

# Monthly Report on Consumer Complaint Activity



**April 2002**

*Maureen O. Helmer, Chairman*

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

*May 20, 2002*



# Monthly Report on Consumer Complaint Activity

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## COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES

**April 2002**

Utility	Mar-02		Apr-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate*
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	
					Apr-01	Apr-02		Change	2001		
Central Hudson	1.4	4	1.1	3	65	64	-1.5	16	19	18.8	1.9
Con Edison	3.9	143	3.7	136	1975	1600	-19.0	726	550	-24.2	3.6
KeySpan of L.I.	1.2	6	1.2	6	93	101	8.6	47	35	-25.5	1.7
NYSEG	1.1	10	1.3	12	113	120	6.2	34	46	35.3	1.1
Niagara Mohawk	2.5	43	3.0	51	744	540	-27.4	192	168	-12.5	2.7
Orange & Rockland	6.7	14	6.2	13	154	139	-9.7	51	44	-13.7	5.5
RG & E	2.8	11	8.0	31	184	153	-16.8	45	63	40.0	3.3
KeySpan of NY	3.0	35	3.0	35	366	381	4.1	168	116	-31.0	2.7
National Fuel Gas	4.9	25	6.0	31	228	301	32.0	72	89	23.6	4.9
Other Energy Utilities	N/A	44	N/A	53	45	96	113.3	20	82	310.0	N/A
ESCO's**	N/A	305	N/A	184	958	1954	104.0	410	1120	173.2	N/A
Verizon	3.6	292	3.6	364	5864	3780	-35.5	1640	1144	-30.2	3.9
Citizens Telcom	0.6	2	0.6	9	96	62	-35.4	45	19	-57.8	1.7
Frontier of NY	4.9	4	4.9	1	14	19	35.7	7	1	-85.7	1.9
Alltel	0.0	0	0.0	2	20	17	-15.0	6	8	33.3	1.7
Frontier Tel of Roch.	4.8	25	4.8	5	192	130	-32.3	30	48	60.0	2.1
Other LEC's	N/A	531	N/A	565	7383	6477	-12.3	2553	2071	-18.9	N/A
DSL Providers	N/A	18	N/A	15	420	316	-24.8	208	60	-71.2	N/A
Pre-paid Calling Cards	N/A	1	N/A	2	10	9	-10.0	10	4	-60.0	N/A
LD Resellers	N/A	86	N/A	80	1248	955	-23.5	448	348	-22.3	N/A
COCOT Vendors	N/A	5	N/A	19	38	82	115.8	26	38	46.2	N/A
Adelphia	N/A	17	N/A	28	190	175	-7.9	68	79	16.2	N/A
Cablevision Systems	N/A	38	N/A	61	529	559	5.7	168	182	8.3	N/A
Time-Warner	N/A	60	N/A	71	668	754	12.9	215	241	12.1	N/A
Other Cable Cos.	N/A	9	N/A	12	132	127	-3.8	43	50	16.3	N/A
Long Island Water	14.9	11	14.9	10	38	147	286.8	12	42	250.0	16.6
UW - New Rochelle	0.0	0	0.0	3	16	18	12.5	4	6	50.0	4.9
New York Water	0.0	0	0.0	1	7	8	14.3	2	4	100.0	1.5
New York American	0.0	0	0.0	0	0	1	0.0	0	0	0.0	0.8
UW - New York	4.5	3	4.5	7	45	32	-28.9	15	16	6.7	4.0
Other Water Utilities	N/A	2	N/A	3	26	37	42.3	8	13	62.5	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.

## CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

New York Energy Utilities

**April 2002**

Utility	April 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	3	0	0%	64	13	20%	1.9	0.4
Con Edison	136	29	21%	1600	323	20%	3.6	0.8
KeySpan - LI	6	1	17%	101	10	10%	1.7	0.2
NYSEG	12	6	50%	120	33	28%	1.1	0.3
Niagara Mohawk	51	19	37%	540	190	35%	2.7	0.9
Orange & Rockland	13	7	54%	139	53	38%	5.5	1.9
RG & E	31	17	55%	153	98	64%	3.3	2.1
KeySpan - NY	35	11	31%	381	95	25%	2.7	0.7
National Fuel Gas	31	17	55%	301	135	45%	4.9	2.2

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

### **April 2002**

#### **Informal Hearings**

As of April 30, 2002 there were 107 cases in the informal hearing unit including 19 cases in pre-hearing. The month ended with 19 case in pre-hearing and 88 in the informal hearing unit for a total of 107. During April five complaints were resolved with pre-hearing mediation. Ten informal hearings were scheduled. Four informal hearings were postponed and seven informal hearings were held. Nine informal hearing cases were closed during the month, including one settlement.

#### **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 penalty assessed to owners for failure to find and correct instances of shared metering. At the end of April there were 249 shared meter complaints pending. Twenty-six (26) new complaints were received in April, and 31 complaints were closed.

