

Monthly Report on Consumer Complaint Activity



June 2001

Maureen O. Helmer, Chairman

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

July 26, 2001



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

June 2001

Utility	May-01		Jun-01		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Jun-00	Jun-01		Change	2000		
Central Hudson	1.8	5	2.6	7	122	61	-50.0	39	36	-7.7	1.9
Con Edison	4.7	167	5.6	200	1796	2022	12.6	887	1241	39.9	4.7
KeySpan of L.I.	2.9	14	1.9	9	51	100	96.1	27	76	181.5	1.7
NYSEG	1.0	9	1.1	10	164	114	-30.5	75	76	1.3	1.0
Niagara Mohawk	3.0	50	3.5	59	1144	742	-35.1	381	382	0.3	3.7
Orange & Rockland	3.0	7	6.8	16	120	155	29.2	39	94	141.0	5.5
RG & E	3.4	13	3.4	13	236	176	-25.4	106	94	-11.3	3.9
KeySpan of NY	3.8	43	4.6	53	297	410	38.0	159	290	82.4	3.0
National Fuel Gas	6.0	31	5.4	28	207	267	29.0	94	166	76.6	4.3
Other Energy Utilities	N/A	13	N/A	4	49	536	993.9	29	105	262.1	N/A
ESCO's**	N/A	73	N/A	62	361	1047	190.0	234	598	155.6	N/A
Verizon	5.2	403	6.1	467	4797	5640	17.6	2328	2862	22.9	6.3
Citizens Telcom	3.4	9	2.2	6	101	87	-13.9	51	68	33.3	3.1
Frontier of NY	6.2	4	3.1	2	8	7	-12.5	0	15	#DIV/0!	2.6
Alltel	0.0	0	1.0	1	31	25	-19.4	15	8	-46.7	1.4
Frontier Tel of Roch.	2.3	15	0.6	4	237	206	-13.1	103	65	-36.9	2.0
Other LEC's	N/A	726	N/A	616	6174	7617	23.4	2926	4092	39.8	N/A
DSL Providers	N/A	57	N/A	32	N/A	575	N/A	N/A	1	N/A	N/A
Pre-paid Calling Cards	N/A	4	N/A	0	N/A	14	N/A	N/A	16	N/A	N/A
LD Resellers	N/A	76	N/A	49	3516	1230	-65.0	2306	654	-71.6	N/A
COCOT Vendors	N/A	2	N/A	2	40	41	2.5	21	21	0.0	N/A
Adelphia	N/A	16	N/A	11	125	153	22.4	42	101	140.5	N/A
Cablevision Systems	N/A	43	N/A	49	499	491	-1.6	176	290	64.8	N/A
Time-Warner	N/A	46	N/A	58	611	614	0.5	237	358	51.1	N/A
Other Cable Cos.	N/A	20	N/A	7	147	191	29.9	105	189	80.0	N/A
Long Island Water	2.7	2	12.3	9	6	48	700.0	0	31	#DIV/0!	5.5
UW - New Rochelle	3.3	1	3.3	1	19	15	-21.1	1	7	600.0	4.1
New York Water	0.0	0	2.2	1	10	6	-40.0	1	4	300.0	1.1
New York American	8.5	1	0.0	0	2	1	-50.0	0	1	#DIV/0!	0.7
UW - New York	1.5	1	1.5	1	51	32	-37.3	2	18	800.0	4.5
Other Water Utilities	N/A	9	N/A	1	70	39	-44.3	41	23	-43.9	N/A

All complaint rates are based on 1999 customer populations.

Customer populations are not available for cable companies.

* - Complaints per 100,000 customer accounts

** - ESCO numbers represent customer contacts, not complaints.

Readers should exercise caution in reaching conclusions based on contacts by ESCO customers.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

June 2001

Utility	June 2001 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	7	1	14%	56	14	25%	1.7	0.4
Con Edison	200	37	19%	1878	336	18%	4.4	0.8
KeySpan - LI	9	0	0%	89	13	15%	1.6	0.2
NYSEG	10	2	20%	106	25	24%	1.0	0.2
Niagara Mohawk	59	18	31%	681	246	36%	3.4	1.2
Orange & Rockland	16	9	56%	143	68	48%	5.0	2.4
RG & E	13	3	23%	163	104	64%	3.6	2.3
KeySpan - NY	53	10	19%	389	69	18%	2.8	0.5
National Fuel Gas	28	11	39%	243	101	42%	3.9	1.6

Informal Hearings, Shared Meter Cases, Appeals and Rehearings **June 2001**

Informal Hearings

As of June 30, 2001, there were 18 cases pending in pre-hearing. The month ended with 71 informal hearing cases pending for a total of 89 cases pending in the unit. During June, a total of eight (8) cases were resolved through mediation, both at the pre-hearing and the informal hearing levels. Following are some significant cases decided during June.

A utility argued that residential customers are not entitled to a deferred payment agreements where there is an allegation of theft of service. The Hearing Officer found that under HEFPA, a customer was still entitled to a deferred payment agreement, and upheld a Staff directive awarding the customer a total of \$200 for the days she was wrongly denied service. The penalty provision is also found in HEFPA.

A customer complained that during the summer months, the utility over-estimated the bills, because during the summer, they were open only 20% of the time as compared to non-summer hours. We convinced the utility to agree to manually suppress the computer-estimated bills during the summer, and issue the customer estimates based on his use during the prior year.

Shared Meter Designee Complaints

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 penalty assessed to owners for failure to find and correct instances of shared metering. At the end of June there were 278 shared meter complaints pending, an increase of 35 from the previous month. Fifty-three (53) new complaints were received in June, over twice the number we normally receive for a month, and 19 complaints were closed. Brief descriptions of some of the closed cases are outlined below.

In two of the cases closed, the penalty was cancelled after staff made a finding that the shared use was minimal under our regulations. The designee reduced the penalty to the minimum of 25% in 11 cases, and to 50% in 2 cases. In two cases the owner provided documentation showing that the costs to correct the shared meter condition were extraordinary as defined in our regulations. Therefore, the penalty was cancelled. In one case, the charge was cancelled because the owner provided proof that the tenant has rented the entire building, making the tenant the "owner" as defined in the shared meter law.

