

Monthly Report on Consumer Complaint Activity



March 2003

William M. Flynn, Chairman

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Office of Consumer Services*

April 22, 2003



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March 2003

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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

March 2003

Utility	Feb-03		Mar-03		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	Compl. Rate*
					Mar-02	Mar-03		Change	2002		
Central Hudson	1.1	3	1.1	3	63	27	-57.1	16	6	-62.5	0.8
Con Edison	1.2	44	1.7	63	1601	626	-60.9	414	160	-61.4	1.4
KeySpan of L.I.	1.0	5	1.0	5	105	44	-58.1	29	13	-55.2	0.7
NYSEG	0.4	4	0.4	4	114	53	-53.5	34	12	-64.7	0.5
Niagara Mohawk	1.0	17	1.4	24	522	185	-64.6	104	54	-48.1	0.9
Orange & Rockland	1.0	2	0.5	1	135	34	-74.8	31	5	-83.9	1.4
RG & E	0.5	2	2.3	9	162	63	-61.1	32	13	-59.4	1.3
KeySpan of NY	0.3	4	0.4	5	391	117	-70.1	81	13	-84.0	0.8
National Fuel Gas	1.2	6	2.1	11	287	86	-70.0	58	19	-67.2	1.4
Other Energy Utilities	N/A	2	N/A	2	95	180	89.5	6	5	-16.7	N/A
ESCO's**	N/A	59	N/A	89	1881	1212	-35.6	936	230	-75.4	N/A
Verizon	1.0	59	1.1	59	3790	1264	-66.6	780	226	-71.0	1.3
Citizens Telcom	0.3	1	0.3	1	72	19	-73.6	10	3	-70.0	0.5
Frontier of NY	2.5	0	0.0	0	19	6	-68.4	5	3	-40.0	0.6
Alltel	0.0	0	0.0	0	15	6	-60.0	6	0	-100.0	0.6
Frontier Tel of Roch.	0.2	2	0.6	2	130	35	-73.1	43	6	-86.0	0.6
Other LEC's	N/A	104	N/A	169	6458	1991	-69.2	1493	352	-76.4	N/A
DSL Providers	N/A	5	N/A	1	346	65	-81.2	45	14	-68.9	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	8	3	-62.5	2	0	-100.0	N/A
LD Resellers	N/A	16	N/A	16	954	262	-72.5	268	43	-84.0	N/A
COCOT Vendors	N/A	1	N/A	0	83	53	-36.1	19	2	-89.5	N/A
Adelphia	N/A	2	N/A	3	159	59	-62.9	51	7	-86.3	N/A
Cablevision Systems	N/A	11	N/A	14	524	177	-66.2	121	36	-70.2	N/A
Time-Warner	N/A	7	N/A	6	721	171	-76.3	170	25	-85.3	N/A
Other Cable Cos.	N/A	3	N/A	3	124	80	-35.5	47	9	-80.9	N/A
Long Island Water	1.4	1	1.4	1	140	27	-80.7	32	3	-90.6	3.1
UW - New Rochelle	0.0	0	0.0	0	16	7	-56.3	3	1	-66.7	1.9
New York Water	0.0	0	0.0	0	7	1	-85.7	3	0	-100.0	0.2
New York American	0.0	0	0.0	0	1	1	0.0	0	0	0.0	0.8
UW - New York	1.5	1	0.0	0	26	14	-46.2	9	2	-77.8	1.7
Other Water Utilities	N/A	0	N/A	0	28	28	0.0	10	3	-70.0	N/A

All complaint rates are based on 2001 customer populations.

