

Monthly Report on Consumer Complaint Activity



September 2002

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October 15, 2002



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
September 2002

Utility	Aug-02		Sep-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending Sep-01	12 mos ending Sep-02	% Change	Year-to-date 2001	Year-to-date 2002	% Change	
Central Hudson	0.4	1	0.0	0	56	50	-10.7	40	29	-27.5	1.5
Con Edison	0.5	17	0.8	29	1886	1126	-40.3	1429	779	-45.5	2.6
KeySpan of L.I.	0.2	1	0.0	0	110	72	-34.5	92	51	-44.6	1.2
NYSEG	0.0	0	0.1	1	100	98	-2.0	78	68	-12.8	0.9
Niagara Mohawk	0.2	3	0.4	7	647	345	-46.7	451	232	-48.6	1.7
Orange & Rockland	1.0	2	0.5	1	131	97	-26.0	107	58	-45.8	3.9
RG & E	0.0	0	0.3	1	142	112	-21.1	100	77	-23.0	2.4
KeySpan of NY	0.3	3	0.1	1	410	257	-37.3	341	165	-51.6	1.9
National Fuel Gas	0.8	4	0.4	2	263	204	-22.4	199	119	-40.2	3.3
Other Energy Utilities	N/A	12	N/A	6	405	168	-58.5	405	146	-64.0	N/A
ESCOs**	N/A	100	N/A	64	1053	2120	101.3	1053	1654	57.1	N/A
Verizon	0.6	46	0.5	37	5088	2399	-52.8	3478	1601	-54.0	2.5
Citizens Telcom	0.0	0	0.0	0	88	43	-51.1	70	25	-64.3	1.1
Frontier of NY	0.0	0	0.0	0	20	11	-45.0	17	1	-94.1	1.1
Alltel	0.0	0	0.0	0	12	16	33.3	10	11	10.0	1.6
Frontier Tel of Roch.	0.2	1	0.2	1	120	100	-16.7	82	70	-14.6	1.6
Other LEC's	N/A	48	N/A	63	7195	4340	-39.7	5474	2891	-47.2	N/A
DSL Providers	N/A	2	N/A	1	591	157	-73.4	393	86	-78.1	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	15	6	-60.0	15	5	-66.7	N/A
LD Resellers	N/A	7	N/A	3	1190	723	-39.2	784	459	-41.5	N/A
COCOT Vendors	N/A	1	N/A	4	49	103	110.2	42	75	78.6	N/A
Adelphia	N/A	1	N/A	0	155	146	-5.8	115	97	-15.7	N/A
Cablevision Systems	N/A	4	N/A	4	483	426	-11.8	364	245	-32.7	N/A
Time-Warner	N/A	3	N/A	3	592	569	-3.9	465	306	-34.2	N/A
Other Cable Cos.	N/A	1	N/A	0	107	137	28.0	81	100	23.5	N/A
Long Island Water	1.4	1	0.0	0	71	113	59.2	59	55	-6.8	12.8
UW - New Rochelle	0.0	0	0.0	0	12	15	25.0	9	8	-11.1	4.1
New York Water	0.0	0	0.0	0	6	6	0.0	4	4	0.0	1.1
New York American	0.0	0	0.0	0	1	1	0.0	1	1	0.0	0.8
UW - New York	0.0	0	1.5	1	30	31	3.3	20	20	0.0	3.9
Other Water Utilities	N/A	0	N/A	1	30	31	3.3	23	26	13.0	N/A

All complaint rates are based on 2001 customer populations.

Customer populations are not available for cable companies.

* - 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 COMPLAINT vs. TOTAL COMPLAINTS
Major New York Energy Utilities
September 2002

Utility	September 2002 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	0	0	0%	50	6	12%	1.5	0.2
Con Edison	29	2	7%	1126	242	21%	2.6	0.6
KeySpan - LI	0	0	0%	72	9	13%	1.2	0.2
NYSEG	1	0	0%	98	22	22%	0.9	0.2
Niagara Mohawk	7	2	29%	345	114	33%	1.7	0.6
Orange & Rockland	1	0	0%	97	42	43%	3.9	1.5
RG & E	1	0	0%	112	65	58%	2.4	1.4
KeySpan - NY	1	1	100%	257	76	30%	1.9	0.6
National Fuel Gas	2	1	50%	204	89	44%	3.3	1.4

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

September 2002

Informal Hearings

As of September 30 there were 101 cases in the informal hearing unit including 16 cases in pre-hearing. During September, 5 complainants were resolved with pre-hearing mediation. Seven informal hearings were scheduled, two were postponed four hearings were held and one customer did not appear for the hearing. Ten informal hearing cases were closed with written decisions and one case was resolved with a settlement agreement.

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 September there were 260 shared meter complaints pending. Twenty (20) new complaints were received in September and twenty-one (21) cases were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the twelve-month charge in thirteen (13) cases. In twelve of those cases the charge was reduced to the minimum of 25% and in one case the charge was reduced to 33%. The twelve-month charge was cancelled in three cases because the owners provided proof that the cost to correct the shared meter conditions was extraordinary. In one case the charge was cancelled because staff found that the shared use was minimal. Letters were sent explaining the apportionment charges in three cases and in one case the landlord resolved the shared meter problem.