Appeals and Rehearings

At the June 21, 2001 session, the Commission approved three appeal determinations recommended by OCS. Two appeals were by nonresidential electrical customers of Con Edison. One customer challenged an informal decision upholding a single high demand reading; the determination upholds the informal decision because no irregularity was found affecting the demand reading. The other customer had objected to Con Ed's initial assignment of the small commercial rate (rather than a demand rate); the determination upholds the informal decision that the initial rate assignment was proper. The third appeal, by a Brooklyn Union Gas

(now Keyspan) residential customer claimed that billing had been incorrect; the determination reviews the billing and sustains the informal decision finding no billing errors.

During June, seven appeal requests were accepted. Two appeals involve Keyspan LI.: one is a cross appeal by the Village of Freeport of an informal decision already appealed by the utility (the issues are the hearing officer's denial of the customer's claim that its billing for separate meters should be combined and her grant of a "lost meter" adjustment); the other, by a residential customer, challenges backbilling of previously estimated bills as incorrect. Two appeals are by Con Edison residential electrical customers: one claims bills were high, and the other challenges six-year backbilling for unmetered service. Two appeals involve Verizon's nonresidential service: one is a cross appeal by the Town of East Greenbush (the utility's appeal was accepted previously) in a case concerning whether the customer is entitled to credit for three circuits it claims it was billed for after they were disconnected; the other is an appeal by a customer who similarly seeks credit for two lines he says he never used. The last appeal is by NFG and concerns responsibility for residential gas service.

**No. of Complaints Received Against Regulated Companies
Between 6/1/2001 and 6/30/2001**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Buffalo	5
	Adelphia Cable - Utica	2
	Adelphia Cable-Chautauqua	2
	Adelphia Cable-Niagara	2
	Cablevision of Brookhaven	4
	Cablevision of Dutchess County	2
	Cablevision of Hauppauge (V-CABLE)	7
	Cablevision of Long Island	13
	Cablevision of New York City	14
	Cablevision of Riverhead	2
	Cablevision of Southern Westchester	2
	Cablevision of Westchester	4
	Cablevision-Rockland	1
	MediaOne - US Cablevision	1
	Mid Hudson Cablevision, Inc.	2
	NuView TV, Inc.	1
	RCN of Southeast New York, Inc.	3
	Time Warner - Albany	1
	Time Warner - Amsterdam	1
	Time Warner - Binghamton	3
	Time Warner - Brooklyn	3
	Time Warner - Fingerlakes	1
	Time Warner - Glens Falls	2
	Time Warner - Kingston	1
	Time Warner - Manhattan	17
	Time Warner - Orange County	2
	Time Warner - Queens	16
	Time Warner - Rochester	3
	Time Warner - Saugerties	2
	Time Warner - Sullivan County	3
Time Warner - Syracuse	3	
Total Cable		<hr/> 125
DSL	Broadview Networks	1
	Covad Communications Company	4
	Earthlink, Inc.	3
	Focal Communications Corporation	1
	NET2000 Communications Services, Inc.	1
	Network Access Solutions, Inc. ("NAS")	1
	NorthPoint Communications, Inc.	1
	Tel-Save, Inc. (Talk.com)	4
	Verizon Advanced Data, Inc.	40
	Verizon Communications (LEC)	1
Total DSL		<hr/> 57
Electric	Central Hudson Electric & Gas	7
	Con Edison	176
	Jamestown Board of Public Utilities	2
	New York State Electric & Gas	8
	Niagara Mohawk Power Corp	53
	Orange & Rockland	13
	Rochester Gas + Electric	6
Total Electric		<hr/> 265

**No. of Complaints Received Against Regulated Companies
Between 6/1/2001 and 6/30/2001**

Gas	Central Hudson Electric & Gas	1
	Con Edison	34
	KeySpan of Long Island	9
	KeySpan of New York	53
	National Fuel Gas Distribution	28
	New York State Electric & Gas	2
	Niagara Mohawk Power Corp	6
	Orange & Rockland	3
	Rochester Gas + Electric	7
Total Gas	143	
Prepaid	ACS Tel Com Inc.	1
	TCI, Inc.	1
	Verizon Wireless	2
Total Prepaid	4	
Telephone	ACC Buffalo Telecom Corp.	1
	ACC National Telecom Corp.	1
	ACS Tel Com Inc.	1
	Adelphia Business Solutions Operations	1
	Adelphia Telecommunications, Inc.	1
	ADVAMTEL, LLC dba Plan B Communications	4
	Affinity Network, Inc.	1
	Allegiance Telecom of New York, Inc.	16
	ALLTEL Corporation	1
	American Long Lines	1
	American Nortel Communications, Inc.	1
	American Phone Services, Corp.	3
	American Telecommunications Systems, Inc	2
	AmeriVision Communications, Inc.	1
	AT&T Communications of New York, Inc.	365
	BridgeCom International, Ltd.	3
	Broadview Networks	14
	Cable & Wireless Commun. Co.	1
	Cablevision Lightpath, Inc.	2
	Choice One Communications of New York, Inc	1
	Citizens Telecom	6
	Conversent Communications of New York, Ltd	1
	CTC Communications Corp.	3
	CTN Telephone Network, Inc.	1
	CTSI, Inc.	2
	Deposit Telephone	1
	DFT Local Service Corporation d/b/a DFT	1
	Dunkirk & Fredonia Telephone	1
	Econ-o-call Inc.	1
	Econophone, Inc.	1
	Essential.com, Inc.	5
	Essex Communications, Inc. d/b/a/ Elec Com	3
	Excel Telecommunications Inc.	4
	Fairpoint Communications	2
	Federal TransTel, Inc.	3
	Frontier Comm of NY/fka Highland Tel	2