* - 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

March 2003

Utility	March 2003 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	3	1	33%	27	1	4%	0.8	0.0
Con Edison	63	16	25%	626	153	24%	1.4	0.4
KeySpan - LI	5	2	40%	44	9	20%	0.7	0.2
NYSEG	4	1	25%	53	13	25%	0.5	0.1
Niagara Mohawk	24	6	25%	185	62	34%	0.9	0.3
Orange & Rockland	1	0	0%	34	16	47%	1.4	0.6
RG & E	9	7	78%	63	38	60%	1.3	0.8
KeySpan - NY	5	1	20%	117	40	34%	0.8	0.3
National Fuel Gas	11	8	73%	86	42	49%	1.4	0.7

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

March 2003

Informal Hearing Cases

As of March 31, 2003 there were eighty-eight cases in the informal hearing unit. During this month five complaints were resolved with pre-hearing mediation, twenty two informal hearings were scheduled, four were postponed, eighteen hearings were held, ten informal hearing cases were closed with written decisions, and six cases were resolved with settlement agreements.

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 March there were 171 shared meter complaints pending. Thirty-two new complaints were received in March and fifty two cases were closed. The designee reduced the twelve-month charge in forty three cases. In thirty-seven of the cases the charge was reduced to the minimum of 25%, between 25% - 50% in five cases and between 51% to 75% in one case and sustained in one. The twelve-month charge was cancelled in four cases for reasons such as minimal use, extraordinary cost, theft of service and the owner requesting the investigation.

Appeals and Rehearings

At its March 18, 2003 session, the Commission approved OCS's recommended determinations of an appeal and a rehearing petition. The appeal determination addresses a residential customer's objections that Niagara Mohawk failed to properly manage its levelized bill payment program. The rehearing determination upholds a recent decision by the Commission concerning a residential customer's Bell Atlantic charges.

Three appeals were accepted during March. One appeal, by a Keyspan multiple dwelling customer, challenges charges for use of interruptible gas service during an interruption period. Two other appeals, from residential customers, dispute charges for NFG gas service and Con Edison electric service, respectively.

**No. of Complaints Received
Between 3/1/2003 and 3/31/2003**

Service	Utility	Complaints
Cable	Adelphia - Buffalo	1
	Adelphia Cable - Utica	2
	Cablevision of Long Island	2
	Cablevision of New York City	5
	Cablevision of Southern Westchester	1
	Cablevision of Westchester	2
	Cablevision-Rockland	3
	Cablevision-Warwick	1
	MediaOne - Westchester	2
	RCN of Southeast New York, Inc.	1
	Time Warner - Jamestown	1
	Time Warner - Manhattan	2
	Time Warner - Queens	2
Time Warner - Syracuse	1	
Total Cable Complaints		26
DSL	Covad Communications Company	1
	Total DSL Complaints	1
Electric	Central Hudson Electric & Gas	2
	Con Edison	60
	Con Edison Solutions	1
	Keyspan Energy Services, Inc.	1
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	19
	Orange & Rockland	1
	Public Service Commission	1
	Rochester Gas + Electric	8
Village of Penn Yan	1	
Total Electric Complaints		98
Gas	Central Hudson Electric & Gas	1
	Con Edison	3
	Keyspan Energy Services, Inc.	1
	KeySpan of Long Island	5
	KeySpan of New York	5
	National Fuel Gas Distribution	11
	Niagara Mohawk Power Corp	5
	North American Energy	1
Rochester Gas + Electric	1	
Total Gas Complaints		33
Telephone	ACC Albany Telecom Corp	1
	ACC Buffalo Telecom Corp.	1
	ADVAMTEL, LLC dba Plan B Communications	1
	Allegiance Telecom of New York, Inc.	1
	ARC Networks, Inc.	1
	AT&T Communications of New York, Inc.	69
	Broadview Networks	4
	Business Options, Inc.	1

