

Monthly Report on Consumer Complaint Activity



March 2004

William M. Flynn, Chairman

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Office of Consumer Services*

May 17, 2004



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March 2004

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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

March 2004

Utility	Feb-04		Mar-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	Compl. Rate*
					Mar-03	Mar-04	Change	2003	2004	Change	Mar-04
Central Hudson	0.3	1	0.3	1	27	30	11.1	6	6	0.0	0.9
Con Edison	2.0	72	2.0	74	626	809	29.2	160	194	21.3	1.8
KeySpan of L.I.	0.8	4	0.8	9	44	61	38.6	13	14	7.7	1.0
NYSEG	0.2	2	0.2	3	53	56	5.7	12	8	-33.3	0.5
Niagara Mohawk	1.3	22	1.3	33	185	421	127.6	54	67	24.1	2.1
Orange & Rockland	0.9	2	0.9	1	34	31	-8.8	5	4	-20.0	1.2
RG & E	1.0	4	1.0	16	63	103	63.5	13	23	76.9	2.2
KeySpan of NY	0.6	7	0.6	8	117	115	-1.7	13	22	69.2	0.8
National Fuel Gas	0.8	4	0.8	3	85	103	21.2	18	15	-16.7	1.7
Other Energy Utilities	N/A	22	N/A	3	112	14	-87.5	8	9	12.5	N/A
ESCO's	N/A	4	N/A	3	65	46	-29.2	14	11	-21.4	N/A
Verizon	0.7	52	0.7	54	1264	916	-27.5	69	161	133.3	1.0
Citizens Telcom	0.3	3	1.0	1	19	23	21.1	3	5	66.7	0.6
Frontier of NY	1.3	1	1.3	0	6	7	16.7	2	5	150.0	0.8
Alltel	1.2	1	1.2	0	6	8	33.3	0	2	#DIV/0!	0.8
Frontier Tel of Roch.	0.4	2	0.4	2	35	32	-8.6	6	6	0.0	0.6
Other LEC's	N/A	93	N/A	149	2233	1465	-34.4	531	366	-31.1	N/A
DSL Providers	N/A	4	N/A	3	1	3	200.0	1	0	-100.0	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	3	0	-100.0	0	0	#DIV/0!	N/A
LD Resellers	N/A	10	N/A	18	261	181	-30.7	43	37	-14.0	N/A
COCOT Vendors	N/A	2	N/A	6	53	52	-1.9	2	11	450.0	N/A
Adelphia	N/A	2	N/A	4	89	19	-78.7	7	11	57.1	N/A
Cablevision Systems	N/A	8	N/A	12	225	114	-49.3	36	32	-11.1	N/A
Time-Warner	N/A	10	N/A	22	270	84	-68.9	25	41	64.0	N/A
Other Cable Cos.	N/A	1	N/A	2	99	98	-1.0	8	5	-37.5	N/A
Long Island Water	1.4	0	0.0	0	27	0	-100.0	3	0	-100.0	0.0
UW - New Rochelle	3.3	3	3.3	3	7	1	-85.7	1	3	200.0	0.3
New York Water	0.0	0	0.0	0	1	1	0.0	0	1	#DIV/0!	0.2
New York American	0.0	0	0.0	0	1	0	0.0	0	0	0.0	0.0
UW - New York	1.5	1	0.0	1	14	0	-100.0	2	1	-50.0	0.0
Other Water Utilities	N/A	1	N/A	1	28	38	35.7	3	6	100.0	N/A

All complaint rates are based on 2003 customer populations.

