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VIA FEDERAL EXPRESS July 25, 2002

Hon. Janet Hand Deixler Secretary Public Service Commission of the State of New York Three Empire State Plaza Albany, New York 12223

Re: Case 02-G-0897

Urac's July 2, 2002 Petition for a Declaratory Ruling

Dear Secretary Deixler:

In its letter to you dated July 2, 2002 ("Petition"), Urac Corp. ("Urac"), a utility rate consultant, claims that The Brooklyn Union Gas Company d/b/a KeySpan Energy Delivery New York ("KeySpan"or the "Company") failed to "acknowledge and respond to billing disputes" filed by it on behalf of its clients "in a fair and reasonable amount of time." (Petition at 1.) Urac requests that the Commission require KeySpan to set forth a plan to correct the "problem" and make assurances that the "problem" will not continue. (<u>Id</u>. At 2.) Urac further seeks a fine in the amount of \$50,000 against KeySpan under Public Service Law section 25.

For the reasons set forth herein, KeySpan respectfully posits that Urac has not identified any real problem with KeySpan's responses to complaints from rate consultants and urges the Commission to deny Urac's Petition in its entirety.

KeySpan was advised by your office that its response to Urac's Petition is due July 26, 2002. I have enclosed an original and six copies of this Response by KeySpan to URAC's Petition. Kindly acknowledge receipt by date stamping one of the copies and returning it to me in the enclosed self-addressed stamped envelope.

KeySpan's Practice on Rate Consultant Inquiries

KeySpan receives a substantial volume of inquiries on billing, rate classification and other matters from several rate consultants conducting business within its service territory. KeySpan takes these rate consultant inquiries very seriously. It is important to the Company that the investigations be conducted fairly and completely, as KeySpan wants to be sure that its

Hen. Janet Hand Deixler July 25, 2002

customers are on the correct rate and that they have been billed correctly. To date in 2002, KeySpan has completed investigations of almost 200 such inquiries.

A rate consultant may initiate an inquiry with KeySpan in writing through via mail, e-mail or facsimile. It is the Company's practice to promptly acknowledge in writing its receipt of the inquiry. It is the Company's goal to complete its investigation of the inquiry within sixty days from its receipt.

Each inquiry is unique, with some raising highly technical issues. Some concern rate assignment. Some raise tax issues. Others question the computation of a customer's bill. The level of information and detail provided by the rate consultants also varies. Thus, the time needed to investigate each inquiry may vary. Different areas within the Company are tapped to provide information and analysis necessary for an investigation. Certain inquiries will necessitate a physical visit/inspection to the customer's premises. In these instances, access issues can delay completion of an investigation. At times, the Company seeks information from non-KeySpan sources. The variety of issues raised and of information needed to respond to those issues results in differing times to complete the investigations.

In the vast majority of rate consultant inquiries conducted in 2002, KeySpan has completed its investigation in well under 60 days. KeySpan has investigated 184 rate consultant inquiries in 2002. Of those, 180, or 97.83%, were completed within 60 days. Many are completed much earlier. In fact, 150 of the 184, or 81.52% were completed within 15 days; 170 or 92.39% were completed within 30 days; and 178 or 96.74% were completed within 45 days. Attached as Exhibit "A" hereto are two lists of the rate consultant inquiries received in 2002 which also contains the time (in days) to complete each investigation. The lists are sorted two ways: by date the inquiry was received, and by number of days to complete. As these lists demonstrate, KeySpan clearly makes every effort to resolve these rate consultant inquiries within a reasonable amount of time, and is doing so.¹

As a practical matter, it should be noted that KeySpan has a disincentive to intentionally delay the investigation of an inquiry. In addition to its desire to see that its customers are billed appropriately, the imposition of interest on overcharges provides a disincentive for the Company to delay the resolution of an inquiry. Further, neither Urac nor its clients have been harmed.

Hon. Janet Hand Deixler July 25, 2002

The Three Urac Inquiries

Urac attached copies of its three letters initiating billing inquiries with KeySpan as Exhibit A to its Petition. Urac's inquiries are dated November 28, 2001 (Katz Realty/Cinderella Realty) and February 20, 2002 (both Trump Management/Briarwyck and Trump Management/Trump Village Section #1).