**No. of Complaints Received
Between 3/1/2003 and 3/31/2003**

Service	Utility	Complaints
	Choice One Communications of New York In	1
	Citizens Telecom	1
	Communicate Technological Systems, L.L.C	2
	Conversent Communications of New York, L	1
	Essex Communications, Inc. d/b/a/ Elec C	1
	Excel Telecommunications Inc.	6
	Frontier Telephone of Rochester, Inc.	3
	Intellicall Operator Services Inc.	1
	LCI International Telecom Corp.	1
	Matrix Telecommunications	1
	MCIWorldCom	29
	Metropolitan Telecommunications dba MetT	3
	Net2phone, Inc.	1
	New Rochelle Telephone Corp.	4
	Norstar Communications, Inc. d/b/a Busin	1
	NOS Communications Inc.	1
	PaeTec Communications, Inc.	1
	PNG Telecommunications, Inc.	1
	PT-1 Communications, Inc.	1
	RCN Telecom Services of New York, Inc.	3
	Resdntl Comms. Netwrk of NY dba RCN	2
	Sprint Communications Company L.P.	6
	Tel-Save, Inc. (Talk.com)	2
	Telecon Communications Corp	2
	Teleport Communications	1
	VarTec Telecom, Inc.	2
	Verizon Communications (LD)	1
	Verizon Communications (LEC)	89
	Vernon Telephone	1
	Warwick Valley Long Distance Company, In	1
	Warwick Valley Telephone	1
	ZTel Communications, Inc.	8
		<hr/>
	Total Telephone Complaints	258
Water	Long Island Water Corp.	1
		<hr/>
	Total Water Complaints	1
	Total Complaint All Services	417

**No. of QRS Cases Received
Between 3/1/2003 and 3/31/2003**

Service	Utility	QRS Cases
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	7
	Adelphia Cable - Utica	3
	Adelphia Cable-Harbor Vue	2
	Cablevision of Brookhaven	4
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	2
	Cablevision of Long Island	31
	Cablevision of New York City	53
	Cablevision of Southern Westchester	12
	Cablevision of Westchester	15
	Cablevision of Yorktown	1
	Cablevision-Ramapo	2
	Cablevision-Rockland	8
	El-Mar Communication Co.	2
	MediaOne - Rockland	1
	MediaOne - Westchester	6
	Mid Hudson Cablevision, Inc.	2
	RCN of Southeast New York, Inc.	3
	Southern Cayuga County Cablevision	1
	Time Warner - Albany	4
	Time Warner - Binghamton	4
	Time Warner - Brooklyn	4
	Time Warner - CableCom. - Johnstown	1
	Time Warner - Fingerlakes	1
	Time Warner - Glens Falls	1
	Time Warner - Jamestown	2
	Time Warner - Kingston	2
	Time Warner - Manhattan	22
	Time Warner - Mt. Vernon	3
	Time Warner - Newburgh	1
	Time Warner - Oneida	1
	Time Warner - Oneonta	2
	Time Warner - Orange County	1
	Time Warner - Oswego	1
	Time Warner - Poughkeepsie	1
	Time Warner - Queens	21
	Time Warner - Rochester	7
	Time Warner - Rome	2
	Time Warner - Saratoga	2
	Time Warner - Saugerties	1
	Time Warner - Schenectady	2
Time Warner - Staten Island	1	
Time Warner - Sullivan County	3	
Time Warner - Syracuse	7	
Time Warner - Tri County	1	
Time Warner - Troy	1	
Time Warner - Watertown	1	
Time Warner Cable - Hornell	1	
US Cable of Tri-County, Ltd.	1	
Total Cable QRS Cases		<hr/> 259

DSL	Choice One Communications of New Yo	1
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**No. of QRS Cases Received
Between 3/1/2003 and 3/31/2003**

