

Monthly Report on Consumer Complaint Activity



October 2002

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Office of Consumer Services*

November 22, 2002



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COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES
October 2002

Utility	Sep-02		Oct-02		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month Compl. Rate* Oct-02
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	Year-to-date	Year-to-date	%	
					Oct-01	Oct-02		Change	2001		
Central Hudson	0.0	0	1.4	4	59	46	-22.0	48	33	-31.3	1.4
Con Edison	0.6	22	1.0	38	1847	1038	-43.8	1548	810	-47.7	2.4
KeySpan of L.I.	0.0	0	0.4	2	114	67	-41.2	99	53	-46.5	1.1
NYSEG	0.1	1	0.1	1	107	83	-22.4	94	69	-26.6	0.7
Niagara Mohawk	0.4	7	0.4	7	611	288	-52.9	497	221	-55.5	1.4
Orange & Rockland	0.5	1	0.0	0	136	82	-39.7	122	58	-52.5	3.3
RG & E	0.3	1	0.3	1	177	102	-42.4	151	78	-48.3	2.2
KeySpan of NY	0.1	1	0.9	10	413	235	-43.1	373	175	-53.1	1.7
National Fuel Gas	0.4	2	0.4	2	289	157	-45.7	248	121	-51.2	2.5
Other Energy Utilities	N/A	6	N/A	0	47	218	363.8	46	206	347.8	N/A
ESCO's**	N/A	64	N/A	96	1136	2115	86.2	938	1750	86.6	N/A
Verizon	0.5	37	0.4	30	4771	2169	-54.5	3738	1631	-56.4	2.3
Citizens Telcom	0.0	0	0.0	0	85	41	-51.8	72	25	-65.3	1.1
Frontier of NY	0.0	0	1.2	1	19	10	-47.4	19	1	-94.7	1.0
Alltel	0.0	0	0.0	0	15	13	-13.3	13	11	-15.4	1.3
Frontier Tel of Roch.	0.2	1	0.0	0	118	91	-22.9	91	70	-23.1	1.5
Other LEC's	N/A	63	N/A	82	7014	4034	-42.5	5943	3057	-48.6	N/A
DSL Providers	N/A	1	N/A	5	560	140	-75.0	416	92	-77.9	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	3	N/A	5	1161	653	-43.8	864	470	-45.6	N/A
COCOT Vendors	N/A	4	N/A	12	49	113	130.6	45	88	95.6	N/A
Adelphia	N/A	0	N/A	0	166	122	-26.5	139	97	-30.2	N/A
Cablevision Systems	N/A	4	N/A	2	536	344	-35.8	448	247	-44.9	N/A
Time-Warner	N/A	3	N/A	0	690	434	-37.1	600	306	-49.0	N/A
Other Cable Cos.	N/A	0	N/A	4	116	138	19.0	95	115	21.1	N/A
Long Island Water	0.0	0	0.0	0	84	94	11.9	78	55	-29.5	10.6
UW - New Rochelle	0.0	0	0.0	0	14	12	-14.3	12	8	-33.3	3.3
New York Water	0.0	0	0.0	0	5	6	20.0	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	1.5	1	1.5	1	32	26	-18.8	26	21	-19.2	3.2
Other Water Utilities	N/A	1	N/A	0	31	31	0.0	27	29	7.4	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 COMPLAINTS vs. TOTAL COMPLAINTS
Major New York Energy Utilities
October 2002

Utility	October 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	4	0	0%	46	5	11%	1.4	0.2
Con Edison	38	2	5%	1038	218	21%	2.4	0.5
KeySpan - LI	2	0	0%	67	10	15%	1.1	0.2
NYSEG	1	0	0%	83	18	22%	0.7	0.2
Niagara Mohawk	7	1	14%	288	97	34%	1.4	0.5
Orange & Rockland	0	0	0%	82	39	48%	3.3	1.4
RG & E	1	0	0%	102	53	52%	2.2	1.2
KeySpan - NY	10	3	30%	235	69	29%	1.7	0.5
National Fuel Gas	2	1	50%	157	66	42%	2.5	1.1

Informal Hearings, Shared Meter Cases, Appeals and Rehearings

October 2002

Informal Hearings

During October an informal hearing officer, as well as staff from other sections met with a representative of Morocco's Center for Renewable Energy Development to discuss our complaint process and consumer education.