Urac asserts that "[n]one of the letters were "promptly acknowledged" or fairly investigated "in a reasonable amount of time." (Petition at 2.) Urac's assertions, however, are inaccurate.

KeySpan Promptly Acknowledged Each Inquiry

As is KeySpan's practice, each of Urac's letters of complaint was promptly acknowledged in writing. Attached as Exhibit "B" hereto, is a copy of KeySpan's acknowledgment letters to Urac in each of the three matters. The acknowledgment letters are dated December 6, 2001 and February 28, 2002. (Both of the Trump Management matters were acknowledged in the same letter.) In each case, the Company states "[t]his is to acknowledge receipt of your inquiries dated _____ regarding the above accounts. We have begun the process of compiling the information necessary to respond to these inquiries. If we need additional information regarding your inquiry we will contact you."

In each instance, KeySpan sent out its letter of acknowledgment within nine (9) days from the date of Urac's letter. Thus, despite Urac's assertion to the contrary, KeySpan promptly acknowledged its inquiries.

KeySpan Investigated Each Inquiry Within a Reasonable Time Frame

After a thorough investigation into the facts and circumstances surrounding each account, each of the three inquiries at issue in Urac's Petition was resolved in a different way. In the Katz Realty/Cinderella Realty matter, the Company determined that the customer did qualify for another rate, changed the customer to that rate, and issued a credit with interest to the customer. In the Trump Management/Briar Wyck matter, the Company investigation concluded that the customer had not been overbilled, as Urac had asserted. Finally, the investigation of the Trump Management/Trump Village matter indicated that there had been an equipment problem with the corrector, but that the meter was recording accurately. Attached as Exhibit "C" hereto are copies of KeySpan's letters to Urac explaining the results of the Company's investigations in each of the three inquiries.

Hon. Janet Hand Deixler July 25, 2002

Urac filed a formal complaint with the Commission in the two matters in which the Company did not agree with its allegation of over billing. It is not clear from its Petition whether Urac also is complaining therein about the actual outcomes of KeySpan's investigations of its three inquiries in addition to the timing of those investigations. In any event, the appropriate venue for such a complaint would be to file a formal complaint with the Commission, which Urac did in two of the matters.

As is set forth above, the Company strives to resolve rate consultant inquiries as soon as possible, preferably within sixty days. In the vast majority of these matters – well over 97% -- the Company meets this goal. The investigations of the three Urac cases at issue herein took between 110 and 209 days. While these took longer than the sixty days the Company aims for, they were completed as soon as the necessary information was obtained and analyzed. The Company's practice, the results of which are reflected in Exhibit "A" is reasonable in all respects.

No Fine is Warranted

Urac's Petition should be denied as lacking in merit, as the information provided above makes clear. KeySpan is diligently and responsibly responding to a large number of rate consultant inquiries. KeySpan's acknowledgments and responses are timely. The Company's practice, the results of which are reflected in Exhibit "A" is reasonable in all respects. In addition to the lack of merit to the allegations in Urac's Petition, its request for a fine must fail for technical reasons.

In its Petition, Urac additionally suggests that the PSC "levy a fine" on KeySpan in the amount of \$50,000 under Public Service Law ("PSL")Section 25. However, Urac's Petition is not the appropriate venue for the imposition of a fine under section 25. Rather, as set forth in subpart 5 to section 25, "[p]enalties provided for pursuant to this section shall be recovered in an action as provided in section twenty-four of this article." PSL Section 25 (5) (McKinney 2000). Under section twenty-four, an action to impose a penalty would be pursued through an action in a court prosecuted by the Commission on behalf of the people of the state of New York. PSL Section 24 (McKinney 2000). Urac's Petition fails to satisfy these procedural requirements. Therefore, KeySpan respectfully urges that the fine requested cannot be imposed in the way suggested by Petitioner.