The designee reduced the penalty in 22 of the cases reviewed. In fifteen (15) of those cases the penalty was reduced to the minimum of 25%. The charges were cancelled in three cases because staff found that the shared use was minimal. In one case, the charge was cancelled because the owner requested the investigation.

#### **Appeals and Rehearings**

At its April 17, 2002 session, the Commission approved OCS's recommended determinations of three appeals and two rehearing petitions, all by customers. One appeal determination denied a residential customer's appeal of an informal decision upholding Con Edison's charges for unmetered electric service. The second determination rejected a residential customer's objections to billing by MCI WorldCom for local telephone usage. The third determination concerned a dispute between Bell Atlantic and a reseller of telephone services; the informal decision denying the reseller any relief was reversed in part, relief was directed on one issue, the hearing officer was upheld on another issue, and several other issues were remanded for a new hearing. Both rehearing requests concerned decisions by the Commission's designee in shared meter complaints (one by a building owner and one by a tenant) and both were denied; the utilities involved were Niagara Mohawk and Con Edison).

Eight appeals were accepted during the month of April. Two involved billing by Con Edison for unmetered service: in the first, the utility appeals from a decision requiring it to pursue a commercial customer's landlord, rather than the customer, for the charge; in the other a commercial customer challenges the utility's estimate of unmetered gas service, which the informal decision had upheld. A third appeal is by an adult care facility, which objects to Con Edison's billing it on the general electrical space heating rate, rather than on the electric space-heating rate for multiple dwellings. In a fourth appeal, a customer objected to Niagara Mohawk's permitting placement of telecommunications lines on its poles serving the customer's property. The remaining four appeals are by customers who assert that their gas or electric bills are higher than they should be (the utilities involved are Con Edison, NFG, O&R, and Niagara Mohawk). In addition, a nonresidential Con Edison electric customer seeks rehearing of a recent Commission appeal determination finding the customer responsible for non-access fees, and a landlord submits a cross-rehearing request in a shared meter designee case also involving Con Edison.

**No. of Complaints Received Against Regulated Companies  
Between 4/1/02 and 4/30/02**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<b>Cable</b>	Adelphia - Adirondack	2
	Adelphia - Buffalo	4
	Adelphia - Olean	1
	Adelphia Cable - Auburn	2
	Adelphia Cable - Utica	13
	Adelphia Cable-Chautauqua	1
	Adelphia Cable-International	2
	Adelphia Cable-Lancaster	2
	Adelphia Cable-Niagara	1
	Cablevision of Brookhaven	6
	Cablevision of East Hampton	1
	Cablevision of Hauppauge (V-CABLE)	3
	Cablevision of Long Island	15
	Cablevision of New York City	28
	Cablevision of Southern Westchester	5
	Cablevision of Westchester	2
	Cablevision-Rockland	1
	MediaOne - Westchester	4
	RCN of Southeast New York, Inc.	8
	Time Warner - Albany	4
	Time Warner - Brooklyn	6
	Time Warner - Elmira	1
	Time Warner - Manhattan	13
	Time Warner - Mt. Vernon	2
	Time Warner - Newburgh	2
	Time Warner - Oneida	1
	Time Warner - Orange County	9
	Time Warner - Oswego	1
	Time Warner - Poughkeepsie	1
	Time Warner - Queens	13
	Time Warner - Rensselaer	1
	Time Warner - Rochester	5
Time Warner - Saugerties	2	
Time Warner - Sullivan County	6	
Time Warner - Syracuse	4	
Total Cable		<u>172</u>
<b>DSL</b>	Allegiance Telecom of New York, Inc.	1
	Covad Communications Company	1
	Network Plus, Inc.	1
	Verizon Advanced Data, Inc.	12
Total DSL		<u>15</u>
<b>Electric</b>	Central Hudson Electric & Gas	5
	Con Edison	120
	Freeport Electric	1
	New York State Electric & Gas	12
	Niagara Mohawk Power Corp	49
	Orange & Rockland	12
	Rochester Gas + Electric	24
Total Electric		<u>223</u>
<b>Gas</b>	Central Hudson Electric & Gas	3
	Con Edison	16
	KeySpan of Long Island	6
	KeySpan of New York	35