Appeals and Rehearings

At its September 18, 2002 session, the Commission approved OCS's recommended determinations of four appeals. One determination requires Verizon to take specific steps to fully implement an informal decision requiring the utility to prevent misuse of a residential customer's line. Another determination upholds an informal decision rejecting a nonresidential customer's contention that it, and not the utility, owns the utility's line crossing the customer's property and concluding that Niagara Mohawk must refund some line extension costs to the customer. The determination also states the expectation that the utility will now obtain an easement from the customer for its line on the property. The remaining two determinations support, respectively, KeySpan Energy's billing of a residential customer's account due to previously estimated bills, and Con Edison's billing of a nonresidential customer for unmetered service.

Three appeals were accepted for review during September. A nonresidential customer questions Con Edison's billing for steam service. One residential customer seeks an additional credit adjustment for prior billing on Con Edison's nonresidential rates, while another residential customer objects to Niagara Mohawk's billing for metered electric service.

**No. of Complaints Received Against Companies
Between 9/1/2002 and 9/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	1
	Cablevision of New York City	1
	Cablevision of Southern Westchester	1
	Time Warner - Manhattan	1
	Time Warner - Queens	1
	Time Warner - Rochester	1
	Total Cable Complaints	7
DSL	Verizon Advanced Data, Inc.	1
	Total DSL Complaints	1
Electric	Con Edison	29
	Jamestown Board of Public Utilities	2
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	7
	Orange & Rockland	1
	Rochester Gas + Electric	1
Total Electric Complaints	41	
Gas	KeySpan of New York	1
	National Fuel Gas Distribution	2
Total Gas Complaints	3	
Steam	Con Edison	1
	Total Steam Complaints	1
Telephone	ADVAMTEL, LLC dba Plan B Communications	2
	AT&T Communications of New York, Inc.	38
	Broadview Networks	3
	Cablevision Lightpath, Inc.	1
	Choice One Communications of New York In	1
	Communicate Technological Systems, L.L.C	1
	eLink Telecommunications, Inc.	1
	Excel Telecommunications Inc.	1
	Frontier Communications of Rochester, Inc	1
	Frontier Telephone of Rochester, Inc.	1
	Global Crossing Telecommunications, Inc.	1
	MCIWorldCom	14
	Metropolitan Telecommunications dba MetT	2
	Northeastern Telecom Inc.	1
	Sprint Communications Company L.P.	7
	Tel-Save, Inc. (Talk.com)	1
	Township Tel	1

**No. of Complaints Received Against Companies
Between 9/1/2002 and 9/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Verizon Communications (LEC)	37
	Verizon Corp. (payphones)	3
	ZTel Communications, Inc.	1
Total Telephone Complaints		<hr/> 118
<i>Water</i>	Forest Park Water Company	1
	United Water-New York	1
Total Water Complaints		<hr/> 2
TOTAL COMPLAINTS - ALL SERVICES		178

**No. of QRS Cases Received Against Companies
Between 9/1/2002 and 9/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	1
	Adelphia Cable - Utica	6
	Adelphia Cable-Harbor Vue	1
	Adelphia Cable-International	6
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	3
	Cablevision of Brookhaven	4
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	3
	Cablevision of Long Island	15
	Cablevision of New York City	36
	Cablevision of Port Chester	1
	Cablevision of Southern Westchester	14
	Cablevision of Westchester	4
	Cablevision of Yorktown	2
	Cablevision-Ramapo	1
	Cablevision-Rockland	1
	Cablevision-Warwick	1
	Charter Communications	3
	MediaOne - Rockland	1
	MediaOne - Westchester	2
	Mid-Tel Cable	1
	RCN of Southeast New York, Inc.	9
	Time Warner - Albany	1
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	4
	Time Warner - Fingerlakes	2
	Time Warner - Genesee	1
	Time Warner - Glens Falls	1
	Time Warner - Manhattan	15
	Time Warner - Mt. Vernon	3
	Time Warner - Orange County	8
	Time Warner - Queens	9
	Time Warner - Rochester	5
	Time Warner - Rome	2
	Time Warner - Sullivan County	2
	Time Warner - Syracuse	6
	Time Warner - Tri County	1
	Time Warner - Troy	3
Time Warner - Watertown	1	
US Cable of Westfield	1	
Total Cable QRS Cases		<hr/> 184
DSL	Best Web CLEC Ltd.	1
	Broadview Networks	2
	Covad Communications Company	1
	Earthlink, Inc.	2
	Verizon Advanced Data, Inc.	25
Total DSL QRS Cases		<hr/> 31

**No. of QRS Cases Received Against Companies
Between 9/1/2002 and 9/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Electric	Bergen, Village of	1
	Central Hudson Electric & Gas	14
	Con Edison	257
	Con Edison Solutions	1
	Econnergy	7
	Jamestown Board of Public Utilities	7
	New York State Electric & Gas	38
	Niagara Mohawk Power Corp	182
	Orange & Rockland	13
	Rochester Gas + Electric	40
	SmartEnergy, Inc.	31
	Total Energy, Inc.	2
	Village of Endicott	1
	Village of Little Valley	1
	Total Electric QRS Cases	595
Gas	Con Edison	7
	Interstate Energy Resources Inc.	1
	Keyspan Energy Services, Inc.	6
	KeySpan of Long Island	10
	KeySpan of New York	51
	National Fuel Gas Distribution	41
	National Fuel Resources	3
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	9
	North American Energy	4
Rochester Gas + Electric	1	
Total Energy, Inc.	4	
Total Gas QRS Cases	141	
Prepaid	International Discount Telecommunication	1
	Verizon Wireless	2
Total Prepaid QRS Cases	3	
Telephone	ADVAMTEL, LLC dba Plan B Communications	3
	Affinity Network, Inc.	2
	Allegiance Telecom of New York, Inc.	6
	Alltel Communications, Inc.	2
	AllTel Of New York	3
	American Business Alliance, Inc.	1
	Americas Digital Satelite Telephone	2
	ARC Networks, Inc.	1
	AT&T Communications of New York, Inc.	433
	BellSouth BSE, Inc.	1
	BridgeCom International, Ltd.	1
	Broadview Networks	33
	Business Options, Inc.	1