**No. of Complaints Received Against Regulated Companies
Between 6/1/2001 and 6/30/2001**

Telephone (cont.)	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Communications of Rochester, Inc	4
	Frontier Communications of the West, Inc	1
	Frontier Local Services, Inc.	1
	Frontier Telephone of Rochester, Inc.	14
	Global Crossing Telecommunications, Ind	3
	Gold Star Communications	1
	Intellicall Operator Services Inc.	1
	International Discount Telecommunication	2
	LCI International Telecom Corp.	5
	Long Distance of Michigan, Inc. dba LDMI	1
	MCIWorldCom	187
	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications dba Met Tel	41
	Network Operator Services, Inc.	1
	Network Plus, Inc.	11
	North American Telecommunications Corp	1
	NOS Communications Inc.	1
	Opticom Corporation	1
	PNG Telecommunications, Inc.	1
	PT-1 Communications, Inc.	1
	Public Service Commission	1
	QWest Communications Corporation	7
	Resdntl Comms. Netwrk of NY dba RCN	10
	Sprint Communications Company L.P.	24
	Talk'N Toss	1
	Tel-Save, Inc. (Talk.com)	87
	Telecom USA	1
	Teligent, Inc.	2
	Township Tel	2
	Tri-Tel Communications, Inc.	1
	TruCom Corporation	1
	UKI Communications, Inc.	2
	Uni-Tel Communications Group, Inc.	2
	US Long Distance, Inc.	1
	USN Communications Long Distance, Inc	2
	VarTec Telecom, Inc.	1
	Verizon Communications (LD)	10
	Verizon Communications (LEC)	467
	Verizon Corp. (payphones)	1
	Warwick Valley Telephone	1
	Winstar Gateway Network, Inc.	1
	WorldCom Inc, dba LDDS World Com	1
	WorldCom Network Services, Inc. d/b/a Wi	1
	XO New York, Inc.	1
	Zone Telecom, Inc.	1
	ZTel Communications, Inc.	91
Total Telephone		1458
Water	Farms Water Co Inc	2
	Hudson Valley Water Co.	3
	Hunter Water Supply Corp.	1
	Lake Louise Marie Water	1
	Long Island Water Corp.	9
	Mountain Lodge Park	1

**No. of Complaints Received Against Regulated Companies
Between 6/1/2001 and 6/30/2001**

Water (cont.)	New York Water Service	1
	Oakridge Water Company	1
	United Water-New Rochelle	1
	United Water-New York	1
Total Water		<hr/> 21

Total Complaints for June 2001 **2073**

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00
6902	1 Com Inc.							4	1					1	2	2					
5818	A.R.C. Networks Inc.				1	4			0												
5049	ACC Buffalo Telecom Corp							1	1	1							1				
5305	ACC Long Distance Corporation			1	2	1	1		2			1		1							
6184	ACC National Long Distance Corp								1				1								
5757	ACC National Telecom Corp.				1	1			0												
5069	ACC Rochester Telecom Corp.							1	0							1					
6159	Accutel Communications Inc.				8	38	4		0												
6849	ACN Communication Services Inc								2					1	1						
6135	ADVAMTEL LLC d/b/a Plan B Comm						1	29	25	4	1	2	3	5	10	7	1	4	1	1	1
5357	Advanced Telecommunications Ne		1	3			0	2	0								1	1			
5279	Advantage Communications Group Inc							0	0												
5324	Affinity Corporation					1			0												
5688	Affinity Network Inc.					1	1		1			1									
6055	All American Telephone Inc.			43		53			0												
6283	Allegiance Telecom of NY Inc.					1	3	24	33	3	6	6	4	7	7	4	9	1	3	4	2
6516	Alliance Group Services Inc							1	0									1			
5774	Alltel Long Distance Inc.								0												
5010	AllTel of New York							1	0												
5A02	Alltel Communications Inc								0												
5343	Am.Tech. Inc.dba Network Utili			9	4		1		0												
5779	American Business Alliance In				60	3	1		0												
5908	American Long Distance Service Inc.						1		0												
5683	American Long Lines								2	1	1										
6323	American Nortel Communications Inc.				3	49	60	13	1					1						2	1
6778	American Phone Services Corp.							4	5	3		1	1							2	
5935	American Telecommunications En	2	7	9		3			0												
5A22	American Telecommunications System								3	1		1	1								
5249	American Telesource Intl Inc.		1		1				0												
5361	America's Tele-Network Corp.			5	20	45	19	14	0							1	1		1		1
5984	Americom Inc.							0	1					1							
5322	Amer-I-Net Services Corporation					4	3		0												
5689	Ameri-Tel Communications Inc.			2	1		1		0												
6513	AmeriVision Communications Inc.						3		0												
5325	AMNEX See American Network Exc	1	5						0												
5805	AT&T Communications of New Yor	39	160	356	443	311	70	373	320	44	53	51	62	64	46	26	42	37	29	48	28
5364	Athena International L.L.C.				4	1			0												
5837	ATI Rentals Inc.				2				0												
5369	Atlas Communications Ltd.			3	3	3	1		0												
6057	BFI Communications Inc.				3				0												
5996	Briar Joy Development Corp.			1					0												
6140	BridgeCom International LTD								2	1		1									
5771	Brittan Communications International C				26	52	23	1	0												
6886	Broadview Networks					16	63	73	31	4	4	5	2	2	14	1	1	10	3	7	3
6111	Business Discount Plan Inc.				129	50	6	1	2												1
5776	Business Options Inc.						1	3	0			1									
5021	Business Telecom dbs BTI Telecom							1	0												
5340	Cable & Wireless Commun. Co.		1	1	1		1		3	1		1	1								
5949	Cablevision Lightpath Inc.								2												
6399	CBS Corporation dba Westinghouse						1		0												
5879	Cherry Communications Inc	2	5						0												
6646	Choice One Communitcations of NY								0												
5A17	Citizens Telecom				1	5			1			1									
5127	Citizens Telecommunications Co			1	6				2		1				1						

