

Monthly Report on Consumer Services



September 2006

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Monthly Report on Consumer Complaint Activity

September 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.

Customer Service Response Index

Quick Reference Guide

In order to measure the effectiveness of each service provider's performance concerning issues brought to our attention by their customers the Office of Consumer Services has developed a Customer Service Response Index (CSRI). This index is reported on a monthly basis to compare the level of service and responsiveness delivered by each service provider under the Commission's jurisdiction. The CSRI is determined by measuring the following four metrics:

The Consumer Satisfaction Metric (CSM); a ratio of the number of complaints to the number of QRS cases in the reporting month. All customer contacts begin as QRS cases. A complaint is recorded as a result of the customer being dissatisfied with the service provider's resolution of a case which was handled as a QRS case. A CSM score of 5 points are awarded when a service provider receives no complaints during the reporting month. There is no score awarded if a service provider satisfies less than 50% of the customers that the PSC refers to them.

The QRS Response Time Metric (QRM); the average number of days it took the service provider to respond to QRS cases closed in the reporting month. A QRM score of 2 points is awarded when a provider's average response time for QRS cases is 14 days or less. The response time on each case is calculated by subtracting the response date from the date the case was opened. The average response time for each service provider is calculated by adding all the response times for QRS cases closed in the reporting month and dividing by the number of QRS cases closed that month. No points are earned if the average response time for QRS cases is more than 28 days (twice the acceptable reply standard).

The SRS Response Time Metric (SRM); the average number of days it took to respond to SRS cases closed in the reporting month. An SRM score of 2 points is awarded when a service provider's average response time for SRS cases is 10 days or less. The response time on each case is calculated by subtracting the SRS response date from the date the SRS case was opened. The SRM average response time for each provider is calculated by adding all the response times for SRS cases closed in the reporting month and dividing by the number of SRS cases closed that month. If the case was in rebuttal status (a request by staff for additional information subsequent to a service providers initial reply), the response time will be calculated by subtracting the response date from the date the case was rebutted by staff. No points are earned if the average response time for SRS cases is more than 25 days (two weeks past due).

The Pending Case Metric (PCM); the average age of all cases awaiting response, determined on the last day of the reporting month. A PCM score of 1 point is awarded when a service providers' average age of cases is 14 days or less. The age of each case is determined by subtracting the last day of the reporting month from the date opened on all cases awaiting a utility response. The PCM average is calculated by adding the age of all pending cases at the months end and dividing by the number of open cases. No points are earned if the average age of cases exceeds 70 days (two months delinquent) and a negative score is applied and if the average age is between 70 and 90 days.

The final CSRI score is the sum of the four metrics. Complete CSRI data is posted for those service providers that average 10 or more QRS cases per month. For all other service providers, the performance in each area is reported monthly less the actual CSRI measure. The volume of activity for these companies would result in significant fluctuations on a month to month basis. These fluctuations may result in the reader reaching an inaccurate conclusion as to a service providers performance.

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

September 2006

Utility	Aug-06		Sep-06		12 Month Compl. Rate* Sep-06
	Rate*	No.	Rate*	No.	
Central Hudson	1.0	3	0.7	2	1.0
Con Edison	2.2	83	2.4	89	2.2
KeySpan of Long Island	0.2	1	0.6	3	0.7
NYSEG	2.2	21	2.4	23	0.9
National Grid	0.9	16	1.0	17	1.0
Orange & Rockland	0.5	1	1.4	3	0.7
RG & E	1.5	6	1.3	5	1.0
KeySpan of New York	1.5	19	1.0	12	1.3
National Fuel Gas	1.0	5	0.6	3	0.9
All other Energy Utilities	N/A	3	N/A	3	N/A
ESCO's	N/A	32	N/A	44	N/A
Verizon	0.5	47	0.6	58	0.4
Citizens Telcom	0.3	1	0.0	0	0.4
Frontier of NY	0.0	0	0.0	0	0.1
Alltel	0.0	0	0.0	0	0.1
Frontier Tel of Rochester	0.2	1	0.4	2	0.4
All VoIP Cos.	N/A	0	N/A	0	N/A
All other LEC's,CLEC's, IXC's	N/A	86	N/A	87	N/A
Adelphia Cable	N/A	2	N/A	0	N/A
Cablevision Systems	N/A	4	N/A	2	N/A
Time-Warner Cable	N/A	19	N/A	12	N/A
All other Cable Cos.	N/A	2	N/A	0	N/A
Long Island Water	0.0	0	0.0	0	1.8
United Water - New Rochelle	3.3	1	0.0	0	3.5
New York Water	0.0	0	9.0	4	2.6
Aquarion Water Co. of New York	0.0	0	0.0	0	0.0
United Water - New York	1.5	1	1.5	1	1.7
All other Water Utilities	N/A	2	N/A	2	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 September 2006