**No. of QRS Cases Received Against Companies
Between 9/1/2002 and 9/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	Cablevision Lightpath, Inc.	5
	Chautauqua & Erie Telephone Corp.	1
	Choice One Communications of New York In	11
	Citizens Telecom	11
	Comcast Telecommunications, Inc.	1
	Communicate Technological Systems, L.L.C	9
	Communications Billing, Inc.	1
	Communications TeleSystems Intl. (CTS)	2
	Cordia Communications Corp	2
	CTC Communications Corp.	3
	Delhi Telephone	1
	eLink Telecommunications, Inc.	1
	Empire One Telecommunications, Inc.	4
	Empire Telephone	1
	Essex Communications, Inc. d/b/a/ Elec C	4
	Excel Telecommunications Inc.	5
	Frontier Comm of NY/fka Highland Tel	2
	Frontier Communications of Rochester, Inc	1
	Frontier LD America	1
	Frontier Telephone of Rochester, Inc.	21
	Gillette Global Network	1
	Global Crossing Telecommunications, Inc.	3
	IDT Corporate	1
	Intellicall Operator Services Inc.	8
	International Discount Telecommunication	4
	LCI International Telecom Corp.	1
	Local Line America, Inc	1
	MCIWorldCom	244
	Mercury Marketing Company Ltd.	1
	Metropolitan Telecommunications dba MetT	12
	National Accounts, Inc.	16
	Network Plus, Inc.	5
	New York Payphone	1
	Norstar Communications, Inc. d/b/a Busin	2
	NOS Communications Inc.	3
	Oneida County Rural Telephone	1
	Optical Telephone Corporation	3
	PNG Telecommunications, Inc.	1
	Primus Telecommunications, Inc.	3
	QWest Communications Corporation	3
	RCN Telecom Services of New York, Inc.	1
	Resdntl Comms. Netwrk of NY dba RCN	8
	Sprint Communications Company L.P.	45
	Taconic Telephone	2
	Tel-Save, Inc. (Talk.com)	12
	Telecom USA	2
	Teleport Communications	2
	Township Tel	1
	Tristate Bell Inc.	1
	Trumansburg Home Telephone	1
	UKI Communications, Inc.	5
	Value Tel, Inc.	1

**No. of QRS Cases Received Against Companies
Between 9/1/2002 and 9/30/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
	VarTec Telecom, Inc.	2
	Verizon Communications (LD)	6
	Verizon Communications (LEC)	621
	Verizon Corp. (payphones)	5
	Warwick Valley Telephone	1
	Williams Communications, Inc. d/b/a VYVX	1
	Winstar Gateway Network, Inc.	1
	WorldCom Inc, dba LDDS World Com	1
	WorldCom Technologies, Inc.	1
	Zone Telecom, Inc.	1
	ZTel Communications, Inc.	23
Total Telephone QRS Cases		<hr/> 1634
<i>Water</i>	Forest Park Water Company	1
	Long Island Water Corp.	9
	New York American Water Co.	1
	United Water-New Rochelle	2
	United Water-New York	2
Total Water QRS Cases		<hr/> 15
TOTAL QRS CASES - ALL SERVICES		2603