* - Complaints per 100,000 customer accounts

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 is 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 COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

March-04

Utility	Feb-04			Last 12 Months			12 mos.	12 mos.
	Total	Credit	% Credit	Total	Credit	% Credit	Total C/Rate	Credit C/Rate
Central Hudson	1	0	0%	30	11	37%	0.9	0.3
Con Edison	74	16	22%	809	180	22%	1.8	0.4
KeySpan - LI	9	1	11%	61	10	16%	1.0	0.2
NYSEG	3	1	33%	56	23	41%	0.5	0.2
Niagara Mohawk	33	7	21%	421	198	47%	2.1	1.0
Orange & Rockland	1	1	100%	31	13	42%	1.2	0.5
RG & E	16	4	25%	103	69	67%	2.2	1.5
KeySpan - NY	8	3	38%	115	29	25%	0.8	0.2
National Fuel Gas	3	0	0%	103	52	50%	1.7	0.8

Note: This chart shows the correlation between all complaints received and cases concerning credit related issues such as: Deferred payment agreements, extensions for payment, threatened termination of service and termination of service to to non-payment.

Informal Hearings, Shared Meter Cases, Appeals and Rehearings March 2004

Informal Hearing Cases

As of March 31, 2004 there were 53 cases in the informal hearing unit. During this month 4 complaints were resolved with pre-hearing mediation, 17 informal hearings were scheduled, 5 were postponed, 15 hearings were held, 9 informal hearing cases were closed with written decisions, and 1 case was resolved with a settlement agreement. The case load distribution is attached and a summary of the cases worked is as follows:

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 12-month charge assessed to owners for failure to find and correct instances of shared metering. At the end of March there were 154 shared meter complaints pending. 35 new complaints were received in March, and 42 cases were closed. The designee reduced the 12-month assessment to the minimum of 25% in 31 cases and between 25% to 50% in 6 cases. The 12-month assessment was cancelled in 4 cases due to minimal use or extraordinary cost.

Appeals and Rehearings

At its March 16, 2004 session, the Commission approved OCS's recommended determinations of 2 appeals and 2 rehearing petitions. One appeal determination upholds NMPC's billing of a property owner for electric service provided prior to installation of individual meters for several tenant-occupied residences, while the other appeal determination upholds Keyspan's billing of a residential customer. Both rehearing petitions concerned shared meter cases decided by the Commission's designee. One rehearing determination upholds the designee's decision (which reduced the 12-month shared meter assessment billed by Con Edison) and denies the landlord further relief. In the other shared meter case, a tenant objects to the designee's reduction of the 12-month assessment at the request of her landlord. Finding the landlord's 15-month delay in seeking relief from the designee to be excessive, this rehearing determination reverses the designee's decision and restores the full 12-month assessment. Since the case is an example of problems seen in other shared meter cases when the 12-month assessment is reduced belatedly or after being credited to the shared meter customer, the Commission also institutes a proceeding to address relevant utility procedures.

During March, a single appeal from a residential customer objecting to an informal decision upholding billing by KeySpan-LI was accepted for review.

No. of Complaints Received Against Regulated Companies
Between 03/01/2004 and 03/31/2004

Service	Utility	Complaints
-----	-----	----
Cable	Adelphia Cable - Utica	2
	Adelphia Cable-Lancaster	1
	Adelphia Cable-Niagara	1
	Cablevision of Dutchess County	2
	Cablevision of Long Island	2
	Cablevision of New York City	6
	Cablevision of Southern Westchester	1
	Cablevision-Rockland	1
	Chain Lakes Cablevision	1
	RCN of Southeast New York, Inc.	1
	Time Warner - Albany	5
	Time Warner - Binghamton	1
	Time Warner - Manhattan	13
	Time Warner - Rochester	1
	Time Warner - Syracuse	2
*****		----
sum		40
DSL	Verizon Advanced Data, Inc.	3
*****		----
sum		3
Electric	Central Hudson Electric & Gas	3
	Con Edison	67
	Jamestown Board of Public Utilities	1
	New York State Electric & Gas	3
	Niagara Mohawk Power Corp	26
	Orange & Rockland	1
	Plattsburgh	1
	Rochester Gas + Electric	13
*****		----
sum		115
Gas	Central Hudson Electric & Gas	1
	Con Edison	7
	KeySpan of Long Island	9
	KeySpan of New York	8
	National Fuel Gas Distribution	3
	Niagara Mohawk Power Corp	7
	Rochester Gas + Electric	3
	St Lawrence Gas	1
*****		----
sum		39
Telephone	ACC National Telecom Corp.	1
	ACN Communication Services, Inc.	2