Conclusion

KeySpan has shown above that it acknowledged Urac's inquiries promptly. The Company further described its practice in handling inquiries of rate consultants and the large

Hon. Janet Hand Deixler July 25, 2002

percent of investigations which are completed under the goal of sixty days. These inquiries vary in both the time and personnel needed to resolve them. KeySpan's practice in handling these inquiries is demonstrably reasonable. Therefore, for all the reasons set forth above, KeySpan respectfully requested that the Petition be denied in all respects.

If you have any further questions, please do not hesitate to call me.

Cynthia R. Clark

Attorney for

The Brooklyn Union Gas Company

d/b/a

KeySpan Energy Delivery New York

Enclosures

cc: Paul Agresta, Esq.

Douglas DiCeglio

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M 020141		13	Statement
M 020107		14	Rate 6 Issue
M 020138		14	Statement
M 020161		14	Rate 6
M 020139		15	Statement
M 020135		16	Rate 4
M 020166		16	Billing
M 020025		19	Statement
M 020027		19	Statement
M 020026	01/23/02	19	Statement
M 020028		19	Statement
M 020003	01/23/02	21	Rate 2-2
M 020024	01/23/02	21	6 Statements
M 020137	06/06/02	21	Rate 2
M 020153	06/11/02	21	Rate 4
M 020166	07/15/02	21	Biffing
M 010205	01/02/02	22	Rate 2-2
M 020001	01/24/02	22	Rate 2-2
M 020002	01/24/02	22	Rate 2-2
M 020004	01/25/02	23	Rate 2-2
M 020029	02/04/02	24	Rate 2-2
M 020136	06/06/02	24	48 Rate 6
M 020136	06/06/02	24	Rate Crged
M 020005	01/28/02	26	Rate 2-2
M 020092	04/11/02	27	Billing
M 020117	05/17/02	31	Billing
M 020006	02/04/02	33	Rate 2-2
M 020007	02/04/02	33	Rate 2-2
M 020008	02/04/02	33	Rate 2-2
M 020083	04/03/02	33	Billing
M 020083	04/03/02	33	Billing
M 010209	01/22/02	41	Rate 2-2
M 010206	01/24/02	44	Rate 2-2
M 020088	05/01/02	50	Rate 4
M 010179	01/22/02	54	Rate 6
			-

182 03/01/02 Briar Wyck Apis 8625 Van Wyck Exgressway 2 10/150/2019 10/2000 2000 2000	
182 03/01/02 Fairung	Billing
209tiQCeantsalkeys and 2017/24517/24517/24517/24517/24517/24517/24517/24517/24517/24517/24517/24517/24517/2451	Dilli Sasaa -
184 12/06/01 Ginderella Realty 4 3435-76/Street 4 3260//3700 M/010183 07/03/02 209	Diming
	Hate 6

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 $(\bullet, \bullet)_{x} = (\begin{smallmatrix} x \\ 1 \end{smallmatrix})_{x}$

1131	Beceived	ıltant Cases For 2002						6
1	Keyspan 11/29/01	Name	Address	Account Number	Case	Comp	Days To Complete	Туре
2		Cinderella Realiv	and the second second		M 010179	01/22/02	54	Rate 6
3	12/11/01	Sinderena Hearty See 1	343576/Street	第3260//3700庫	M 010183	07/03/02		Rate 6
4	12/11/01			•	M 010205		22	Rate 2-2
5	12/12/01				M 010206		44	Rate 2-2
6	01/02/02			• • • •	M 010209	01/22/02	41	Rate 2-2
7	01/02/02			.* .*	M 020009		2	Tax Issue
8	01/02/02				M 020010	01/04/02	2	Tax Issue
9	01/02/02				M 020011	01/04/02	2 .	Tax Issue
10	01/02/02				M 020014	01/04/02	2	Billing Inq.
11	01/02/02		:		M 020012		2	Tax Issue
12	01/02/02				M 020015	01/04/02	2	Statement
13	01/02/02	-			M 020013	01/04/02	2	Statement
14	01/02/02				M 020019	01/07/02	5	Statement
15	01/02/02	-	*		M 020021	01/07/02	5	Statement
16	01/02/02			, ,	M 020023		5	6 Statemen
17	01/02/02				M 020020		5	Statement
8	01/02/02				M 020016		. 5	Billing Inq.
9	01/02/02				M 020022		5	Billing Inq.
20	01/02/02	Ť	•	and the second	M 020017		5	Statement
21	01/02/02	•			M 020018		5	Statement
22	01/02/02		•		M 020003		21	Rate 2-2
23	01/02/02				M 020024		21	6 Statemen
24	01/02/02				M 020001	01/24/02	22	Rate 2-2
25	01/02/02				M 020002	01/24/02	22	Rate 2-2
26	01/02/02		•		M 020004	01/25/02	23	Rate 2-2
27	01/02/02				M 020005	01/28/02	26	Rate 2-2
8	01/02/02				M 020006	02/04/02	33	Rate 2-2
29	01/02/02				M 020007	02/04/02	33	Rate 2-2
30	01/04/02				M 020008	02/04/02	33	Rate 2-2
31	01/04/02				M 020025	01/23/02	19	Statement
32	01/04/02				M 020027	01/23/02	19	Statement
3	01/04/02	: ;				01/23/02	19	Statement
	2770 1702				M 020028	01/23/02	19	Statement