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01
6902	1 Com Inc.		3	4															
5049	ACC Buffalo Telecom Corp		1	1													1		
5305	ACC Long Distance Corporation	1		3															
6184	ACC National Long Distance Corp			1															
5757	ACC National Telecom Corp.			1												1			
5069	ACC Rochester Telecom Corp.		1																
6250	Access Point Inc			1	1								1						1
6159	Accutel Communications Inc.	4																	
6849	ACN Communication Services Inc			4												1			
6984	Adelphia Business Solutions			1													1		
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	27	14	1						1				1		1		1
5357	Advanced Telecommunications Ne																		
5324	Affinity Corporation			1															
5688	Affinity Network Inc.	1		1															
6283	Allegiance Telecom of NY Inc.	3	10	36	4						1	1		2		4	2		
6516	Alliance Group Services Inc		1																
5010	AllTel of New York		1																
5343	Am.Tech. Inc.dba Network Utili	1																	
5779	American Business Alliance In	1																	
5908	American Long Distance Service Inc.	1																	
6323	American Nortel Communications Inc.	60	13	1															
6778	American Phone Services Corp.		4	4															
6190	American Private Telephone LLC				1					1									
5A22	American Telecommunications System			1															
5361	America's Tele-Network Corp.	19	15																
6299	Americatel Corporation																		
5984	Americom Inc.		1	2															
5322	Amer-I-Net Services Corporation			1													1		
5689	Ameri-Tel Communications Inc.	1																	
6513	AmeriVision Communications Inc.	3																	
5805	AT&T Communications of New Yor	70	348	452	187		1	3		39	45	34	22	43	36	28	33	35	32
5369	Atlas Communications Ltd.	1			1								1		1				
6459	Big Planet Inc.			1															1
6140	BridgeCom International LTD			5	1						1					1		1	
5771	Brittan Communications International C	23	1																
6886	Broadview Networks	63	72	58	26				1	8	2	6	3	6	5	13	4	2	3
6838	Broadwing Communcations			1													1		
6869	Broadwing Telecommunications Inc			2													1		
6111	Business Discount Plan Inc.	6	1	1	1						1								
5776	Business Options Inc.	1	3	1	1							1					1		
5021	Business Telecom dbs BTI Telecom	1																	
6426	Buyers United International Inc				2					1				1					
5340	Cable & Wireless Commun. Co.	1		6	2					1		1			2			1	
5949	Cablevision Lightpath Inc.		2		1								1						
6986	Capsule Communications Inc			2	1					1							1		
6399	CBS Corporation dba Westinghouse	1																	
6646	Choice One Communitcations of NY				2									2	2				
5A17	Citizens Telecom			2											1				
5693	Coast International Inc.		1																
6271	Coleman Enterprises Inc. d/b/a Local Lo	13		2											1				1
6143	Commonwealth Telecom	1	3																
5C65	Communicate Technological Systems				27					6	8	4	6	3	8	4			
6593	Communication Express	2																	
6372	Communications Billing Inc.	2		1	1							1			1				
5986	Community Network Services Inc			1	1					1							1		
6927	COMTECH 21, LLC				1						1								
6188	Connectamerica, Inc																		
6810	Conversent Communications of NY			2														1	1
6245	Core-Comm New York Inc.	2																	
5B87	Covista of New York Inc			5	2							1		1		3	2		
6260	CTC Communications Corp.		1	1															
5559	CTN Telephone Network, Inc.			1															

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01
6536	CTSI, Inc																		
6651	Direct America Marketers			1											1				
5997	Eclipse Telecommunications Inc																		
6672	Econo-o-Call Inc.		6	6														2	1
5215	Econophone Inc.	2	2		1					1									
6112	ELDS, Inc				2								2						
5137	Empire One Telecommunications			2	2									2					
5982	Equal Net Communications Inc.		1																
5198	EqualNet Corporation	1	1																
6659	erbia Network Inc.		1																
6748	Essential.com Inc.		14	3															1
6912	Essex Communications DBA Elec		10	20	4						2		1	1	2	3	2		1
6369	Essex Communications Inc			1															
5382	Excel Telecommunications Inc.	10	6	12	4				1				2	1	1		1		2
5912	Executone Information Systems Inc.		1																
6435	Fairpoint Communications		1	3											1				
5275	Federal TransTel Inc.	1		1															
5315	Frontier Comm. Of the West Inc			1													1		
5176	Frontier Communications of Rochester				1					1									
5401	Frontier Communs. Services (fk	6																	
5192	Frontier L.D. America	1																	
5823	Frontier Local Services, Inc.			1															
5A41	Frontier Telephone of Rochester Inc.	1		1	1					1							1		
5573	Genesis Communications International			2	2					1			1						2
6826	Global Crossing Telecommunications			5	3					1	2								2
5919	Group Long Distance Inc.	1																	
5194	GTE Card Services Incorporated	31	2																
5097	GTE Corporation	4																	
5143	GTE Telecommunications Services Inc.	1																	
5676	Home Owners Long Distance Inc	1																	
6373	IDT Corporate			2	1					1									1
5345	Inet Interactive Network System Inc.			1													1		
6156	Inmark Inc. dba Preferred Billing	10	4	1															
6095	Integrated Teleservices Inc.		1																
5624	Intellcall Operator Services Inc.	1		6	10					1	3	3		3	3	2			
5408	IntelliCom Solutions Inc																		
6440	International Communication Services Inc				1						1								
5114	International Discount Telecommunications			4	3		1				1		1				2	2	
5409	International Exchnage Networks Ltd		2																
6125	International Telecommunications Corp.	4																	
5241	Island Marketing d/b/a Interglobe			1												1			
5256	IXC Communications	1	2		1					1									
6913	Jirehcom Inc																		
5292	Key Communication Management Inc.	12	4																
5980	L.D. Services Inc.	3			1							1							
6268	LCI International Inc.	2																	
5078	LCI International Telecom Corp	8	4	10	7						1	1	2	3	1	1	3		2
5268	LDC Telecommunications Inc.	2																	
5909	LDM Systems Inc.	1																	
5339	LEAST COST ROUTING			4	4							3		1	2		2		
5854	Least Cost Routing Inc. dba Long Dist	4																	
5036	Lightyear Communications Inc	1	1	4	1					1							1		
6690	Long Distance Consolidated Billing Co				1					1									
5904	Long Distance Direct, Inc				1								1						
5A09	Long Distance of Michigan			2													1		
5749	Long Distance Services of N.Y.	1		1														1	
5227	Long Distance Wholesale Club	1																	
5628	Long Distance/USA, Inc				1						1								
6460	Marathon Communications Corp.	1													1				
5699	Matrix Telecommunications	2		3													1		
5820	MCI WorldCom	199	276	257	57			1	1	13	14	9	13	6	6	16	8	18	20
5736	MCImetro Access Transmission Svs		1																