* 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	1994	1995	1996	1997	1998	1999	2000	2001	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00
5128	Clear Network Inc. dba ClearN			3					0												
5609	Cleartel Communications Inc.		2						0												
5693	Coast International Inc.			5	2	1		1	0												
6271	Coleman Enterprises Inc. d/b/a Local Lo					17	13		0												
5103	Colorado River Communications		31	1		2			0												
6143	Commonwealth Telecom						1	3	0												
6593	Communication Express					8	2		0												
5131	Communication TeleSystems Inte			1					0												
6372	Communications Billing Inc.						2		0												
5177	Communications TeleSystems Intl		1	17	1	1			0												
5133	Conetco Corp dba Comm.Network		1	5					0												
5612	Conquest Operator Services Corp.							0	0												
6810	Conversent Communications of NY								1					1							
6245	Core-Comm New York Inc.							2	0												
5336	Corporate Services Telecom Inc		2	5	2	13			0												
6260	CTC Communications Corp.							1	2		1				1						1
5559	CTN Telephone Network, Inc.								1	1											
5191	Dial & Save of New York Inc.				1	2			0												
5117	Digital Dialing Communications	8	9						0												
6103	Discount Network Services Inc.				1	8	0		0												
6328	Discount Telecom Inc.				9	17			0												
5834	DualStar Communications Inc.						0		0												
5252	Eastern Telecommunications Inc			11	3				0												
6672	Econo-o-Call Inc.							8	2	1		1				2	2	1	1	2	
5215	Econophone Inc.			1	1		2	1	0												
6138	Efficy Group Inc.					1			0												
5137	Empire One Telecommunications								1				1								
5982	Equal Net Communications Inc.		48	7	2	1		2	0												1
5198	EqualNet Corporation				2	1	1	1	0										1		
6659	erbia Network Inc.							1	0												
6748	Essential.com Inc.							17	8	3			2	3		1			1	1	2
6912	Essex Communications DBA Elec							12	9	1	2	2	2	1	1	3	1	1		4	1
6369	Essex Communications Inc								1			1									
5382	Excel Telecommunications Inc.		2	6	10	8	10	6	8			2	1	5							2
5912	Executone Information Systems Inc.							1	0								1				
6157	EZ Tel Corp.						0		0												
6435	Fairpoint Communications							1	3	1					2		1				
5275	Federal TransTel Inc.				1		1		1	1											
5889	fka Comm.Gateway Netwk/now Win	28	85	4					0												
5081	fka USA Long Distance/see 5749		22	1					0												
5390	Flex Communications System	1		1					0												
5204	Frontier Comm. of NY/fka Highland Tel				1				0												
5176	Frontier Comm. Of Rochester, Inc.								0												
5197	Frontier Comm.Int'l Inc/fka RC		1	8	3	3			0												
5401	Frontier Communs. Services (fk			9	14	3	6		0												
5192	Frontier L.D. America			2	5	3	1		0												
5823	Frontier Local Services, Inc.								1		1										
5A41	Frontier Telephone of Rochester Inc.				4	3	1		0												
5391	Future Telecom Service		1						0												
5954	GE Capital Communications Serv		1	2					0												
6826	Global Crossing Telecommunications								7	1	1	3		2							
6152	Global Telephone Corporation				1	2			0												
5919	Group Long Distance Inc.		7	1	22	4	1		0												
5194	GTE Card Services Incorporated					60	31	2	0												
5097	GTE Corporation					1	4		0												

* 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	1994	1995	1996	1997	1998	1999	2000	2001	Jun-01	May-01	Apr-01	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00
5143	GTE Telecommunications Services Inc.						1		0												
5113	Heartline Communications	5	164	420	10				0												
5676	Home Owners Long Distance Inc		36	27	12	2	1		0												
5289	Host Network Inc.				1	1			0												
5284	Idealdial Corp. dba Idealdial Telephone					3			0												
6373	IDT Corporate							2	1		1										1
6265	I-Link Communications					1			0												
5345	Inet Interactive Network System Inc.					1			0												
6156	Inmark Inc. dba Preferred Billing					5	10	4	0												
6095	Integrated Teleservices Inc.					3		1	0												
5062	Integrated Teletechnologies			1	1				0												
5624	Intellicall Operator Services Inc.						1	2	1	1						2					
6210	Intermedia Communications Inc.					1	0		0												
5409	International Exchnage Networks Ltd							2	0									1			
6065	International Telecom Ltd.						0		0												
6125	International Telecommunications Corp.					4	4		0												
5918	International Telemedia Assoc.		26	7	8				0												
6482	Internet Telephone Company d/b/a ITC								0												
5256	IXC Communications						1	2	0												
5292	Key Communication Management Inc.						12	4	0												
5980	L.D. Services Inc.		39	71	60	13	3		0												
6268	LCI International Inc.					7	2		0												
5078	LCI International Telecom Corp		9	23	60	70	8	5	4			1	1	2		1					1
5268	LDC Telecommunications Inc.				16	3	2		0												
5013	LDDS-Metromedia A/O Inc	3	28	8	1	1			0												
5909	LDM Systems Inc.		10	22	16	1	1		0												
5339	LEAST COST ROUTING					1			0												
5854	Least Cost Routing Inc. dba Long Dist				16	54	4		0												
5036	Lightyear Communications Inc			1	3	3	1	2	2			1	1						1		
5904	Long Distance Direct Inc.			1	3	36			0												
5547	Long Distance International dba LDI Co				2	7			0												
5428	Long Distance Network Services		1	1					0												
5749	Long Distance Services of N.Y.		1	375	122	1	1		0												
5227	Long Distance Wholesale Club		7	15		3	1		0												
5149	Long Island Telephone Company					3			2						2						
6460	Marathon Communications Corp.						1		0												
5699	Matrix Telecommunications	22	8	13	1	1	2		4			2	1	1							
5820	MCI	66	243	220	158	213	199	280	236	45	56	36	39	38	22	33	22	10	18	14	15
5736	MCImetro Access Transmission Svs							1	0												
6423	Metro Telecomm. dba METTel					118	48	26	36	5	9	5	3	10	4	5	2	4	3	3	
5220	MetroLink Communications Inc.					1			0												
5435	Metromedia Long Distance Inc.				2	1			1					1							
5900	MFS Intelnet of N.Y.				3				0												
5731	MIDCOM Communications Inc.		11	4	1				0												
5416	Minimum Rate Pricing			10	61	161	15	2	0							1					
5777	National Accounts Inc.			14	3	6			1		1										
5717	National Communications Associ			3					0												
6110	National Telephone & Communications						1		0												
5741	National Telephone Communicati			1	1				0												
6441	Nations Tel Inc.						1		0												
5154	Nationwide Long Distance Inc.		97	28	1				0												
6511	Nationwide Telecom Inc.			8	25				0												
5244	NeTel Inc.				2	2	1		0												
6054	NET-TEL Corp.								1												
5385	Network Enhanced Technologies Inc.							1	0							1					