**No. of Complaints Received Against Regulated Companies  
Between 4/1/02 and 4/30/02**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	National Fuel Gas Distribution	31
	Niagara Mohawk Power Corp	2
	NUI Waverly Gas	1
	Orange & Rockland	1
	Rochester Gas + Electric	7
Total Gas		<hr/> 102
<b>Prepaid</b>	International Discount Telecommunication	1
	Verizon Wireless	1
Total Prepaid		<hr/> 2
<b>Telephone</b>	ACN Communication Services, Inc.	2
	Adelphia Business Solutions Operations,	1
	ADVAMTEL, LLC dba Plan B Communications	2
	Advanced TelCom Group, Inc.	2
	Advanced Telecommunications Corp. d/b/a	1
	Allegiance Telecom of New York, Inc.	7
	Alltel Communications, Inc.	1
	AllTel Of New York	2
	American Pay Phone Inc.	1
	Americatel Corporation	1
	ASC Telecom, Inc.	1
	AT&T Communications of New York, Inc.	320
	AT&T Payphones	1
	BridgeCom International, Ltd.	4
	Broadview Networks	34
	Broadwing Communications Services Inc.	1
	Business Discount Plan, Inc.	1
	Buyers United International, Inc.	1
	Cablevision Lightpath, Inc.	3
	Choice One Communications of New York In	8
	Ciera Network Systems, Inc.	1
	Citizens Telecom	9
	Citizens Telecom Long Distance	1
	Communicate Technological Systems, L.L.C	11
	COMTECH 21, LLC	1
	CTC Communications Corp.	1
	Direct American Marketers, Inc. d/b/a D	2
	eLink Telecommunications, Inc.	2
	Empire One Telecommunications, Inc.	1
	Essex Communications, Inc. d/b/a/ Elec C	4
	Federal TransTel, Inc.	1
	Frontier Comm of NY/fka Highland Tel	1
	Frontier Comm of Seneca-Gorham, Inc.	1
	Frontier Communications of Rochester, Inc	5
	Frontier Local Services, Inc.	2
	Frontier Telephone of Rochester, Inc.	22
	Genesis Communications International, Inc	2
	Gillette Global Network	1
	Global Crossing Telecommunications, Inc.	7
	Global Crossing Telemanagement Inc	1
	Intellicall Operator Services Inc.	3
	IntelliCom Solutions, Inc.	1
	International Communication Services, In	1
	International Discount Telecommunication	2
	LCI International Telecom Corp.	8

**No. of Complaints Received Against Regulated Companies  
Between 4/1/02 and 4/30/02**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Long Distance/USA, Inc.	1
	MCIWorldCom	175
	Metro Teleconnect, Inc.	1
	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications dba MetT	18
	National Accounts, Inc.	1
	Network Plus, Inc.	8
	New York City Public Telephone	1
	NextGen Telephone, Inc.	3
	Norstar Communications, Inc. d/b/a Busin	2
	NOS Communications Inc.	2
	One Call Communications Inc. dba Opticom	1
	Optical Telephone Corporation	10
	Opticom Corporation	1
	PaeTec Communications, Inc.	1
	PNG Telecommunications, Inc.	1
	Primus Telecommunications, Inc.	1
	QWest Communications Corporation	3
	Resdntl Comms. Netwrk of NY dba RCN	3
	Sprint Communications Company L.P.	55
	Startec, Inc.	1
	State Telephone	1
	Taconic Telephone	2
	Tel-Save, Inc. (Talk.com)	23
	Telecom USA	1
	Telecommunications Service Center, Inc.	1
	Telecon Communications Corp	1
	TeleUno, Inc.	2
	Tri-Tel Communications, Inc.	2
	TTI National, Inc.	2
	UKI Communications, Inc.	5
	Uni-Tel Communications Group, Inc.	1
	Unknown COCOT Vender	1
	VarTec Telecom, Inc.	3
	Verizon Communications (LD)	4
	Verizon Communications (LEC)	364
	Verizon Corp. (payphones)	15
	Vernon Telephone	1
	Webnet Communications, Inc.	1
	Winstar Gateway Network, Inc.	1
	Winstar Wireless of New York, Inc. dba W	1
	XO New York, Inc.	2
	ZTel Communications, Inc.	42
Total Telephone		<hr/> 1251
<b>Water</b>	Ausable Acres, Inc.(Forever Wild Wtr Co.	1
	Golf View Water Supply Co.	1
	Long Island Water Corp.	10
	New York Water Service	1
	Saratoga Water Services Inc.	1
	United Water-New Rochelle	3
	United Water-New York	7
Total Water		<hr/> 24
	<b>Total Complaints Received</b>	<b>1835</b>



SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *																		
	FULL NAME	1999	2000	2001	2002	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01
6902	1 Com Inc.		3	4														
5049	ACC Buffalo Telecom Corp		1	1								1						
5305	ACC Long Distance Corporation	1		3											1			1
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				
6159	Accutel Communications Inc.	4																
6849	ACN Communication Services Inc			4							1							
6135	ADVAMTEL LLC d/b/a Plan B Comm	1	27	14	3	1	2			1		1		1		3		
5357	Advanced Telecommunications Ne																	
6984	Adelphia Business Solutions			1								1						
5324	Affinity Corporation			1														
5688	Affinity Network Inc.	1		1														
6283	Allegiance Telecom of NY Inc.	3	10	36	9	2	3	1	3		4	2			3	2	5	6
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	2		2									1		1
5A22	American Telecommunications System			1														1
6299	Americatel Corporation																	
5361	America's Tele-Network Corp.	19	15															
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	197	60	46	33	58	36	28	33	35	32	35	25	48	37
5369	Atlas Communications Ltd.	1			1			1		1								
6459	Big Planet Inc.			1										1				
6140	BridgeCom International LTD			5	1	1					1		1		1			
5771	Brittan Communications International C	23	1															
6886	Broadview Networks	63	72	58	35	10	10	4	11	5	13	4	2	3	5	3	3	2
6869	Broadwing Telecommunications Inc			2								1			1			
6838	Broadwing Communcations			1								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				1				1									
5340	Cable & Wireless Commun. Co.	1		6						2			1			1		
5949	Cablevision Lightpath Inc.		2		1				1									
6986	Capsule Communications Inc			2	3		3					1						
6399	CBS Corporation dba Westinghouse	1																
6646	Choice One Communitcations of NY				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				22	11	3	6	2	8	4							
6593	Communication Express	2																
6372	Communications Billing Inc.	2		1	1		1			1								
5986	Community Network Services Inc			1								1						
6927	COMTECH 21, LLC				1	1												
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														1
5559	CTN Telephone Network, Inc.			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	1999	2000	2001	2002	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	
6536	CTSI, Inc				1		1												
6651	Direct America Marketers			1	2		2			1									
6672	Econo-o-Call Inc.		6	6									2	1	1	1			1
5215	Econophone Inc.	2	2																
6112	ELDS, Inc				2			2											
5137	Empire One Telecommunications			2	1				1						1				
5982	Equal Net Communications Inc.		1																
5198	EqualNet Corporation	1	1																
6659	erbia Network Inc.		1																
6748	Essential.com Inc.		14	3										1		1			
6912	Essex Communications DBA Elec		10	20	5	2	1	1	1	2	3	2		1	1	1	2		3
6369	Essex Communications Inc			1	1		1												1
5382	Excel Telecommunications Inc.	10	6	12	6			2	4	1		1		2	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							
5401	Frontier Communs. Services (fk	6																	
5192	Frontier L.D. America	1			1			1											
5823	Frontier Local Services, Inc.			1														1	
5A41	Frontier Telephone of Rochester Inc.	1		1								1							
5573	Genesis Communications International			2	3	2		1						2					
6826	Global Crossing Telecommunications			5	8	5	1	1	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															
5345	Inet Interactive Network System Inc.			1								1						1	
6156	Inmark Inc. dba Preferred Billing	10	4	1															
6095	Integrated Teleservices Inc.		1																
5624	Intellicall Operator Services Inc.	1		6	12	3	3	3	3	3	2							1	
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																	
5408	IntelliCom Solutions Inc																		
5241	Island Marketing d/b/a Interglobe			1							1								
5256	IXC Communications	1	2																
6913	Jirehcom Inc																		
5292	Key Communication Management Inc.	12	4																
5980	L.D. Services Inc.	3			2		2												
6268	LCI International Inc.	2																	
5078	LCI International Telecom Corp	8	4	10	14	3	3	5	3	1	1	3		2					1
5268	LDC Telecommunications Inc.	2																	
5909	LDM Systems Inc.	1																	
5339	LEAST COST ROUTING			4	5		2	2	1	2		2							
5854	Least Cost Routing Inc. dba Long Dist	4																	
5036	Lightyear Communications Inc	1	1	4								1							2
5904	Long Distance Direct, Inc				1			1											
5A09	Long Distance of Michigan			2								1				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	2				2			1							1
5820	MCI WorldCom	199	276	257	156	50	32	39	35	6	16	8	18	20	13	30	33		18
5736	MCImetro Access Transmission Svcs		1																
6208	Mercury Marketing Co Ltd			1	1			1								1			
6423	Metro Telecomm. dba METTel	48	22	59	8	2	3	1	2	2	6	6	7	4	3	5	7		5
5435	Metromedia Long Distance Inc.			2	7	1	5		1		1		1						

