

Monthly Report on Consumer Complaint Activity



February 2001

Corrected June 2001

Maureen O. Helmer, Chairman

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

May 9, 2001



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February 2001

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Please note: The delay in the publishing of this report is the result of the Department's upgrading and conversion of our Complaint Tracking System. We appreciate your understanding during the transition period and are confident the results of the enhancements will benefit all who use and rely on information from this report.

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

February 2001

Corrected June 2001

Utility	Jan-01		Feb-01		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Feb-01
	Rate*	No.	Rate*	No.	12 mos ending Feb-00	12 mos ending Feb-01	% Change	Year-to-date 2000	Year-to-date 2001	% Change	
Central Hudson	2.2	6	1.5	4	137	76	-44.5	8	10	25.0	2.3
Con Edison	5.0	179	3.8	137	1772	1848	4.3	284	316	11.3	4.3
KeySpan of L.I. (BUG Ea	2.1	10	1.9	9	38	75	97.4	2	19	850.0	1.3
NYSEG	1.3	12	0.9	8	183	116	-36.6	29	20	-31.0	1.1
Niagara Mohawk	3.5	59	3.0	51	1632	782	-52.1	123	110	-10.6	3.9
Orange & Rockland	6.4	15	3.8	9	129	139	7.8	11	24	118.2	4.9
RG & E	3.9	15	4.2	16	258	203	-21.3	32	31	-3.1	4.4
KeySpan of NY (BUG)	2.9	33	3.2	37	291	334	14.8	36	70	94.4	2.4
National Fuel Gas	3.3	17	3.9	20	231	227	-1.7	22	37	68.2	3.7
Other Energy Utilities	N/A	56	N/A	5	56	55	-1.8	4	3	-25.0	N/A
ESCO's**	N/A	125	N/A	83	259	994	283.8	51	208	307.8	N/A
Verizon	5.3	406	4.3	328	4270	5636	32.0	631	734	16.3	6.2
Citizens Telcom	3.7	10	4.1	11	92	87	-5.4	12	21	75.0	3.0
Frontier of NY	0.0	0	1.5	1	15	7	-53.3	0	1	#DIV/0!	1.0
Alltel	1.9	2	1.0	1	29	25	-13.8	7	3	-57.1	1.7
Frontier Tel of Roch.	1.4	9	2.3	15	230	206	-10.4	12	24	100.0	2.8
Other LEC's	N/A	612	N/A	595	3534	7271	105.7	976	1213	24.3	N/A
DSL Providers	N/A	52	N/A	44	N/A	287	N/A	N/A	89	N/A	N/A
Pre-paid Calling Cards	N/A	4	N/A	1	N/A	1	N/A	N/A	1	N/A	N/A
LD Resellers	N/A	440	N/A	95	2773	1221	-56.0	550	206	-62.5	N/A
COCOT Vendors	N/A	1	N/A	4	48	26	-45.8	6	5	-16.7	N/A
Adelphia	N/A	27	N/A	12	115	153	33.0	5	12	140.0	N/A
Cablevision Systems	N/A	61	N/A	38	556	491	-11.7	33	38	15.2	N/A
Time-Warner	N/A	63	N/A	49	660	614	-7.0	43	49	14.0	N/A
Other Cable Cos.	N/A	4	N/A	5	132	195	47.7	16	153	856.3	N/A
Long Island Water	4.1	3	2.7	2	8	32	300.0	0	5	#DIV/0!	3.7
UW - New Rochelle	0.0	0	3.3	1	25	16	-36.0	1	1	0.0	4.4
New York Water	0.0	0	4.5	2	10	9	-10.0	1	2	100.0	1.7
New York American	0.0	0	0.0	0	2	0	-100.0	0	0	#DIV/0!	0.0
UW - New York	13.8	9	4.6	3	41	54	31.7	2	12	500.0	6.9
Other Water Utilities	N/A	2	N/A	1	97	24	-75.3	7	0	-100.0	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

February 2001

Utility	February 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	4	1	25%	76	19	25%	2.3	0.6
Con Edison	137	23	17%	1848	307	17%	4.3	0.7
KeySpan - LI	9	0	0%	75	13	17%	1.3	0.2
NYSEG	8	3	38%	116	28	24%	1.1	0.3
Niagara Mohawk	51	13	25%	782	252	32%	3.9	1.2
Orange & Rockland	9	1	11%	139	56	40%	4.9	2.0
RG & E	16	7	44%	203	128	63%	4.4	2.8
KeySpan - NY	37	4	11%	334	62	19%	2.4	0.5
National Fuel Gas	20	1	5%	227	85	37%	3.7	1.4

February 2001

Informal Hearings, Shared Meter Cases, Appeals and Re-hearings

Informal Hearings

As of February 28, 2001, there were 21 cases pending in pre-hearing. Three cases were resolved through pre-hearing mediation. The month ended with 82 informal hearings pending, for a total of 103 cases pending in the unit. This represents an increase of 2 cases over last month. A synopsis of some of the cases closed during February appears below:

Two generic cases comprised of 26 individual cases involving 48 accounts were decided during the month. The issues addressed were whether the accounts were properly billed at the residential sales tax and/or the reduced residential fuel adjustment factor that was implemented in 1995. Complainants argued that they should not have had to submit new State sales tax certificates (TP-385 forms) to obtain the reduced rates simply because the name of the customer of record changed, and further, with respect to the reduced fuel adjustment factor, that better notice should have been given. The Hearing Officer found in favor of the utility after determining that the utility had acted in accordance with its tariff and with N Y State Tax Law.

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 February there were 232 shared meter complaints pending, a decrease of 3 from the previous month. Thirty-one (31) new complaints were received in February, and 35 were closed.

In eleven of the cases closed, the penalty was cancelled after staff made a finding that the shared use was minimal under our regulations, and in three cases the charges were cancelled because the owner proved that the cost to correct the condition was extraordinary as defined in our regulations. The designee reduced the penalty to the minimum of 25% in eighteen cases.