Service	Utility	QRS Cases
	Covad Communications Company	1
	Megapath Networks	1
	Verizon Advanced Data, Inc.	31
Total DSL QRS Cases		34
Electric	1st Rochdale Cooperative Group	1
	Agway Energy Services, Inc.	1
	Central Hudson Electric & Gas	15
	Con Edison	335
	Con Edison Solutions	7
	Econergy	7
	Energetix, Inc.	1
	Jamestown Board of Public Utilities	1
	New York State Electric & Gas	59
	Niagara Mohawk Power Corp	216
	NYSEG Solutions	2
	Orange & Rockland	19
	Rochester Gas + Electric	91
	SmartEnergy, Inc.	20
	Total Energy, Inc.	2
	Village of Wellsville	1
Total Electric Cases		778
Gas	Agway Energy Services, Inc.	1
	All Energy Marketing Co., L.L.C.	1
	Central Hudson Electric & Gas	4
	Con Edison	30
	Econergy	3
	Energetix, Inc.	1
	Keyspan Energy Services, Inc.	13
	KeySpan of Long Island	26
	KeySpan of New York	58
	Mirabito Fuel Group Inc.	3
	National Fuel Gas Distribution	50
	National Fuel Resources	9
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	21
	North American Energy	2
	Orange & Rockland	4
	Robison Energy Of Westchester	3
	Rochester Gas + Electric	17
	Total Energy, Inc.	6
Total Gas QRS Cases		255
Other	Public Service Commission	4
Total Other QRS Cases		4
Telephone	ACC Albany Telecom Corp	1
	ACN Communication Services, Inc.	1
	ADVAMTEL, LLC dba Plan B Communic	2

**No. of QRS Cases Received
Between 3/1/2003 and 3/31/2003**

Service	Utility	QRS Cases
	Affinity Network, Inc.	1
	Ald Communications, Inc.	1
	Allegiance Telecom of New York, Inc.	6
	AllTel Of New York	3
	American Phone Services, Corp.	2
	ARC Networks, Inc.	3
	AT&T Communications of New York, Inc	396
	BridgeCom International, Ltd.	8
	Broadview Networks	24
	Business Options, Inc.	1
	Buyers United International, Inc.	1
	Cablevision Lightpath, Inc.	1
	Capsule Communications, Inc.	1
	Chautauqua & Erie Telephone Corp.	1
	Choice One Communications of New Yo	13
	Citizens Telecom	13
	Citizens Telecommunications Co. of NY	1
	Coleman Enterprises, Inc. d/b/a Local Lo	1
	Communicate Technological Systems, L.	8
	Communications TeleSystems Intl. (CTS	2
	Conversent Communications of New Yor	2
	CTC Communications Corp.	3
	Empire One Telecommunications, Inc.	2
	Empire Telephone	2
	Essex Communications, Inc. d/b/a/ Elec	7
	ETS Payphones	1
	Evercom	1
	Excel Telecommunications Inc.	9
	Frontier Comm of NY/fka Highland Tel	2
	Frontier Communications of Rochester,lr	2
	Frontier LD America	1
	Frontier Local Services, Inc.	2
	Frontier Telephone of Rochester, Inc.	26
	IDT Corporate	1
	Intellicall Operator Services Inc.	2
	International Discount Telecommunicatio	1
	LCI International Telecom Corp.	2
	Margaretville Telephone	1
	MCIWorldCom	209
	Mercury Marketing Company Ltd.	1
	Metro Teleconnect, Inc.	1
	Metropolitan Telecommunications dba M	12
	Net2phone, Inc.	1
	New Rochelle Telephone Corp.	11
	NextGen Telephone, Inc.	2
	Nicholville Telephone	1
	Norstar Communications, Inc. d/b/a Busi	1
	NOS Communications Inc.	5
	Ontario Telephone	1
	PaeTec Communications, Inc.	1
	Primus Telecommunications, Inc.	3
	QWest Communications Corporation	2
	RCN Telecom Services of New York, Inc	7
	Resdntl Comms. Netwrk of NY dba RCN	5