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	1999	2000	2001	2002	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01	
5416	Minimum Rate Pricing	15	1																
5777	National Accounts Inc.			3	1			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	12	3	1	2	6		4	3	2	1	3	4	4	1	
5419	New Century Telecom Inc.	1																	
6907	NextGen Telephone			5	33	1	7	9	16	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											1				
5458	NOS Communications Inc.	3		4	1	1				1		1						1	
6177	OLS Inc.	1		3						2			1						
5A98	One Step Billing Inc.	2																	
5819	OneStar Long Distance Inc.			1											1				
5834	Ontera Broadband			2								2							
6769	Opex Communications, Inc.				2		1	1											
5C61	Optical Telephone Corp			11	28	7	5	7	9	7	3	1							
5639	Opticom Corp				1	1													
5763	Phone Calls Inc.	1																	
5193	Phone One Inc.		1																
5263	PNG Telecommunications Inc			4									2		1	1			
5159	PowerNet Communications			1															
5476	Primetel Communications				1			1											
5245	Primus Telecommunications Inc.	4		2								1			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	12	2	3	4	3	1	6	1	2	1	1	1	2	5	
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		1				1							2	
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								
5748	Sprint Communications Company	59	35	159	106	44	24	15	23	23	17	18	17	22	7	13	9	5	
5478	Starlink Communications L.L.C.	1																	
5479	Startec Inc.	1		1	1	1												1	
5185	Taconic Telephone																		
6375	Telco Holdings dba Dial & Save	1																	
6100	Telco Partners Inc.		1																
5164	Telcom Group USA Inc. d/b/a TelCom	2	1																
5762	Telecom USA				1				1										
5167	Telecommunications Service Center Inc.			1															1
6288	Telemex/Sprint Communications	1																	
6118	Telepath Communications Inc.		2																
6207	Telephone Company of Central Florida			2										1				1	
5845	Teleport Communications	3	5																
6469	Telergy Network Services Inc.																		
6345	Teligent Inc				1				1										
5C24	Telis Communicaitons Group Inc			1								1							
6088	Tel-Save Inc dba The Phone Company	17	148	430	56	12	10	17	17	14	27	13	35	26	39	46	55	44	
5B23	TelUno, Inc				2	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						

\* 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	1999	2000	2001	2002	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01
5271	Touch 1 Communications Inc.	2																
6093	Touch 1 Long Distance Inc.	1																
5A72	Tri-Tel Communications Inc.		3	4								1						1
6331	TruCom Corporation		1															
6049	TTI National Inc.		1															
6111	TTI Telecommunications																	
5A99	U.S. Republic Communications Inc.	2		1														1
6817	UKI Communications Inc.		1	28	21	4	6	8	3	4	10	2	2			1	1	2
5C87	United Systems Access Telecom Inc			2	1				1			1	1					
6493	Uni-Tel Communications Group Inc.	1	2	1	1	1										1		
6137	USA Tele Corp.	3																
6269	USLD Communications Ind				1				1									
6048	USN Communications Long Distance	72	1	3	1				1	2		1						
5101	VarTec Telecom Inc.			2	4	1			3	1								
6300	VarTec Telecom Inc. d/b/a Clear Choice																	
5120	Verizon	10	8	32	10	2	4	2	2	5	5	1	2	2	1	2	2	4
6830	Verizon Advanced Data			1														
6781	Verizon Communications		3	8	5	1	1	3				1	2		1	2	1	1
6073	Vista Group International Inc.	8																
6788	Webnet Communications			9	2		1		1	1	1	3	2		1			
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				1			
5203	WorldCom Network Service dba Wil			4												1	1	1
6929	XO New York Inc				1		1											
6447	Ztel Communications Inc.	53	160	108	14	4	6	3	1	1	5	1		2	8	11	13	19
	Complaints Assigned by CPCN	966	1317	1971	856	247	202	182	225	139	176	133	145	135	133	159	195	168
	Unassigned Complaints	2	5	6	2		1		1		1				1		2	
	<b>Total</b>	<b>968</b>	<b>1322</b>	<b>1977</b>	<b>858</b>	<b>247</b>	<b>203</b>	<b>182</b>	<b>226</b>	<b>139</b>	<b>177</b>	<b>133</b>	<b>145</b>	<b>135</b>	<b>134</b>	<b>159</b>	<b>197</b>	<b>168</b>

\* 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.