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

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5826	Network Plus Inc.					1	2	40	22	4	4	1	7	4	2	3	3	5	1	1	3
5447	Network Svcs Inc./ Long Dist. Net. Svcs					1			0												
5419	New Century Telecom Inc.					2	1		0												
5238	New York Local Telephone Corp.					1			0												
5125	Newport Telephone					1			0												
6928	Norstar Communications								1					1							
6367	North American Telecommunications Corp						1	1	2				1	1							1
5832	North American Telephone Network LLC				2	3		1	0												1
5455	Northland Telephone Systems Limited					1			0												
5458	NOS Communications Inc.						3		3		2		1								
5007	Nuestra Telefonica Ltd.	2	5						0												
6177	OLS Inc.				2	19	1		0												
5887	Oncor Communications	12	7	1	1				0												
5462	One Call Communications Inc. d			1					0												
5A98	One Step Billing Inc.				5	39	2		0												
5819	OneStar Long Distance Inc.								0												
5761	OPCOM Inc.			1					0												
5883	Operator Services Company			1					0												
5853	Optex Inc.							0	0												
6508	Opticom Corporation			1					0												
5743	Phoenix Network Inc.			3	1				0												
5763	Phone Calls Inc.		6	198	11		1		0												
5193	Phone One Inc.							1	0												
5159	PowerNet Communications								1					1							
5456	Preferred Carrier Services			1	42	10			0												
5459	Premier Communications Inc.							0	0												
5245	Primus Telecommunications Inc.							4	0												
6151	Protel Advantage d/ba/ Long Distance							1	0												
5463	Protel Inc.					8	14	4	0											2	
6324	PT-1 Communications Inc.							2	2			1	1			1					
5509	PTC - Peoples Telephone a/k/a ASCOM							0	0												
5346	Public Telephone Services Inc			10	2				0												
5797	QAI Inc d/b/a Long Distance B			4	5	2	4	2	0							1				1	
5212	QCC Inc.			12	8	1			0												
5700	Quintel Entertainment Inc.							0	0												
5468	Qwest Communications Corporati			1		5	21	15	20	2	4	8	3	3		3	1	2	2	1	1
5830	RCI Corporation see code 5197	3	1						0												
6316	RCN Long Distance Company					1		1	0							1					
5A13	RCN Telecom Services of NY Inc.					10	5	2	3			2		1		2					
5558	Residential Communications Network of				3		2	2	10	1	3		2	1	3						
5843	Robtel Inc.							1	0								1				
5824	RRV Enterprises Inc. dpa Consumer Access			2	4				0												
6278	RSL Com U.S.A. Inc.						1	1	0												
6933	ServicSense.com Inc.							1	2				1		1	1					
5915	Sonic Communications	7	826	1					0												
5748	Sprint Communications Company		1	45	80	70	59	39	79	16	18	11	16	13	5	8	2	1	2	3	3
6045	STA Telecommunications Corp				2	1			0												
5891	Standard Telecom L.D. Inc.	4	11						0												
5478	Starlink Communications L.L.C.			2	1	1	1		0												
5479	Startec Inc.						1		1		1										
5257	Switched Service Communications LLC				1				0												
5913	Target Telecom Inc.		2	1		1			0												
5487	TC Systems Inc. (TCG)					1			0												
6375	Telco Holdings dba Dial & Save					1	1		1					1							
6100	Telco Partners Inc.							1	0												

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5164	Telcom Group USA Inc. d/b/a TelCom						2	1	0												
5310	Tele(Allnet Comm.Inc.) Allnet	6	20	2					0												
5762	Telecom USA			3	1	2		1	0												1
5167	Telecommunications Service Center Inc.					4			1			1									
6161	Telehub Network Service Corp.						0		0												
6288	Telemex/Sprint Communications						1		0												
6118	Telepath Communications Inc.							2	0												1
5845	Teleport Communications				1	2	3	5	0							1			1		
6469	Telergy Network Services Inc.								0												
5492	Telnet Communications Inc.						0		0												
6088	Tel-Save Inc dba The Phone Company				6	16	17	153	326	51	57	52	40	69	57	45	26	9	8	7	5
5939	The Furst Group Inc.		29	11	8	2		1	0												
6131	The Phonco Inc. dba Network Services					1			0												
5499	TI Nat Telecom dba TI World Te			3			1		0												
5515	Total - Tel USA Inc.					1			0												
5271	Touch 1 Communications Inc.			4	1	5	2	1	0									1			
6093	Touch 1 Long Distance Inc.					1	1	1	0												1
5522	Trans National Communications Inc.				6				0												
5223	TresCom U.S.A Inc.			1	6				0												
5A72	Tri-Tel Communications Inc.							5	1		1					1	1	2		1	
6331	TruCom Corporation							2	0									1			
6049	TTI National Inc.							1	0												
5659	U.S. Long Distance Inc.			2	6	1			0												
5A99	U.S. Republic Communications Inc.					1	2		1			1									
6817	UKI Communications Inc.							1	7	1	1	2	1	2		1					
5A45	United Services Telephone LLC					1			0												
6493	Uni-Tel Communications Group Inc.						1	2	1	1											
5717	Universal Communications Inc					2			0												
5860	US Sprint Communications Co./	17	60	7					0												
5528	US Wats. Inc.					1			0												
6137	USA Tele Corp.					6	3		0												
6048	USN Communications Long Distance				2	78	72	1	1						1						
5276	V.I.P Network Inc.			15					0												
5101	VarTec Telecom Inc.			6	0				1					1							
6300	VarTec Telecom Inc. d/b/a Clear Choice							1	0								1				
5120	Verizon				18	19	10	12	22	2	2	5	3	5	5	1	3	1	1	1	2
6830	Verizon Advanced Data								1				1								
6781	Verizon Communications							7	8	2	1	3		2		4	1				
6290	Veterans of America Assn.				4				0												
6073	Vista Group International Inc.				12	41	8		0												
5172	Westinghouse Electric Corporation d/b/s				3	1			0												
5867	Witel Inc.	22	8	5	31	3	1	1	0							1					
5303	Winstar Gateway Network Inc.		3	76		1	1		0												
5770	Working Assets Funding Service				1	2		1	0												
5319	World Com Inc dba LDDS World			6	5	6		2	0												
5716	World Communications Inc.				6				0												
6124	Worldcom Inc.				9				0												
5203	WorldCom Network Service dba Wil						0		5	1	1	2		1							
6307	Worldcom Technologies Inc.					1			0												
5516	Xtracom Inc.					1			0												
6447	Ztel Communications Inc.						53	160	123	18	17	23	16	26	23	8	3	2	3	8	6
	Complaints Assigned by CPCN	250	2051	2180	1738	1904	966	1414	1417	222	251	232	223	281	208	173	130	95	79	117	82
	Unassigned Complaints	143	306	99	42	6	2	5	3			0	0	1	2	0	0	0	0	0	1