Utility	September 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	11	31%	1.0	0.3
Con Edison	89	16	18%	980	145	15%	2.2	0.3
KeySpan - LI	3	1	33%	45	7	16%	0.7	0.1
NYSEG	23	4	17%	99	13	13%	0.9	0.1
National Grid	17	9	53%	195	47	24%	1.0	0.2
Orange & Rockland	3	0	0%	17	3	18%	0.7	0.1
RG & E	5	3	60%	48	19	40%	1.0	0.4
KeySpan - NY	12	4	33%	195	54	28%	1.3	0.4
National Fuel Gas	3	1	33%	54	16	30%	0.9	0.3

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 September 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>
Broadview Networks	21	1	4.5	8.3	2.0	1.0	2.0	0.0	1.0	9.5
Cablevision of New York City	21	1	4.5	11.5	2.0	10.9	1.9	10.2	1.0	9.4
National Fuel Gas Distributor	55	3	4.5	7.0	2.0	12.1	1.8	5.2	1.0	9.3
IDT Energy, Inc.	54	5	4.1	5.0	2.0	0.0	2.0	19.3	0.9	9.0
Central Hudson Gas & Electric	29	2	4.3	16.7	1.7	0.0	2.0	12.1	1.0	9.0
Cordia Communications Corp	12	1	4.2	4.0	2.0	5.0	2.0	23.4	0.8	9.0
Econergy	11	1	4.1	15.0	1.9	0.0	2.0	5.0	1.0	9.0
U.S. Energy Savings Corp	45	5	3.9	6.4	2.0	6.7	2.0	12.2	1.0	8.9
National Grid, Inc	231	18	4.2	10.3	2.0	14.4	1.6	10.1	1.0	8.8
Verizon Communications (LEI)	600	58	4.0	9.8	2.0	13.8	1.7	16.2	0.9	8.6
Time Warner - New York City	92	12	3.7	13.4	2.0	6.0	2.0	17.9	0.9	8.6
KeySpan of New York	84	12	3.6	2.9	2.0	9.0	2.0	6.8	1.0	8.6
Rochester Gas & Electric Corp	69	5	4.3	5.6	2.0	19.3	1.1	10.9	1.0	8.4
Frontier Telephone of Rochester	19	3	3.4	11.2	2.0	6.5	2.0	10.3	1.0	8.4
Accent Energy Midwest, LLC	84	15	3.2	10.1	2.0	0.1	2.0	7.6	1.0	8.2
New York State Electric & Gas	221	23	4.0	11.8	2.0	19.7	1.1	13.1	1.0	8.1
AT&T (C)	149	31	2.9	6.6	2.0	4.5	2.0	10.9	1.0	7.9
KeySpan of Long Island	13	3	2.7	7.4	2.0	2.2	2.0	4.0	1.0	7.7
MCI	84	20	2.6	9.7	2.0	8.3	2.0	12.8	1.0	7.6
Liberty Power Corp.	28	6	2.9	17.8	1.6	7.0	2.0	10.7	1.0	7.5
Orange & Rockland	25	3	3.8	2.9	2.0	25.1	0.0	4.0	1.0	6.8
Con Edison of New York	530	91	3.3	23.7	1.0	22.0	0.8	22.0	0.8	5.9
IDT America Corp.	26	12	0.4	9.7	2.0	0.4	2.0	5.2	1.0	5.4
Hudson Energy Services, LLC	11	4	1.4	27.1	0.2	0.0	2.0	22.7	0.8	4.4

