1	
5797	QAI Inc d/b/a Long Distance B	4	2															
5468	Qwest Communications Corporati	21	13	28	10			2	2	3	1	2	1	6	1	2	1	1
6316	RCN Long Distance Company		1															
5A13	RCN Telecom Services of NY Inc.	5	2	1	1					1							1	
5558	Residential Communications Network of	2	2	5	1				1					1				
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										1				
5D57	Silverleaf Communications Inc				1				1									
5748	Sprint Communications Company	59	35	159	104		2	21	30	16	13	22	23	17	18	17	22	7
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		1					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																1	
5845	Teleport Communications	3	5															
6469	Telergy Network Services Inc.																	
6345	Teligent Inc				1							1						

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01
5C24	Telis Communicaitons Group Inc			1											1			
6088	Tel-Save Inc dba The Phone Company	17	148	430	40	1		6	7	7	7	12	14	27	13	35	26	39
5B23	TelUno, Inc				6				2	1	1	2						
6654	The Free Netwok LLC			2											1	1		
5939	The Furst Group Inc.		1															
5499	TI Nat Telecom dba TI World Te	1																
5515	Total - Tel USA Inc.			1												1		
5271	Touch 1 Communications Inc.	2																
6093	Touch 1 Long Distance Inc.	1																
5A72	Tri-Tel Communications Inc.		3	4	1				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	10	2	2		
5C87	United Systems Access Telecom Inc			2	1			1							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										2		1		
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	5	1	2	2	1
6830	Verizon Advanced Data			1														
6781	Verizon Communications		3	8	5			1	1	1	2				1	2		1
6073	Vista Group International Inc.	8																
6788	Webnet Communications			9	3				1	1		1	1	1	3	2		1
5867	Wiltel Inc.	1		1	2						1	1			1			
5303	Winstar Gateway Network Inc.	1																
5770	Working Assets Funding Service	1		1													1	
5319	World Com Inc dba LDDS World		1	2	2					1	1			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	5	1		2	8
	Complaints Assigned by CPCN	966	1317	1973	697	4	6	141	159	134	113	144	141	176	133	145	135	133
	Unassigned Complaints	2	5	6	6				3	1		2		1				1
	Total	968	1322	1979	703	4	6	141	162	135	113	146	141	177	133	145	135	134

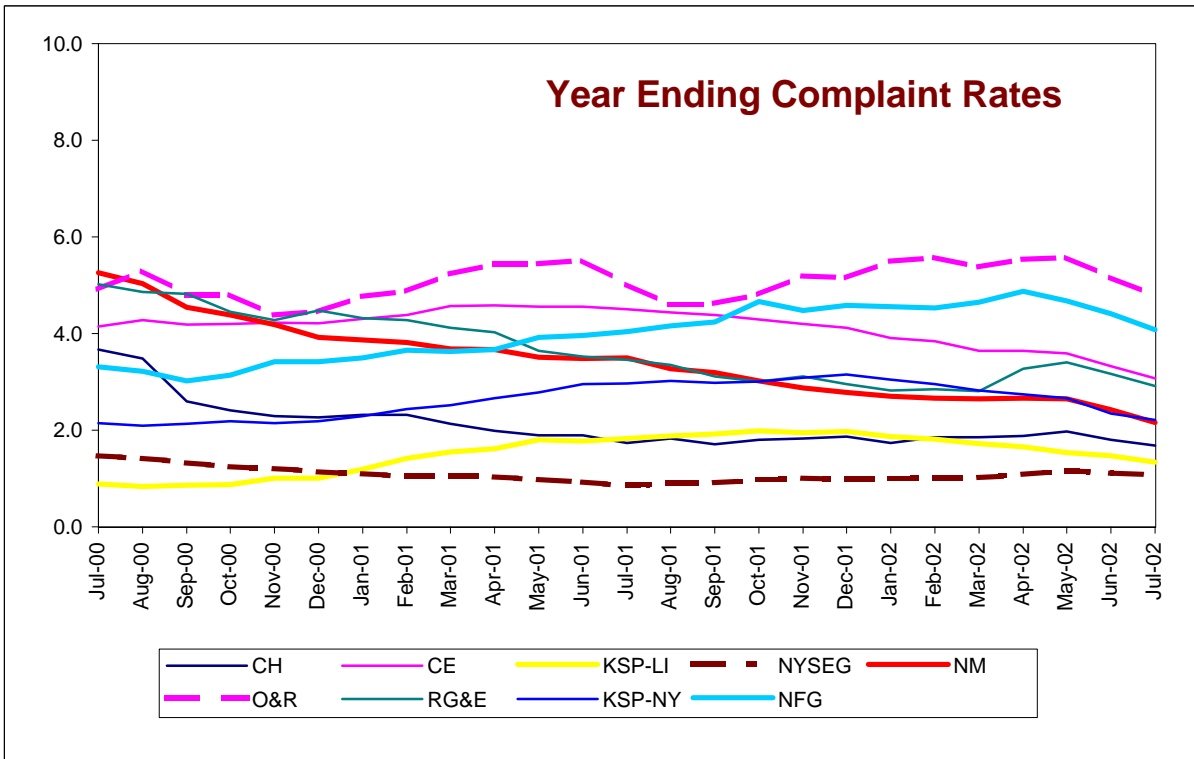
