

# Monthly Report on Consumer Complaint Activity



## February 2004

*William M. Flynn, Chairman*

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Office of Consumer Services*

*April 12, 2004*



# Monthly Report on Consumer Complaint Activity

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# COMPLAINT RATES\* OF MAJOR NEW YORK UTILITIES

## February 2004

Utility	Jan-04		Feb-04		Annual Complaint Volume			Y-T-D Complaint Volume			12 Month
	Rate*	No.	Rate*	No.	12 mos ending		%	Year-to-date		%	Compl. Rate*
					Feb-03	Feb-04		Change	2003		
Central Hudson	0.3	1	0.3	1	28	29	3.6	3	2	-33.3	0.8
Con Edison	1.3	48	2.0	72	706	798	13.0	97	120	23.7	1.8
KeySpan of L.I.	0.2	1	0.8	4	45	57	26.7	8	5	-37.5	0.9
NYSEG	0.3	3	0.2	2	59	57	-3.4	8	5	-37.5	0.5
Niagara Mohawk	0.7	12	1.3	22	202	412	104.0	30	34	13.3	2.0
Orange & Rockland	0.5	1	0.9	2	47	31	-34.0	4	3	-25.0	1.2
RG & E	0.8	3	1.0	4	65	96	47.7	4	7	75.0	2.0
KeySpan of NY	0.6	7	0.6	7	147	112	-23.8	8	14	75.0	0.8
National Fuel Gas	1.6	8	0.8	4	100	110	10.0	8	12	50.0	1.8
Other Energy Utilities	N/A	1	N/A	22	187	56	-70.1	3	23	666.7	N/A
ESCO's	N/A	1	N/A	4	82	44	-46.3	13	8	-38.5	N/A
Verizon	1.0	53	0.7	55	1466	951	-35.1	69	108	56.5	1.0
Citizens Telcom	0.3	1	1.0	3	20	21	5.0	2	4	100.0	0.6
Frontier of NY	1.2	1	1.3	1	10	6	-40.0	2	4	100.0	0.7
Alltel	0.0	1	1.2	1	6	7	16.7	0	2	#DIV/0!	0.7
Frontier Tel of Roch.	0.6	2	0.4	2	57	33	-42.1	3	4	33.3	0.6
Other LEC's	N/A	87	N/A	93	1559	1787	14.6	287	245	-14.6	N/A
DSL Providers	N/A	4	N/A	4	0	0	#DIV/0!	0	0	#DIV/0!	N/A
Pre-paid Calling Cards	N/A	0	N/A	0	4	0	-100.0	0	0	#DIV/0!	N/A
LD Resellers	N/A	10	N/A	10	334	179	-46.4	27	19	-29.6	N/A
Payphone Vendors	N/A	3	N/A	2	58	46	-20.7	2	5	150.0	N/A
Adelphia	N/A	5	N/A	2	89	19	-78.7	4	7	75.0	N/A
Cablevision Systems	N/A	12	N/A	8	225	114	-49.3	22	20	-9.1	N/A
Time-Warner	N/A	9	N/A	10	270	84	-68.9	19	19	0.0	N/A
Other Cable Cos.	N/A	3	N/A	1	1	83	8200.0	6	3	-50.0	N/A
Long Island Water	1.4	0	0.0	0	37	10	-73.0	2	0	-100.0	1.1
UW - New Rochelle	3.3	0	3.3	3	7	3	-57.1	1	3	200.0	0.8
New York Water	0.0	1	0.0	0	1	3	200.0	0	1	#DIV/0!	0.6
New York American	0.0	0	0.0	0	1	1	0.0	0	0	0.0	0.8
UW - New York	1.5	0	0.0	1	16	8	-50.0	2	1	-50.0	1.0
Other Water Utilities	N/A	0	N/A	1	31	11	-64.5	3	1	-66.7	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