	Airnex Communications, Inc.	1
	Alliance Group Services Inc.	1
	AT&T Communications of New York, Inc.	62
	Broadview Networks	3
	Citizens Telecom	1
	Communicate Technological Systems, L.L.C	2
	Conversent Communications of New York, L	1
	Covista of New York, Inc.	1
	CTC Communications Corp.	1
	ETS Payphones	1
	Focal Communications Corporation	1
	Frontier Telephone of Rochester, Inc.	2
	Future Focus Telecommunications	1
	IDT America, Corp.	1
	International Discount Telecommunication	31
	MCIWorldCom	34
	Metro Teleconnect, Inc.	1
	Metropolitan Telecommunications dba MetT	4
	New Century Telecom, Inc.	1
	New Rochelle Telephone Corp.	3
	New York Coin Telephone Company, Inc.	1
	NOS Communications Inc.	1
	PNG Telecommunications, Inc.	2
	Primus Telecommunications, Inc.	1
	Resdntl Comms. Netwrk of NY dba RCN	3
	Sprint Communications Company L.P.	10
	Telecarrier Services, Inc.	4
	Telecom USA	1
	Telecon Communications Corp	1
	Tri-Tel Communications, Inc.	1
	Tristate Bell Inc.	1
	TTI National, Inc.	1
	Utility Solutions	1
	VarTec Telecom, Inc.	4
	Verizon Communications (LD)	2
	Verizon Communications (LEC)	49
	Verizon Corp. (payphones)	2
	XO New York, Inc.	1
	ZTel Communications, Inc.	2
*****	----	
sum		245
Water	Forest Park Water Company	2
	New York Water Service	1
	United Water-New York	1
	Windham Ridge Water Corp.	1
*****	----	
sum		5

sum		447

No. of QRS Cases Received Against Regulated Companies
Between 03/01/2004 and 03/31/2004

Service	Utility	Cases
-----	-----	----
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	6
	Adelphia Cable - Auburn	2
	Adelphia Cable - Utica	3
	Adelphia Cable-International	2
	Adelphia Cable-Niagara	1
	Cablevision of Brookhaven	1
	Cablevision of Dutchess County	5
	Cablevision of Hauppauge (V-CABLE)	3
	Cablevision of Long Island	25
	Cablevision of New York City	37
	Cablevision of Riverhead	2
	Cablevision of Southern Westchester	5
	Cablevision of Westchester	10
	Cablevision of Yorktown	2
	Cablevision-Rockland	3
	Cablevision-Warwick	1
	Chain Lakes Cablevision	1
	Charter Communications	1
	MediaOne - Rockland	1
	MediaOne - US Cablevision	3
	MediaOne - Westchester	2
	Mid Hudson Cablevision, Inc.	3
	RCN of Southeast New York, Inc.	1
	Time Warner - Albany	11
	Time Warner - Binghamton	3
	Time Warner - Manhattan	67
	Time Warner - Rochester	9
	Time Warner - Syracuse	21
*****		----
sum		232
DSL	AT&T Communications of New York, Inc.	2
	Citizens Telecom	1
	Covad Communications Company	1
	Frontier Telephone of Rochester, Inc.	3
	Tel-Save, Inc. (Talk.com)	1
	Verizon Advanced Data, Inc.	27
	XO New York, Inc.	1
*****		----
sum		36
Electric	Boonville	1