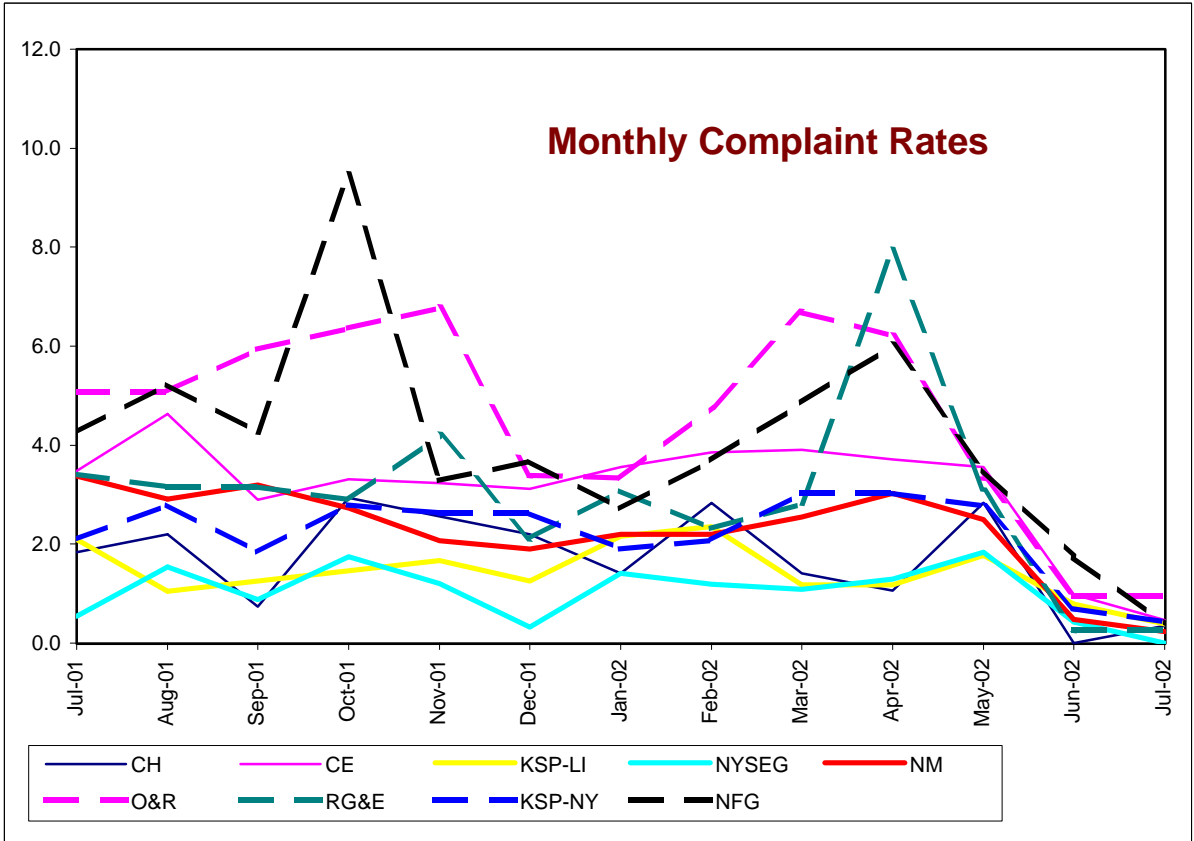
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**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

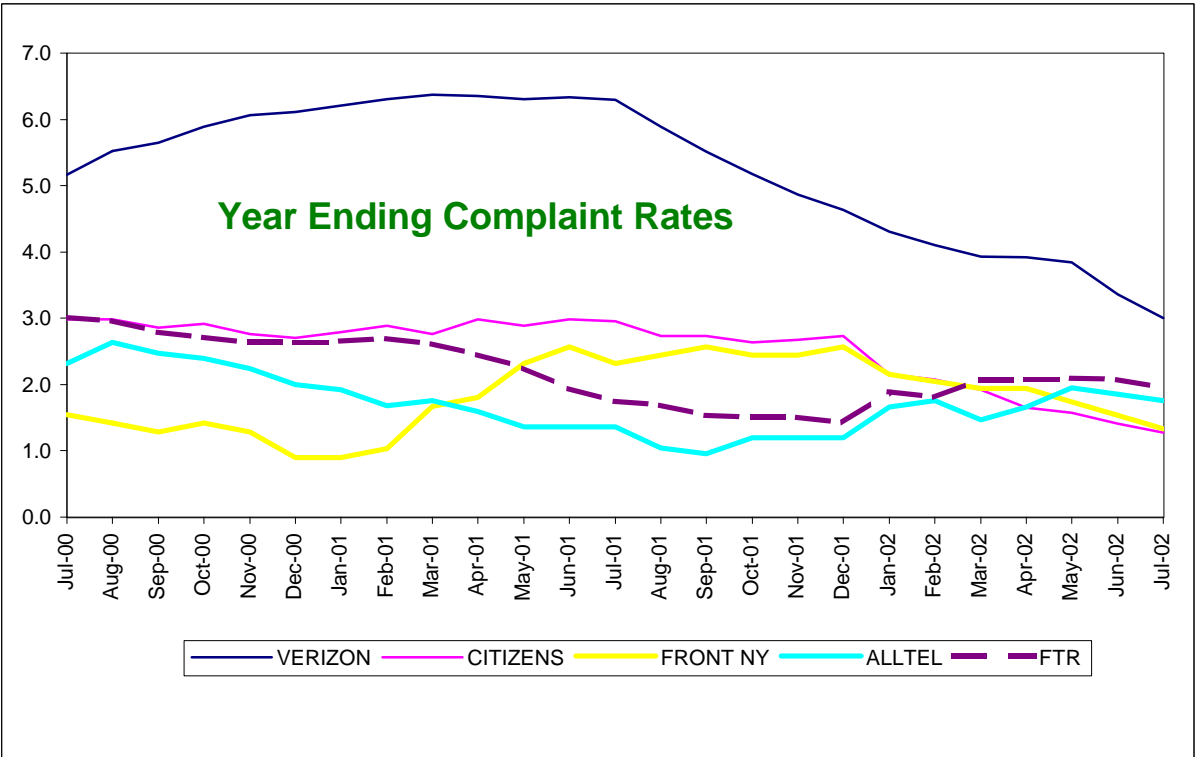
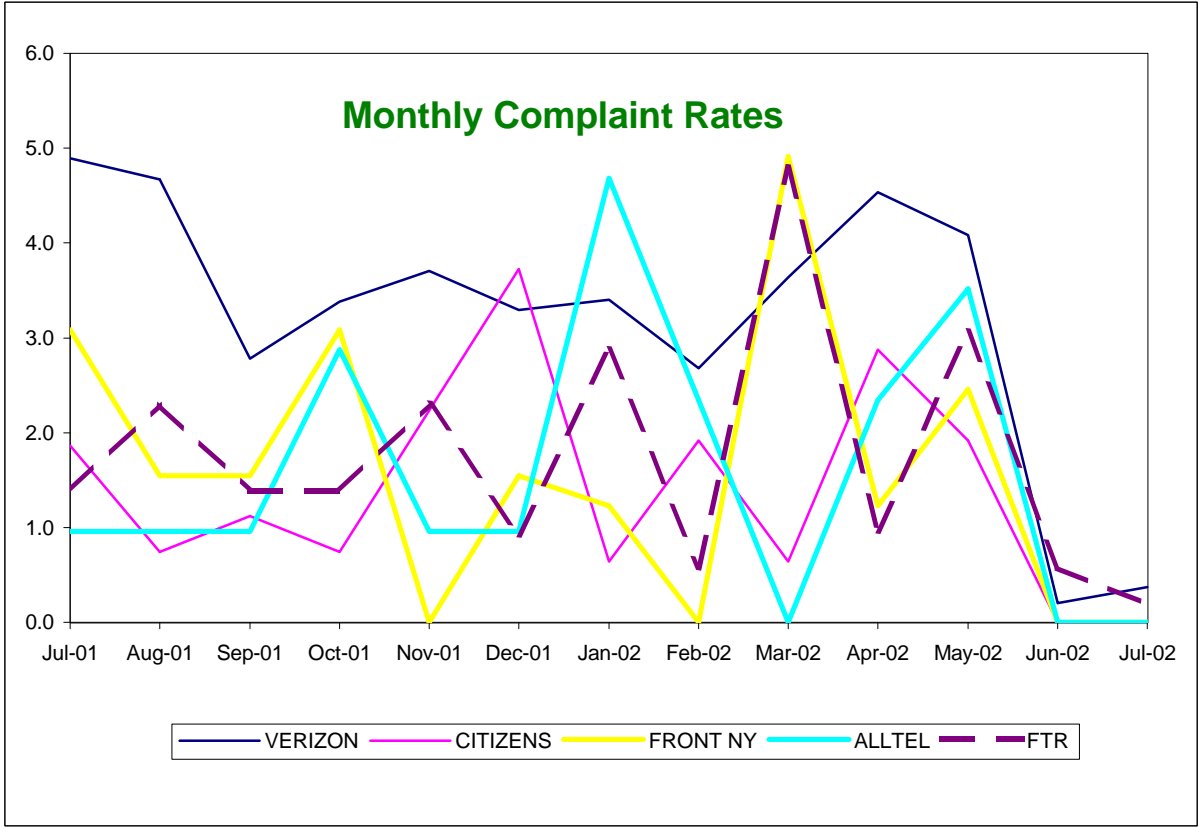
CODE	FULL NAME	2000	2001	2002	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep - 01	Aug - 01	Jul-01
D108	1st Rochdale Coop Group		2	1		1						2					
D105	ACN Energy, Inc.	18	3	1					1				1				1
D078	Advantage Energy Inc.	2	0	3		1				1	1						
D084	AES Energy	2	1	0													1
D001	Agway Energy Services Inc.	13	17	11	3	1			3	2	2	1	1	1			2
D036	All Energy Marketing Co.		2	1							1				1		
D002	Amerada Hess		7	0											2		
D113	Brown Fuel, Inc		1	0								1					
D005	Castle Power Corporatoin		1	2			1			1							1
D086	Con Edison Solutions	81	4	31	4	2	5	5	10	3	2						
D046	Econnergy	198	158	82	9	11	11	11	21	7	12	9	15	20	21	9	11
D047	Empire Natural Gas Corp		2	0												2	
D087	Energetix, Inc.	16	148	9	2	2			2	2	1	2	2	5	5	2	4
D054	Enron Energy Services		5	8			1	1	5		1			3	1		
D023	Federal Electric & Gas Co.	40	89	0								1	7	6	3		5
D104	Great Eastern Energy	14	3	2				1		1			1				
D013	Interstate Energy Resources Inc.	11	11	1		1											
