

Monthly Report on Consumer Complaint Activity



August 2002

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Office of Consumer Services*

September 18, 2002



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

August 2002

Utility	Jul-02		Aug-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Aug-02
	Rate*	No.	Rate*	No.	12 mos ending Aug-01	12 mos ending Aug-02	% Change	Year-to-date 2001	Year-to-date 2002	% Change	
Central Hudson	0.4	1	0.4	1	60	52	-13.3	38	29	-23.7	1.5
Con Edison	0.5	17	0.5	17	1910	1201	-37.1	1325	750	-43.4	2.7
KeySpan of L.I.	0.4	2	0.2	1	108	78	-27.8	86	51	-40.7	1.3
NYSEG	0.0	0	0.0	0	99	105	6.1	70	67	-4.3	0.9
Niagara Mohawk	0.2	4	0.2	3	663	392	-40.9	397	225	-43.3	1.9
Orange & Rockland	1.0	2	1.0	2	130	110	-15.4	93	57	-38.7	4.4
RG & E	0.0	0	0.0	0	153	123	-19.6	88	76	-13.6	2.6
KeySpan of NY	0.4	5	0.3	3	414	277	-33.1	320	164	-48.8	2.0
National Fuel Gas	0.4	2	0.8	4	258	224	-13.2	177	117	-33.9	3.6
Other Energy Utilities	N/A	34	N/A	12	433	109	-74.8	131	95	-27.5	N/A
ESCO's**	N/A	119	N/A	100	1036	2098	102.5	701	1590	126.8	N/A
Verizon	0.4	30	0.6	46	5430	2576	-52.6	3264	1564	-52.1	2.7
Citizens Telcom	0.0	0	0.0	0	88	46	-47.7	67	25	-62.7	1.2
Frontier of NY	0.0	0	0.0	0	19	12	-36.8	16	1	-93.8	1.2
Alltel	0.0	0	0.0	0	13	17	30.8	9	11	22.2	1.7
Frontier Tel of Roch.	0.2	1	0.2	1	132	108	-18.2	73	69	-5.5	1.7
Other LEC's	N/A	49	N/A	48	7388	4572	-38.1	5312	2734	-48.5	N/A
DSL Providers	N/A	0	N/A	2	593	164	-72.3	387	82	-78.8	N/A
Pre-paid Calling Cards	N/A	1	N/A	0	14	5	-64.3	14	4	-71.4	N/A
LD Resellers	N/A	4	N/A	7	1201	773	-35.6	728	446	-38.7	N/A
COCOT Vendors	N/A	4	N/A	1	47	102	117.0	36	70	94.4	N/A
Adelphia	N/A	1	N/A	1	156	152	-2.6	109	97	-11.0	N/A
Cablevision Systems	N/A	2	N/A	4	489	459	-6.1	327	241	-26.3	N/A
Time-Warner	N/A	6	N/A	3	577	625	8.3	406	303	-25.4	N/A
Other Cable Cos.	N/A	1	N/A	1	113	130	15.0	86	90	4.7	N/A
Long Island Water	2.7	2	1.4	1	61	127	108.2	45	55	22.2	14.3
UW - New Rochelle	0.0	0	0.0	0	16	15	-6.3	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	3.0	2	0.0	0	34	30	-11.8	20	19	-5.0	3.7
Other Water Utilities	N/A	4	N/A	0	31	31	0.0	28	24	-14.3	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 QRS and the process by which cases are now handled.