**No. of QRS Cases Received
Between 3/1/2003 and 3/31/2003**

Service	Utility	QRS Cases
	RSL Com U.S.A. Inc.	1
	ServiSense.com, Inc.	1
	Sprint Communications Company L.P.	72
	Startec, Inc.	1
	Sterling International Funding d/b/a Rec	1
	Taconic Telephone	2
	Tel-Save, Inc. (Talk.com)	12
	Telecommunications Service Center, Inc	1
	Telecon Communications Corp	1
	Telex International, Corp.	1
	Teleport Communications	1
	Time Warner Telecommunications	1
	Tristate Bell Inc.	3
	United Systems Access Telecom, Inc.	2
	USN Communications Long Distance, In	1
	VarTec Telecom, Inc.	12
	Verizon Communications (LD)	15
	Verizon Communications (LEC)	815
	Verizon Corp. (payphones)	12
	Vernon Telephone	1
	Warwick Valley Long Distance Company	1
	World-Link Inc.	1
	XO New York, Inc.	1
	ZTel Communications, Inc.	38
Total Telephone QRS Cases		<u>1818</u>
Water	Long Island Water Corp.	7
	Relaxmor Cottages, Inc.	1
	Rowlands Hollow Water Co.	2
	United Water-New York	3
Total Water QRS Cases		<u>13</u>
Total of QRS Cases for All Services		3161

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02
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													1	
5357	Advanced Telecommunications Ne																
5324	Affinity Corporation	1															
5688	Affinity Network Inc.	1															
6283	Allegiance Telecom of NY Inc.	36	4	1		1										1	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												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	1		1		1				1	3		39	45	34
5369	Atlas Communications Ltd.		1														
6459	Big Planet Inc.	1															
6140	BridgeCom International LTD	5	1													1	
5771	Brittan Communications International C																
6886	Broadview Networks	58	26											1	8	2	6
6838	Broadwing Communcations	1															
6869	Broadwing Telecommunications Inc	2															
6111	Business Discount Plan Inc.	1	1													1	
5776	Business Options Inc.	1	1														1
5021	Business Telecom dbs BTI Telecom																
6426	Buyers United International Inc		2												1		
5340	Cable & Wireless Commun. Co.	6	2												1		1
5949	Cablevision Lightpath Inc.		1														
6986	Capsule Communications Inc	2	1												1		
6399	CBS Corporation dba Westinghouse																
6646	Choice One Communitications of NY		3						1								
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												6	8	4
6593	Communication Express																
6372	Communications Billing Inc.	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.																
5B87	Covista of New York Inc	5	2														1
6260	CTC Communications Corp.	1															

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02
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												1		
6112	ELDS, Inc		2														
5137	Empire One Telecommunications	2	3								1						
5982	Equal Net Communications Inc.																
5198	EqualNet Corporation																
6659	erbia Network Inc.																
6748	Essential.com Inc.	3															
6912	Essex Communications DBA Elec	20	4													2	
6369	Essex Communications Inc	1															
5382	Excel Telecommunications Inc.	12	4	1	1								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												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												1		
5573	Genesis Communications International	2	2												1		
6826	Global Crossing Telecommunications	5	3												1	2	
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												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												1	3	3
5408	IntelliCom Solutions Inc																
6440	International Communication Services Inc		1													1	
5114	International Discount Telecommunications	4	3									1				1	
5409	International Exchnage Networks Ltd																
6125	International Telecommunications Corp.																
5241	Island Marketing d/b/a Interglobe	1															
5256	IXC Communications		1												1		
6913	Jirehcom Inc																
5292	Key Communication Management Inc.																
5980	L.D. Services Inc.		1														1
6268	LCI International Inc.																
5078	LCI International Telecom Corp	10	7													1	1
5268	LDC Telecommunications Inc.																
5909	LDM Systems Inc.																
5339	LEAST COST ROUTING	4	4														3
5854	Least Cost Routing Inc. dba Long Dist																
5036	Lightyear Communications Inc	4	1												1		
6690	Long Distance Consolidated Billing Co		1												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													1	
6460	Marathon Communications Corp.																
5699	Matrix Telecommunications	3															
5820	MCI WorldCom	257	60						2	1			1	1	13	14	9