#### February-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%	29	11	38%	0.8	0.3
Con Edison	72	16	22%	798	180	23%	1.8	0.4
KeySpan - LI	4	1	25%	57	10	19%	0.9	0.2
NYSEG	2	1	50%	57	23	41%	0.5	0.2
Niagara Mohawk	22	7	32%	412	198	48%	2.0	1.0
Orange & Rockland	2	1	50%	31	13	42%	1.2	0.5
RG & E	4	4	100%	96	69	72%	2.0	1.5
KeySpan - NY	7	3	43%	112	29	28%	0.8	0.2
National Fuel Gas	4	0	0%	110	52	49%	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 February 2004**

### **Informal Hearing Cases**

As of February 29, 2004, there were 73 cases in the informal hearing unit. During this month 7 complaints were resolved through prehearing mediation; 13 informal hearings were scheduled; 8 were postponed; 4 hearings were held; in 1 case the complainant did not appear; 3 informal hearing cases were closed with written decisions; and 2 cases were resolved by settlement agreements.

### **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 February there were 162 shared meter complaints pending. Forty-three new complaints were received in February and 31 cases were closed. The designee reduced the 12-month assessment to the minimum of 25% in 21 cases and between 25% to 50% in 4 cases. The 12-month assessment was cancelled in five cases due to extraordinary cost, or because the landlord paid the bills on the tenants' accounts or requested the investigation. In one case the charges were cancelled because there was no evidence of a shared meter.

### **Appeals and Rehearings**

At its February 11, 2004 session, the Commission approved OCS's recommendation to deny two petitions for rehearing of shared meter cases. Both petitions were filed by landlords. One rehearing determination upholds the designee's determination that the landlord was not entitled to relief from a 12-month shared meter assessment, but limits the period for which NMPC may bill the landlord for shared area service. The other rehearing determination upholds the designee's decision, which had reduced both the 12-month shared meter assessment and the shared area charges for billed by NFG.

During February, three appeals were accepted for review. A nonresidential customer appeals from an informal decision upholding Con Edison's monthly customer charge for DC electric service. The remaining two appeals are from residential electric customers objecting to billing by NMPC and by Con Edison, respectively. In addition, a tenant and a landlord seek rehearing of the designee's decisions in two separate shared meter cases both involving Con Edison electric service.

No. of Complaints Received Against Regulated Companies  
Between 02/01/2004 and 02/29/2004

Service	Utility	Complaints
-----	-----	-----
Cable	Adelphia - Buffalo	1
	Adelphia Cable - Utica	1
	Cablevision of Long Island	2
	Cablevision of New York City	3
	Cablevision-Rockland	3
	RCN of Southeast New York, Inc.	1
	Time Warner - Manhattan	9
	Time Warner - Syracuse	1
*****	-----	
sum		21
DSL	Verizon Advanced Data, Inc.	4
*****	-----	
sum		4
Electric	Central Hudson Electric & Gas	1
	Con Edison	68
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	19
	Orange & Rockland	2
	Rochester Gas + Electric	4
*****	-----	
sum		95
Gas	Con Edison	4
	KeySpan of Long Island	4
	KeySpan of New York	7
	National Fuel Gas Distribution	4
	New York State Electric & Gas	1
	Niagara Mohawk Power Corp	3
*****	-----	
sum		23
Telephone	ACN Communication Services, Inc.	1
	Allegiance Telecom of New York, Inc.	3
	AllTel Of New York	1
	American Nortel Communications, Inc.	1
	American Pay Phone Inc.	1
	American Phone Services, Corp.	1

AT&T Communications of New York, Inc	44
Broadview Networks	1
Choice One Communications of New Yc	1
Citizens Telecom	3
Excel Telecommunications Inc.	3
Frontier Comm of NY/fka Highland Tel	1
Frontier Telephone of Rochester, Inc.	2
Intellicall Operator Services Inc.	1
InterGlobe Communications	1
International Discount Telecommunicati	18
LCI International Telecom Corp.	1
Mascom Inc	1
MCIWorldCom	18
Metropolitan Telecommunications dba M	2
New Century Telecom, Inc.	1
NOS Communications Inc.	3
QWest Communications Corporation	1
RCN Telecom Services of New York, Inc	1
Resdntl Comms. Netwrk of NY dba RCN	1
Sprint Communications Company L.P.	8
State Telephone	1
Tel-Save, Inc. (Talk.com)	1
Telecarrier Services, Inc.	1
Telecon Communications Corp	1
TeleUno, Inc.	1
Tristate Bell Inc.	1
VarTec Telecom, Inc.	2
Verizon Communications (LD)	6
Verizon Communications (LEC)	49
ZTel Communications, Inc.	4

