

# Monthly Report on Consumer Services



**June 2006**

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# Monthly Report on Consumer Complaint Activity

## June 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

## June 2006

Utility	May-06		Jun-06		12 Month Compl. Rate* Jun-06
	Rate*	No.	Rate*	No.	
Central Hudson	1.4	4	1.4	4	1.1
Con Edison	2.1	77	2.0	74	2.2
KeySpan of Long Island	2.5	13	0.6	3	0.9
NYSEG	0.2	2	0.8	8	0.5
National Grid	0.9	16	0.8	14	1.0
Orange & Rockland	0.0	0	1.9	4	0.8
RG & E	2.5	10	1.5	6	1.2
KeySpan of New York	1.4	18	1.4	17	1.5
National Fuel Gas	0.8	4	0.8	4	1.1
All other Energy Utilities	N/A	1	N/A	1	N/A
ESCO's	N/A	33	N/A	27	N/A
Verizon	0.2	19	0.5	45	0.3
Citizens Telcom	0.3	1	1.3	4	0.5
Frontier of NY	0.0	0	0.0	0	0.0
Alltel	0.0	0	0.0	0	0.1
Frontier Tel of Rochester	0.0	0	0.9	4	0.4
All VoIP Cos.	N/A	0	N/A	1	N/A
All other LEC's,CLEC's, IXC's	N/A	83	N/A	69	N/A
Adelphia Cable	N/A	0	N/A	0	N/A
Cablevision Systems	N/A	10	N/A	3	N/A
Time-Warner Cable	N/A	8	N/A	3	N/A
All other Cable Cos.	N/A	0	N/A	0	N/A
Long Island Water	2.7	2	2.7	2	1.9
United Water - New Rochelle	13.1	4	0.0	0	3.5
New York Water	4.5	2	2.3	1	2.4
Aquarion Water Co. of New York	0.0	0	0.0	0	0.8
United Water - New York	1.5	1	2.9	2	1.6
All other Water Utilities	N/A	1	N/A	1	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

#### June 2006

Utility	June 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	4	4	100%	39	9	23%	1.1	0.3
Con Edison	74	9	12%	974	147	15%	2.2	0.3
KeySpan - LI	3	0	0%	54	9	17%	0.9	0.1
NYSEG	8	0	0%	53	8	15%	0.5	0.1
National Grid	14	4	29%	192	47	24%	1.0	0.2
Orange & Rockland	4	0	0%	20	5	25%	0.8	0.2
RG & E	6	4	67%	55	23	42%	1.2	0.5
KeySpan - NY	17	2	12%	218	69	32%	1.5	0.5
National Fuel Gas	4	3	75%	64	23	36%	1.1	0.4