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02
5736	MCImetro Access Transmission Svs																
6208	Mercury Marketing Co Ltd	1	1														
6423	Metro Telecomm. dba METTel	59	5												1	1	2
5435	Metromedia Long Distance Inc.	2	4												1	1	1
5416	Minimum Rate Pricing																
5777	National Accounts Inc.	3	4												1	2	
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													3	
5419	New Century Telecom Inc.																
6907	NextGen Telephone	5	19													1	7
6928	Norstar Communications	4	2													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													1	
6769	Opex Commications, Inc.		3														1
5C61	Optical Telephone Corp	11	36				1					1			7	7	7
5639	Opticom Corp		1													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												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												2	2	
6316	RCN Long Distance Company																
5A13	RCN Telecom Services of NY Inc.	1	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													1	
5748	Sprint Communications Company	159	107	1		1							1	2	22	31	16
5478	Starlink Communications L.L.C.																
5479	Startec Inc.	1	1													1	
5185	Taconic Telephone																
6375	Telco Holdings dba Dial & Save																
6100	Telco Partners Inc.																
5164	Telcom Group USA Inc. d/b/a TelCom																
5762	Telecom USA		2												1		
5167	Telecommunications Service Center Inc.	1															
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													1	

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02
6088	Tel-Save Inc dba The Phone Company	430	38	1		1							1		6	7	7
5B23	TelUno, Inc		6													2	1
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.																
5A72	Tri-Tel Communications Inc.	4	1													1	
6331	TruCom Corporation																
6049	TTI National Inc.																
6111	TTI Telecommunications																
5A99	U.S. Republic Communications Inc.	1															
6817	UKI Communications Inc.	28	20										1			3	5
5C87	United Systems Access Telecom Inc	2	1												1		
6493	Uni-Tel Communications Group Inc.	1	2													1	
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												4	1	4
6830	Verizon Advanced Data	1															
6781	Verizon Communications	8	6	1		1									1	1	1
6073	Vista Group International Inc.																
6788	Webnet Communications	9	3													1	1
5867	Wittel Inc.	1	2														
5303	Winstar Gateway Network Inc.																
5770	Working Assets Funding Service	1															
5319	World Com Inc dba LDDS World	2	2														1
5203	WorldCom Network Service dba Wil	4	1														1
6929	XO New York Inc		1														1
6447	Ztel Communications Inc.	108	6												1	1	2
	Complaints Assigned by CPCN	1973	695	6	1	5	0	2	3	1	1	2	7	6	132	160	126
	Unassigned Complaints	6	6													3	1
	Total	1979	701	6	1	5	0	2	3	1	1	2	7	6	132	163	127