Appeals and Rehearings

At the February 22, 2001 session, the Commission approved two appeal determinations recommended by OCS. Each determination resolves four separate appeals by customers, each represented by a consultant, and each seeking retroactive rebilling by Con Edison at a more favorable rate. One determination concerns whether multiple dwelling owners were entitled to rebilling for electricity at the residential rate for occupied superintendents' apartments rather than at the small commercial rate; rebilling is denied. The other concerns whether multiple dwelling owners are entitled to rebilling for gas at the utility's interruptible rather than firm rate; while rebilling is also denied generally in this case, rebilling for a period of a couple months is directed in one customer's case because the utility failed to assist that customer properly after the customer requested the interruptible rate.

During February, two appeals cases were settled.

Also during February, seven appeal requests by complainants were accepted. Three of the appeals involve Con Ed, two involve NMPC, and one each involves KeySpan (LI) and NYSEG. Five of the appeals concern electric and two concern gas service. The Con Ed cases include one involving residential electric unmetered service, one seeking rebilling for a nonresidential electric customer at the area development rate, and one concerning a nonresidential gas customer's contract provisions relating to tax payment. The NMPC cases include a land developer's effort to limit her responsibility for electric service under a contract with the utility, and a residential electric customer's high bill claim. The Keyspan (LI) case concerns residential unmetered gas service. The NYSEG case involves a residential electric customer's high bill claim. In addition, in February, one rehearing request, made by Con Edison, was accepted in a case concerning the utility's implementation of demand billing regulations.

NO. OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 2/1/2001 AND 2/28/2001

Service	Utility	Complaints
Cable	Adelphia - Buffalo	6
	Adelphia Cable - Utica	2
	Adelphia Cable-International	1
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	2
	Cablevision of Brookhaven	1
	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	10
	Cablevision of New York City	17
	Cablevision of Riverhead	2
	Cablevision of Southern Westchester	3
	Cablevision-Ramapo	2
	Cablevision-Rockland	1
	Cablevision-Warwick	1
	Charter Comm. - Plattsburgh	2
	MediaOne - US Cablevision	1
	RCN of Southeast New York, Inc.	2
	Time Warner - Albany	1
	Time Warner - Brooklyn	2
	Time Warner - Fingerlakes	1
	Time Warner - Genesee	1
	Time Warner - Ilion	1
	Time Warner - Jamestown	1
	Time Warner - Manhattan	12
	Time Warner - Newburgh	2
	Time Warner - Orange County	3
	Time Warner - Poughkeepsie	1
	Time Warner - Queens	6
	Time Warner - QUICS	1
	Time Warner - Rochester	5
	Time Warner - Saratoga	1
	Time Warner - Schenectady	1
	Time Warner - Staten Island	1
	Time Warner - Sullivan County	1
	Time Warner - Syracuse	4
	Time Warner - Troy	2
	Time Warner - Watertown	1
		<hr/>

NO. OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 2/1/2001 AND 2/28/2001

<i>Service</i>	<i>Utility</i>	<i>Complaints</i>
DSL	Choice One Communications of New York In	1
	Covad Communications Company	1
	Earthlink, Inc.	3
	Sprint Communications Company L.P.	1
	Tel-Save, Inc. (Talk.com)	1
	Verizon Advanced Data, Inc.	36
	Verizon Communications (LEC)	1
		<hr/> 44
Electric	Central Hudson Electric & Gas	4
	Con Edison	118
	Essential.com, Inc.	1
	Jamestown Board of Public Utilities	1
	New York State Electric & Gas	8
	Niagara Mohawk Power Corp	44
	Orange & Rockland	5
	Penn Electric Company (GPU Energy)	1
	Rochester Gas + Electric	11
		<hr/> 193
Gas	Bath Municipal Gas	1
	Con Edison	19
	Corning Natural Gas	1
	KeySpan of Long Island	9
	KeySpan of New York	37
	National Fuel Gas Distribution	20
	Niagara Mohawk Power Corp	7
	Orange & Rockland	4
	Rochester Gas + Electric	5
		<hr/> 103
Prepaid	Jim's Deli	1
		<hr/> 1

NO. OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 2/1/2001 AND 2/28/2001

Service	Utility	Complaints
Telephone	1 Com, Inc.	1
	ACC Long Distance Corporation	1
	ACN Communication Services, Inc.	1
	ADVAMTEL, LLC dba Plan B Communications	7
	Advanced Telecommunications Corp. d/b/a	1
	Allegiance Telecom of New York, Inc.	16
	Alltel Communications, Inc.	1
	AllTel Of New York	1
	American Nortel Communications, Inc.	1
	American Phone Services, Corp.	1
	AmeriCom Communications	2
	AmeriVision Communications, Inc.	1
	AT&T Communications of New York, Inc.	362
	BridgeCom International, Ltd.	3
	Broadview Networks	18
	Cable & Wireless Commun. Co.	1
	Campus Link Communications	1
	Choice One Communications of New York In	2
	Citizens Telecom	9
	Citizens Telecom Long Distance	1
	Citizens Telecommunications Co. of NY	1
	Conversent Communications of New York, L	1
	Core-Comm-New York, Inc.	1
	CTSI, Inc.	2
	DFT Local Service Corporation d/b/a DFT	1
	Empire One Telecommunications, Inc.	1
	ESS.COM, L.L.C.	2
	Essential.com, Inc.	7
	Essex Communications, Inc. d/b/a/ Elec C	1
	Excel Telecommunications Inc.	10
	Fairpoint Communications	6
	Frontier Comm of NY/fka Highland Tel	1
	Frontier Comm of Sylvan Lake, Inc.	1
	Frontier Telephone of Rochester, Inc.	15
	Global Crossing Telecommunications, Inc.	4
	International Discount Telecommunication	1
	LCI International Telecom Corp.	4
	Long Island Telephone Company	2
	Matrix Telecommunications	2
	MCIWorldCom	188