34 01/11/02			
35 01/11/02	M 020030 01/23/02	10	· · · · ·
36 01/23/02	M 020029 02/04/02		Tax Issue
37 01/23/02	M 020033 01/25/02		Rate 2-2
38 01/23/02			Statement
39 01/29/02			Rate 2-2
40 01/29/02			Rate 2-2
41 02/01/02	M 020035 01/31/02 M 020034 02/01/02		Statement
42 02/01/02			Rate 2-2
43 02/01/02	M 020036 02/05/02		Rate 2-2
44 02/01/02	M 020037 02/05/02	,	Rate 2-2
45 02/01/02	M 020055 02/05/02		Tax Inquiry
	M 020046 02/05/02	, .	Rate Issue
46 02/01/02 47 02/01/02	M 020038 02/07/02		Statement
1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	M 020049 02/07/02	6	Statement
	M 020039 02/07/02	6	Statement
	M 020044 02/07/02	6	Statement
	M 020045 02/07/02	6	Statement
3-10 17 CE	M 020040 02/07/02	6	Statement
	M 020052 02/07/02	6	Statement
53 02/01/02	M 020053 02/07/02	6	Statement
54 02/01/02	M 020054 02/07/02	6	Statement
55 02/01/02	M 020038 02/07/02	6	Statement
56 02/01/02	M 020041 02/07/02	6	Statement
57 02/01/02	M 020042 02/07/02	6	Statement
58 02/01/02	M 020043 02/07/02	6	Statement
59 02/01/02	M 020047 02/07/02	6	Rate Issue
60 02/01/02	M 020050 02/07/02	6	Statement
61 02/01/02	M 020051 02/07/02	6	Statement
62 02/01/02	M 020057 02/13/02	12	Rate Issue
63 02/08/02	M 020056 02/13/02	12	Rate Issue
64 02/08/02	M 020063 02/08/02	0	Statement
65 02/08/02	M 020059 02/08/02	0	Rate 2-2
66 02/08/02	M 020060 02/08/02	0	Rate 2-2
67 02/08/02	M 020061 02/08/02	0	
68 02/08/02	M 020062 02/08/02	0	Inq
69 02/08/02	M 020058 02/08/02	0	Statement
70 02/12/02	M 020064 02/09/02	1	Rate 2-2
	M 020066 02/13/02	1	10 Statements
			Rate 2-2