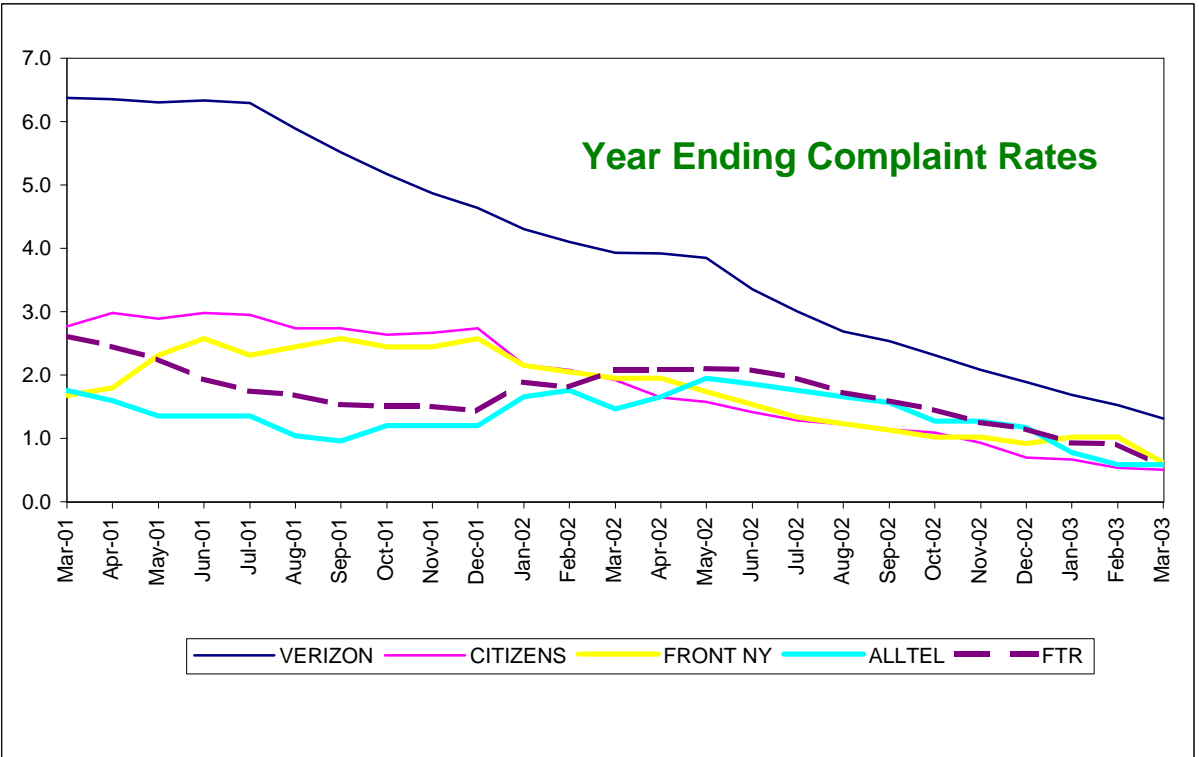
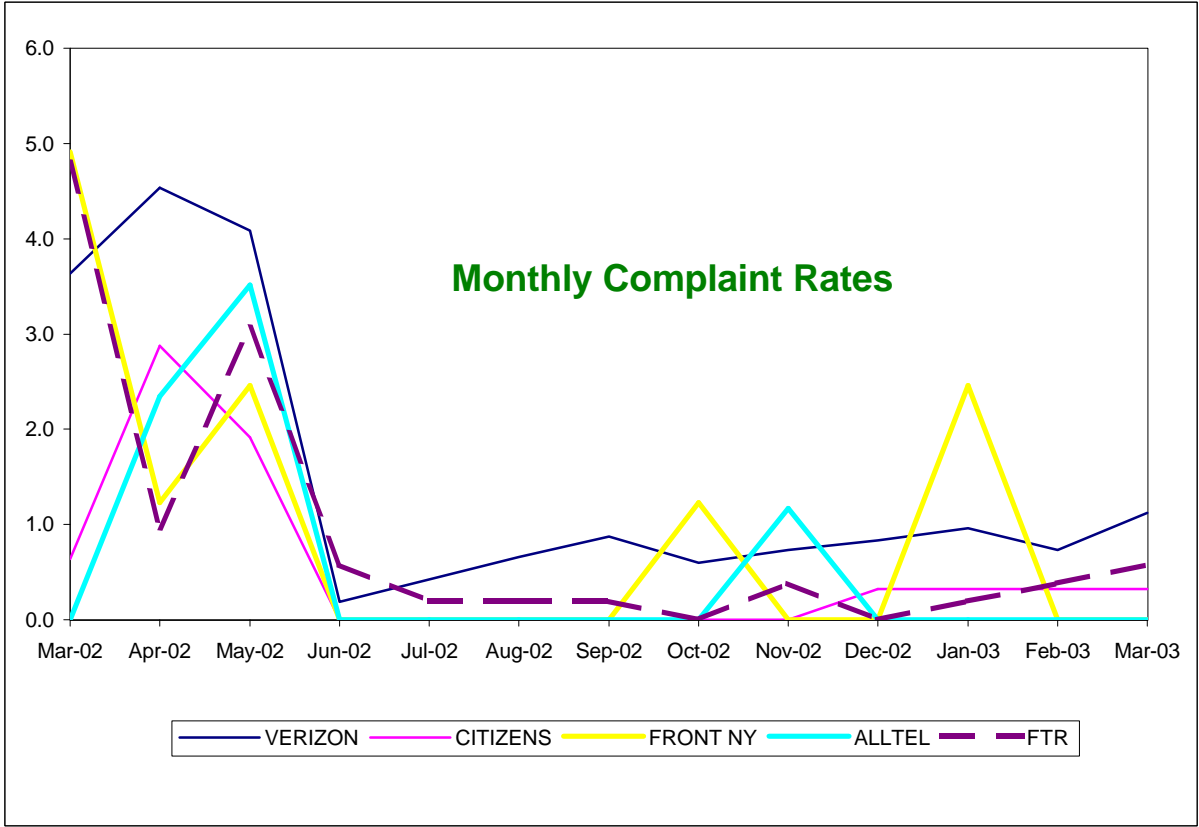
* After reported slamming cases are analyzed, the numbers are adjusted.