NO. OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 2/1/2001 AND 2/28/2001

Service	Utility	Complaints
	Metro Teleconnect, Inc.	1
	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications dba Met T	31
	Network Plus, Inc.	16
	New York City Public Telephone	1
	Norstar Communications, Inc. d/b/a Busin	1
	North American Telecommunications Corpor	3
	NXLD Company	1
	PaeTec Communications, Inc.	2
	PowerNet Communications, Inc.	1
	PT-1 Communications, Inc.	1
	QWest Communications Corporation	7
	RCN Telecom Services of New York, Inc	2
	Resdntl Comms. Netwrk of NY dba RCN	10
	Sprint Communications Company L.P.	32
	Tel-Save, Inc. (Talk.com)	91
	Telco Holdings, Inc. dba Dial & Save	3
	Telecarrier Services, Inc.	1
	Teleport Communications	1
	Telergy Joint Venture	1
	Time Warner AxS of Rochester L.P.	1
	Time Warner Telecommunications	2
	TTI National, Inc.	1
	UKI Communications, Inc.	2
	US Long Distance, Inc.	1
	VarTec Telecom, Inc.	1
	VarTec Telecom, Inc. dba Clear Choice Co	1
	Verizon Advanced Data, Inc.	5
	Verizon Communications (LD)	6
	Verizon Communications (LEC)	278
	Verizon Corp. (payphones)	3
	Warwick Valley Telephone	2
	Winstar Gateway Network, Inc.	1
	WorldCom Network Services, Inc. d/b/a Wi	1
	ZTel Communications, Inc.	108

NO. OF COMPLAINTS RECEIVED AGAINST REGULATED COMPANIES
BETWEEN 2/1/2001 AND 2/28/2001

<i>Service</i>	<i>Utility</i>	<i>Complaints</i>
Water	Knolls Water Co.	1
	Long Island Water Corp.	2
	New York Water Service	2
	United Water-New Rochelle	1
	United Water-New York	3
		<hr/>
		9