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 June 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>
U.S. Energy Savings Corp	33	1	4.7	4.4	2.0	0.0	2.0	7.1	1.0	9.7
National Fuel Gas Distribution	81	4	4.5	13.0	2.0	10.3	1.9	6.2	1.0	9.4
Cablevision of New York City	18	0	5.0	10.1	2.0	16.8	1.4	7.3	1.0	9.4
Cablevision of Long Island	17	1	4.4	14.0	2.0	11.0	1.9	6.3	1.0	9.3
Verizon Communications (LEC)	560	45	4.2	6.8	2.0	8.1	2.0	7.3	1.0	9.2
National Grid, Inc	222	14	4.4	8.0	2.0	13.4	1.7	6.6	1.0	9.1
New York State Electric & Gas Cor	159	8	4.5	9.2	2.0	17.7	1.3	9.5	1.0	8.8
Accent Energy Midwest, LLC	92	12	3.7	10.7	2.0	1.3	2.0	4.7	1.0	8.7
Citizens Communications (ILEC)	26	4	3.5	8.6	2.0	4.9	2.0	5.8	1.0	8.5
IDT America Corp.	26	4	3.5	13.2	2.0	0.0	2.0	5.1	1.0	8.5
Time Warner - New York City Divis	50	3	4.4	8.8	2.0	20.8	1.0	8.2	1.0	8.4
IDT Energy, Inc.	28	4	3.6	15.7	1.8	0.0	2.0	10.2	1.0	8.4
KeySpan of New York	101	17	3.3	2.6	2.0	2.3	2.0	3.2	1.0	8.3
Time Warner ResCom of New York	14	2	3.6	14.3	1.9	0.0	2.0	23.8	0.8	8.3
MCI	70	13	3.1	6.3	2.0	5.6	2.0	10.3	1.0	8.1
Central Hudson Gas & Electric Cor	21	4	3.1	8.7	2.0	4.7	2.0	11.0	1.0	8.1
KeySpan of Long Island	16	3	3.1	11.0	2.0	3.7	2.0	0.0	1.0	8.1
Time Warner - Albany Division	10	2	3.0	8.2	2.0	0.0	2.0	13.1	1.0	8.0
Orange & Rockland	23	4	3.3	5.3	2.0	14.5	1.6	2.3	1.0	7.9
Broadview Networks	16	4	2.5	4.8	2.0	1.4	2.0	1.0	1.0	7.5
AT&T (C)	126	33	2.4	8.3	2.0	8.6	2.0	11.8	1.0	7.4
Rochester Gas & Electric Corp.	95	6	4.4	2.8	2.0	34.9	0.0	15.7	0.9	7.3
Sprint Communications	10	1	4.0	40.6	0.0	0.0	2.0	5.0	1.0	7.0
Cordia Communications Corp	11	3	2.3	12.8	2.0	0.0	2.0	39.3	0.5	6.8
Con Edison of New York	328	74	2.7	11.9	2.0	22.3	0.6	23.9	0.8	6.1
Trinsic	14	3	2.9	81.6	0.0	9.6	2.0	34.4	0.6	5.5
Frontier Telephone of Rochester, I	14	4	2.1	9.7	2.0	9.7	2.0	94.6	-9.0	0.0