As of November 1, 2002 there were 108 cases in the informal hearing unit, including 14 Pre-Hearing Reviews. During October six complaints were resolved with pre-hearing mediation. Six hearings were scheduled and held. Twelve informal hearing cases were closed with written decisions and one case was resolved with a settlement agreement.

Of the 94 informal hearing cases pending, 12 cases were submitted by the same consultant, and concern Niagara Mohawk's method of billing seasonal demand customers. In addition 16 Verizon cases were also submitted by a single consultant and are on the same issue – that of whether refunds for certain acknowledged overcharges should be made under the PSC tariff (to the benefit of the customers) or the FCC tariff.

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 October there were 238 shared meter complaints pending. Thirty-two (32) new complaints were received in October and fifty-three (53) cases were closed. Brief descriptions of some of the closed cases are outlined below.

The designee reduced the twelve-month charge in 45 cases. In 29 of those cases the charge was reduced to the minimum of 25%; the charge was reduced between 25% - 50% in 5 cases; between 50% - 75% in 5 cases. The twelve-month charge was cancelled in 6 cases due to minimal use or extraordinary cost to correct the condition. The designee ordered apportionment in 3 cases in which the shared use was minimal. In one case the charge was cancelled because the owner paid the bills rendered on the tenant's account and in one case the landlord and tenant resolved the minimal use shared meter problem

Appeals and Rehearings

At its October 23, 2002 session, the Commission approved OCS's recommended determinations of three appeals and three rehearing petitions. One appeal determination upholds a finding that, under the circumstances of the case, a property owner was not responsible for gas service supplied by Brooklyn Union while another business occupied the premises. Another appeal determination concludes that a resident-owner of a two-family dwelling was not entitled to lower residential rates prior to his request to NYSEG for such rates.

The third appeal determination upholds Con Edison's billing of a residential customer for metered electric service. One rehearing determination upholds a Commission appeal determination in favor of a Con Edison gas customer. The other two rehearing determinations uphold decisions by the Commission's designee in shared meter cases involving Con Edison.

Four appeals were accepted for review during October. Two appeals, by commercial Con Edison and Verizon customers respectively, concern past rate classification. In the remaining two new appeals, a residential Con Edison customer questions charges for metered electric service and a nonresidential Niagara Mohawk customer contests the denial of an informal hearing. In addition, two petitions for rehearing of appeal determinations, involving Niagara Mohawk and KeySpan respectively, were accepted.

**Number of Complaints Received Against All Service Providers
Between 10/1/2002 and 10/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
Cable	Cablevision of Long Island	1
	Cablevision of Riverhead	1
	RCN of Southeast New York, Inc.	1
	Total Cable Complaints	3
DSL	Covad Communications Company	1
	Verizon Advanced Data, Inc.	3
	Total DSL Complaints	4
Electric	Central Hudson Electric & Gas	4
	Con Edison	29
	Econnergy	1
	Niagara Mohawk Power Corp	6
	New York State Electric & Gas Corp	1
	Rochester Gas & Electric Corp	1
	Total Electric Complaints	42
Gas	Con Edison	9
	Keyspan Energy Services, Inc.	1
	KeySpan of Long Island	2
	KeySpan of New York	10
	National Fuel Gas Distribution	2
	Niagara Mohawk Power Corp	1
	Total Gas Complaints	25
Telephone	ACN Communication Services, Inc.	1
	AT&T Communications of New York, Inc.	34
	Broadview Networks	3
	Choice One Communications of New York In	3
	Cordia Communications Corp	2
	CTC Communications Corp.	2
	Excel Telecommunications Inc.	1
	Frontier Comm of NY/fka Highland Tel	1
	MCIWorldCom	21
	Metropolitan Telecommunications dba MetT	2
	Network Plus, Inc.	1
	New York Payphone	1
	Norstar Communications, Inc. d/b/a Busin	1
	NOW Communications, Inc.	1
	Sprint Communications Company L.P.	2
	Unknown COCOT Vender	1
	Verizon Communications (LEC)	30
Verizon Corp. (payphones)	9	
ZTel Communications, Inc.	1	
Total Telephone Complaints	117	