Total Complaints Against Regulated Companies - February 2001	1755
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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
6902	1 Com Inc.							4	1		1		2	2											
5818	A.R.C. Networks Inc.				1	4																			
5049	ACC Buffalo Telecom Corp							1						1											
5305	ACC Long Distance Corporation			1	2	1	1		1		1														
6184	ACC National Long Distance Corp								1	1															
5757	ACC National Telecom Corp.				1	1																			
5069	ACC Rochester Telecom Corp.							1					1												
6159	Accutel Communications Inc.				8	38	4						1												2
6135	ADVAMTEL LLC d/b/a Plan B Comm						1	29	18	3	5	10	7	1	4	1	1	1	3	3	3	4	1		
5357	Advanced Telecommunications Ne			1	3		0	2						1	1										
5279	Advantage Communications Group Inc						0																		
5324	Affinity Corporation					1																			
5688	Affinity Network Inc.					1	1		1	1															
6055	All American Telephone Inc.				43	53																			
6283	Allegiance Telecom of NY Inc.					1	3	24	18	4	7	7	4	9	1	3	4	2		1					
6516	Alliance Group Services Inc							1							1										
5774	Alltel Long Distance Inc.																								
5010	AllTel of New York							1															1		
5A02	Alltel Communications Inc																								
5343	Am.Tech. Inc.dba Network Utili			9	4		1																		
5779	American Business Alliance In				60	3	1																		
5908	American Long Distance Service Inc.						1																		
6323	American Nortel Communications Inc.				3	49	60	13	1		1						2	1		3	2	1	2	2	1
6778	American Phone Services Corp.							4	2	1	1						2		2						
5935	American Telecommunications En	2	7	9		3																			
5A22	American Telecommunications System								1	1															
5249	American Telesource Intl Inc.		1		1																				
5361	America's Tele-Network Corp.			5	20	45	19	14					1	1		1		1		2	2	2	2	2	1
5984	Americom Inc.						0	1	1		1								1						
5322	Amer-I-Net Services Corporation					4	3																		
5689	Ameri-Tel Communications Inc.			2	1		1																		
6513	AmeriVision Communications Inc.						3																		
5325	AMNEX See American Network Exc	1	5																						
5805	AT&T Communications of New Yor	39	160	356	443	311	70	373	172	62	64	46	26	42	37	29	48	28	47	36	26	29	16	9	13
5364	Athena International L.L.C.				4	1																			
5837	ATI Rentals Inc.				2																				
5369	Atlas Communications Ltd.			3	3	3	1																		
6057	BFI Communications Inc.				3																				
5996	Briar Joy Development Corp.			1																					
6140	BridgeCom International LTD								1	1															
5771	Brittan Communications International C				26	52	23	1																1	
6886	Broadview Networks					16	63	73	18	2	2	14	1	1	10	3	7	3	5	14	10	8	7	4	2
6111	Business Discount Plan Inc.				129	50	6	1	1	1								1							
5776	Business Options Inc.						1	3									1						1	1	
5021	Business Telecom dbs BTI Telecom						1																		
5340	Cable & Wireless Commun. Co.		1	1	1		1		2	1	1														
5949	Cablevision Lightpath Inc.							2													1		1		
6849	ACN Communication Services Inc								2		1	1													
6399	CBS Corporation dba Westinghouse						1																		
5879	Cherry Communications Inc	2	5																						
6646	Choice One Communications of NY																								
5A17	Citizens Telecom				1	5			1	1															
5127	Citizens Telecommunications Co			1	6				1			1													
5128	Clear Network Inc. dba ClearN			3																					
5609	Cleartel Communications Inc.		2																						
5693	Coast International Inc.			5	2	1		1															1		
6271	Coleman Enterprises Inc. d/b/a Local Lo					17	13																		1
5103	Colorado River Communications		31	1		2																			
6143	Commonwealth Telecom						1	3												1			2		
6593	Communication Express					8	2																		
5131	Communication TeleSystems Inte			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	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
6372	Communications Billing Inc.						2																		
5177	Communications TeleSystems Intl		1	17	1	1																			
5133	Conetco Corp dba Comm.Network		1	5																					
5612	Conquest Operator Services Corp.						0																		
6810	Conversent Communications of NY								1		1														
6245	Core-Comm New York Inc.						2																		
5336	Corporate Services Telecom Inc		2	5	2	13																			
6260	CTC Communications Corp.							1	1			1						1							
5191	Dial & Save of New York Inc.			1		2																			
5117	Digital Dialing Communications	8	9																						
6103	Discount Network Services Inc.				1	8	0																		
6328	Discount Telecom Inc.				9	17																			
5834	DualStar Communications Inc.						0																		
5252	Eastern Telecommunications Inc			11	3																				
6672	Econo-o-Call Inc.							8					2	2	1	1	2								
5215	Econophone Inc.			1	1		2	1												1					
6138	Efficy Group Inc.					1																			
5137	Empire One Telecommunications								1	1															
5982	Equal Net Communications Inc.		48	7	2	1		2										1		1					
5198	EqualNet Corporation				2	1	1	1								1									
6659	erbia Network Inc.							1															1		
6748	Essential.com Inc.							17	5	2	3		1			1	1	2	1		5	6			
6912	Essex Communications DBA Elec							12	4	2	1	1	3	1	1		4	1			1				1
5382	Excel Telecommunications Inc.		2	6	10	8	10	6	6	1	5							2		2		2			1
5912	Executone Information Systems Inc.							1							1										
6157	EZ Tel Corp.						0																		
6435	Fairpoint Communications							1	2			2		1											
5275	Federal TransTel Inc.				1		1																		
5889	fka Comm.Gateway Netwk/nw Win	28	85	4																					