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sum ----- 187

Water	Dykeer Water Company, Inc.	1
	United Water-New Rochelle	3
	United Water-New York	1

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sum ----- 5

No. of QRS Cases Received Against Regulated Companies  
 BETWEEN 02/01/2004 AND 02/29/2004

Service	Utility	Complaints
-----	-----	-----
Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	9
	Adelphia Cable - Auburn	1
	Cablevision of Brookhaven	3
	Cablevision of Dutchess County	3
	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	24
	Cablevision of New York City	41
	Cablevision of Port Chester	1
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	8
	Cablevision of Westchester	7
	Cablevision-Rockland	2
	Chain Lakes Cablevision	2
	Charter Communications	3
	MediaOne - Rockland	1
	MediaOne - US Cablevision	1
	MediaOne - Westchester	4
	RCN of Southeast New York, Inc.	3
	Time Warner - Albany	7
	Time Warner - Binghamton	2
	Time Warner - Manhattan	53
	Time Warner - Rochester	4
Time Warner - Syracuse	15	
US Cable of Tri-County, Ltd.	1	
*****	-----	
sum		198
DSL	Acecape	1
	AT&T Communications of New York, Inc	1
	Covad Communications Company	1
	Verizon Advanced Data, Inc.	24
*****	-----	
sum		27
Electric	Agway Energy Services, Inc.	3
	Central Hudson Electric & Gas	9
	Con Edison	346
	Con Edison Solutions	1

	Econnergy	8
	Jamestown Board of Public Utilities	3
	Keyspan Energy Services, Inc.	2
	New York State Electric & Gas	48
	Niagara Mohawk Power Corp	134
	North American Energy	1
	NYSEG Solutions	1
	Orange & Rockland	24
	Rochester Gas + Electric	76
	Total Energy, Inc.	3
	Village of Springville	1
*****		-----
sum		660
Gas	Agway Energy Services, Inc.	3
	All Energy Marketing Co., L.L.C.	1
	Central Hudson Electric & Gas	1
	Con Edison	21
	Corning Natural Gas	1
	Econnergy	12
	Energetix, Inc.	1
	Keyspan Energy Services, Inc.	6
	KeySpan of Long Island	34
	KeySpan of New York	77
	National Fuel Gas Distribution	36
	New York State Electric & Gas	8
	Niagara Mohawk Power Corp	19
	Orange & Rockland	4
	Public Service Commission	1
	Rochester Gas + Electric	14
	St Lawrence Gas	2
	Total Energy, Inc.	1
*****		-----
sum		242
Steam	Con Edison	1
*****		-----
sum		1
Telephone	Access Point, Inc.	1
	ACN Communication Services, Inc.	6
	ADVAMTEL, LLC dba Plan B Communi	2
	Allegiance Telecom of New York, Inc.	2



Alliance Group Services Inc.	3
Alltel Communications, Inc.	1
AllTel Of New York	2
America's Tele-Network Corp.	2
American Nortel Communications, Inc.	1
Americatel Corporation	1
AT&T Communications of New York, Inc	368
BridgeCom International, Ltd.	3
Broadview Networks	21
Cablevision Lightpath, Inc.	1
Capsule Communications, Inc.	1
Choice One Communications of New Yc	7
Citizens Telecom	14
Communicate Technological Systems, L	2
Conversent Communications of New Yo	2
Cordia Communications Corp	3
Core-Comm-New York, Inc.	1
Covista of New York, Inc.	1
Empire One Telecommunications, Inc.	1
Empire Telephone	1
Evercom	1
Excel Telecommunications Inc.	6
Focal Communications Corporation	2
Frontier Comm of NY/fka Highland Tel	5
Frontier Comm of Sylvan Lake, Inc.	1
Frontier Telephone of Rochester, Inc.	12
Gateway Technologies, Inc.	1
Global Crossing Telecommunications, Ir	1
IDT America, Corp.	2
International Discount Telecommunicati	75
LCI International Telecom Corp.	2
Logix Communications Corp. f/k/a Dobs	1
Long Distance Consolidated Billing Co.	1
MCIWorldCom	143
Metro Teleconnect, Inc.	1
Metropolitan Telecommunications dba M	21
New Century Telecom, Inc.	5
New Rochelle Telephone Corp.	8
Northland Telephone Systems, Limited	1
NOS Communications Inc.	2
OLS, Inc.	1
OneStar Long Distance, Inc.	1
PaeTec Communications, Inc.	1
Primus Telecommunications, Inc.	1