**Number of Complaints Received Against All Service Providers
Between 10/1/2002 and 10/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Complaints</u>
<i>Water</i>	Public Service Commission	1
	United Water-New York	1
Total Water Complaints		<hr/> 2
Total Complaints of All Services		184

**Number of QRS Cases Received Against All Service Providers
Between 10/1/2002 and 10/31/2002**

<u>Service</u>	<u>Utility</u>	<u>Cases</u>
Cable	Adelphia Cable-Harbor Vue	1
	Adelphia Cable-International	9
	Adelphia Cable-Resort	1
	Cablevision of Brookhaven	3
	Cablevision of Dutchess County	1
	Cablevision of Hauppauge (V-CABLE)	4
	Cablevision of Long Island	20
	Cablevision of New York City	27
	Cablevision of Riverhead	2
	Cablevision of Southern Westchester	9
	Cablevision of Westchester	1
	Cablevision of Yorktown	1
	Cablevision-Ramapo	2
	Cablevision-Rockland	1
	Charter Communications	3
	MediaOne - Rockland	1
	MediaOne - Westchester	2
	RCN of Southeast New York, Inc.	11
	Time Warner - Albany	4
	Time Warner - Amsterdam	1
	Time Warner - Binghamton	1
	Time Warner - Brooklyn	6
	Time Warner - Corning	1
	Time Warner - Fingerlakes	4
	Time Warner - Ithaca	1
	Time Warner - Manhattan	21
	Time Warner - Newburgh	1
	Time Warner - Oneonta	1
	Time Warner - Queens	10
	Time Warner - Rensselaer	1
	Time Warner - Rochester	5
	Time Warner - Saratoga	2
	Time Warner - Schenectady	3
	Time Warner - Sullivan County	2
	Time Warner - Syracuse	8
	Time Warner - Troy	2
	Total Cable QRS Cases	173
DSL	Choice One Communications of New York In	1
	Covad Communications Company	1
	Focal Communications Corporation	1
	Sprint Communications Company L.P.	1
	Verizon Advanced Data, Inc.	34
	XO New York, Inc.	1
	Total DSL QRS Cases	39
Electric	Agway Energy Services, Inc.	1
	Central Hudson Electric & Gas	17
	Con Edison	220
	Con Edison Solutions	6
	Econnergy	7

Energetix, Inc.	1
Jamestown Board of Public Utilities	4
Massena Electric	1
New York State Electric & Gas	40
Niagara Mohawk Power Corp	142
Orange & Rockland	11
Penn Electric Company (GPU Energy)	2
Rochester Gas + Electric	34
SmartEnergy, Inc.	37
Total Energy, Inc.	4
Village of Endicott	1
Total Electric QRS Cases	<u>528</u>

Gas	Agway Energy Services, Inc.	2
	Con Edison	21
	Corning Natural Gas	1
	Econnergy	1
	Enron Capital & Trading Resources	1
	Great Eastern Energy	1
	Keyspan Energy Services, Inc.	11
	KeySpan of Long Island	16
	KeySpan of New York	57
	Natgasco - A Mitchell-Supreme Company	1
	National Fuel Gas Distribution	56
	National Fuel Resources	1
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	12
	North American Energy	2
	Orange & Rockland	2
	Rochester Gas + Electric	5
	SmartEnergy, Inc.	2
	Total Energy, Inc.	5
Total Gas QRS Cases		<u>198</u>