5081	fka USA Long Distance/see 5749		22	1																					
5390	Flex Communications System	1		1																					
5204	Frontier Comm. of NY/fka Highland Tel				1																				
5176	Frontier Comm. Of Rochester, Inc.																								
5197	Frontier Comm.Int'l Inc/fka RC		1	8	3	3																			
5401	Frontier Communs. Services (fk			9	14	3	6																		1
5192	Frontier L.D. America			2	5	3	1																		
5A41	Frontier Telephone of Rochester Inc.				4	3	1																		
5391	Future Telecom Service		1																						
5954	GE Capital Communications Serv		1	2																					
6826	Global Crossing Telecommunications								2		2														
6152	Global Telephone Corporation				1	2																			
5919	Group Long Distance Inc.		7	1	22	4	1																		
5194	GTE Card Services Incorporated					60	31	2													1		1		
5097	GTE Corporation					1	4																		
5143	GTE Telecommunications Services Inc.						1																		
5113	Heartline Communications	5	164	420	10																				
5676	Home Owners Long Distance Inc		36	27	12	2	1																		
5289	Host Network Inc.				1	1																			
5284	Idealdial Corp. dba Idealdial Telephone					3																			
6373	IDT Corporate							2										1					1		
6265	i-Link Communications					1																			
5345	Inet Interactive Network System Inc.					1																			
6156	Inmark Inc. dba Preferred Billing					5	10	4												1		1	1		
6095	Integrated Teleservices Inc.					3		1													1				
5062	Integrated Teletechnologies			1	1																				
5624	Intellicall Operator Services Inc.						1	2					2												
6210	Intermedia Communications Inc.					1	0																		
5409	International Exchnage Networks Ltd							2						1					1						
6065	International Telecom Ltd.						0																		
6125	International Telecommunications Corp.					4	4																		
5918	International Telemedia Assoc.		26	7	8																				
6482	Internet Telephone Company d/b/a ITC																								

* 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	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
5256	IXC Communications						1	2												2					
5292	Key Communication Management Inc.						12	4													1		2	1	3
5980	L.D. Services Inc.		39	71	60	13	3																		
6268	LCI International Inc.					7	2																		
5078	LCI International Telecom Corp		9	23	60	70	8	5	3	1	2		1					1			2		1		
5268	LDC Telecommunications Inc.				16	3	2																		1
5013	LDDS-Metromedia A/O Inc	3	28	8	1	1																			
5909	LDM Systems Inc.		10	22	16	1	1																		
5339	LEAST COST ROUTING					1																			
5854	Least Cost Routing Inc. dba Long Dist				16	54	4																		
5036	Lightyear Communications Inc			1	3	3	1	2	1	1					1									1	
5904	Long Distance Direct Inc.			1	3	36																			
5547	Long Distance International dba LDI Co				2	7																			
5428	Long Distance Network Services		1	1																					
5749	Long Distance Services of N.Y.		1	375	122	1	1																		
5227	Long Distance Wholesale Club		7	15		3	1					2													
5149	Long Island Telephone Company					3			2			2													
6460	Marathon Communications Corp.						1																		
5699	Matrix Telecommunications	22	8	13	1	1	2		2	1	1														
5820	MCI	66	243	220	158	213	199	280	99	39	38	22	33	22	10	18	14	15	20	31	20	49	22	26	20
5736	MCImetro Access Transmission Svs							1											1						
6423	Metro Telecomm. dba METTel					118	48	26	17	3	10	4	5	2	4	3	3		2		2	3	2		3
5220	MetroLink Communications Inc.					1																			
5435	Metromedia Long Distance Inc.				2	1			1		1														
5900	MFS Intelnet of N.Y.				3																				
5731	MIDCOM Communications Inc.		11	4	1																				
5416	Minimum Rate Pricing			10	61	161	15	2					1								1				
5777	National Accounts Inc.			14	3	6																			
5717	National Communications Associ			3																					
6110	National Telephone & Communications						1																		
5741	National Telephone Communicati			1	1																				
6441	Nations Tel Inc.						1																		
5154	Nationwide Long Distance Inc.		97	28	1																				
6511	Nationwide Telecom Inc.			8	25																				
5244	NeTel Inc.				2	2	1																		
6054	NET-TEL Corp.							1														1			
5385	Network Enhanced Technologies Inc.							1					1												
5826	Network Plus Inc.					1	2	40	13	7	4	2	3	3	5	1	1	3	1	3	7	9	3	1	
5447	Network Svcs Inc./ Long Dist. Net. Svcs					1																			
5419	New Century Telecom Inc.					2	1																		
5238	New York Local Telephone Corp.					1																			
5125	Newport Telephone					1																			
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										1							
5455	Northland Telephone Systems Limited					1																			
5458	NOS Communications Inc.						3		1	1															
5007	Nuestra Telefonica Ltd.	2	5																						
6177	OLS Inc.				2	19	1																		
5887	Oncor Communications	12	7	1	1																				
5462	One Call Communications Inc. d			1																					
5A98	One Step Billing Inc.				5	39	2																		
5819	OneStar Long Distance Inc.																								
5761	OPCOM Inc.			1																					
5883	Operator Services Company			1																					
5853	Optex Inc.						0																		
6508	Opticom Corporation			1																					
5743	Phoenix Network Inc.			3	1																				
5763	Phone Calls Inc.		6	198	11		1																		
5193	Phone One Inc.							1														1			
5159	PowerNet Communications								1		1														
5456	Preferred Carrier Services			1	42	10																			