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01
6208	Mercury Marketing Co Ltd			1	1								1						
6423	Metro Telecomm. dba METTel	48	22	59	5					1	1	2		1	2	6	6	7	4
5435	Metromedia Long Distance Inc.			2	4					1	1	1		1		1		1	
5416	Minimum Rate Pricing	15	1																
5777	National Accounts Inc.			3	4					1	2		1		1	1			1
6110	National Telephone & Communications	1																	
6441	Nations Tel Inc.	1																	
5244	NeTel Inc.	1																	
6054	NET-TEL Corp.		1	1	1								1						1
5385	Network Enhanced Technologies Inc.		1																
5826	Network Plus Inc.	2	38	32	4						3			1		4	3	2	1
5419	New Century Telecom Inc.	1																	
6907	NextGen Telephone			5	19						1	7	5	6	2	3			
6928	Norstar Communications			4	2						2					3		1	
6367	North American Telecommunications Corp	1	1	2															
5832	North American Telephone Network LLC		1	1															
5458	NOS Communications Inc.	3		4	2						1	1			1		1		
6177	OLS Inc.	1		3											2			1	
5A98	One Step Billing Inc.	2																	
5819	OneStar Long Distance Inc.			1															
5834	Ontera Broadband			2													2		
6768	OpenTel Communications Inc.				1						1								
6769	Opex Commcations, Inc.				3							1	1	1					
5C61	Optical Telephone Corp			11	35			1		7	7	7	5	8	7	3	1		
5639	Opticom Corp				1						1								
5763	Phone Calls Inc.	1																	
5193	Phone One Inc.		1																
5263	PNG Telecommunications Inc			4														2	
5159	PowerNet Communications			1															
5476	Primetel Communications				1								1						
5245	Primus Telecommunications Inc.	4		2	2					2							1		
6794	Promise Vision Technology			1												1			
6151	Protel Advantage d/ba/ Long Distance	1																	
5463	Protel Inc.	14	4																
6324	PT-1 Communications Inc.		2	2														1	1
5797	QAI Inc d/b/a Long Distance B	4	2																
5468	Qwest Communications Corporati	21	13	28	7					2	2		1	2	1	6	1	2	1
6316	RCN Long Distance Company		1																
5A13	RCN Telecom Services of NY Inc.	5	2	1	1							1							1
5558	Residential Communications Network of	2	2	5												1			
5843	Robtel Inc.				1									1					
6278	RSL Com U.S.A. Inc.	1	1																
6232	SaveMart Com, Inc				1								1						
6933	ServicSense.com Inc.		1	2												1			
5D57	Silverleaf Communications Inc				1						1								
5748	Sprint Communications Company	59	35	159	106				2	22	31	16	13	22	23	17	18	17	22
5478	Starlink Communications L.L.C.	1																	
5479	Startec Inc.	1		1	1						1								
5185	Taconic Telephone																		
6375	Telco Holdings dba Dial & Save	1																	
6100	Telco Partners Inc.		1																
5164	Telecom Group USA Inc. d/b/a TelCom	2	1																
5762	Telecom USA				2					1				1					
5167	Telecommunications Service Center Inc.			1															
6288	Telemex/Sprint Communications	1																	
6118	Telepath Communications Inc.		2																
6207	Telephone Company of Central Florida			2															1
5845	Teleport Communications	3	5																
6469	Telergy Network Services Inc.																		
6345	Teligent Inc				1									1					
5C24	Telis Communicaitons Group Inc			1	1						1						1		
6088	Tel-Save Inc dba The Phone Company	17	148	430	38			1		6	7	7	7	10	14	27	13	35	26

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01
5B23	TelUno, Inc				6						2	1	1	2					
6654	The Free Netwrok LLC			2													1	1	
5939	The Furst Group Inc.		1																
5499	TI Nat Telecom dba TI World Te	1																	
5515	Total - Tel USA Inc.			1														1	
5271	Touch 1 Communications Inc.	2																	
6093	Touch 1 Long Distance Inc.	1																	
5A72	Tri-Tel Communications Inc.		3	4	1					1							1		
6331	TruCom Corporation		1																
6049	TTI National Inc.		1																
6111	TTI Telecommunications																		
5A99	U.S. Republic Communications Inc.	2		1															
6817	UKI Communications Inc.		1	28	20				1		3	5	9	2	4	10	2	2	
5C87	United Systems Access Telecom Inc			2	1				1								1	1	
6493	Uni-Tel Communications Group Inc.	1	2	1	2						1		1						
6137	USA Tele Corp.	3																	
6269	USLD Communications Ind																		
6048	USN Communications Long Distance	72	1	3												2		1	
5101	VarTec Telecom Inc.			2	4				1	1				2	1				
6300	VarTec Telecom Inc. d/b/a Clear Choice																		
5120	Verizon	10	8	32	14				4	1	4	3	2	5	5	1	2	2	
6830	Verizon Advanced Data			1															
6781	Verizon Communications		3	8	6				1	1	1	3					1	2	
6073	Vista Group International Inc.	8																	
6788	Webnet Communications			9	3					1	1		1	1	1	1	3	2	
5867	Wiltel Inc.	1		1	2								1	1			1		
5303	Winstar Gateway Network Inc.	1																	
5770	Working Assets Funding Service	1		1															1
5319	World Com Inc dba LDDS World		1	2	2						1	1				1			
5203	WorldCom Network Service dba Wil			4	1						1								
6929	XO New York Inc				1						1								
6447	Ztel Communications Inc.	53	160	108	6				1	1	2	1	1	1	1	5	1		2
	Complaints Assigned by CPCN	966	1317	1973	687		2	6	6	132	160	126	112	143	141	176	133	145	135
	Unassigned Complaints	2	5	6	6						3	1		2		1			
	Total	968	1322	1979	693	0	2	6	6	132	163	127	112	145	141	177	133	145	135