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ACC Business	1	0		0.0		0.0		2.0		
Acceris Communications, Inc.	1	0		11.0		0.0		0.0		
ACN Communication Service:	3	2		27.4		0.0		16.7		
Adams Cable, Inc.	1	0		1.0		0.0		0.0		
Adelphia Cable - Buffalo	2	0		0.0		0.0		46.0		
Adelphia Cable - Harbor Vue	1	0		0.0		0.0		23.0		
Adelphia Cable - International	0	0		36.0		0.0		0.0		
Adelphia Cable - Niagara	1	0		63.0		0.0		39.5		
Adelphia Cable - Springville	0	0		0.0		0.0		51.0		
Adelphia Cable - Utica	1	0		0.0		0.0		13.0		
Adelphia-Better TV, Inc. Benr	1	0		0.0		0.0		9.0		
Agway Energy Services, LLC	5	2		9.3		0.0		28.0		
Alliance Group Services, Inc.	0	0		0.0		0.0		38.0		
Alphaphone Inc.	4	0		1.0		0.0		23.0		
American Pay Phone, Inc.	0	1		0.0		0.0		90.5		
American Phone Services, Co	0	0		0.0		0.0		69.0		
Americatel Corporation	1	0		0.0		0.0		6.0		
AMF Telecommunications, Inc	0	0		0.0		0.0		45.0		
Aquarion Water Company of C	0	0		0.0		0.0		69.0		
Arbor Hills Waterworks	0	0		0.0		0.0		67.2		
Axces, Inc.	0	0		0.0		0.0		88.0		
Bath Municipal Electric & Gas	0	1		40.0		0.0		0.0		
Birns Telecommunications	0	0		0.0		0.0		51.0		
BridgeCom International, Ltd.	1	1		80.0		4.9		11.0		
Brown's Fuel	2	1		3.0		0.0		0.0		
BullsEye Telecom, Inc.	0	1		16.0		0.0		0.0		
Business Network Long Dista	0	0		0.0		0.0		112.5		
Cablevision - MediaOne - Roc	2	0		9.9		0.0		0.0		
Cablevision - MediaOne - US	1	0		7.2		0.0		0.0		
Cablevision - MediaOne - We	4	0		14.5		0.0		7.0		
Cablevision of Dutchess Cour	4	0		6.8		0.0		2.0		
Cablevision of Hauppauge	2	0		9.0		0.0		0.0		
Cablevision of Long Island	9	0		10.4		11.0		10.0		
Cablevision of Port Chester	1	0		0.3		0.0		0.0		
Cablevision of Rockland	1	1		7.5		24.0		0.0		
Cablevision of Rockland/Ram	1	0		4.4		0.0		0.0		
Cablevision of Southern West	0	0		0.0		0.0		0.0		
Cablevision of Warwick	0	0		8.0		0.0		0.0		
Cablevision of Westchester	2	0		9.9		0.0		12.0		
Charter Communications	0	0		0.0		0.0		57.3		
Choice Communications, LLC	0	0		76.0		0.0		0.0		
Choice One Communications	4	2		13.3		0.0		14.0		
Citizens Communications (ILE	11	0		7.7		0.0		20.5		
City of Jamestown Board of P	3	0		8.3		0.0		3.0		
Cleartel Communications, Inc	0	1		27.0		0.8		205.0		
Comcast Cable of New York -	1	0		0.0		0.0		0.0		
Comcast Cable of New York -	2	0		2.0		0.0		0.0		
Commerce Energy, Inc	0	0		0.0		0.0		46.0		
Communicate Technological S	0	0		0.0		0.0		104.0		
Communications Network Bill	1	0		0.0		0.0		53.8		
Consumer Telcom, Inc.	3	0		15.0		0.0		9.0		
Convergent Communications,	1	0		0.0		0.0		39.0		
Conversent Communications	0	1		24.0		0.0		17.0		
Cooper Square Realty	0	0		0.0		263.0		0.0		
CornerStone Telephone Com	2	0		0.0		0.0		19.0		
Corning Natural Gas Corp.	5	2		11.7		0.0		2.5		
Covista Communications, Inc	1	0		0.0		0.0		7.5		
CTC Communications Corp.	1	0		2.0		0.0		55.0		
Dara Owners Corp.	0	0		0.0		0.0		497.5		
DavelTel, Inc.	0	0		0.0		0.0		65.0		
Direct Energy Services LLC	7	1		19.6		0.0		10.8		
Dutchess Estates	1	0		0.0		0.0		5.0		
Empire Payphones, Inc	0	0		0.0		0.0		60.0		
Energetix, Inc.	2	0		0.0		0.0		2.0		
Energy Service Providers, Inc	1	0		0.0		0.0		2.0		
Eureka Telecom, LLC	0	0		0.0		0.0		155.3		