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy

August 2002

Utility	August 2002 Complaint Volume			Last 12 Months Complaint Volume			12 mos. Total	12 mos. Credit
	Total	Credit	% Credit	Total	Credit	% Credit	C/Rate	C/Rate
Central Hudson	1	0	0%	52	7	13%	1.5	0.2
Con Edison	17	2	12%	1201	253	21%	2.7	0.6
KeySpan - LI	1	0	0%	78	10	13%	1.3	0.2
NYSEG	0	0	0%	105	25	24%	0.9	0.2
Niagara Mohawk	3	3	100%	392	131	33%	1.9	0.6
Orange & Rockland	2	0	0%	110	42	38%	4.4	1.5
RG & E	0	0	0%	123	77	63%	2.6	1.7
KeySpan - NY	3	1	33%	277	79	29%	2.0	0.6
National Fuel Gas	4	0	0%	224	96	43%	3.6	1.5

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

August 2002

Informal Hearings

As of September 3, 2002 there were 110 cases in the informal hearing unit including 12 cases in pre-hearing. During August three complaints were resolved with pre-hearing mediation. Eight informal hearings were scheduled, five informal hearings were held, and three informal hearing were postponed. A total of nine informal hearing cases were closed during the month.

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 August there were 261 shared meter complaints pending. Twenty (20) new complaints were received in August and eighteen (18) cases were closed. Brief descriptions of **some** of the closed cases are outlined below.

The designee reduced the twelve-month charge in 13 of the cases reviewed. In ten of those cases the charge was reduced to the minimum of 25% and in three cases the charge was reduced between 40% and 50%. In one case the owner's appeal for a reduction was denied. The twelve-month charge was cancelled in one case because staff found that the shared meter condition was due to theft by a third party. The charge was cancelled in one case because the owner requested the investigation, in two cases the charge was cancelled because the shared usage was minimal and in one case the charge was cancelled because staff found the company had incorrectly established the tenant on record.

Appeals and Rehearings

At its August 21, 2002 session, the Commission approved OCS's recommended determinations of three appeals. Two appeal determinations deny appeals by telephone customers. The first concludes that Bell Atlantic acted properly in providing a jack to the customer's landlord permitting installation of an intercom system that interfered with the customer's fax and internet connections service and that no relief was available beyond the company's offer to remove complainant's line from the jack (and from the intercom system). The second concludes that a business customer was not entitled to a refund on the basis that Bell Atlantic sometimes routed its calls to carriers other than its presubscribed interexchange carrier. The third appeal determination grants Niagara Mohawk's appeal from an informal decision concerning the proper rate for a nonresidential customer.

In addition, the Commission issued an order initiating a formal hearing with regard to appeals by NYSEG from two informal decisions concerning billing of utility-owned street lighting service. The order also instituted two related proceedings--one concerning billing of other NYSEG customers for utility-owned street lighting systems, and the other concerning revision of the utility's tariff for billing such street lighting service. The Commission also denied a Central Hudson customer's request for rehearing of a recent appeal determination. Finally, during August, OCS resolved three pending appeals (all involving residential customers) through settlements; two of the settlements involved Con Edison and the other involved KeySpan.

Six appeals were accepted for review during the month of August. Two appeals by customers challenge penalties for use of interruptible gas service during interruption periods (one case involves Con Edison and the other involves KeySpan). Two other appeals, by residential customers, dispute charges for electric service (from Con Edison) and for gas service (from KeySpan) respectively. The fifth appeal, by Con Edison, concerns an electric customer's eligibility for a business incentive rate. The sixth appeal, by a residential customer, objects to Verizon's collection of taxes and surcharges. Two petitions by Con Edison customers for rehearing of shared meter decisions by the Commission's designee were also accepted.