Other	Public Service Commission	4
Total Other QRS Cases		<u>4</u>

Steam	Con Edison	2
Total Steam QRS Cases		<u>2</u>

Telephone	ACN Communication Services, Inc.	1
	ACS Systems, Inc.	1
	Adelphia Business Solutions Operations,	1
	ADVAMTEL, LLC dba Plan B Communications	3
	Affinity Corporation	1
	Allegiance Telecom of New York, Inc.	5
	Alliance Group Services Inc.	1
	AITel Of New York	2
	American Long Lines	1
	Americas Digital Satellite Telephone	1
	Americatel Corporation	1
	AmeriVision Communications, Inc.	1
	ARC Networks, Inc.	2
	AT&T Communications of New York, Inc.	368

ATI Telecom, Inc.	1
Bell Atlantic-New York	1
BridgeCom International, Ltd.	3
Broadview Networks	41
Business Options, Inc.	1
Buyers United International, Inc.	1
Cable & Wireless Commun. Co.	2
Cablevision Lightpath, Inc.	4
Choice One Communications of New York In	10
Citizens Telecom	12
Communicate Technological Systems, L.L.C	7
Conversent Communications of New York, L	2
Cordia Communications Corp	4
CTC Communications Corp.	2
Delhi Telephone	1
Empire One Telecommunications, Inc.	3
Excel Telecommunications Inc.	3
Focal Communications Corporation	1
Frontier Comm of NY/fka Highland Tel	5
Frontier Comm of Sylvan Lake, Inc.	1
Frontier Communications of Rochester, Inc	1
Frontier Telephone of Rochester, Inc.	15
Global Crossing Telecommunications, Inc.	1
Global Crossing Telemanagement Inc	1
IDT Corporate	1
Intellicall Operator Services Inc.	1
International Discount Telecommunication	6
LCI International Telecom Corp.	5
Long Distance Services of N.Y.	1
MCIWorldCom	224
Mercury Marketing Company Ltd.	2
Metropolitan Telecommunications dba MetT	12
National Accounts, Inc.	1
Network Plus, Inc.	1
NextGen Telephone, Inc.	1
Norstar Communications, Inc. d/b/a Busin	4
North American Communications Control, I	1
NOS Communications Inc.	7
NOW Communications, Inc.	1
Optical Telephone Corporation	3
PNG Telecommunications, Inc.	2
Primus Telecommunications, Inc.	2
Public Service Commission	2
QWest Communications Corporation	2
RCN Telecom Services of New York, Inc.	1
Resdntl Comms. Netwrk of NY dba RCN	7
Sprint Communications Company L.P.	52
Tel-Save, Inc. (Talk.com)	12
Telecommunication Services, Inc.	1
Teleport Communications	1
TTI National, Inc.	1
UKI Communications, Inc.	2
US Long Distance, Inc.	1
USN Communications Long Distance, Inc.	2
VarTec Telecom, Inc.	5
VarTec Telecom, Inc. dba Clear Choice Co	2
Verizon Communications (LD)	12
Verizon Communications (LEC)	539

Verizon Corp. (payphones)	2
Vernon Telephone	1
Warwick Valley Long Distance Company, In	1
Winstar Gateway Network, Inc.	1
XO New York, Inc.	1
Zone Telecom, Inc.	1
ZTel Communications, Inc.	16
Total Telephone QRS Cases	<u>1452</u>

Water		
Farms Water Co Inc	1	
Green Meadow Park Water Co	1	
Hopewell Service Corp.	1	
Long Island Water Corp.	8	
New York Water Service	3	
Public Service Commission	1	
Rand Water CP - Dogwood Knolls	1	
United Water-New Rochelle	2	
United Water-New York	1	
Total Water QRS Cases	<u>19</u>	

Total QRS Cases for All Services **2415**

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-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				
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
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
5369	Atlas Communications Ltd.	1			1									1		1		
6459	Big Planet Inc.			1														
6140	BridgeCom International LTD			5	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
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		
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		
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														
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														