D015	Keyspan Energy Services, Inc.	84	97	83	26	9	16	5	5	14	8	6	8	4	9	4	7
D060	Main-Care Energy		1	0										1			
D107	Metro Energy Group		1	0									1				
D098	Metromedia Energy	13	6	1		1							1	1			
D018	Mirabito Fuel Group Inc.		1	3			1		2								
D020	Mitchell-Supreme Energy		6	1			1										
D021	National Fuel Resources, Inc.		10	66	5	6	4	5	21	15	10				1	1	2
D023	New York Gas Co, Inc.			4						1	3						
D024	North American Energy	8	19	13		1	1	2	4	3	2		4	1	2		1
D026	North Atlantic Utilities Inc.		1	0													
D103	NYSEG Solutions	15	10	2	2							1		2		2	1
D067	PG&E Energy Trading		1	0													
D114	PRO-ENERGY RESOURCES			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	1					
D112	Smart Energy Services		439	1066	45	45	89	144	220	217	306	165	121	47	10	18	11
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	77	21	13	16	9	9	3	6	7	7	10	9	8	11
D052	TXU Energy			2					2								
D888	Unassigned Customer Contacts	15	26	15	2		10			1	2				8		
	Total	693	1231	1490	119	94	157	184	305	271	360	196	169	101	72	46	58

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 ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