Customer Service Response Index September 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>
Excel Telecommunications, Ir	3	0		4.0		11.1		4.5		
Fairfield Towers Condominiur	0	0		0.0		0.0		140.2		
FFC Energy	2	0		0.0		0.0		147.7		
Fisher Island Electric	0	0		0.0		0.0		32.0		
Forest Park Water Co. Inc.	0	0		0.0		0.0		51.0		
Frontier Communications of N	3	0		9.4		0.0		0.0		
Frontier Communications of F	0	1		0.0		5.8		0.0		
Frontier Communications of S	1	0		13.0		0.0		0.0		
Frontier Communications of S	3	1		7.4		2.9		3.0		
Frontier Communications of th	1	1		6.0		0.0		5.0		
GE Business Productivity Soli	1	0		0.0		0.0		3.0		
Global Network Comms.	0	0		0.0		0.0		171.5		
Great Eastern Energy	0	0		0.0		0.0		75.0		
Great Expectations LLC	1	0		19.0		0.0		0.0		
Heritage Springs Water Work	0	0		0.0		0.0		68.0		
Infinite Energy, Inc.	1	0		5.7		0.0		0.0		
InfoHighway Solutions	1	1		196.2		0.0		136.8		
Intelecom Solutions, Inc.	0	0		0.0		0.0		26.0		
Interstate Gas Supply of New	1	0		0.0		0.0		5.0		
IP Telesis Inc	0	0		0.0		0.0		41.0		
Keyspan Energy Services, Inc	1	0		0.0		0.0		119.0		
Knolls Water Co.	0	0		0.0		0.0		79.0		
Lake Meadows Water Compa	1	0		0.0		0.0		9.0		
LCI International Telecom Co	1	1		5.0		0.0		0.0		
LDC Telecommunications, Inc	0	0		0.0		0.0		89.0		
Legacy Long Distance Intern	0	0		0.0		0.0		59.5		
Level 3 Communications, LLC	0	0		0.0		0.0		41.0		
Lightyear Network Solutions,	1	0		0.0		0.0		4.0		
Long Distance Consolidated E	1	0		0.0		0.0		2.0		
Long Island American Water	5	0		6.2		0.8		45.0		
Massena Electric Department	1	0		13.0		0.0		0.0		
Metro Energy Group, LLC	0	0		0.0		0.0		114.0		
Metropolitan Telecommunicat	6	1		4.7		0.0		5.0		
MFS Telephone of New York,	0	0		40.1		0.0		0.0		
Mid Hudson Cablevision, Inc.	1	0		21.5		0.0		0.0		
Milestone Communications	1	0		0.0		0.0		4.0		
MX Energy, Inc	3	0		4.0		0.0		24.5		
My Tel Co, Inc.	6	0		2.7		0.0		8.0		
National Fuel Resources	0	0		0.0		0.0		72.0		
Network Billing Systems, LLC	1	0		0.0		0.0		13.0		
New York Water Service	2	4		29.8		0.0		8.5		
Next Gen Telephone Co.	2	1		26.7		0.0		49.4		
NYSEG Solutions, Inc.	1	0		3.0		0.0		0.0		
Ogden Telephone	1	0		0.0		0.0		6.0		
One Touch Communications	1	0		7.0		0.0		0.0		
Optical Telephone Corporatio	0	0		0.0		0.0		44.0		
Optimum Voice	6	0		9.3		0.0		8.8		
Orchard Hill Water Co.	0	0		0.0		132.8		237.3		
PAETEC Communications, In	3	1		6.0		0.0		29.7		
Pepco	0	0		0.0		0.0		39.0		
Phipps House Services, Inc	1	0		0.0		0.0		186.0		
PowerNet Global Communica	0	0		7.0		0.0		54.0		
Primus Telecommunications,	2	0		3.0		0.0		15.0		
Qwest Communications Corp	1	0		0.0		0.0		2.0		
Reconex, Inc. (USTEL/1-800-	3	0		3.0		0.0		72.0		
Resdntl Comms. Netwrk of N'	2	0		14.0		0.0		14.0		
River Road Water District	0	0		0.0		0.0		41.0		
Robison Energy Of Westches	1	0		0.0		0.0		0.0		
Roosevelt Island Associates	0	0		0.0		0.0		198.0		
Saratoga Water Services, Inc	1	1		22.0		0.0		4.0		
Scott Acres	0	0		0.0		0.0		47.0		
Sleepy Hollow Lake Water Cc	0	1		17.0		0.0		0.0		
Spark Energy, L.P.	5	0		13.8		0.0		13.0		
Spectrotel, Inc.	1	1		12.7		0.0		25.0		
Sprint Communications	5	0		11.1		0.0		3.5		
STRATEGIC ENERGY LLC	3	1		14.0		0.0		29.0		