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

CODE	FULL NAME	2001	2002	2003	Mar-03	Feb-03	Jan-03	Dec-02	Nov-02	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02
D108	1st Rochdale Coop Group	2	1	1	1									1			
D105	ACN Energy, Inc.	3	1	1			1										1
D078	Advantage Energy Inc.	0	3	0										1			
D084	AES Energy	1	0	0													
D001	Agway Energy Services Inc.	17	17	8	2	2	4	2	1	3			3	1			3
D036	All Energy Marketing Co.	2	1	1	1												
D002	Amerada Hess	7	0	0													
D113	Brown Fuel, Inc	1	0	0													
D005	Castle Power Corporatoin	1	2	0											1		
D086	Con Edison Solutions	4	55	22	8	4	10	8	2	6	1	7	4	2	5	5	10
D046	Econnergy	158	123	29	10	8	11	11	4	10	8	8	9	11	11	11	21
D047	Empire Natural Gas Corp	2	0	0													
D087	Energetix, Inc.	148	17	4	2	1	1	1	1	1	1	4	2	2			2
D054	Enron Energy Services	5	9	1			1			1					1	1	5
D023	Federal Electric & Gas Co.	89	0	0													
D104	Great Eastern Energy	3	3	1		1				1						1	
D013	Interstate Energy Resources Inc.	11	2	2		1	1				1			1			
D015	Keyspan Energy Services, Inc.	97	154	35	15	12	8	20	14	14	6	17	26	9	16	5	5
D060	Main-Care Energy	1	0	1			1										
D107	Metro Energy Group	1	0	0													
D098	Metromedia Energy	6	1	0										1			
D018	Mirabito Fuel Group Inc.	1	3	3	3										1		2
D020	Mitchell-Supreme Energy	6	3	1		1			1	1					1		
D021	National Fuel Resources, Inc.	10	76	11	10	1		1	1	1	3	4	5	6	4	5	21
D023	New York Gas Co, Inc.		4	0													
D024	North American Energy	19	20	4	3		1			2	4	1		1	1	2	4
D026	North Atlantic Utilities Inc.	1	0	0													
D103	NYSEG Solutions	10	20	11	2	3	6	17	1				2				
D067	PG&E Energy Trading	1	0	0													
D114	PRO-ENERGY RESOURCES		2	0				1									
D093	Robison Energy of Westchester	0	2	5	3	2									1		
D068	Select Energy of New York (aka Plub St)	1	2	0												1	
D112	Smart Energy Services	439	1249	67	20	16	31	30	36	40	32	45	45	45	89	144	220
D102	Telecon Energy Services Corp.	0	0	0													
D032	Total Gas & Electric	158	116	18	8	7	3	5	7	9	7	11	21	13	16	9	9
D052	TXU Energy		2	0													2
D888	Unassigned Customer Contacts	26	30	4	1		3	3	1	7	1	3	2		10		
	Total	1231	1918	230	89	59	82	99	69	96	64	100	119	94	157	184	305

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



MAJOR WATER UTILITIES