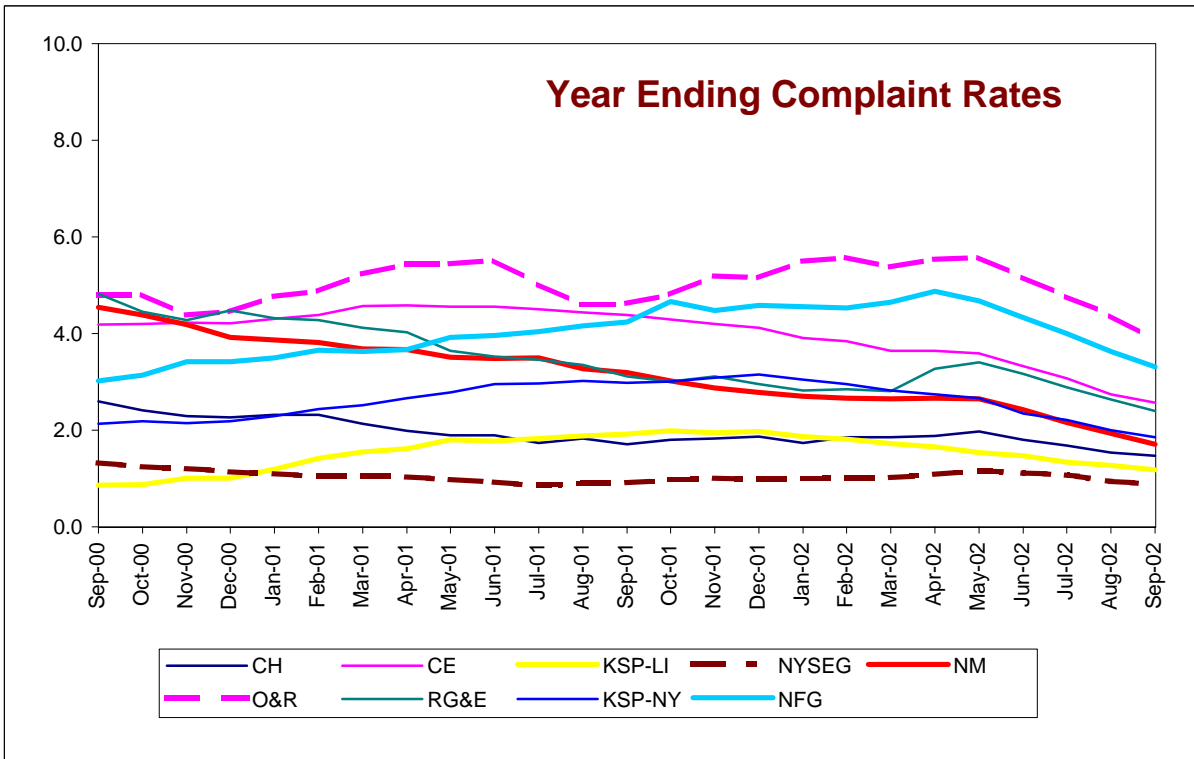
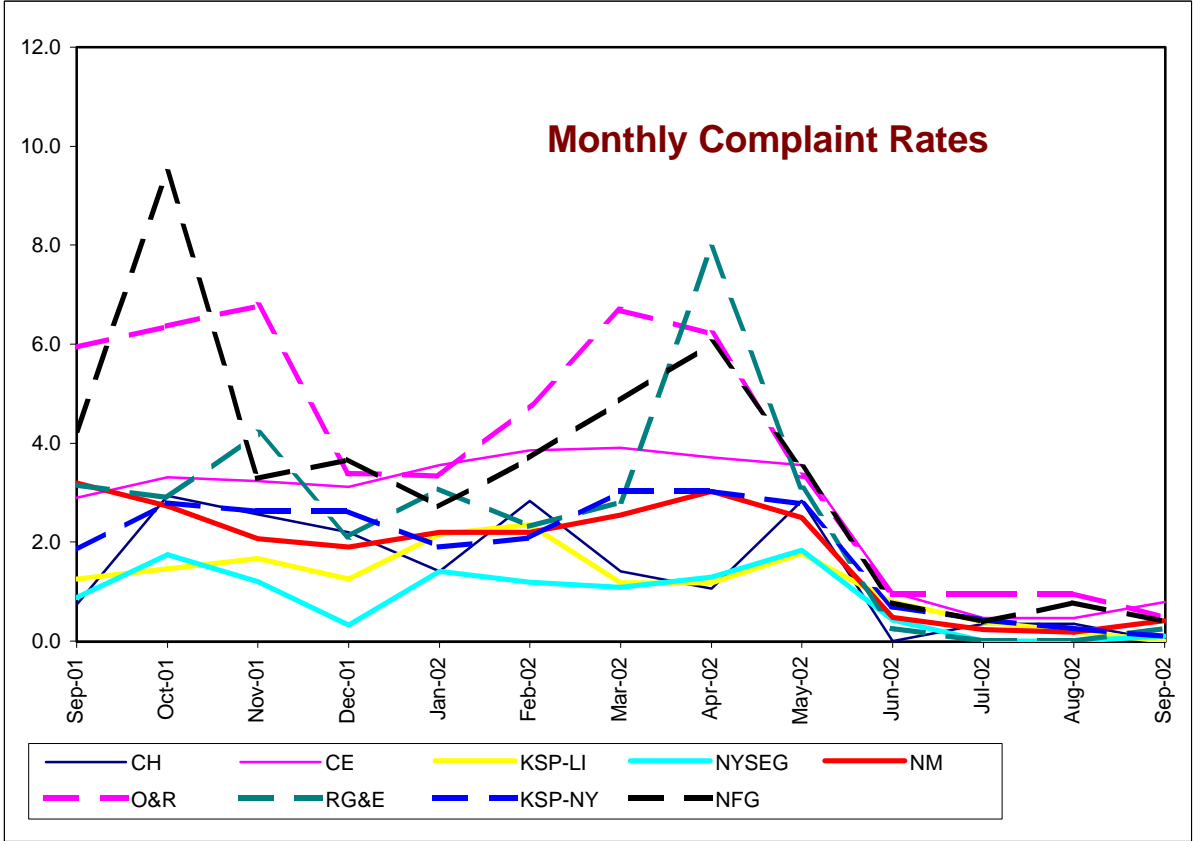
* After reported slamming cases are analyzed, the numbers are adjusted.