71 72 73	02/12/02					
72 73	02/12/02					
73			M 020065	02/13/02	1	Doton G
	02/14/02		M 020068		1	Rate2-2
	02/14/02	0	M 020069		1	Rate 2-2
74	02/14/02		M 020067	02/15/02	1	Rate 2-2
75	02/14/02		M 020070			Rate 2-2
76	02/14/02		M 020070	02/16/02	2	Rate 2-2
77	02/14/02		M 020071	02/16/02	2	Rate 2-2
78	02/21/02		M 020072		5	Rate 2-2
79	02/28/02		M 020075		2	Mtr Inq
80	02/28/02		M 020076		0	Statement
	02/28/02		M 020076	03/01/02	1	Rate 2-2
82	02/28/02		M 020074		2	Rate 2-2
83	03/01/02		the and the charter of	05/01/02	- 62 ↓ ↓	Inquiry
84	03/01/02		M 020078	03/02/02	1	9 Statement
85	03/01/02		M 020080		3	7 Statement
86	03/01/02		M 020079	03/04/02	3	9 Statement
87	03/01/02		M 020084	03/14/02	13	Billing
88	03/01/02		M 020084	03/14/02	. 13	Billing
89	03/01/02		M 020081	03/14/02	13	Rate 6
90	03/01/02		M 020081	03/14/02	13	Billing
91	03/01/02		M 020083	04/03/02	33	Billing
92		Briar Wyck Apts 8625 Van Wyck Expressway: 10460/30310	M 020083	04/03/02	33	Billing
93	03/01/02		M 020082	06/19/02	110	Billing
94	03/05/02	2940 Ocean Parkey: 23117/24510		06/24/02	115	Billing
95	03/07/02		M 020086	03/11/02	6	Statement
	03/12/02		M 020087	03/11/02	4	Rate 2-2
	03/14/02		M 020088	05/01/02	50	Rate 4
	03/14/02		M 020089	03/15/02	11	Rate Inq
	03/15/02		M 020090	03/15/02	1	Rate Inq
	03/15/02		M 020091	03/15/02	0	Tax Inq
	03/15/02		M 020093	03/25/02	10	13 Statement
	03/19/02		M 020092	04/11/02	27	Billing
	03/19/02		M 020096	03/26/02	7	Statement
	03/19/02		M 020098		7	Statement
	03/19/02		M 020097	03/26/02	7	Statement
	03/19/02			03/26/02	7	Statement
	03/19/02		M 020099	03/26/02	7	Statement
.0/1	JULIQUE	1	M 020094	03/26/02	7	Statement