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<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>
Acceris Communications, Inc.	2	0		39.0		0.0		0.0		
ACN Communication Services, Inc.	2	0		80.5		140.7		3.0		
Adelphia Cable - Buffalo	4	0		12.3		0.0		0.0		
Adelphia Cable - Springville	1	0		2.0		0.0		0.0		
Agway Energy Services, LLC.	2	2		10.8		0.0		0.0		
Alphaphone Inc.	0	0		65.0		0.0		0.0		
America Net, LLC.	2	0		73.0		0.0		0.0		
American Pay Phone, Inc.	0	0		0.0		0.0		78.0		
American Telecom, Inc.	0	0		0.0		0.0		194.0		
AmeriVision Communications, Inc.	0	0		0.0		0.0		182.7		
AMF Telecommunications, Inc.	0	0		0.0		0.0		61.0		
Aquarion Water Company of Sea C	0	0		155.0		37.1		0.0		
Arbor Hills Waterworks	2	1		1.5		0.0		40.0		
Bay City Metering	0	0		0.0		13.8		36.0		
BridgeCom International, Ltd.	2	1		35.5		20.1		0.0		
Broadwing Communications, LLC.	0	0		179.0		0.0		0.0		
Brown's Fuel	2	1		1.0		0.0		0.0		
BullsEye Telecom, Inc.	3	0		6.3		0.0		0.0		
Business Network Long Distance, I	2	0		95.7		0.0		68.7		
Cablevision - MediaOne - US Cabl	1	0		7.2		0.0		0.0		
Cablevision of Brookhaven	2	0		11.0		0.0		0.0		
Cablevision of Dutchess County	1	0		11.2		0.0		0.0		
Cablevision of Hauppauge	1	0		0.0		0.0		3.0		
Cablevision of Ramapo	1	0		0.0		0.0		5.0		
Cablevision of Rockland	1	2		4.5		8.6		2.0		
Cablevision of Rockland/Ramapo,	0	0		14.0		0.0		0.0		
Cablevision of Southern Westchest	3	0		10.3		0.0		3.0		
Cablevision of Warwick	1	0		7.0		0.0		0.0		
Cablevision of Warwick	0	0		0.0		7.2		0.0		
Cablevision of Westchester	6	0		8.3		0.0		3.0		
Chazy & Westport Telephone Corp	1	0		0.0		0.0		0.0		
Choice One Communications of Ne	4	0		10.8		0.0		18.0		
Chronometric Telecommunications	1	0		0.0		0.0		117.4		
CIC Communications, Inc.	0	0		0.0		0.0		170.0		
Citizens Long Distance & LEC	0	0		0.0		0.0		15.0		
City of Jamestown Board of Public	1	0		6.0		0.0		0.0		
Cleartel Communications, Inc.	0	0		62.5		0.0		113.0		
Columbia Utilities, LLC	5	0		0.5		0.0		0.0		
Comcast Cable of New York - CAT	4	0		0.2		0.0		0.0		
Comcast Cable of New York - LEC	1	0		0.0		0.0		29.0		
Commerce Energy, Inc	0	0		26.3		0.0		49.0		
Communicate Technological Syste	1	0		0.0		0.0		12.0		
Communications Network Billing, Ir	1	0		8.5		0.0		71.0		
Con Edison Solutions	2	1		9.3		0.0		0.0		
Consumer Telecom, Inc.	1	0		15.5		0.0		0.0		
Convergent Communications, Inc.	0	1		26.0		0.0		0.0		
Conversent Communications of Ne	3	0		8.2		0.0		0.0		
Cooper Square Realty	0	0		0.0		0.0		177.0		
Core-Comm-New York, Inc.	0	0		0.0		0.0		266.5		
CornerStone Telephone Company,	1	1		46.0		0.0		0.0		
Corning Natural Gas Corp.	4	1		5.3		0.0		2.0		
Covad Communications Company	0	0		0.0		0.0		61.5		
Covista Communications, Inc.	1	0		0.0		0.0		43.5		
CTC Communications Corp.	0	0		0.0		65.9		0.0		
Dara Owners Corp.	0	0		0.0		0.0		405.5		
Direct Energy Services LLC	4	0		17.5		0.0		9.5		
ECI Communications, Inc.	0	0		0.0		0.0		234.0		
Econergy	8	0		6.9		0.0		9.0		
Econotek, LLC	0	0		0.0		0.0		37.0		
El-Mar Communication Co.	1	0		13.0		0.0		0.0		
Empire One Telecommunications,	0	1		36.0		0.0		2.0		
Empire Payphones, Inc	0	1		0.0		0.0		2.5		
Energetix, Inc.	1	0		1.0		0.0		0.0		
Energy Cooperative of New York	1	0		0.0		0.0		3.0		
Enhanced Communications Group,	0	0		84.0		0.0		0.0		