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

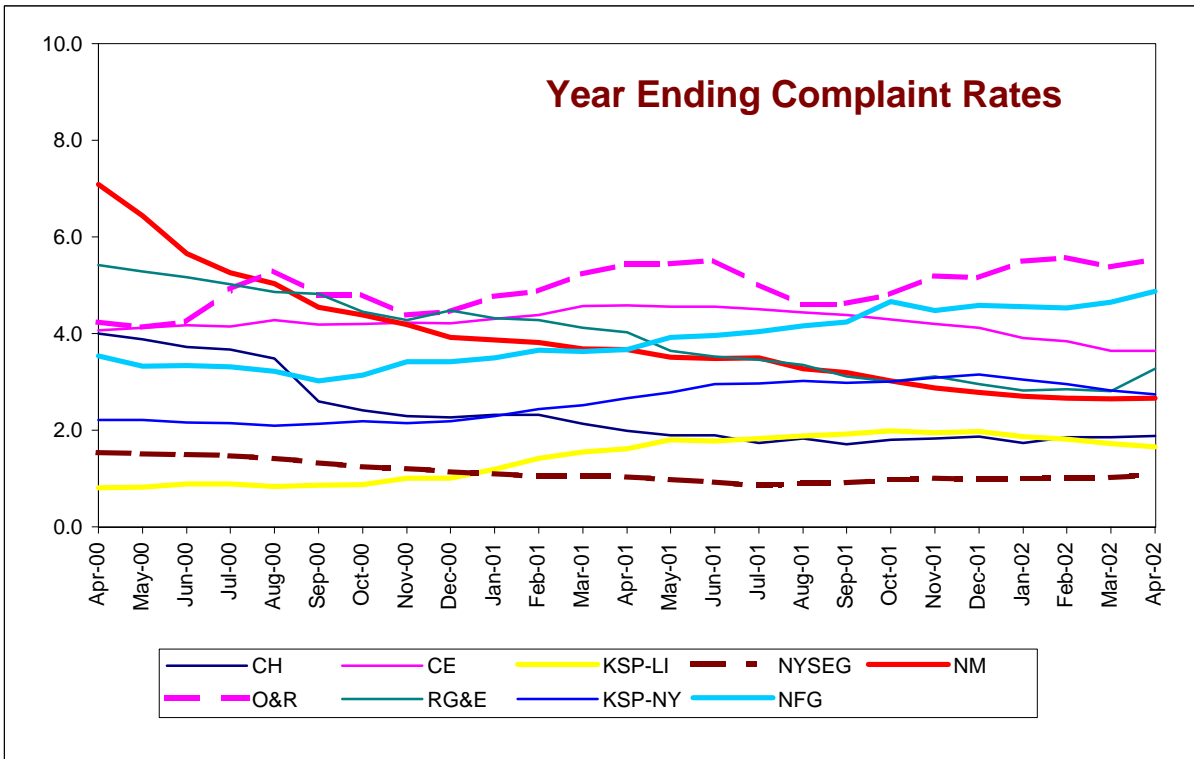
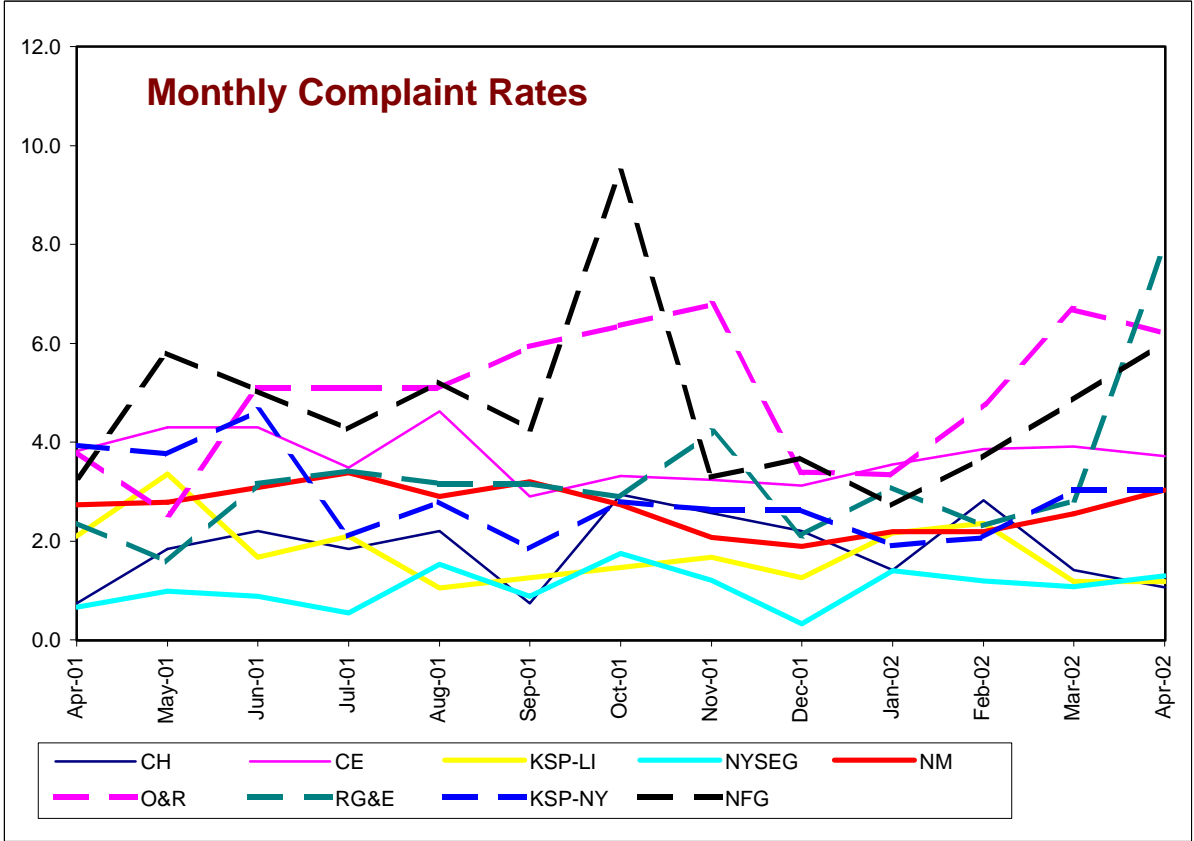
**Table of Consumer Contacts filed against ESCO's**