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01
5559	CTN Telephone Network, Inc.			1														
6536	CTSI, Inc																	
6651	Direct America Marketers			1												1		
5997	Eclipse Telecommunications Inc																	
6672	Econo-o-Call Inc.		6	6														
5215	Econophone Inc.	2	2		1						1							
6112	ELDS, Inc				2									2				
5137	Empire One Telecommunications			2	3		1								2			
5982	Equal Net Communications Inc.		1															
5198	EqualNet Corporation	1	1															
6659	erbia Network Inc.		1															
6748	Essential.com Inc.		14	3														
6912	Essex Communications DBA Elec		10	20	4							2		1	1	2	3	2
6369	Essex Communications Inc			1														
5382	Excel Telecommunications Inc.	10	6	12	4					1				2	1	1		1
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				
6826	Global Crossing Telecommunications			5	3						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							
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	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
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
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														
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	60	3			1	1	13	14	9	13	6	6	16	8

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01
5736	MCImetro Access Transmission Svs		1															
6208	Mercury Marketing Co Ltd			1	1									1				
6423	Metro Telecomm. dba METTel	48	22	59	5						1	1	2		1	2	6	6
5435	Metromedia Long Distance Inc.			2	4						1	1	1		1		1	
5416	Minimum Rate Pricing	15	1															
5777	National Accounts Inc.			3	4						1	2		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				
5385	Network Enhanced Technologies Inc.		1															
5826	Network Plus Inc.	2	38	32	4							3			1		4	3
5419	New Century Telecom Inc.	1																
6907	NextGen Telephone			5	19							1	7	5	6	2	3	
6928	Norstar Communications			4	2							2					3	
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		
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														
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														
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
6316	RCN Long Distance Company		1															
5A13	RCN Telecom Services of NY Inc.	5	2	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	107			1	2	22	31	16	13	22	23	17		18
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															
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														
5845	Teleport Communications	3	5															
6469	Telergy Network Services Inc.																	
6345	Teligent Inc				1										1			
5C24	Telis Communicaitons Group Inc			1	1							1						1

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

SLAMMING COMPLAINTS RECEIVED BY NYS PSC *

	FULL NAME	1999	2000	2001	2002	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-01
6088	Tel-Save Inc dba The Phone Company	17	148	430	38				1		6	7	7	7	10	14	27	13
5B23	TelUno, Inc				6							2	1	1	2			
6654	The Free Netwrok LLC			2														1
5939	The Furst Group Inc.		1															
5499	TI Nat Telecom dba TI World Te	1																
5515	Total - Tel USA Inc.			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
5C87	United Systems Access Telecom Inc			2	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
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	
6830	Verizon Advanced Data			1														
6781	Verizon Communications		3	8	6					1	1	1	3					1
6073	Vista Group International Inc.	8																
6788	Webnet Communications			9	3						1	1		1	1	1	1	3
5867	Wiltel Inc.	1		1	2									1	1			1
5303	Winstar Gateway Network Inc.	1																
5770	Working Assets Funding Service	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
	Complaints Assigned by CPCN	966	1317	1973	692	3	1	2	7	6	132	160	126	112	143	141	176	133
	Unassigned Complaints	2	5	6	6							3	1		2		1	
	Total	968	1322	1979	698	3	1	2	7	6	132	163	127	112	145	141	177	133