**No. of Complaints Received Against Companies Between
8/1/2002 and 8/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia Cable - Utica	1
	Cablevision of Long Island	3
	Cablevision of New York City	1
	RCN of Southeast New York, Inc.	1
	Time Warner - Brooklyn	1
	Time Warner - Cortland	1
	Time Warner - Manhattan	1
Total Cable Complaints	<hr/> 9	
DSL	Verizon Advanced Data, Inc.	2
	Total DSL Complaints	<hr/> 2
Electric	Central Hudson Electric & Gas	1
	Con Edison	14
	Con Edison Solutions	1
	Jamestown Board of Public Utilities	1
	Niagara Mohawk Power Corp	3
	Orange & Rockland	2
	SmartEnergy, Inc.	2
	Total Energy, Inc.	1
Total Electric Complaints	<hr/> 25	
Gas	Con Edison	3
	KeySpan of Long Island	1
	KeySpan of New York	3
	National Fuel Gas Distribution	4
Total Gas Complaints	<hr/> 11	
Telephone	AT&T Communications of New York, Inc.	31
	Broadview Networks	2
	Choice One Communications of New York In	1
	Communicate Technological Systems, L.L.C	1
	CTC Communications Corp.	1
	Frontier Communications of Rochester, Inc	1
	International Discount Telecommunication	1
	LCI International Telecom Corp.	1
	MCIWorldCom	14
	Metropolitan Telecommunications dba MetT	1
	Network Plus, Inc.	1
	Norstar Communications, Inc. d/b/a Busin	1
	Opticom Corporation	1
	Tel-Save, Inc. (Talk.com)	1
	VarTec Telecom, Inc.	1
	Verizon Communications (LEC)	46
	Verizon Corp. (payphones)	1
	Winstar Gateway Network, Inc.	1
Total Telephone Complaints	<hr/> 107	

**No. of Complaints Received Against Companies Between
8/1/2002 and 8/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<i>Water</i>	Long Island Water Corp	1
Total Water Complaints		<hr/> 1

TOTAL COMPLAINTS - ALL SERVICES **156**

No. of QRS Cases Received Against Companies
Between 8/1/2002 and 8/31/2002

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Adelphia - Adirondack	2
	Adelphia - Buffalo	12
	Adelphia Cable - Utica	14
	Adelphia Cable-International	2
	Cablevision of Dutchess County	3
	Cablevision of Hauppauge (V-CABLE)	5
	Cablevision of Long Island	25
	Cablevision of New York City	31
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	12
	Cablevision of Westchester	6
	Cablevision of Yorktown	2
	Cablevision-Rockland	3
	Castle Cable TV, Inc.	2
	Charter Communications	2
	MediaOne - Rockland	1
	MediaOne - US Cablevision	2
	MediaOne - Westchester	1
	Milestone Communications	1
	RCN of Southeast New York, Inc.	19
	Time Warner - Albany	6
	Time Warner - Amsterdam	1
	Time Warner - Binghamton	2
	Time Warner - Brooklyn	7
	Time Warner - Carthage	1
	Time Warner - Cortland	1
	Time Warner - Fingerlakes	1
	Time Warner - Fulton	1
	Time Warner - Genesee	1
	Time Warner - Ithaca	2
	Time Warner - Kingston	1
	Time Warner - Manhattan	22
	Time Warner - Mt. Vernon	6
	Time Warner - Newburgh	3
	Time Warner - Oneida	1
	Time Warner - Oneonta	2
	Time Warner - Orange County	3
	Time Warner - Queens	9
	Time Warner - Rochester	1
	Time Warner - Rome	1
	Time Warner - Saugerties	1
	Time Warner - Schenectady	2
	Time Warner - Staten Island	2
	Time Warner - Sullivan County	3
	Time Warner - Syracuse	4
	Time Warner - Tri County	1
Total Cable		231

No. of QRS Cases Received Against Companies
Between 8/1/2002 and 8/31/2002

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
DSL	Allegiance Telecom of New York, Inc.	1
	Broadview Networks	1
	Focal Communications Corporation	1
	Verizon Advanced Data, Inc.	22
		<hr/>
Electric	Central Hudson Gas & Electric	14
	Con Edison	226
	Con Edison Solutions	6
	Econergy	5
	Energetix, Inc	1
	Jamestown Board of Public Utilities	6
	New York State Electric & Gas	32
	Niagara Mohawk Power Corp	140
	Orange & Rockland	19
	Rochester Gas + Electric	34
	Smart Energy, Inc	40
Total Energy, Inc	4	
Total Electric		<hr/> 527
Gas	Central Hudson Electric & Gas	1
	Con Edison	16
	Corning Natural Gas	3
	Econergy	3
	Energetix, Inc.	2
	Keyspan Energy Services, Inc.	15
	KeySpan of Long Island	13
	KeySpan of New York	42
	National Fuel Gas Distribution	48
	National Fuel Resources	4
	New York State Electric & Gas	4
	Niagara Mohawk Power Corp	8
	North American Energy	1
	Orange & Rockland	1
	Public Service Commission	1
	Rochester Gas + Electric	1
SmartEnergy, Inc.	2	
Total Energy, Inc.	6	
Total Gas		<hr/> 171
Telephone	Alliance Group Services Inc.	1
	Alltel Communications, Inc.	1
	AllTel Of New York	8
	American Phone Services, Corp.	1
	AmeriVision Communications, Inc.	1
	AT&T Communications of New York, Inc.	353
	BridgeCom International, Ltd.	3
	Broadview Networks	41
	Cable & Wireless Commun. Co.	1
	Cablevision Lightpath, Inc.	3
	Choice Communications, LLC	1