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

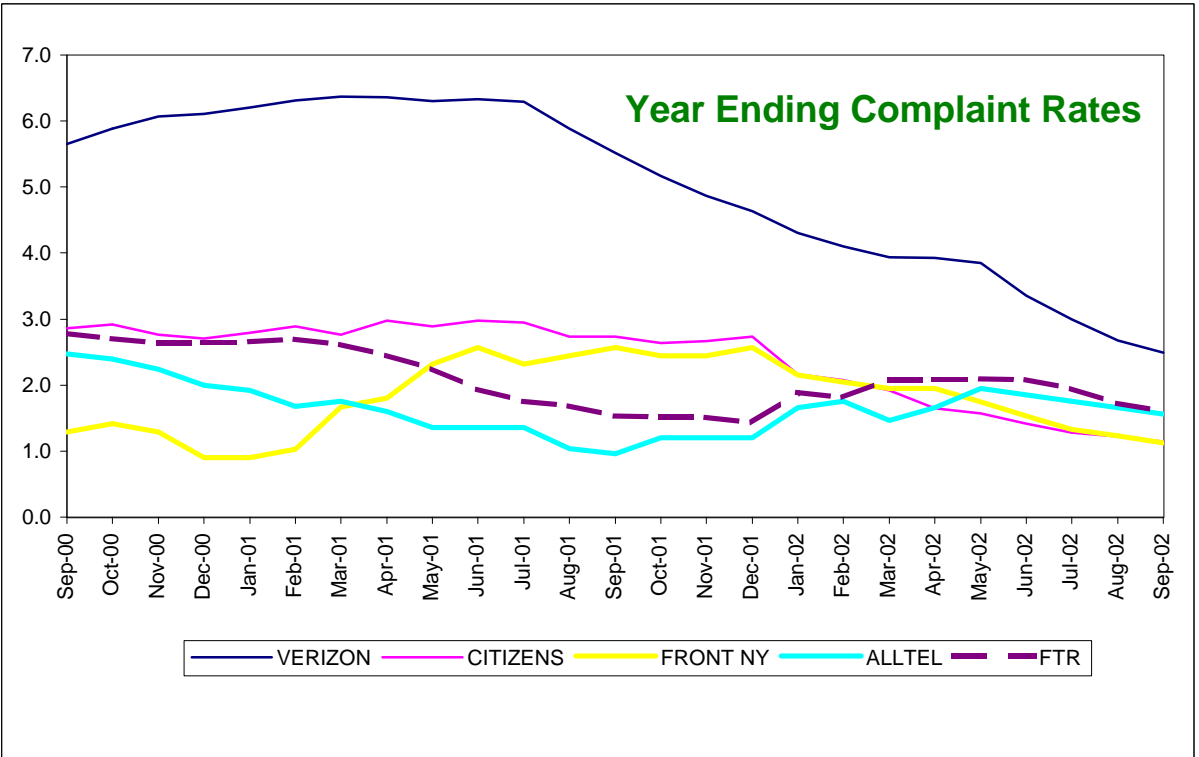
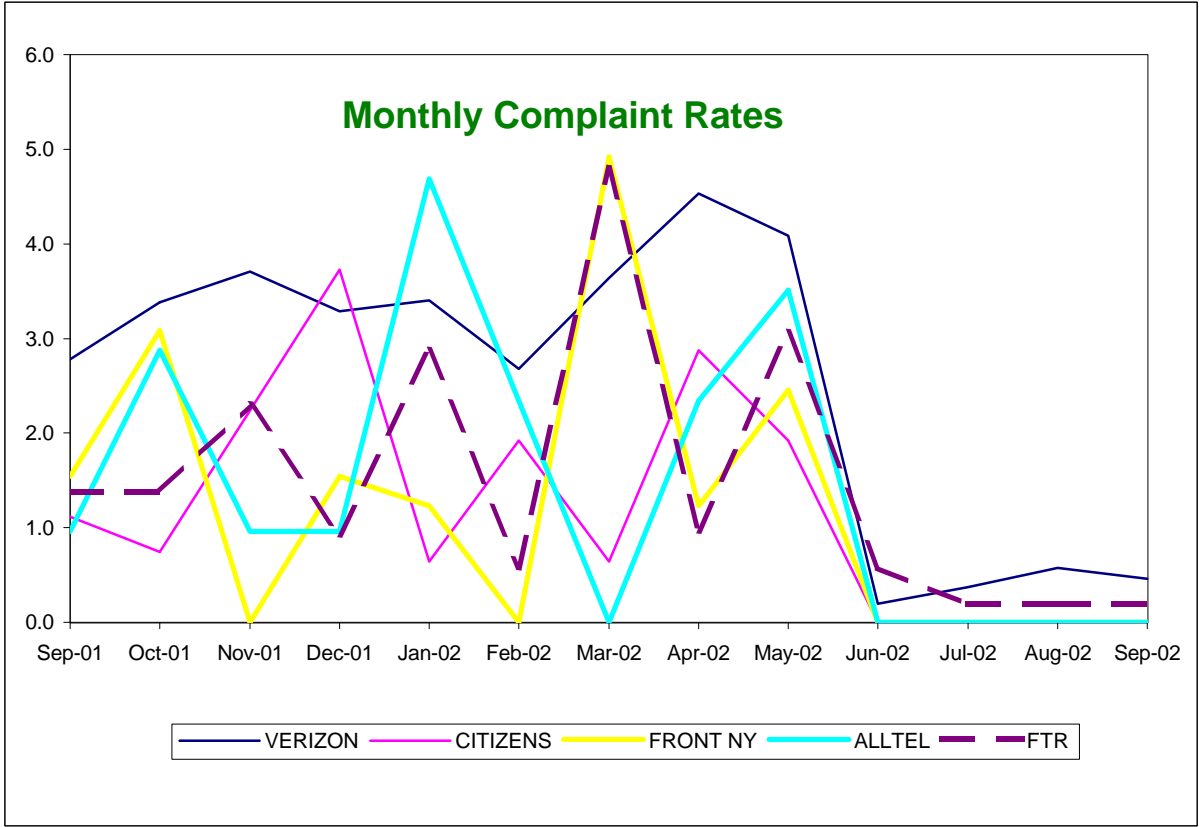
CODE	FULL NAME	2000	2001	2002	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep - 01
D108	1st Rochdale Coop Group		2	1				1						2			
D105	ACN Energy, Inc.	18	3	1							1				1		
D078	Advantage Energy Inc.	2	0	3				1				1	1				
D084	AES Energy	2	1	0													
D001	Agway Energy Services Inc.	13	17	11			3	1			3	2	2	1	1	1	
D036	All Energy Marketing Co.		2	1									1				1
D002	Amerada Hess		7	0													2
D113	Brown Fuel, Inc		1	0										1			
D005	Castle Power Corporatoin		1	2					1			1					
D086	Con Edison Solutions	81	4	39	1	7	4	2	5	5	10	3	2				
D046	Econnergy	198	158	98	8	8	9	11	11	11	21	7	12	9	15	20	21
D047	Empire Natural Gas Corp		2	0													
D087	Energetix, Inc.	16	148	14	1	4	2	2			2	2	1	2	2	5	5
D054	Enron Energy Services		5	8					1	1	5		1			3	1
D023	Federal Electric & Gas Co.	40	89	0										1	7	6	3
D104	Great Eastern Energy	14	3	2						1		1			1		
D013	Interstate Energy Resources Inc.	11	11	2	1			1									
D015	Keyspan Energy Services, Inc.	84	97	106	6	17	26	9	16	5	5	14	8	6	8	4	9