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Total	393	2357	2279	1780	1910	968	1419	1420	222	251	232	223	282	210	173	130	95	79	117	83

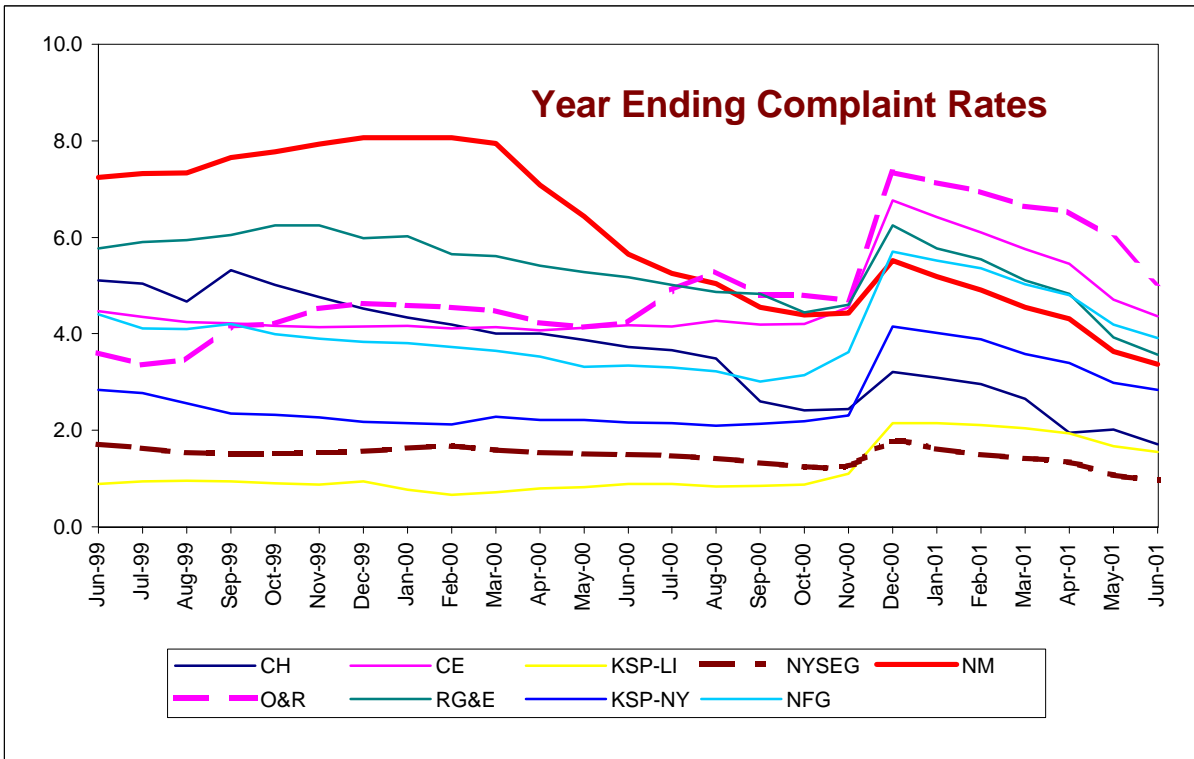
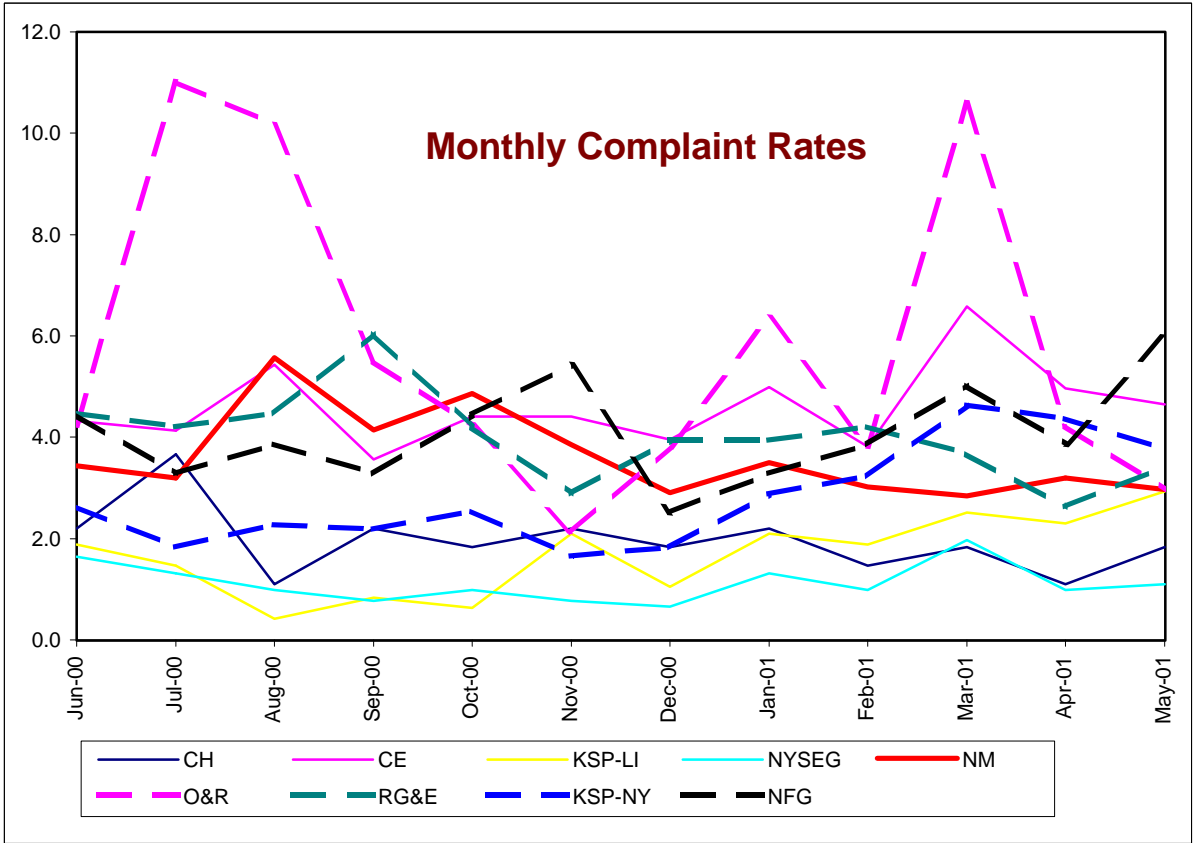
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**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