No. of QRS Cases Received Against Companies
Between 8/1/2002 and 8/31/2002

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	Choice One Communications of New York In	6
	Citizens Telecom	9
	Citizens Telephone Company of Hammond,NY	1
	Coast International, Inc.	1
	Communicate Technological Systems, L.L.C	6
	Cordia Communications Corp	1
	CTC Communications Corp.	4
	Deposit Telephone	1
	Empire One Telecommunications, Inc.	3
	Empire Telephone	2
	EqualNet Corporation	1
	Evercom	1
	Excel Telecommunications Inc.	4
	Frontier Comm of AuSable Valley	1
	Frontier Comm of NY/fka Highland Tel	1
	Frontier Communications of Rochester, Inc	2
	Frontier Telephone of Rochester, Inc.	20
	Global Crossing Telecommunications, Inc.	1
	Intellicall Operator Services Inc.	6
	International Discount Telecommunication	3
	LCI International Telecom Corp.	3
	LD Services, Inc.	1
	Long Distance Charges, Inc.(Least Cst Rtg	1
	MCIWorldCom	214
	Metromedia Long Distance, Inc.	1
	Metropolitan Telecommunications dba MetT	11
	National Accounts, Inc.	4
	Network Plus, Inc.	6
	NextGen Telephone, Inc.	1
	Norstar Communications, Inc. d/b/a Busin	2
	NOS Communications Inc.	2
	NOW Communications, Inc.	1
	Ogden Telephone	1
	One Call Communications Inc. dba Opticom	1
	OneStar Long Distance, Inc.	1
	Optical Telephone Corporation	5
	Opticom Corporation	1
	PNG Telecommunications, Inc.	2
	PT-1 Communications, Inc.	1
	QWest Communications Corporation	6
	RCN Telecom Services of New York, Inc.	1
	Resdntl Comms. Netwrk of NY dba RCN	4
	Sprint Communications Company L.P.	36
	State Telephone	1
	Taconic Telephone	3
	Tel-Save, Inc. (Talk.com)	13
	Telecom USA	2
	Telecon Communications Corp	1
	Teleport Communications	1
	Time Warner AxS of Rochester L.P.	1
	Township Tel	1
	Tri-Tel Communications, Inc.	1
	TTI National, Inc.	1

No. of QRS Cases Received Against Companies
Between 8/1/2002 and 8/31/2002

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
	UKI Communications, Inc.	5
	United Systems Access Telecom, Inc.	1
	VarTec Telecom, Inc.	6
	VarTec Telecom, Inc. dba Clear Choice Co	1
	Verizon Communications (LD)	4
	Verizon Communications (LEC)	501
	Verizon Corp. (payphones)	6
	Warwick Valley Telephone	2
	Winstar Gateway Network, Inc.	2
	World-Link Inc.	1
	Zone Telecom, Inc.	3
	ZTel Communications, Inc.	17
sum		1380
Water	Hudson Valley Water Co.	1
	Long Island Water Corp.	7
	New York Water Service	1
	Rainbow Water Co Inc	1
	Rand Water CP - Dogwood Knolls	1
	Sunrise Ridge Water Company	1
	United Water-New York	2
Total Water		14
TOTAL QRS CASES - ALL SERVICES		2259