D060	Main-Care Energy		1	0													1
D107	Metro Energy Group		1	0											1		
D098	Metromedia Energy	13	6	1				1							1	1	
D018	Mirabito Fuel Group Inc.		1	3					1		2						
D020	Mitchell-Supreme Energy		6	1					1								
D021	National Fuel Resources, Inc.		10	73	3	4	5	6	4	5	21	15	10				1
D023	New York Gas Co, Inc.			4								1	3				
D024	North American Energy	8	19	18	4	1		1	1	2	4	3	2		4	1	2
D026	North Atlantic Utilities Inc.		1	0													
D103	NYSEG Solutions	15	10	2			2							1		2	
D067	PG&E Energy Trading		1	0													
D114	PRO-ENERGY RESOURCES			1									1				
D093	Robison Energy of Westchester	4	0	2					1				1				
D068	Select Energy of New York (aka Plub St)		1	2						1			1	1			
D112	Smart Energy Services		439	1143	32	45	45	45	89	144	220	217	306	165	121	47	10
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	95	7	11	21	13	16	9	9	3	6	7	7	10	9
D052	TXU Energy			2							2						
D888	Unassigned Customer Contacts	15	26	19	1	3	2		10			1	2				8
	Total	693	1231	1654	64	100	119	94	157	184	305	271	360	196	169	101	72

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 ENERGY UTILITIES



MAJOR TELEPHONE UTILITIES



MAJOR WATER UTILITIES