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
5459	Premier Communications Inc.						0																		
5245	Primus Telecommunications Inc.						4																		
6151	Protel Advantage d/ba/ Long Distance						1																		
5463	Protel Inc.					8	14	4									2							2	1
6324	PT-1 Communications Inc.							2	1	1			1											1	
5509	PTC - Peoples Telephone a/k/a ASCOM						0																		
5346	Public Telephone Services Inc			10	2																				
5797	QAI Inc d/b/a Long Distance B			4	5	2	4	2					1				1								
5212	QCC Inc.			12	8	1																			
5700	Quintel Entertainment Inc.						0																		
5468	Qwest Communications Corporati			1		5	21	15	6	3	3		3	1	2	2	1	1		3				2	1
5830	RCI Corporation see code 5197	3	1																						
6316	RCN Long Distance Company					1		1					1												
5A13	RCN Telecom Services of NY Inc.					10	5	2	1		1		2												
5558	Residential Communications Network of				3		2	2	6	2	1	3										2			
5843	Robtel Inc.							1						1											
5824	RRV Enterprises Inc. dpa Consumer Access			2	4																				
6278	RSL Com U.S.A. Inc.						1	1												1					
6933	ServicSense.com Inc.							1	2	1		1	1												
5915	Sonic Communications	7	826	1																					
5748	Sprint Communications Company		1	45	80	70	59	39	34	16	13	5	8	2	1	2	3	3	2	8	3	4	2	1	6
6045	STA Telecommunications Corp				2	1																			
5891	Standard Telcom L.D. Inc.	4	11																						
5478	Starlink Communications L.L.C.			2	1	1	1																		
5479	Startec Inc.						1																		
5257	Switched Service Communications LLC				1																				
5913	Target Telecom Inc.		2	1		1																			
5487	TC Systems Inc. (TCG)					1																			
6375	Telco Holdings dba Dial & Save					1	1		1		1														
6100	Telco Partners Inc.							1															1		
5164	Telcom Group USA Inc. d/b/a TelCom						2	1												1					
5310	Tele(Allnet Comm.Inc.) Allnet	6	20	2																					
5762	Telecom USA			3	1	2		1									1								
5167	Telecommunications Service Center Inc.					4																			
6161	Telehub Network Service Corp.						0																		
6288	Telemex/Sprint Communications						1																		
6118	Telepath Communications Inc.							2										1						1	
5845	Teleport Communications				1	2	3	5					1			1							1	2	
6469	Telergy Network Services Inc.																								
5492	Telnet Communications Inc.						0																		
6088	Tel-Save Inc dba The Phone Company				6	16	17	153	166	40	69	57	45	26	9	8	7	5	8	8	6	14	14	3	3
5939	The Furst Group Inc.		29	11	8	2		1																1	
6131	The Phonco Inc. dba Network Services					1																			
5499	TI Nat Telecom dba TI World Te			3			1																		
5515	Total - Tel USA Inc.					1																			
5271	Touch 1 Communications Inc.			4	1	5	2	1							1										
6093	Touch 1 Long Distance Inc.					1	1	1									1								
5522	Trans National Communications Inc.				6																				
5223	TresCom U.S.A Inc.			1	6																				
5A72	Tri-Tel Communications Inc.							5					1	1	2		1								
6331	TruCom Corporation							2							1				1						
6049	TTI National Inc.							1														1			
5659	U.S. Long Distance Inc.			2	6	1																			
5A99	U.S. Republic Communications Inc.					1	2																		
6817	UKI Communications Inc.							1	3	1	2		1												
5A45	United Services Telephone LLC					1																			
6493	Uni-Tel Communications Group Inc.						1	2															1	1	
5717	Universal Communications Inc					2																			
5860	US Sprint Communications Co./	17	60	7																					
5528	US Wats. Inc.						1																		
6137	USA Tele Corp.					6	3																		
6048	USN Communications Long Distance				2	78	72	1	1			1													1