M 020095 A7 Statement	108	03/19/02		,			
Hate In Moz0101 03/29/02 4 Hate Inq Hate Inq Hot 110 04/03/02 M 020105 04/11/02 8 Statement 112 04/03/02 M 020105 04/11/02 8 Statement 113 04/03/02 M 020105 04/11/02 8 Statement 114 04/09/02 M 020105 04/11/02 8 Statement 115 04/09/02 M 020105 04/11/02 2 Statement 116 04/09/02 M 020103 04/11/02 2 Statement 116 04/09/02 M 020103 04/11/02 2 Statement 116 04/09/02 M 020103 04/11/02 2 Statement 117 04/09/02 M 020104 04/11/02 2 Statement 118 04/09/02 M 020102 04/19/02 10 Statement 118 04/09/02 M 020102 04/19/02 10 Statement 119 04/10/02 M 020104 04/15/02 10 Statement 120 04/10/02 M 020106 04/15/02 5 Statement 120 04/16/02 M 020107 04/24/02 14 Rate 6 Issue 120 04/16/02 M 020107 04/24/02 14 Rate 6 Issue 120 04/16/02 M 020107 04/24/02 14 Rate 6 Issue 120 04/16/02 M 020107 04/24/02 8 3 Statement 123 04/16/02 M 020107 04/24/02 8 3 Statement 123 04/16/02 M 020107 04/24/02 8 3 Statement 124 04/16/02 M 020107 04/24/02 8 3 Statement 125 04/17/02 M 020107 04/24/02 8 3 Statement 126 04/19/02 M 020107 04/24/02 8 3 Statement 126 04/19/02 M 020107 04/24/02 8 3 Statement 126 04/19/02 M 020107 04/24/02 8 3 Statement 127 04/19/02 M 020107 04/24/02 8 3 Statement 128 04/19/02 M 020107 04/24/02 8 3 Statement					03/26/02	7	Statement
111 04/03/02 M 020105 04/11/02 B Statement 112 04/03/02 M 020105 04/11/02 B Statement 113 04/03/02 M 020105 04/11/02 B Statement 114 04/09/02 M 020105 04/11/02 B Statement 114 04/09/02 M 020103 04/11/02 C Statement 115 04/09/02 M 020103 04/11/02 C Statement 116 04/09/02 M 020103 04/11/02 C Statement 116 04/09/02 M 020103 04/11/02 C Statement 117 04/09/02 M 020103 04/11/02 C Statement 118 04/09/02 M 020102 04/19/02 10 Statement 118 04/09/02 M 020102 04/19/02 10 Statement 119 04/10/02 M 020106 04/19/02 10 Statement 119 04/10/02 M 020106 04/19/02 5 Statement 120 04/10/02 M 020106 04/19/02 5 Statement 121 04/16/02 M 020106 04/19/02 10 Statement 122 04/16/02 M 020107 04/24/02 8 3 Statement 122 04/16/02 M 020107 04/24/02 10 Statement 122 04/16/02 M 020107 04/24/02 10 Statement 123 04/19/02 M 020107 04/29/02 10 Statement 124 04/19/02 M 020107 04/29/02 10 Statement 129 04/23/02 M 020107 04/29/02 5 Rate Inq. 129 04/23/02 M 020107 04/29/02 5 Rate Inq. 129 04/23/02 M 020107 04/29/02 5 Rate Inq. 12						4	Rate Inq
112 04/03/02 M 020105 04/11/02 B Statement						8	Statement
113 04/03/02 M 020105 04/11/02 8 Statement 114 04/09/02 M 020103 04/11/02 2 Statement 115 04/09/02 M 020103 04/11/02 2 Statement 116 04/09/02 M 020103 04/11/02 2 Statement 117 04/09/02 M 020104 04/11/02 2 Statement 118 04/09/02 M 020102 04/19/02 10 Statement 119 04/10/02 M 020102 04/19/02 10 Statement 120 04/10/02 M 020103 04/15/02 5 Statement 121 04/16/02 M 020106 04/15/02 5 Statement 122 04/16/02 M 020106 04/15/02 5 Statement 123 04/16/02 M 020106 04/16/02 0 Statement 124 04/16/02 M 020106 04/16/02 0 Statement 125 04/16/02 M 020101 04/24/02 4 Rate 6 Issue 126 04/16/02 M 020101 04/24/02 8 3 Statements 126 04/16/02 M 020110 04/24/02 8 3 Statements 126 04/16/02 M 020110 04/24/02 8 3 Statements 127 04/16/02 M 020111 04/29/02 10 Statement 128 04/19/02 M 020111 04/29/02 10 Statement 129 04/23/02 M 020111 04/29/02 10 Statement 129 04/23/02 M 020113 04/29/02 10 Statement 120 04/23/02 M 020113 04/29/02 5 Rate 121 04/24/02 M 020113 04/29/02 5 Rate 122 04/30/02 M 020113 04/29/02 5 Rate 123 04/30/02 M 020113 04/29/02 5 Rate 124 05/02/02 M 020123 05/07/02 4 Rate 2 124 05/02/02 M 020123 05/07/02 4 Rate 2 124 05/02/02 M 020123 05/07/02 4 Rate 3 124 05/07/02 M 020124 05/07/02 0 S				 		8	Statement