	Central Hudson Electric & Gas	20
	Con Edison	352
	Jamestown Board of Public Utilities	2
	New York State Electric & Gas	55
	Niagara Mohawk Power Corp	205
	Orange & Rockland	15
	Rochester Gas + Electric	84
	Village of Arcade	1
*****		----
sum		735
Gas	Bath Municipal Gas	1
	Central Hudson Electric & Gas	2
	Con Edison	36
	Corning Natural Gas	2
	KeySpan of Long Island	35
	KeySpan of New York	114
	National Fuel Gas Distribution	47
	New York State Electric & Gas	6
	Niagara Mohawk Power Corp	26
	NUI Waverly Gas	1
	Orange & Rockland	8
	Rochester Gas + Electric	13
	St Lawrence Gas	3
*****		----
sum		294
Steam	Con Edison	1
*****		----
sum		1
Telephone	ACC National Telecom Corp.	2
	Access Plus Communications, Inc.	1
	Access Point, Inc.	1
	ACN Communication Services, Inc.	4
	Adelphia Business Solutions Operations,	1
	ADVAMTEL, LLC dba Plan B Communications	1
	Airnex Communications, Inc.	1
	Allegiance Telecom of New York, Inc.	4
	Alliance Group Services Inc.	6
	ALLTEL Corporation	1
	AlITel Of New York	5
	Americatel Corporation	2
	AT&T Communications of New York, Inc.	570
	Bell Atlantic-New York	1
	Birns Telecommunications	4
	BridgeCom International, Ltd.	1
	Broadview Networks	19
	Broadwing Communications Services Inc.	1
	Buffalo Coin Phones	1
	Cablevision Lightpath, Inc.	2

Chautauqua & Erie Telephone Corp.	1
Choice One Communications of New York In	11
Ciera Network Systems, Inc.	1
Citizens Telecom	12
Comcast Telecommunications, Inc.	1
Communicate Technological Systems, L.L.C	5
Convergent Telesis LLC	1
Conversent Communications of New York, L	1
Cordia Communications Corp	4
Core-Comm-New York, Inc.	1
Covista of New York, Inc.	3
Delhi Telephone	1
Empire Telephone	1
ESS.COM, L.L.C.	1
Essex Communications, Inc. d/b/a/ Elec C	1
Excel Telecommunications Inc.	8
Frontier Comm of NY/fka Highland Tel	2
Frontier LD America	1
Frontier Telephone of Rochester, Inc.	16
Genesis Communications International, Inc	1
GNC Public Communications	1
IDT America, Corp.	3
IDT Corporate	1
Intellicall Operator Services Inc.	1
International Discount Telecommunication	131
LCI International Telecom Corp.	3
Long Distance Consolidated Billing Co.	1
Matrix Telecommunications	1
MCIWorldCom	143
Metro Teleconnect, Inc.	2
Metropolitan Telecommunications dba MetT	19
Network Communications International Cor	1
Network Enhanced Technologies, Inc.	1
Network Plus, Inc.	1
New Century Telecom, Inc.	4
New Rochelle Telephone Corp.	7
North American Telephone Network, LLC.	1
NOS Communications Inc.	2
Ogden Telephone	1
PNG Telecommunications, Inc.	2
Primus Telecommunications, Inc.	1
PT-1 Communications, Inc.	1
QWest Communications Corporation	2
Resdntl Comms. Netwrk of NY dba RCN	9
Sprint Communications Company L.P.	87
Taconic Long Distance Service Corp.	1
Taconic Telephone	1
Tel-Save, Inc. (Talk.com)	13
Telecarrier Services, Inc.	5
Telecom Group USA, Inc. d/b/a Telecom On	1
Telecom USA	2