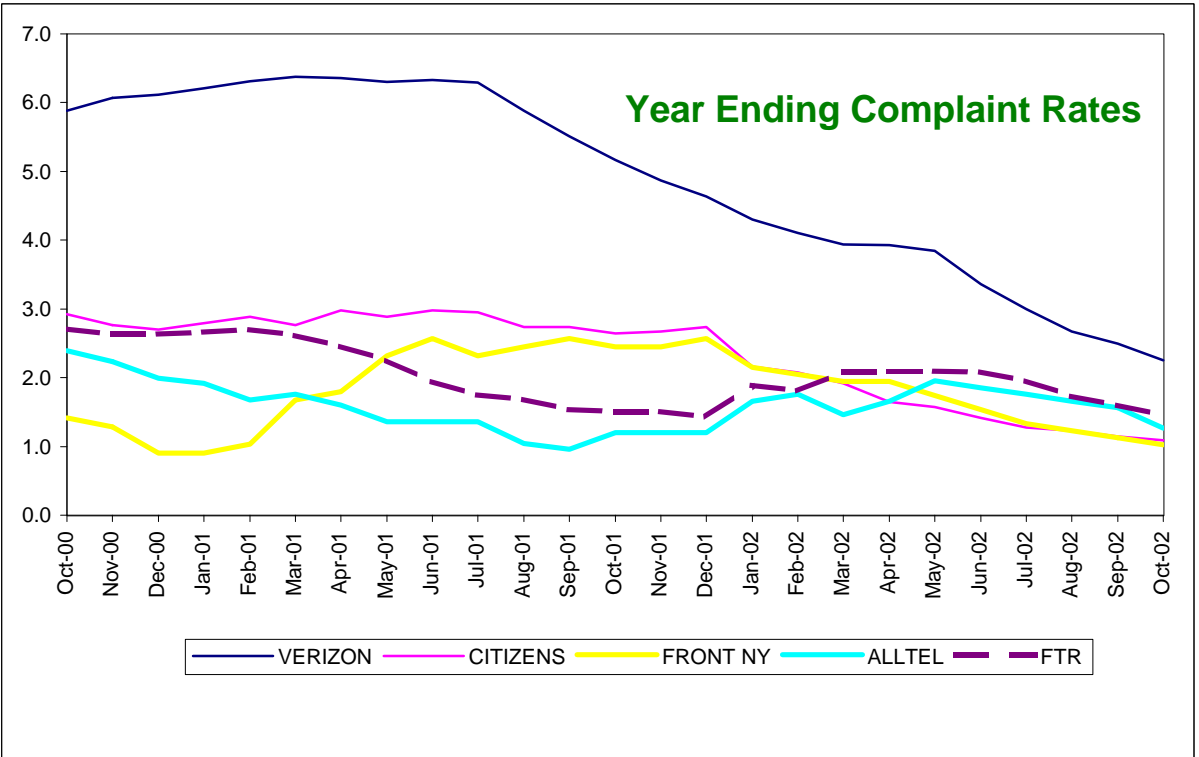
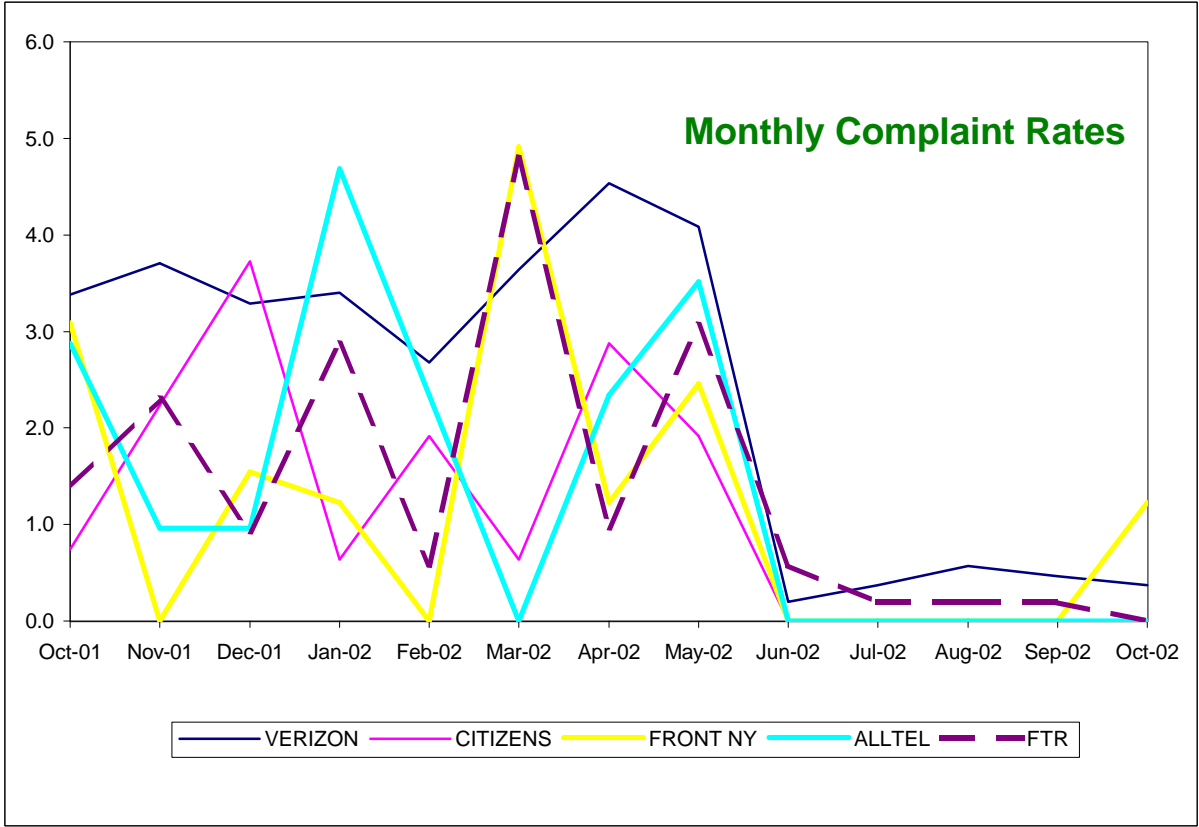
* After reported slamming cases are analyzed, the numbers are adjusted.