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1994	1995	1996	1997	1998	1999	2000	2001	Mar-01	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00	Dec-99
5276	V.I.P Network Inc.			15																					
5101	VarTec Telecom Inc.			6	0				1		1														
6300	VarTec Telecom Inc. d/b/a Clear Choice							1						1											
5120	Verizon				18	19	10	12	13	3	5	5	1	3	1	1	2			1	1	2			
6830	Verizon Advanced Data								1	1															
6781	Verizon Communications							7	2		2		4	1					2						
6290	Veterans of America Assn.				4																				
6073	Vista Group International Inc.				12	41	8														1				1
5172	Westinghouse Electric Corporation d/b/s				3	1																			
5867	Witel Inc.	22	8	5	31	3	1	1					1												
5303	Winstar Gateway Network Inc.		3	76		1	1																		
5770	Working Assets Funding Service			1	2		1																		
5319	World Com Inc dba LDDS World			6	5	6		2													1		1		
5716	World Communications Inc.				6																				
6124	Worldcom Inc.				9																				
5203	WorldCom Network Service dba Wll						0		1		1														
6307	Worldcom Technologies Inc.					1																			
5516	Xtracom Inc.					1																			
6447	Ztel Communications Inc.						53	160	65	16	26	23	8	3	2	3	8	6	9	13	16	30	30	32	24
	Complaints Assigned by CPCN	250	2051	2180	1738	1904	966	1414	712	223	281	208	173	130	95	79	117	82	106	136	111	171	119	96	86
	Unassigned Complaints	143	306	99	42	6	2	5	3		1	2	0	0	0	0	0	1	1	3	0	0	0	0	0
	Total	393	2357	2279	1780	1910	968	1419	715	223	282	210	173	130	95	79	117	83	107	139	111	171	119	96	86

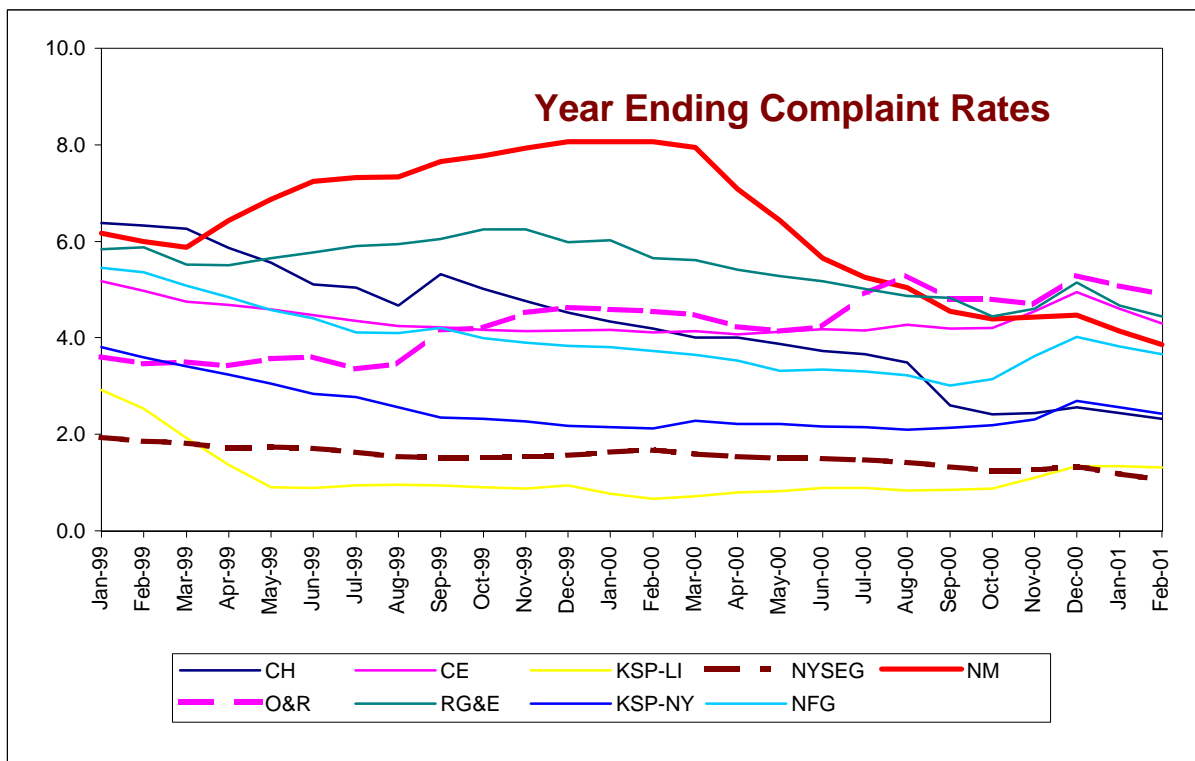
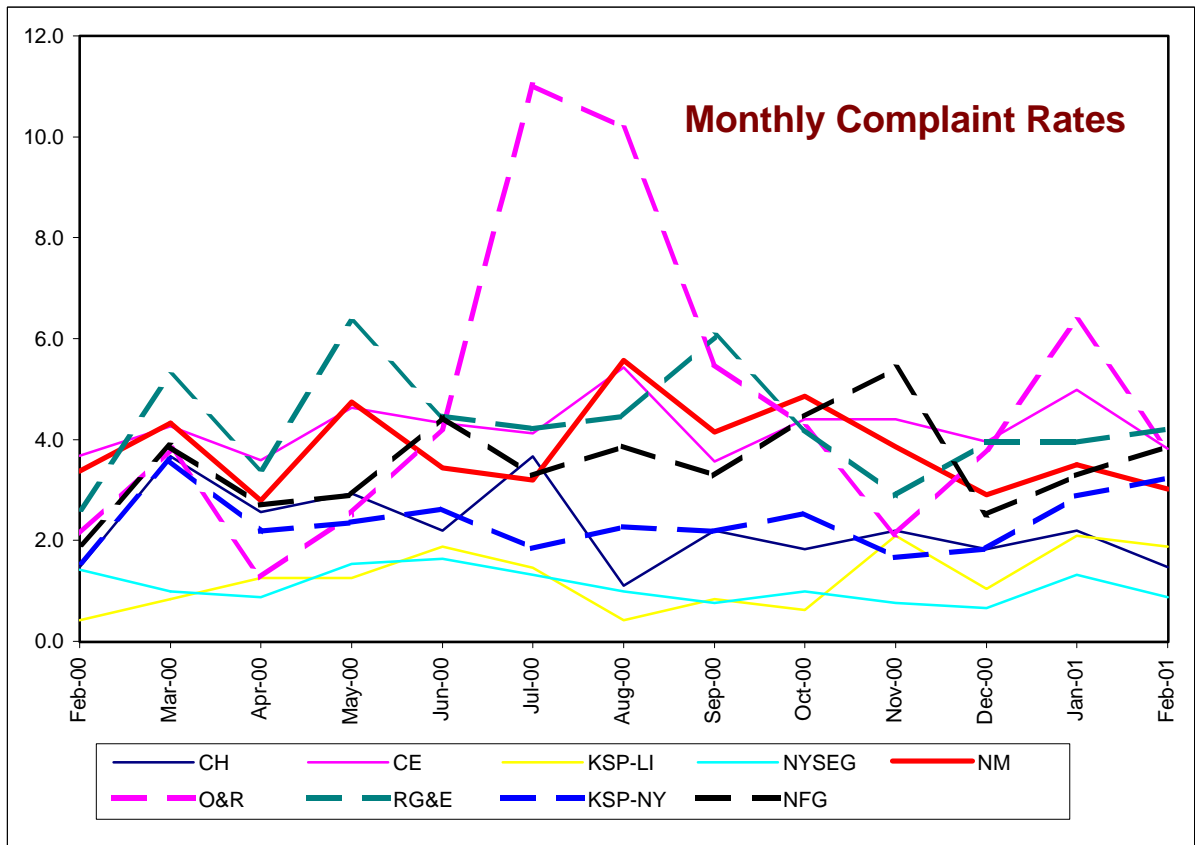
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**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