## Customer Service Response Index June 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>
Essex Communications, Inc.	0	0		0.0		0.0		162.0		
Eureka Telecom, LLC	1	0		0.0		0.0		63.3		
Excel Telecommunications, Inc.	1	1		7.0		0.0		0.0		
Fairfield Towers Condominium Cor	0	0		0.0		0.0		82.0		
FFC Energy	0	0		0.0		0.0		119.5		
Fisher Island Electric	1	0		3.0		0.0		0.0		
Forest Park Water Co. Inc.	0	1		27.0		0.0		156.5		
Friedlander Water Supply	0	0		0.0		0.0		121.0		
Frontier Communications of AuSab	1	0		0.0		0.0		11.0		
Frontier Communications of NY/fka	2	0		2.2		0.0		3.0		
Frontier Communications of Sylvan	1	0		1.2		0.0		0.0		
Global Crossing Telecommunicatio	1	1		15.0		0.0		10.0		
Global Network Comms.	0	0		0.0		0.0		313.5		
Granite Telecommunications, LLC	0	0		190.0		0.0		249.0		
Heritage Hills Water Works	1	0		0.0		0.0		8.0		
Hudson Energy Services, LLC	2	0		37.6		0.0		22.0		
ILD Telecommunications, Inc.	1	0		0.0		0.0		33.0		
Infinite Energy, Inc.	4	2		11.7		0.0		0.0		
InfoHighway Solutions	0	0		0.0		0.0		142.3		
Intelecom Solutions, Inc.	0	0		0.0		0.0		32.0		
Interstate Energy Resources Inc.	0	0		0.0		0.0		80.0		
Interstate Gas Supply of New York	0	0		36.0		0.0		73.0		
J&N Communications	0	0		0.0		0.0		320.0		
J.D. Water Co. Inc.	0	0		5.0		0.0		0.0		
Keyspan Energy Services, Inc.	0	0		0.0		0.0		128.0		
Kiamesha Artesian Spring Water C	0	0		0.0		0.0		99.0		
Knolls Water Co.	0	0		0.0		0.0		38.0		
Lake Joseph Water Co	0	0		0.0		0.0		138.0		
LDC Telecommunications, Inc.	0	1		33.0		0.0		68.4		
Level 3 Communications, LLC	0	0		100.0		0.0		0.0		
Liberty Power Corp.	9	1		6.6		0.0		29.5		
Lightyear Network Solutions, LLC.	1	0		0.0		0.0		9.0		
Long Distance Services of N.Y.	0	0		0.0		0.0		149.0		
Long Island American Water	6	2		13.9		0.0		11.2		
Matrix Telecom, Inc.	1	0		0.0		0.0		1.0		
McGraw Communications, Inc.	0	0		0.0		0.0		158.0		
Metro Energy Group, LLC	0	1		84.0		0.0		22.0		
Metro Teleconnect Companies, Inc	1	0		0.0		0.0		8.0		
Metropolitan Telecommunications	3	2		10.5		0.0		58.0		
MFS Intelenet of N.Y.	0	0		0.0		0.0		148.0		
MX Energy, Inc	4	1		15.5		0.0		15.3		
National Access Long Distance	0	0		0.0		0.0		71.0		
National Aqueous	0	0		0.0		0.0		375.0		
NECC Telecom, Inc.	1	0		155.0		0.0		105.5		
New Rochelle Telephone Company	4	0		3.3		0.0		10.0		
New York City Public Telephone	0	0		0.0		0.0		289.0		
New York Water Service	6	1		38.7		0.0		10.9		
Next Gen Telephone Co.	6	2		70.0		0.0		12.0		
NOW Communications Inc	0	0		0.0		0.0		718.0		
NYSEG Solutions, Inc.	7	0		1.5		0.0		1.0		
Optimum Voice	8	0		13.3		0.0		12.9		
Orchard Hill Water Co.	0	0		0.0		0.0		125.2		
Packet 8	1	0		0.0		0.0		3.0		
PAETEC Communications, Inc.	1	0		4.0		0.0		109.0		
PayPhone Systems, Inc.	0	0		0.0		0.0		257.0		
Phipps House Services, Inc	0	0		0.0		0.0		185.0		
PowerNet Global Communications	0	0		8.0		0.0		0.0		
Primelink, Inc.	1	1		168.5		0.0		0.0		
Princeton Cable Co., Inc.	1	0		0.0		0.0		1.0		
PT-1 Communications, Inc.	0	0		0.0		0.0		522.0		
RCN Telecom Services, Inc.	1	0		15.0		0.0		0.0		
Reconex, Inc. (USTEL/1-800-Reco	0	1		27.0		0.0		0.0		
Resdntl Comms. Netwrk of NY	2	0		9.5		0.0		2.0		
Robison Energy Of Westchester	1	0		0.0		0.0		0.0		
Rolling Meadows Water Corp.	0	0		0.0		0.0		0.0		
Roosevelt Island Associates	0	0		0.0		0.0		106.0		