Customer Service Response Index September 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>
Strategic Power Management	0	0		0.0		0.0		48.0		
Stuyvesant Energy, LLC	1	1		4.0		0.2		0.0		
SunRocket, Inc.	1	0		0.0		0.0		19.0		
Supra Telecommunications & Taconic Telephone Corp.	0	0		7.0		0.0		0.0		
Talk America, Inc.	2	0		49.5		0.0		6.5		
TelCove Investment	1	1		16.0		0.0		0.0		
Telecarrier Services, Inc.	1	0		0.0		0.0		0.0		
Telecon Communications Cor	1	1		1.0		0.0		0.0		
TELEDIAS Communications,	0	1		20.0		0.0		0.0		
TELEDIAS Communications,	2	0		0.0		0.0		4.5		
Teleplex Coin Communicator	0	0		0.0		0.0		68.0		
Teletech Inc.	0	0		0.0		0.0		168.0		
Time Warner - Albany Division	9	2		12.0		94.3		33.1		
Time Warner - Binghamton	3	0		13.8		1.1		3.0		
Time Warner - Rochester Division	4	0		6.3		0.0		21.0		
Time Warner - Syracuse Division	3	0		6.5		9.0		0.0		
Time Warner ResCom of New York	6	1		30.3		0.0		35.6		
Total Call International, Inc.	0	1		43.0		0.0		19.0		
Trinsic	7	2		13.7		0.0		7.0		
Tristate Bell Inc	0	1		37.0		0.0		37.0		
Tri-Tel Communications, Inc.	1	2		1.0		0.0		0.0		
U.S. ENERGY PARTNERS II	1	0		0.0		0.0		5.0		
U.S. Gas & Electric, Inc.	1	0		7.0		0.0		3.0		
United American Technology	0	0		0.0		0.0		47.0		
United Communications Systems	0	0		0.0		0.0		60.0		
United Systems Access Telec	1	1		2.0		0.0		37.0		
United Water-New Rochelle	5	0		22.3		0.0		0.0		
United Water-New York	5	1		6.8		0.0		28.5		
Universal Communications, N	0	0		0.0		0.0		38.0		
US Comm Inc.	2	0		0.0		0.0		13.0		
USA Datanet Corporation	0	0		24.0		0.0		0.0		
Utility Resource Solutions, L.F	1	2		26.7		0.0		8.0		
Utility Solutions	0	0		465.0		0.0		0.0		
VarTec Telecom, Inc.	4	1		8.3		12.2		13.0		
Verizon Communications (LD)	4	0		7.8		0.0		52.7		
Verizon Communications (Pa)	2	0		1.2		0.0		11.0		
Village of Frankfort	1	0		1.0		0.0		0.0		
Village of Sherburne Municipa	1	0		0.0		0.0		6.0		
Vonage Communications	0	0		58.0		0.0		0.0		
Windstream	0	0		8.0		0.0		0.0		
Windstream New York	1	0		1.0		0.0		0.0		
World-Link Solutions, Inc	6	1		12.3		0.0		6.0		
XChange Telecom	5	1		10.0		0.0		15.2		
XO Communications, Inc.	7	3		8.0		0.0		6.7		
Zenith Information System, In	0	0		0.0		0.0		65.0		