PT-1 Communications, Inc.	1
Public Service Commission	2
QWest Communications Corporation	4
RCN Telecom Services of New York, Inc	2
Resdntl Comms. Netwrk of NY dba RCN	6
Sprint Communications Company L.P.	77
Supra Telecom & Information Systems I	1
Taconic Telcom Corp.	1
Taconic Telephone	1
Telecarrier Services, Inc.	5
Telecom USA	6
Telecon Communications Corp	8
Teleport Communications	1
TeleUno, Inc.	6
Tri-Tel Communications, Inc.	1
Tristate Bell Inc.	3
United Systems Access Telecom, Inc.	1
VarTec Telecom, Inc.	9
Verizon Communications (LD)	9
Verizon Communications (LEC)	491
Verizon Corp. (payphones)	18
XO New York, Inc.	3
ZTel Communications, Inc.	12

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sum	-----	1410
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Water	Camfield Purcell Water Works	1
	Forest Park Water Company	1
	HV WATER	1
	Knolls Water Co.	1
	Long Island Water Corp.	6
	New York Water Service	1
	Saratoga Water Services Inc.	1
	United Water-New Rochelle	1
	United Water-New York	3

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sum	-----	16
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Cable	Adelphia - Adirondack	1
	Adelphia - Buffalo	9

	Adelphia Cable - Auburn	1
	Cablevision of Brookhaven	3
	Cablevision of Dutchess County	3
	Cablevision of Hauppauge (V-CABLE)	1
	Cablevision of Long Island	24
	Cablevision of New York City	41
	Cablevision of Port Chester	1
	Cablevision of Riverhead	1
	Cablevision of Southern Westchester	8
	Cablevision of Westchester	7
	Cablevision-Rockland	2
	Chain Lakes Cablevision	2
	Charter Communications	3
	MediaOne - Rockland	1
	MediaOne - US Cablevision	1
	MediaOne - Westchester	4
	RCN of Southeast New York, Inc.	3
	Time Warner - Albany	7
	Time Warner - Binghamton	2
	Time Warner - Manhattan	53
	Time Warner - Rochester	4
	Time Warner - Syracuse	15
	US Cable of Tri-County, Ltd.	1
*****	-----	
sum		198
DSL	Acecape	1
	AT&T Communications of New York, Inc	1
	Covad Communications Company	1
	Verizon Advanced Data, Inc.	24
*****	-----	
sum		27
Electric	Central Hudson Electric & Gas	9
	Con Edison	346
	Jamestown Board of Public Utilities	3
	New York State Electric & Gas	48
	Niagara Mohawk Power Corp	134
	Orange & Rockland	24
	Rochester Gas + Electric	76
	Village of Springville	1
*****	-----	
sum		641

Gas	Central Hudson Electric & Gas	1
	Con Edison	21
	Corning Natural Gas	1
	KeySpan of Long Island	34
	KeySpan of New York	77
	National Fuel Gas Distribution	36
	New York State Electric & Gas	8
	Niagara Mohawk Power Corp	19
	Orange & Rockland	4
	Rochester Gas + Electric	14
	St Lawrence Gas	2
*****	-----	
sum		217
Steam	Con Edison	1
*****	-----	
sum		1
Telephone	Access Point, Inc.	1
	ACN Communication Services, Inc.	6
	ADVAMTEL, LLC dba Plan B Communic	2
	Allegiance Telecom of New York, Inc.	2
	Alliance Group Services Inc.	3
	Alltel Communications, Inc.	1
	AllTel Of New York	2
	America's Tele-Network Corp.	2
	American Nortel Communications, Inc.	1
	Americatel Corporation	1
	AT&T Communications of New York, Inc	368
	BridgeCom International, Ltd.	3
	Broadview Networks	21
	Cablevision Lightpath, Inc.	1
	Capsule Communications, Inc.	1
	Choice One Communications of New Yc	7
	Citizens Telecom	14
	Communicate Technological Systems, L	2
	Conversent Communications of New Yo	2
	Cordia Communications Corp	3
	Core-Comm-New York, Inc.	1
	Covista of New York, Inc.	1
	Empire One Telecommunications, Inc.	1
	Empire Telephone	1
	Evercom	1