## Customer Service Response Index June 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>
SILV Communcation Inc.	0	0		51.0		0.0		0.0		
Spark Energy, L.P.	6	0		10.5		0.0		6.2		
Spectrotel, Inc.	1	0		30.5		0.0		110.5		
Startec Global Licensing Company	0	0		0.0		0.0		136.4		
STRATEGIC ENERGY LLC	1	0		0.0		0.0		2.0		
Sunrise Ridge Water Company	0	0		0.0		0.0		56.0		
SunRocket, Inc.	1	0		0.0		0.0		46.5		
Supra Telecommunications & Infor	0	0		0.0		0.0		362.5		
Taconic Telephone Corp.	2	0		40.2		0.0		0.0		
Talk America, Inc.	1	1		34.5		0.0		2.5		
TDS Telecom-Oriskany Falls Office	1	0		0.0		0.0		0.0		
Tech Valley Communications	2	0		0.0		0.0		8.5		
TelCove Investment	0	0		10.0		0.0		0.0		
Telecon Communications Corp	1	2		18.7		14.8		24.0		
TELEDIAS Communications, Inc.	0	0		160.0		0.0		0.0		
Telemanagement Services, Inc.	2	0		3.0		0.0		10.0		
Teletech Inc.	1	1		8.0		0.0		76.0		
Tiffany Mews	0	0		0.0		0.0		3.0		
Time Warner - Binghamton	3	1		2.0		0.0		9.3		
Time Warner - Rochester Division	2	0		30.3		0.0		0.0		
Time Warner - Syracuse Division	4	0		7.9		0.0		9.0		
Time Warner Telecom	1	0		13.0		0.0		0.0		
Tristate Bell Inc	2	1		3.0		0.0		244.8		
Tri-Tel Communications, Inc.	0	0		181.0		0.0		0.0		
U.S. Gas & Electric, Inc.	0	1		0.0		0.0		0.0		
Underdog Communications Corp.	0	0		0.0		0.0		107.0		
United American Technology	1	0		2.0		0.0		0.0		
United Telecom, LLC	1	0		0.0		0.0		53.2		
United Water-New Rochelle	1	0		13.0		0.0		137.8		
United Water-New York	9	2		6.7		0.0		7.2		
USN Communications Long Distan	0	0		0.0		0.0		229.0		
Utility Solutions	0	0		0.0		0.0		265.4		
Valley Energy, Inc.	1	0		0.0		0.0		0.0		
VarTec Telecom, Inc.	6	1		11.2		0.0		31.0		
Verizon Communications (LD)	2	1		65.4		17.8		138.4		
Verizon Communications (PayPhor	5	1		5.3		0.8		12.0		
Village of Endicott	1	0		0.0		0.0		8.0		
Village of Frankfort	2	1		3.0		0.0		3.0		
Village of Greene Electric Dept.	1	0		1.0		0.0		0.0		
Village of Springville	0	0		32.0		0.0		0.0		
Vonage Communications	5	0		72.9		0.0		36.2		
Warwick Valley Long Distance Con	1	0		0.0		0.0		0.0		
Warwick Valley Telephone Compai	0	0		0.0		0.0		0.0		
World-Link Solutions, Inc	4	5		31.7		0.0		15.0		
XChange Telecom	3	0		45.3		0.0		0.0		
XO Communications, Inc.	6	0		8.0		0.0		5.7		
Xtension Services Inc.	0	0		0.0		0.0		225.0		
Zenith Information System, Inc.	0	0		43.0		0.0		0.0		
Zoom-I-Net Communications, Inc.	0	0		0.0		0.0		112.0		

## **Informal Hearings, Shared Meter Cases, Appeals and Rehearings June 2006**

### **Informal Hearing Cases**

At the end of June, there were 101 cases in the Informal Hearing Unit. During this month, 5 complaints were resolved with pre-hearing mediation, 19 informal hearings were scheduled, 8 hearings were postponed, 9 hearings were held, 2 complainants failed to appear for their hearings and 11 informal hearing complaints were closed by either a written decision or a settlement agreement.