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

CODE	FULL NAME	2000	2001	2002	Oct-02	Sep-02	Aug-02	Jul-02	Jun-02	May-02	Apr-02	Mar-02	Feb-02	Jan-02	Dec-01	Nov-01	Oct-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	14	3			3	1			3	2	2	1	1	1
D036	All Energy Marketing Co.		2	1										1			
D002	Amerada Hess		7	0													
D113	Brown Fuel, Inc		1	0											1		
D005	Castle Power Corporatoin		1	2						1			1				
D086	Con Edison Solutions	81	4	45	6	1	7	4	2	5	5	10	3	2			
D046	Econnergy	198	158	108	10	8	8	9	11	11	11	21	7	12	9	15	20
D047	Empire Natural Gas Corp		2	0													
D087	Energetix, Inc.	16	148	15	1	1	4	2	2			2	2	1	2	2	5
D054	Enron Energy Services		5	9	1					1	1	5		1			3
D023	Federal Electric & Gas Co.	40	89	0											1	7	6
D104	Great Eastern Energy	14	3	3	1						1		1			1	
D013	Interstate Energy Resources Inc.	11	11	2		1			1								
D015	Keyspan Energy Services, Inc.	84	97	120	14	6	17	26	9	16	5	5	14	8	6	8	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	2	1					1							
D021	National Fuel Resources, Inc.		10	74	1	3	4	5	6	4	5	21	15	10			
D023	New York Gas Co, Inc.			4									1	3			
D024	North American Energy	8	19	20	2	4	1		1	1	2	4	3	2		4	1
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	1183	40	32	45	45	45	89	144	220	217	306	165	121	47
D102	Telecon Energy Services Corp.	1	0	0													
D032	Total Gas & Electric	158	158	104	9	7	11	21	13	16	9	9	3	6	7	7	10
D052	TXU Energy			2								2					
D888	Unassigned Customer Contacts	15	26	26	7	1	3	2		10			1	2			
	Total	693	1231	1750	96	64	100	119	94	157	184	305	271	360	196	169	101

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 TELEPHONE UTILITIES



MAJOR WATER UTILITIES