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	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
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	185	1	3		39	46	32	22	42	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	23			1	7	2	4	3	6	5	13	4	2	3
6838	Broadwing Communications			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				26				5	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														

* 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	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			1	2						1							
6651	Direct America Marketers			1	2						2			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					1	1	1	1	2	3	2		1
6369	Essex Communications Inc			1	1						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 Commun. 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	4				1	2		1						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	Intellicall Operator Services Inc.	1		6	11				1	3	3	1	3	3	2			
5408	IntelliCom Solutions Inc																	
6440	International Communication Services Inc				1					1								
5114	International Discount Telecommunications			4	4	1				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	11				4	1	1	2	3	1	1	3		2
5268	LDC Telecommunications Inc.	2																
5909	LDM Systems Inc.	1																
5339	LEAST COST ROUTING			4	5						3	1	1	2		2		
5854	Least Cost Routing Inc. dba Long Dist	4			1				1									
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	58		1	1	14	14	9	12	7	6	16	8	18	20
5736	MCImetro Access Transmission Svcs		1															

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	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	5					3	1		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 Communications, Inc.				3						1	1	1					
5C61	Optical Telephone Corp			11	36		1		7	8	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
5797	QAI Inc d/b/a Long Distance B	4	2															1
5468	Qwest Communications Corporati	21	13	28	10				2	2	3	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					1					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	104			2	21	30	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	Telcom Group USA Inc. d/b/a TelCom	2	1		1						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		
6088	Tel-Save Inc dba The Phone Company	17	148	430	40		1		6	7	7	7	12	14	27	13	35	26

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	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	5				1	1	1	2				1	2	
6073	Vista Group International Inc.	8																
6788	Webnet Communications			9	3					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	5	1		2
	Complaints Assigned by CPCN	966	1317	1973	699	2	6	6	135	159	134	113	144	141	176	133	145	135
	Unassigned Complaints	2	5	6	6					3	1		2		1			
	Total	968	1322	1979	705	2	6	6	135	162	135	113	146	141	177	133	145	135