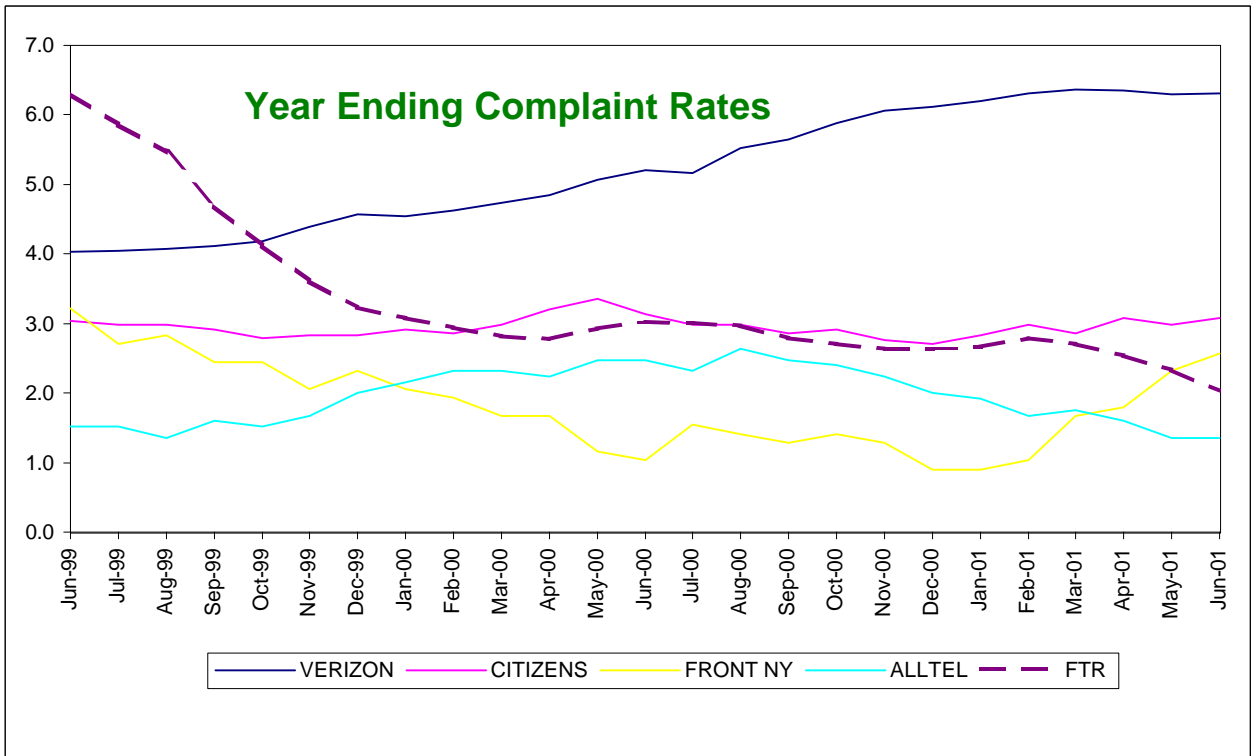
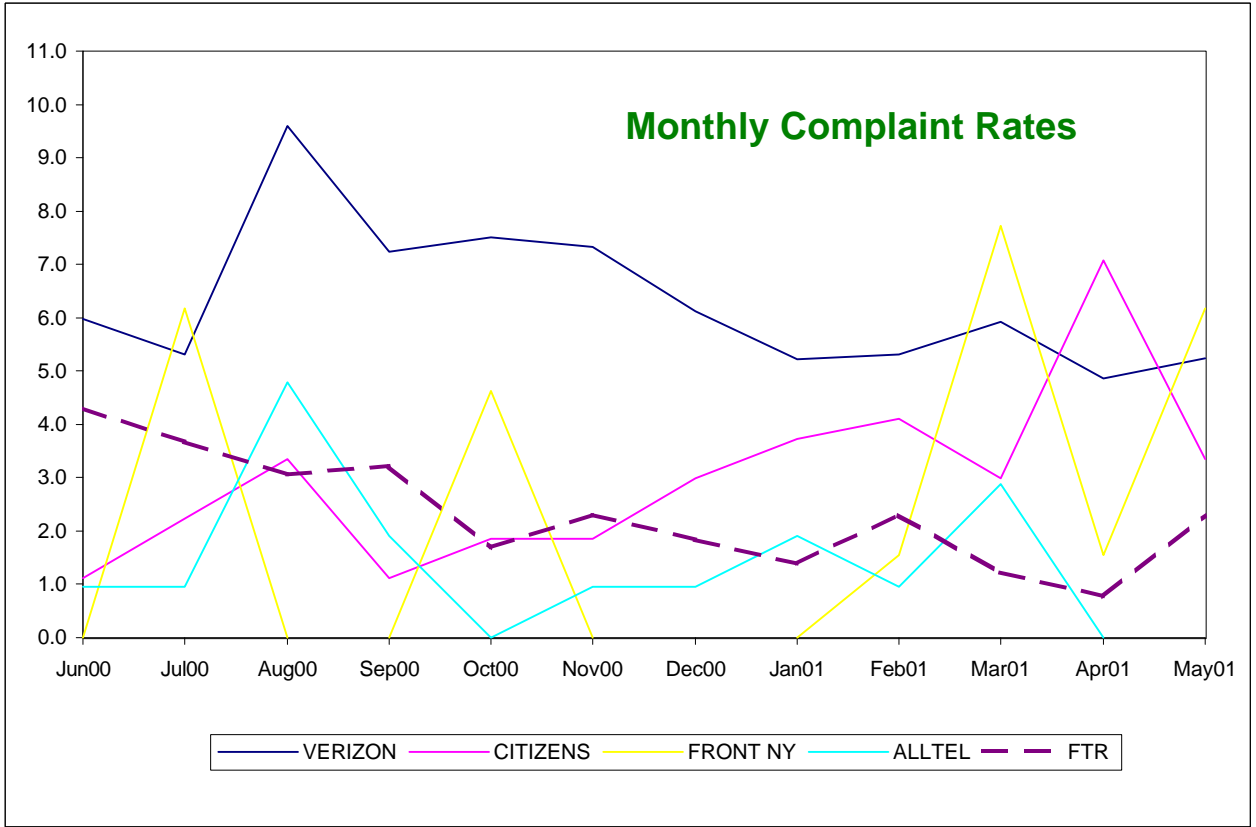
CODE	FULL NAME	1997	1998	1999	2000	2001	Jun-01	May-01	Apr - 01	Mar - 01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00
D001	Agway Energy Services Inc.	2	3	7	13	12	1	1		1	4	5	1	2	2	4	2		
D002	Amerada Hess			2		5		2		1	1	1							
D005	Castle Power Corporatoin		2	0		0													
D013	Interstate Energy Resources Inc.			1	11	11				2	3	6	3	4	2				
D014	KBC Energy Services		2	3		0													
D015	Keyspan Energy Services, Inc.	1	23	38	84	59	10	13	6	5	7	18	5	11	9	4	5	8	4
D018	Mirabito Fuel Group Inc.					1						1							
D019	Morania		1	0		0													
D020	Natgasco - A Mitchell-Supreme Co.			1		6	2		1		2	1							
D021	National Fuel Resources			8	12	5		1		1	1	2		1	2	2	1	1	1
D023	New York Gas Co., Inc.			6	40	67	10	14	7	6	4	26	16	11	2	3	4	1	2
D024	North American Energy			9	8	11	3	1		3	2	2	1			2			
D026	North Atlantic Utilities Inc.					1						1							
D032	Total Energy Inc.		21	125	158	106	13	14	6	22	20	31	18	20	17	17	21	10	7
D034	Wepco Gas	1	1	0		0													
D035	Williams Energy Services Co.			0	1	0													
D036	All Energy Marketing Co.					1					1								
D041	Con Ed of New York			1	1	2		1	1										
D046	Econnergy		79	73	198	73	12	15	2	7	23	14	9	17	13	11	9	19	24
D047	Empire Natural Gas Corp					0													
D054	Enron Capital & Trading Resources		2	0		1					1								