	Telecomp Technologies Network, Inc.	1
	Telecon Communications Corp	10
	TeleUno, Inc.	2
	Tristate Bell Inc.	3
	TTI National, Inc.	1
	US Datanet Corporation	1
	USA Payphone, Inc.	1
	Utility Solutions	1
	VarTec Telecom, Inc.	17
	Verizon Communications (LD)	10
	Verizon Communications (LEC)	531
	Verizon Corp. (payphones)	3
	Warwick Valley Telephone	1
	XTel Communications, Inc.	1
	ZTel Communications, Inc.	9
*****	----	
sum		1742
Water	Forest Park Water Company	1
	Long Island Water Corp.	9
	New York Water Service	3
	United Water-New Rochelle	1
	United Water-New York	4
*****	----	
sum		18

sum		3061

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02
6902	1 Com Inc.	4																		
5049	ACC Buffalo Telecom Corp	1																		
5305	ACC Long Distance Corporation	3																		
6184	ACC National Long Distance Corp	1																		
5757	ACC National Telecom Corp.	1																		
5069	ACC Rochester Telecom Corp.																			
6250	Access Point Inc	1	1																	
6159	Accutel Communications Inc.																			
6849	ACN Communication Services Inc	4																		
6984	Adelphia Business Solutions	1																		
6135	ADVAMTEL LLC d/b/a Plan B Comm	14	1																	
5357	Advanced Telecommunications Ne																			
5324	Affinity Corporation	1																		
5688	Affinity Network Inc.	1																		
6283	Allegiance Telecom of NY Inc.	36	4	1														1		
6516	Alliance Group Services Inc																			
5010	AllTel of New York																			
5343	Am.Tech. Inc.dba Network Utili																			
5779	American Business Alliance In																			
5908	American Long Distance Service Inc.																			
6323	American Nortel Communications Inc.	1																		
6778	American Phone Services Corp.	4																		
6190	American Private Telephone LLC		1																	
5A22	American Telecommunications System	1																		
5361	America's Tele-Network Corp.																			
6299	Americatel Corporation																			
5984	Americom Inc.	2																		
5322	Amer-I-Net Services Corporation	1																		
5689	Ameri-Tel Communications Inc.																			
6513	AmeriVision Communications Inc.																			
5805	AT&T Communications of New Yor	452	188	6	1	2			1	1			1	2				1		1
5369	Atlas Communications Ltd.		1																	
6459	Big Planet Inc.	1																		
6140	BridgeCom International LTD	5	1																	
5771	Brittan Communications International C																			
6886	Broadview Networks	58	26																	
6838	Broadwing Communications	1																		
6869	Broadwing Telecommunications Inc	2																		
6111	Business Discount Plan Inc.	1	1																	
5776	Business Options Inc.	1	1																	
5021	Business Telecom dbs BTI Telecom																			
6426	Buyers United International Inc		2																	
5340	Cable & Wireless Commun. Co.	6	2																	
5949	Cablevision Lightpath Inc.		1																	
6986	Capsule Communications Inc	2	1																	
6399	CBS Corporation dba Westinghouse																			
6646	Choice One Communications of NY		3																	
5A17	Citizens Telecom	2																		
5693	Coast International Inc.																			
6271	Coleman Enterprises Inc. d/b/a Local Lo	2																		
6143	Commonwealth Telecom																			
5C65	Communicate Technological Systems		27																	
6593	Communication Express																			
6372	Communications Billing Inc.	1	1																	
5986	Community Network Services Inc	1	1																	
6927	COMTECH 21, LLC		1																	
6188	Connectamerica, Inc																			
6810	Conversent Communications of NY	2																		
6245	Core-Comm New York Inc.																			
5B87	Covista of New York Inc	5	2																	