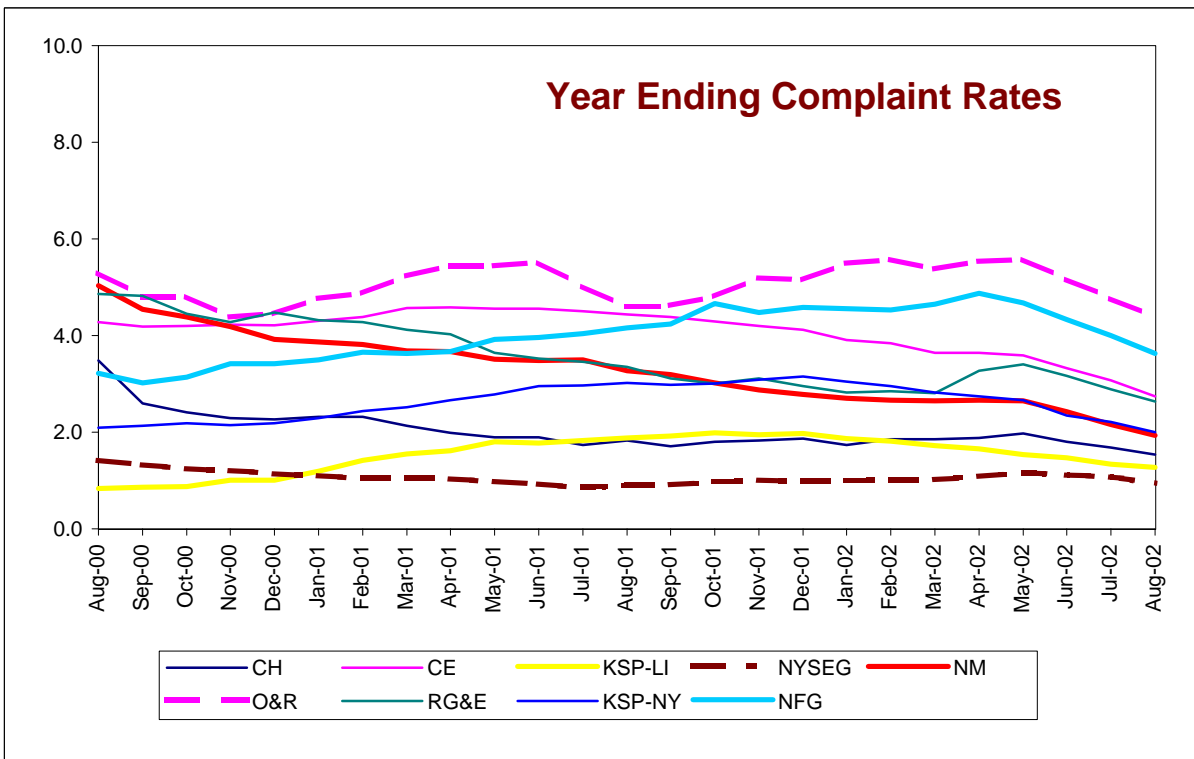
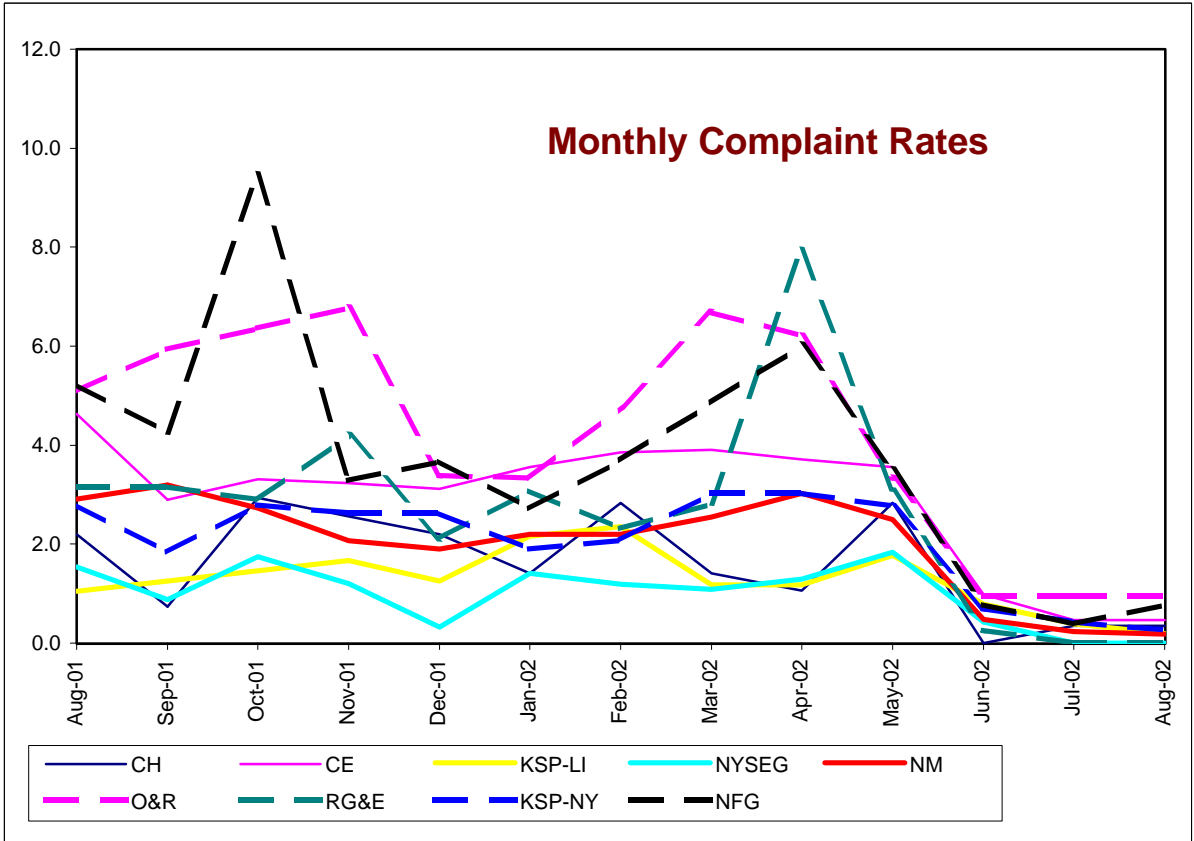
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**Number of Customer Contacts related to Energy Service Companies
(ESCO's)**