D057	Iroquois Energy		5	5	63	3		1		1		1	11	33	14	1	1	1	
D062	MC2	1	20	3	1	0								1					
D067	PG&E Energy Trading					1						1							
D074	Utilicorp Energy Solutions			3		0													
D078	Advantage Energy Inc.			0	1	0							1						
D079	Wheeled Electric Power Co (WEPCO)		10	5		0													
D082	National Fuel Resources, Inc.					1						1							
D084	New Energy Ventures, LLC		6	4	1	0													
D086	Con Edison Solutions		271	108	80	2		1				1		1	6	3	1	8	6
D087	Energetix, Inc.			5	16	128	6	12	33	69	3	5	2	2		1		3	1
D089	Duke Solutions, Inc.		2	1		0													
D090	Nev East, L.L.C.		2	0	1	0													1
D092	Advantage Energy			0	1	0													
D093	Robison Energy of Westchester		1	7	4	0								1			1		
D098	Metromedia Energy		11	26	13	4			4								1		1
D102	Telecon Energy Services Corp.			9	1	0													
D103	NYSEG Solutions			9	15	4		3				1	1	1	1	2		1	
D104	Great Eastern Energy			6	14	2					2			1		2	2		1
D105	ACN Energy, Inc.			0	18	1						1	2	1			1		4
D106	Orion Energy Services			10	33	73		35	12	12	9	5	13	5	4	10	1		
D888	Unassigned Customer Contacts	30	147	16	15	18	16	1				1		3	3		2	1	3
Total		35	609	491	803	598	73	115	67	135	83	125	83	115	75	62	52	53	55

This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions but does not resolve complaints against ESCO's. Customers are referred to their contract for resolution guidelines.

MAJOR ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