Excel Telecommunications Inc.	6
Focal Communications Corporation	2
Frontier Comm of NY/fka Highland Tel	5
Frontier Comm of Sylvan Lake, Inc.	1
Frontier Telephone of Rochester, Inc.	12
Gateway Technologies, Inc.	1
Global Crossing Telecommunications, Ir	1
IDT America, Corp.	2
International Discount Telecommunicati	75
LCI International Telecom Corp.	2
Logix Communications Corp. f/k/a Dobs	1
Long Distance Consolidated Billing Co.	1
MCIWorldCom	143
Metro Teleconnect, Inc.	1
Metropolitan Telecommunications dba M	21
New Century Telecom, Inc.	5
New Rochelle Telephone Corp.	8
Northland Telephone Systems, Limited	1
NOS Communications Inc.	2
OLS, Inc.	1
OneStar Long Distance, Inc.	1
PaeTec Communications, Inc.	1
Primus Telecommunications, Inc.	1
PT-1 Communications, Inc.	1
QWest Communications Corporation	4
RCN Telecom Services of New York, Inc	2
Resdntl Comms. Netwrk of NY dba RCN	6
Sprint Communications Company L.P.	77
Supra Telecom & Information Systems I	1
Taconic Telcom Corp.	1
Taconic Telephone	1
Telecarrier Services, Inc.	5
Telecom USA	6
Telecon Communications Corp	8
Teleport Communications	1
TeleUno, Inc.	6
Tri-Tel Communications, Inc.	1
Tristate Bell Inc.	3
United Systems Access Telecom, Inc.	1
VarTec Telecom, Inc.	9
Verizon Communications (LD)	9
Verizon Communications (LEC)	491
Verizon Corp. (payphones)	18

	XO New York, Inc.	3
	ZTel Communications, Inc.	12
*****	-----	
sum		1408
Water	Camfield Purcell Water Works	1
	Forest Park Water Company	1
	HV WATER	1
	Knolls Water Co.	1
	Long Island Water Corp.	6
	New York Water Service	1
	Saratoga Water Services Inc.	1
	United Water-New Rochelle	1
	United Water-New York	3
*****	-----	
sum		16

SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	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	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 Communcations	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	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																

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SLAMMING COMPLAINTS RECEIVED BY NYS PSC \*