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02
6260	CTC Communications Corp.	1																		
5559	CTN Telephone Network, Inc.	1																		
6536	CTSI, Inc																			
6651	Direct America Marketers	1																		
5997	Eclipse Telecommunications Inc																			
6672	Econo-o-Call Inc.	6																		
5215	Econophone Inc.		1																	
6112	ELDS, Inc		2																	
5137	Empire One Telecommunications	2	3																	
5982	Equal Net Communications Inc.																			
5198	EqualNet Corporation			1									1							
6659	erbia Network Inc.																			
6748	Essential.com Inc.	3																		
6912	Essex Communications DBA Elec	20	4																	
6369	Essex Communications Inc	1																		
5382	Excel Telecommunications Inc.	12	4	1													1			
5912	Executone Information Systems Inc.																			
6435	Fairpoint Communications	3																		
5275	Federal TransTel Inc.	1																		
5315	Frontier Comm. Of the West Inc	1																		
5176	Frontier Communications of Rochester		1																	
5401	Frontier Communs. Services (fk																			
5192	Frontier L.D. America																			
5823	Frontier Local Services, Inc.	1																		
5A41	Frontier Telephone of Rochester Inc.	1	1																	
5573	Genesis Communications International	2	2																	
6826	Global Crossing Telecommunications	5	3																	
5919	Group Long Distance Inc.																			
5194	GTE Card Services Incorporated																			
5097	GTE Corporation																			
5143	GTE Telecommunications Services Inc.																			
5676	Home Owners Long Distance Inc																			
6373	IDT Corporate	2	1																	
5345	Inet Interactive Network System Inc.	1																		
6156	Inmark Inc. dba Preferred Billing	1																		
6095	Integrated Teleservices Inc.																			
5624	Intellicall Operator Services Inc.	6	10																	
5408	IntelliCom Solutions Inc																			
6440	International Communication Services Inc		1																	
5114	International Discount Telecommunications	4	3																	
5409	International Exchnage Networks Ltd																			
6125	International Telecommunications Corp.																			
5241	Island Marketing d/b/a Interglobe	1																		
5256	IXC Communications		1																	
6913	Jirehcom Inc																			
5292	Key Communication Management Inc.																			
5980	L.D. Services Inc.		1																	
6268	LCI International Inc.																			
5078	LCI International Telecom Corp	10	7																	
5268	LDC Telecommunications Inc.																			
5909	LDM Systems Inc.																			
5339	LEAST COST ROUTING	4	4																	
5854	Least Cost Routing Inc. dba Long Dist																			
5036	Lightyear Communications Inc	4	1																	
6690	Long Distance Consolidated Billing Co		1																	
5904	Long Distance Direct, Inc		1																	
5A09	Long Distance of Michigan	2																		
5749	Long Distance Services of N.Y.	1																		
5227	Long Distance Wholesale Club																			
5628	Long Distance/USA, Inc		1																	

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

[illegible]

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	2001	2002	2003	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03	Jan-03	Dec-02
6288	Telemex/Sprint Communications																			
6118	Telepath Communications Inc.																			
6207	Telephone Company of Central Florida	2																		
5845	Teleport Communications																			
6469	Telergy Network Services Inc.																			
6345	Teligent Inc		1																	
5C24	Telis Communicaitons Group Inc	1	1																	
6088	Tel-Save Inc dba The Phone Company	430	38	2											1			1		
5B23	TelUno, Inc		6																	
6654	The Free Netwrok LLC	2																		
5939	The Furst Group Inc.																			
5499	TI Nat Telecom dba TI World Te																			
5515	Total - Tel USA Inc.	1																		
5271	Touch 1 Communications Inc.																			
6093	Touch 1 Long Distance Inc.																			
5A72	Tri-Tel Communications Inc.	4	1																	
6331	TruCom Corporation																			
6049	TTI National Inc.																			
6111	TTI Telecommunications																			
5A99	U.S. Republic Communications Inc.	1																		
6817	UKI Communications Inc.	28	20	2			1							2						
5C87	United Systems Access Telecom Inc	2	1																	
6493	Uni-Tel Communications Group Inc.	1	2																	
6137	USA Tele Corp.																			
6269	USLD Communications Ind																			
6048	USN Communications Long Distance	3																		
5101	VarTec Telecom Inc.	2	4	1				1												
6300	VarTec Telecom Inc. d/b/a Clear Choice																			
5120	Verizon	32	14	1										1						
6830	Verizon Advanced Data	1																		
6781	Verizon Communications	8	6	1										1						
6073	Vista Group International Inc.																			
6788	Webnet Communications	9	3																	
5867	Wiltel Inc.	1	2																	
5303	Winstar Gateway Network Inc.																			
5770	Working Assets Funding Service	1																		
5319	World Com Inc dba LDDS World	2	2																	
5203	WorldCom Network Service dba Wil	4	1																	
6929	XO New York Inc		1																	
6447	Ztel Communications Inc.	108	6	1									1							
	Complaints Assigned by CPCN	1973	695	37	4	2	3	1	7	2	2	2	4	9	2	3	1	4	0	2
	Unassigned Complaints	6	6																	
	Total	1979	701	37	4	2	3	1	7	2	2	2	4	9	2	3	1	4	0	2