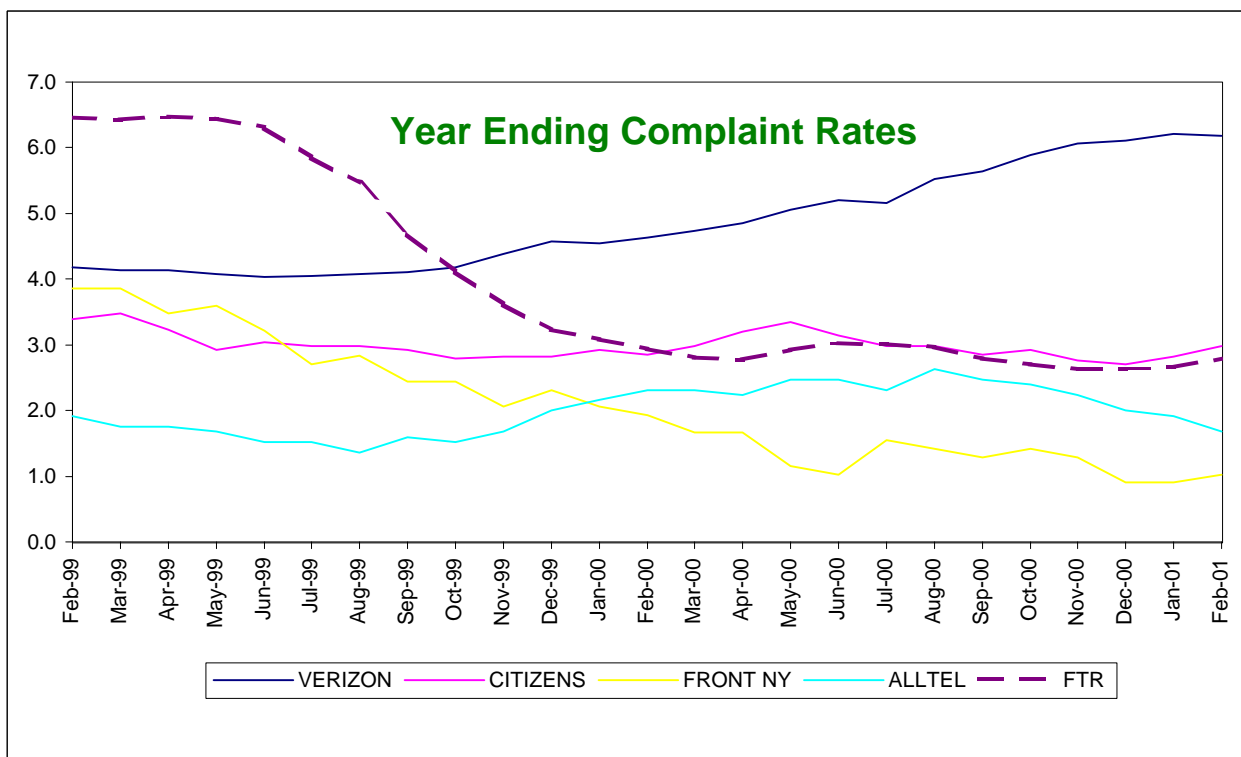
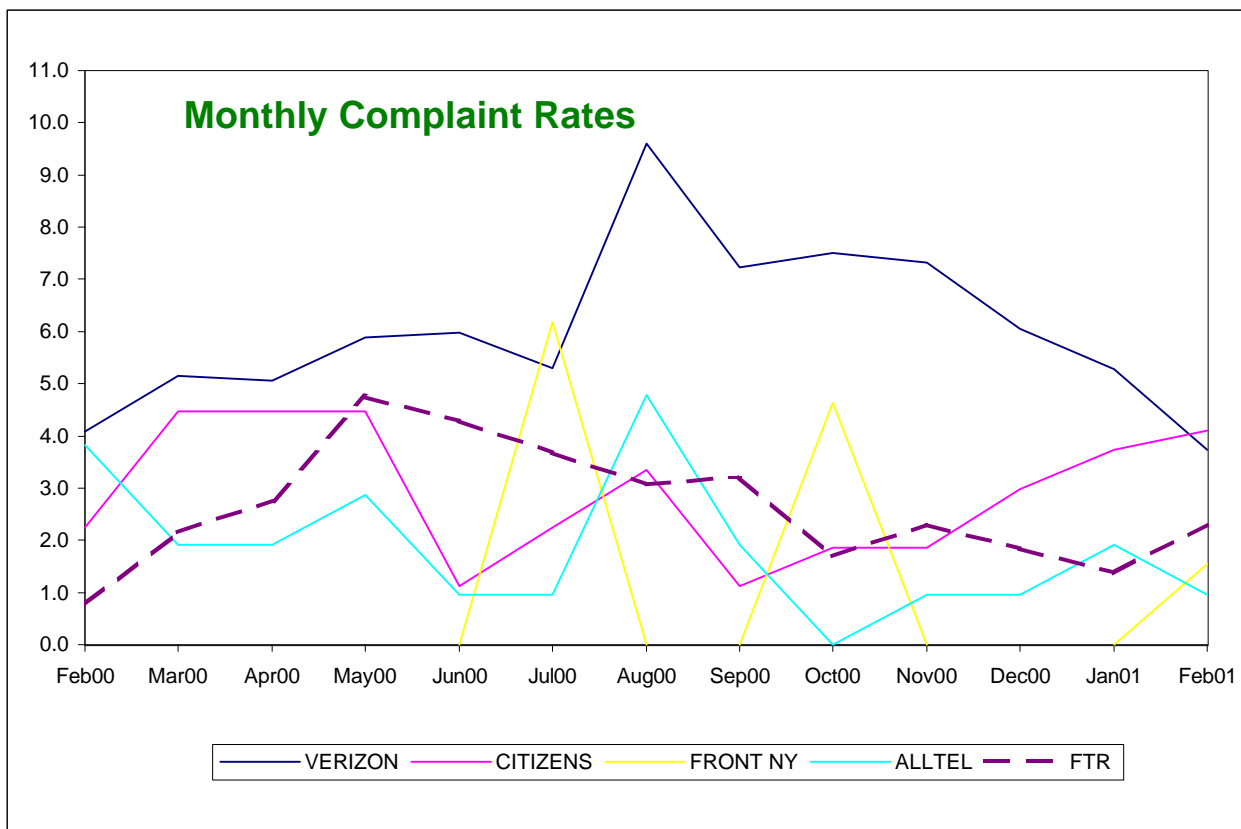
CODE	FULL NAME	1997	1998	1999	2000	2001	Feb-01	Jan-01	Dec-00	Nov-00	Oct-00	Sep-00	Aug-00	Jul-00	Jun-00	May-00	Apr-00	Mar-00	Feb-00	Jan-00
D001	Agway Energy Services Inc.	2	3	7	13	9	4	5	1	2	2	4	2			1	1			
D002	Amerada Hess			2		2	1	1												
D005	Castle Power Corporatoin		2	0																
D013	Interstate Energy Resources Inc.			1	11	9	3	6	3	4	2						1			1
D014	KBC Energy Services		2	3																
D015	Keyspan Energy Services, Inc.	1	23	38	84	25	7	18	5	11	9	4	5	8	4	8	8	9	6	7
D018	Mirabito Fuel Group Inc.					1		1												
D019	Morania		1	0																
D020	Natgasco - A Mitchell-Supreme Co.			1		3	2	1												
D021	National Fuel Resources			8	12	3	1	2		1	2	2	1	1	1	1	1	1	1	
D023	New York Gas Co., Inc.			6	40	30	4	26	16	11	2	3	4	1	2			1		
D024	North American Energy			9	8	4	2	2	1			2				2		2		1
D026	North Atlantic Utilities Inc.					1		1												
D032	Total Energy Inc.		21	125	158	51	20	31	18	20	17	17	21	10	7	4	15	11	9	9
D034	Wepco Gas	1	1	0																
D035	Williams Energy Services Co.			0	1													1		
D036	All Energy Marketing Co.					1	1													
D041	Con Ed of New York			1	1													1		
D046	Econnergy		79	73	198	37	23	14	9	17	13	11	9	19	24	23	23	19	19	12
D054	Enron Capital & Trading Resources		2	0		1	1													
D057	Iroquois Energy		5	5	63	1		1	11	33	14	1	1	1					1	1
D062	MC2	1	20	3	1					1										
D067	PG&E Energy Trading					1		1												
D074	Utilicorp Energy Solutions			3																
D078	Advantage Energy Inc.			0	1				1											
D079	Wheeled Electric Power Co (WEPCO)		10	5																
D082	National Fuel Resources, Inc.					1		1												
D084	New Energy Ventures, LLC		6	4	1											1				
D086	Con Edison Solutions		271	108	80	1		1		1	6	3	1	8	6	8	29	17	1	
D087	Energetix, Inc.			5	16	8	3	5	2	2		1		3	1	2	1	4		
D089	Duke Solutions, Inc.		2	1																
D090	Nev East, L.L.C.		2	0	1										1					
D092	Advantage Energy			0	1															1
D093	Robison Energy of Westchester		1	7	4					1			1					1	1	
D098	Metromedia Energy		11	26	13								1		1	2	1	5	2	1
D102	Telecon Energy Services Corp.			9	1													1		
D103	NYSEG Solutions			9	15	1		1	1	1	1	2		1		1	1	3	1	3
D104	Great Eastern Energy			6	14	2	2			1		2	2		1		3	1	3	1
D105	ACN Energy, Inc.			0	18	1		1	2	1			1		4		5	2	2	1
D106	Orion Energy Services			10	33	14	9	5	13	5	4	10	1							
D888	Unassigned Customer Contacts	30	147	16	15	1		1		3	3		2	1	3			2		1
Total		35	609	491	803	208	83	125	83	115	75	62	52	53	55	53	89	81	46	39

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