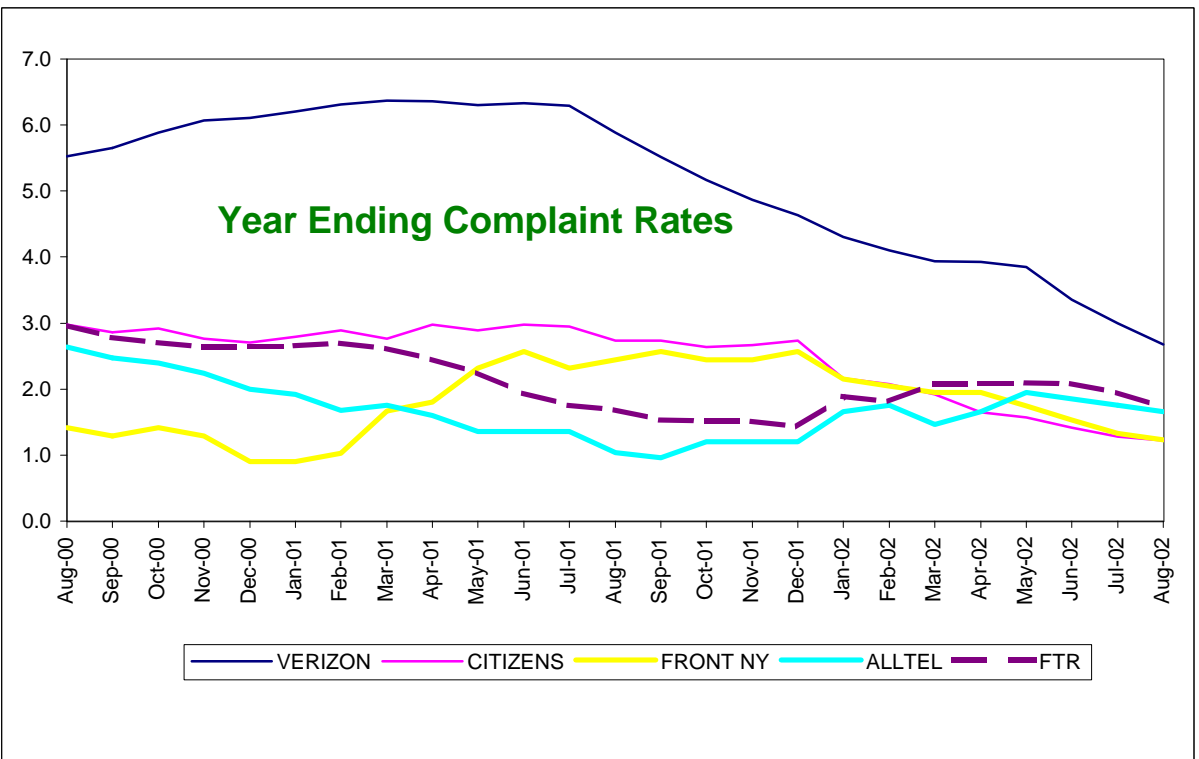
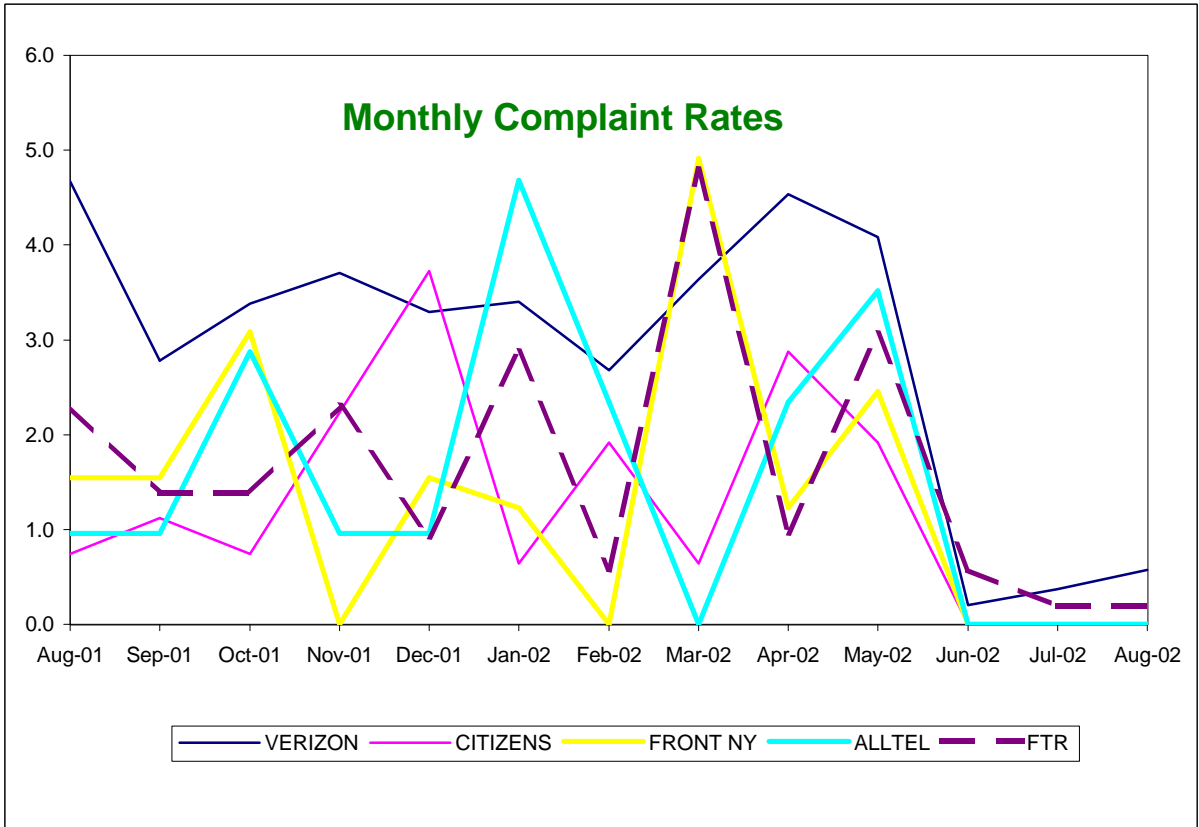
CODE	FULL NAME	2000	2001	2002	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01	Sep-01	Aug-01
D108	1st Rochdale Coop Group		2	1			1						2				
D105	ACN Energy, Inc.	18	3	1						1				1			
D078	Advantage Energy Inc.	2	0	3			1				1	1					
D084	AES Energy	2	1	0													
D001	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	38	7	4	2	5	5	10	3	2					
D046	Econnergy	198	158	90	8	9	11	11	11	21	7	12	9	15	20	21	9
D047	Empire Natural Gas Corp		2	0													2
D087	Energetix, Inc.	16	148	13	4	2	2			2	2	1	2	2	5	5	2
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	1			1										
D015	Keyspan Energy Services, Inc.	84	97	100	17	26	9	16	5	5	14	8	6	8	4	9	4
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	70	4	5	6	4	5	21	15	10				1	1
D023	New York Gas Co, Inc.			4							1	3					
D024	North American Energy	8	19	14	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		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	1111	45	45	45	89	144	220	217	306	165	121	47	10	18
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Energy Inc.	158	158	88	11	21	13	16	9	9	3	6	7	7	10	9	8
D052	TXU Energy			2						2							
D888	Unassigned Customer Contacts	15	26	18	3	2		10			1	2				8	
	Total	693	1231	1590	100	119	94	157	184	305	271	360	196	169	101	72	46

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