CODE	FULL NAME	2000	2001	2002	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01	Jul-01	Jun-01	May-01	Apr-01
D108	1st Rochdale Coop Group		2	0					2								
D105	ACN Energy, Inc.	18	3	1		1				1				1			
D078	Advantage Energy Inc.	2	0	2			1	1									
D084	AES Energy	2	1	0										1			
D001	Agway Energy Services Inc.	13	17	7		3	2	2	1	1	1			2	1	1	
D036	All Energy Marketing Co.		2	1				1				1					
D002	Amerada Hess		7	0								2				2	
D113	Brown Fuel, Inc		1	0					1								
D005	Castle Power Corporatoin		1	1			1							1			
D086	Con Edison Solutions	81	4	20	5	10	3	2								2	1
D046	Econnergy	198	158	51	11	21	7	12	9	15	20	21	9	11	12	15	2
D047	Empire Natural Gas Corp		2	0									2				
D087	Energetix, Inc.	16	148	5		2	2	1	2	2	5	5	2	4	6	12	33
D054	Enron Energy Services		5	7	1	5		1			3	1					
D023	Federal Electric & Gas Co.	40	89	0					1	7	6	3		5	10	14	7
D104	Great Eastern Energy	14	3	2	1		1			1							
D013	Interstate Energy Resources Inc.	11	11	0													
D015	Keyspan Energy Services, Inc.	84	97	32	5	5	14	8	6	8	4	9	4	7	10	13	6
D060	Main-Care Energy		1	0							1						
D107	Metro Energy Group		1	0						1							
D098	Metromedia Energy	13	6	0						1	1						
D018	Mirabito Fuel Group Inc.		1	2		2											
D020	Mitchell-Supreme Energy		6	0											2		
D082	National Fuel Resources, Inc.		10	51	5	21	15	10				1	1	2		1	
D023	New York Gas Co, Inc.			4			1	3									
D024	North American Energy	8	19	11	2	4	3	2		4	1	2		1	3	1	
D026	North Atlantic Utilities Inc.		1	0													
D103	NYSEG Solutions	15	10	0					1		2		2	1		3	
D067	PG&E Energy Trading		1	0													
D114	PRO-ENERGY RESOURCES			1				1									
D093	Robison Energy of Westchester	4	0	1				1									
D068	Select Energy of New York (aka Plub St)		1	2	1			1	1								
D112	Smart Energy Services		439	887	144	220	217	306	165	121	47	10	18	11	13	27	13
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	27	9	9	3	6	7	7	10	9	8	11	13	14	6
D052	TXU Energy			2		2											
D888	Unassigned Customer Contacts	15	26	3			1	2				8			16	1	
	<b>Total</b>	<b>693</b>	<b>1231</b>	<b>1120</b>	<b>184</b>	<b>305</b>	<b>271</b>	<b>360</b>	<b>196</b>	<b>169</b>	<b>101</b>	<b>72</b>	<b>46</b>	<b>58</b>	<b>86</b>	<b>106</b>	<b>68</b>