	FULL NAME	2001	2002	2003	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
6460	Marathon Communications Corp.																		
5699	Matrix Telecommunications	3		2				1				1							
5820	MCI WorldCom	257	60	5						1	1		2		1				
5736	MCImetro Access Transmission Svs																		
6208	Mercury Marketing Co Ltd	1	1																
6423	Metro Telecomm. dba METTel	59	5	1				1											
5435	Metromedia Long Distance Inc.	2	4																
5416	Minimum Rate Pricing																		
5777	National Accounts Inc.	3	4																
6110	National Telephone & Communications																		
6441	Nations Tel Inc.																		
5244	NeTel Inc.																		
6054	NET-TEL Corp.	1	1																
5385	Network Enhanced Technologies Inc.																		
5826	Network Plus Inc.	32	4																
5419	New Century Telecom Inc.																		
5D79	New Rochelle Telephone Corp.			1		1							1						
6907	NextGen Telephone	5	19																
6928	Norstar Communications	4	2																
6367	North American Telecommunications Corp	2																	
5832	North American Telephone Network LLC	1																	
5458	NOS Communications Inc.	4	2		1														
6177	OLS Inc.	3																	
5A98	One Step Billing Inc.																		
5819	OneStar Long Distance Inc.	1																	
5834	Ontera Broadband	2																	
6768	OpenTel Communications Inc.		1																
6769	Opex Commications, Inc.		3																
5C61	Optical Telephone Corp	11	36	1				1											1
5639	Opticom Corp		1																
5763	Phone Calls Inc.																		
5193	Phone One Inc.																		
5263	PNG Telecommunications Inc	4																	
5159	PowerNet Communications	1																	
5476	Primetel Communications		1																
5245	Primus Telecommunications Inc.	2	2																
6794	Promise Vision Technology	1																	
6151	Protel Advantage d/ba/ Long Distance																		
5463	Protel Inc.																		
6324	PT-1 Communications Inc.	2																	
5797	QAI Inc d/b/a Long Distance B																		
5468	Qwest Communications Corporati	28	7	1						1									
6316	RCN Long Distance Company																		
5A13	RCN Telecom Services of NY Inc.	1	1																
5558	Residential Communications Network of	5																	
5843	Robtel Inc.		1																
6278	RSL Com U.S.A. Inc.																		
6232	SaveMart Com, Inc		1																
6933	ServicSense.com Inc.	2																	
5D57	Silverleaf Communications Inc		1																
5748	Sprint Communications Company	159	107	8		1		2	1		1			1	2		1		
5478	Starlink Communications L.L.C.																		
5479	Startec Inc.	1	1																
5185	Taconic Telephone																		
6375	Telco Holdings dba Dial & Save																		
6100	Telco Partners Inc.																		
5164	Telcom Group USA Inc. d/b/a TelCom																		
6066	Telecarrier Services Inc			1				1											
5762	Telecom USA		2																
5167	Telecommunications Service Center Inc.	1																	

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	FULL NAME	2001	2002	2003	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				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	3	1	7	2	2	2	4	9	2	3	1	4	0	2
	Unassigned Complaints	6	6																
	<b>Total</b>	<b>1979</b>	<b>701</b>	<b>37</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>

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

CODE	FULL NAME	2001	2002	2003	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
D108	1st Rochdale Coop Group	2	1	1		1										1		
D105	ACN Energy, Inc.	3	1	4							1			2				1
D078	Advantage Energy Inc.	0	3	0														
D084	Constellation NewEnergy	1	0	0														
D001	Agway Energy Services Inc.	17	17	18	3		3		2			1	1	2	1	2	2	4
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														
D040	Columbia Energy Services Co.			1		3									1			
D086	Con Edison Solutions	4	55	43	1	1	1		1	3	6	3	1	2	4	8	4	10
D046	Econnergy	158	123	133	8	7	13	8	9	7	9	18	9	14	17	10	8	11
D047	Empire Natural Gas Corp	2	0	0														
D087	Energetix, Inc.	148	17	25		1	3			1		2	1	9	5	2	1	1
D054	Enron Energy Services	5	9	1														1
D023	Federal Electric & Gas Co.	89	0	0														
D104	Great Eastern Energy	3	3	3								1		1			1	
D013	Interstate Energy Resources Inc.	11	2	4										1	1		1	1
D015	Keyspan Energy Services, Inc.	97	154	194	2	6	19	22	33	21	12	19	1	12	20	15	12	8
D060	Main-Care Energy	1	0	1														1
D107	Metro Energy Group	1	0	8										8				
D098	Metromedia Energy	6	1	0														
D018	Mirabito Fuel Group Inc.	1	3	9						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		1
D026	North Atlantic Utilities Inc.	1	0	0														
D103	NYSEG Solutions	10	20	32	1			1		1	1	3	3	4	8	2	3	6
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	31
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	3
D052	TXU Energy		2	1							1							
D888	Unassigned Customer Contacts	26	30	8				1	2				1			1		3
	<b>Total</b>	<b>1231</b>	<b>1918</b>	<b>717</b>		<b>22</b>	<b>44</b>	<b>33</b>	<b>54</b>	<b>42</b>	<b>47</b>	<b>74</b>	<b>33</b>	<b>87</b>	<b>73</b>	<b>89</b>	<b>59</b>	<b>82</b>

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.