Informal Hearings, Shared Meter Cases, Appeals and Rehearings September 2006

Informal Hearing Cases

There were 98 cases pending in the Informal Hearing Unit as of October 1, 2006. During September, hearing officers presided at 13 of 14 scheduled informal hearings (one hearing was postponed) and completed nine informal hearing complaints, addressing issues such as the proper date for a customer's initial responsibility for bill payment, the appropriateness of a shared meter determination and the correct classification for service. Another two complaints were resolved through prehearing mediation.

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 September there were 270 shared meter complaints pending (126 SMD & 144 SMU). Forty (40) cases were closed and 41 were opened. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 21 cases and between 26% to 50% in 2 cases. The charges were cancelled in 2 cases (one was due to minimal shared use and the other was because the landlord requested the investigation). In 3 cases, the tenants' appeals of minimal shared use were sustained. In 6 cases, the appeals were denied because they were late. In 1 case, the owner's request for an extension was granted.

Appeals and Rehearings

At its September 20, 2006 session, the Commission approved OCS's recommended determinations of 2 appeals and 1 rehearing petition. The first appeal determination upholds the electric billing of a residential National Grid customer based on the actual readings obtained from complainant's meter and a test of the meter. The second appeal determination upholds the accuracy of the utility's billing of a landlord's residential electric account at the building she owns, but modifies the utility's backbilling (for unmetered service) of the landlord's common areas account for the same building. The rehearing determination upholds a Commission appeal determination sustaining utility backbilling of a residential gas account for unmetered service.

No appeal requests were received or accepted for review during September.

Table of Consumer Complaints filed against ESCO's

FULL NAME	2006	Sep-06	Aug-06	Jul-06	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06
Accent Energy Midwest, LLC	91	15	12	10	12	11	15	9	2	5
ACN Energy, Inc.	0	0	0	0	0	0	0	0	0	0
Agway Energy Services, LLC	7	2	1	0	2	0	0	0	0	2
All American Gas & Energy	0	0	0	0	0	0	0	0	0	0
Brown's Fuel	5	1	0	0	1	0	1	0	1	1
Columbia Utilities, LLC (fka Columbia B	21	0	0	1	0	2	3	4	7	4
Commerce Energy, Inc.	6	0	1	1	0	1	1	2	0	0
Con Edison Solutions	4	0	1	0	1	1	0	0	0	1
Direct Energy Services, LLC	1	1								
Econergy	10	1	0	1	0	1	0	1	3	3
Energetix, Inc.	1	0	0	0	0	0	0	0	1	0
Great Eastern Energy	2	0	0	0	0	1	0	0	0	1
Hudson Energy Services, LLC.	17	4	1	1	0	0	3	1	5	2
IDT Energy, Inc.	49	5	8	1	4	4	4	9	7	7
Infinite Energy, Inc.	10	0	0	0	2	1	2	3	0	2
Keyspan Energy Services, Inc.	0	0	0	0	0	0	0	0	0	0
Liberty Power Corp.	22	6	3	2	1	3	1	1	2	3
Metro Energy Group, LLC	1	0	0	0	1	0	0	0	0	0
Mirabito Fuel Group Inc.	2	0	0	0	0	0	0	2	0	0
MX Energy, Inc. (Total Gas & Electric B	19	0	2	0	1	1	7	2	3	3
National Fuel Resources, Inc.	0	0	0	0	0	0	0	0	0	0
NOCO Energy Corp.	0	0	0	0	0	0	0	0	0	0
NYSEG Solutions, Inc.	1	0	0	0	0	0	0	0	1	0
Strategic Energy, LLC	3	1	0	0	0	0	1	1	0	0
Stuyvesant Energy, LLC	1	1								
U.S. Energy Savings Corp.	26	5	6	2	1	5	4	2	0	1
U.S. Gas & Electric, Inc.	8	0	0	0	1	2	0	3	1	1
Utility Resource Solutions, L.P.	2	2	0	0	0	0	0	0	0	0
Total	309	44	35	19	27	33	42	40	33	36