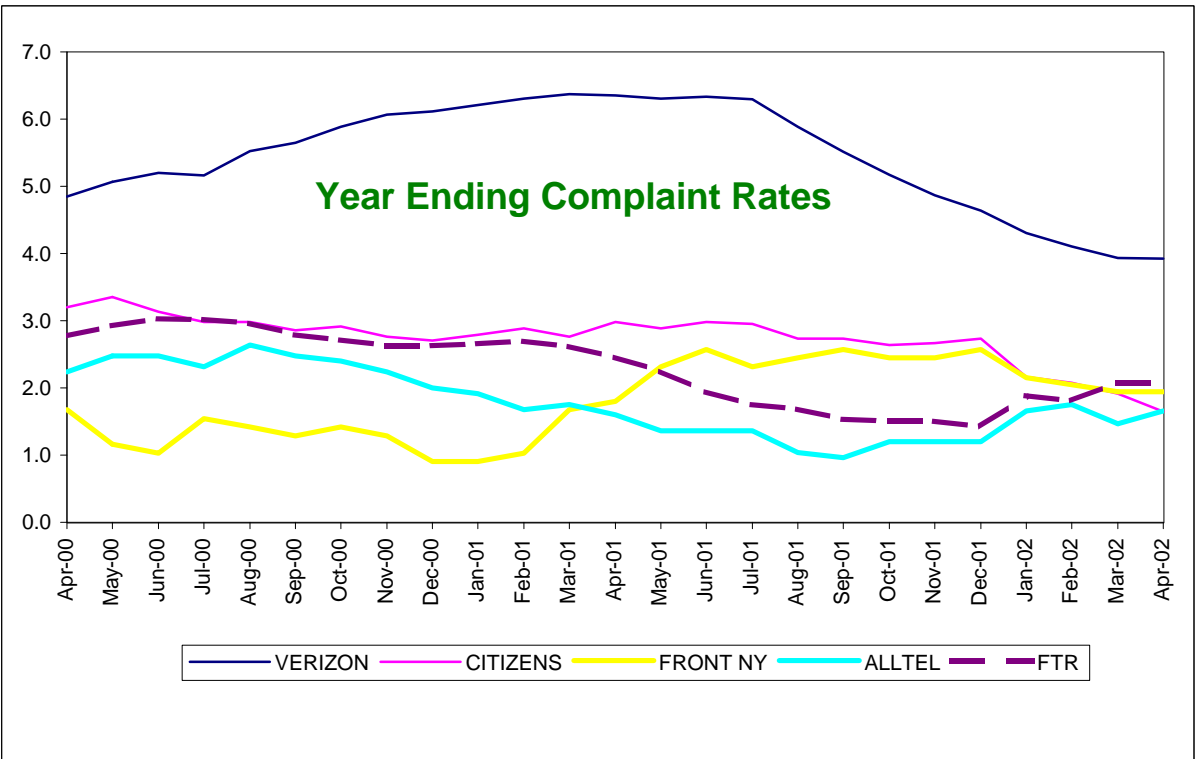
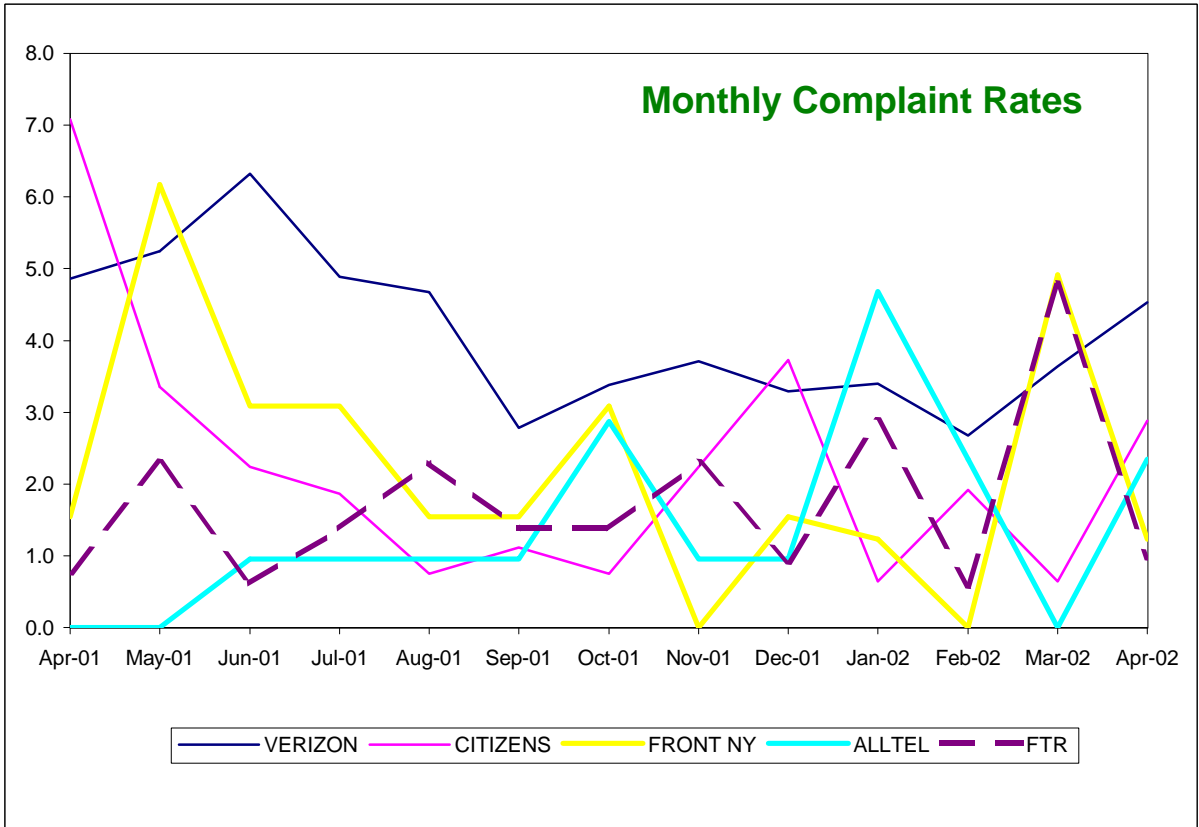
This table shows the number of customer contacts that were recorded by the Office of Consumer Services. OCS answers questions and mediates complaints against ESCO's.

Customers are referred to their contract for resolution guidelines.

# MAJOR ENERGY UTILITIES



# MAJOR TELEPHONE UTILITIES



# MAJOR WATER UTILITIES