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

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

CODE	FULL NAME	2001	2002	2003	Mar-04	Feb-04	Jan-04	Dec-03	Nov-03	Oct-03	Sep-03	Aug-03	Jul-03	Jun-03	May-03	Apr-03	Mar-03	Feb-03
D108	1st Rochdale Coop Group	2	1	1			1										1	
D105	ACN Energy, Inc.	3	1	4								1			2			
D078	Advantage Energy Inc.	0	3	0														
D084	Constellation NewEnergy	1	0	0														
D001	Agway Energy Services Inc.	17	17	18	1	3		3		2			1	1	2	1	2	2
D036	All Energy Marketing Co.	2	1	2			1								1		1	
D002	Amerada Hess	7	0	0														
D113	Brown Fuel, Inc	1	0	0														
D005	Castle Power Corporatoin	1	2	0	1													
D040	Columbia Energy Services Co.			1	2		3									1		
D086	Con Edison Solutions	4	55	43	4	1	1	1		1	3	6	3	1	2	4	8	4
D046	Econnergy	158	123	133	32	8	7	13	8	9	7	9	18	9	14	17	10	8
D047	Empire Natural Gas Corp	2	0	0														
D087	Energetix, Inc.	148	17	25	3		1	3			1		2	1	9	5	2	1
D054	Enron Energy Services	5	9	1														
D023	Federal Electric & Gas Co.	89	0	0														
D104	Great Eastern Energy	3	3	3	2								1		1			1
D013	Interstate Energy Resources Inc.	11	2	4											1	1		1
D015	Keyspan Energy Services, Inc.	97	154	194	8	2	6	19	22	33	21	12	19	1	12	20	15	12
D060	Main-Care Energy	1	0	1														
D107	Metro Energy Group	1	0	8											8			
D098	Metromedia Energy	6	1	0														
D018	Mirabito Fuel Group Inc.	1	3	9	1						1				3	2	3	
D020	Mitchell-Supreme Energy	6	3	2											1			1
D021	National Fuel Resources, Inc.	10	76	18				1		2	1		1		1	1	10	1
D023	New York Gas Co, Inc.		4	0														
D024	North American Energy	19	20	25		1		1	1			3	3	6	5	2	3	
D026	North Atlantic Utilities Inc.	1	0	0														
D103	NYSEG Solutions	10	20	32	2	1			1		1	1	3	3	4	8	2	3
D067	PG&E Energy Trading	1	0	0														
D114	PRO-ENERGY RESOURCES		2	0														
D093	Robison Energy of Westchester	0	2	9				1					1			2	3	2
D068	Select Energy of New York (aka Plub St)	1	2	0														
D112	Smart Energy Services	439	1249	129						2	4	13	19	8	16		20	16
D102	Telecon Energy Services Corp.	0	0	0														
D032	Total Gas & Electric (Energy)	158	116	46		1	2	2		3	3	1	3	2	5	9	8	7
D052	TXU Energy		2	1								1						
D888	Unassigned Customer Contacts	26	30	8					1	2				1			1	
	Total	1231	1918	717			22	44	33	54	42	47	74	33	87	73	89	59

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.