### **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 June there were 258 shared meter cases pending (161 SMD & 97 SMU). Forty-seven (47) cases were closed<sup>1</sup> and 58 were opened. Further information on the closed cases follows.

The designee reduced the 12-month assessment to the minimum of 25% in 18 cases, between 26% to 50% in 10 cases and between 51% to 75% in 5 cases. The assessment was sustained in 1 case and in 3 cases the shared area charges were sustained. The designee rendered decisions in 3 minimal shared use cases. In 4 cases the appeal to the designee was rejected because it was late.

### **Appeals and Rehearings**

At its June 20, 2006 session, the Commission approved OCS's recommended determinations of 6 appeals. The first appeal determination upholds billing by Con Edison of a landlord for electric service to her own apartment in her building and to a public areas account. The second determination upholds Con Edison's billing of a residential customer for unmetered gas. The third determination upholds Verizon's billing, and blocking, of calls made by a residential customer. The fourth determination requires National Grid to slightly reduce the amount owed by a residential customer for electric service to a past residence. The fifth determination upholds National Grid's refusal to rebill a nonresidential customer at the utility's small commercial demand rate, rather than its large commercial rate. The sixth determination upholds Con Edison's refusal to rebill a residential customer at the utility's voluntary time-of-use rate where the utility documented having sent the customer a letter explaining the rate options available before the utility's mandatory residential time-of-use rate, which had until then applied to the customer, was eliminated.

Three appeals were accepted for review during June. In the first, a residential customer disputes billing and termination of his electric service by Con Edison. In the second, a residential customer disputes National Grid's billing for electric service. In the third, a building owner disputes the existence of a shared meter condition found by KeySpan.

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<sup>1</sup> One case was not SMD and two cases were duplicates.

## Table of Consumer Complaints filed against ESCO's

CODE	FULL NAME	2006	Jun-06	May-06	Apr-06	Mar-06	Feb-06	Jan-06
D128	Accent Energy Midwest, LLC	54	12	11	15	9	2	5
D105	ACN Energy, Inc.	0	0	0	0	0	0	0
D001	Agway Energy Services, LLC	4	2	0	0	0	0	2
D123	All American Gas & Energy	0	0	0	0	0	0	0
D113	Brown's Fuel	4	1	0	1	0	1	1
D040	Columbia Utilities, LLC (fka Columbia En	20	0	2	3	4	7	4
D208	Commerce Energy, Inc.	4	0	1	1	2	0	0
D086	Con Edison Solutions	3	1	1	0	0	0	1
D046	Econnergy	8	0	1	0	1	3	3
D087	Energetix, Inc.	1	0	0	0	0	1	0
D104	Great Eastern Energy	2	0	1	0	0	0	1
D120	Hudson Energy Services, LLC.	11	0	0	3	1	5	2
D177	IDT Energy, Inc.	35	4	4	4	9	7	7
D167	Infinite Energy, Inc.	10	2	1	2	3	0	2
D015	Keyspan Energy Services, Inc.	0	0	0	0	0	0	0
D117	Liberty Power Corp.	11	1	3	1	1	2	3
D107	Metro Energy Group, LLC	1	1	0	0	0	0	0
D018	Mirabito Fuel Group Inc.	2	0	0	0	2	0	0
D032	MX Energy, Inc. (Total Gas & Electric En	17	1	1	7	2	3	3
D021	National Fuel Resources, Inc.	0	0	0	0	0	0	0
D148	NOCO Energy Corp.	0	0	0	0	0	0	0
D103	NYSEG Solutions, Inc.	1	0	0	0	0	1	0
D159	Strategic Energy, LLC	2	0	0	1	1	0	0
D213	U.S. Energy Savings Corp.	13	1	5	4	2	0	1
D119	U.S. Gas & Electric, Inc.	8	1	2	0	3	1	1
D187	Utility Resource Solutions, L.P.	0	0	0	0	0	0	0
	Total	211	27	33	42	40	33	36