114 04/09/02 M 020103 04/11/02 2 Statement 115 04/09/02 M 020103 04/11/02 2 Statement 116 04/09/02 M 020103 04/11/02 2 Statement 117 04/09/02 M 020102 04/19/02 10 Statement 118 04/09/02 M 020102 04/19/02 10 Statement 119 04/10/02 M 020102 04/19/02 10 Statement 119 04/10/02 M 020107 04/24/02 14 Rate 6 Issue 120 04/16/02 M 020107 04/24/02 14 Rate 6 Issue 121 04/16/02 M 020109 04/16/02 0 Statement 122 04/16/02 M 020109 04/16/02 0 Statement 123 04/16/02 M 020100 04/16/02 0 Statement 124 04/16/02 M 020110 04/24/02 8 3 Statement 125 04/17/02 M 020110 04/24/02 8 3 Statement 126 04/19/02 M 020111 04/29/02 12 Fixed Factor 127 04/19/02 M 020113 04/29/02 12 Fixed Factor 128 04/19/02 M 020113 04/29/02 10 Statement 129 04/23/02 M 020113 04/29/02 10 Statement 130 04/24/02 M 020113 04/29/02 10 Statement 131 04/24/02 M 020113 04/29/02 10 Statement 132 04/30/02 M 020113 04/29/02 10 Statement 133 04/30/02 M 020113 04/29/02 10 Statement 134 05/07/02 M 020113 04/29/02 1 Statement 135 05/02/02 M 020113 05/07/02 5 Rate 136 05/02/02 M 020120 05/06/02 6 Rate 2 139 05/02/02 M 020121 05/03/02 1 Statement 130 05/02/02 M 020121 05/03/02 1 Statement 131 04/24/02 M 020123 05/07/02 5 Tax is 134 05/07/02 M 020123 05/07/02 5 Tax is 134 05/07/02 M 020123 05/07/02 6 Rate 4 141 05/03/02 M 020123 05/07/02 6 Rate 6 141 05/03/02 M 020123 05/07/02 0 Statement 143 05/07/02 M 020123 05/07/02						8	Statement
115 04/09/02 M 020103 04/11/02 2 Statement 116 04/09/02 M 020104 04/11/02 2 Statement 117 04/09/02 M 020102 04/11/02 2 Statement 118 04/09/02 M 020102 04/19/02 10 Statement 119 04/10/02 M 020106 04/15/02 5 Statement 120 04/10/02 M 020106 04/15/02 5 Statement 121 04/16/02 M 020109 04/16/02 5 Statement 122 04/16/02 M 020109 04/16/02 0 Statement 123 04/16/02 M 020109 04/16/02 0 Statement 124 04/16/02 M 020109 04/16/02 0 Statement 125 04/17/02 M 020110 04/24/02 8 3 Statement 126 04/19/02 M 020111 04/29/02 12 Fixed Factor 127 04/19/02 M 020111 04/29/02 12 Fixed Factor 128 04/19/02 M 020113 04/29/02 10 Statement 129 04/23/02 M 020115 04/30/02 7 Rate 2 130 04/24/02 M 020116 04/30/02 7 Rate 2 131 04/24/02 M 020116 04/30/02 7 Rate 2 132 04/30/02 M 020116 04/30/02 7 Rate 2 133 04/30/02 M 020116 04/30/02 7 Rate 2 134 05/01/02 M 020118 05/05/02 6 Rate 4 135 05/02/02 M 020124 05/05/02 5 Tax is is is is is objected 130 05/02/02 M 020124 05/03/02 5 Tax is is is is objected 130 05/02/02 M 020121 05/07/02 5 Question 131 05/02/02 M 020122 05/07/02 5 Question 132 05/07/02 M 020123 05/07/02 6 Rate 6 141 05/03/02 M 020123 05/07/02 0 Statement 143 05/07/02 M 020123 05/07/02 1 Rate 6 144 05/03/02 M 020123 05/07/02 0 Statement 144 05/03/02 M 020123 05/07/02 0 Statement 145 05/07/02 M 020123 05/07/02 0 Statement 144 05/07/02 M 020128 05/07/02 0 Statement 145 05/07/02 M 020128 05/07/02 0 Statement 145 05/07/02 M 020128				M 020105	04/11/02	8	Statement
M 020104 04/11/02							Statement
117 04/09/02 M 020102 04/19/02 10 Statement 118 04/09/02 M 020102 04/19/02 10 Statement 119 04/10/02 M 020106 04/15/02 5 Statement 120 04/16/02 M 020107 04/24/02 14 Rate 6 Issue 121 04/16/02 M 020109 04/16/02 0 Statement 122 04/16/02 M 020109 04/16/02 0 Statement 123 04/16/02 M 020109 04/16/02 0 Statement 124 04/16/02 M 020109 04/16/02 0 Statement 125 04/17/02 M 020110 04/24/02 8 3 Statement 126 04/19/02 M 020111 04/29/02 11 Statement 127 04/19/02 M 020111 04/29/02 10 Statement 128 04/19/02 M 020113 04/29/02 10 Statement 129 04/23/02 M 020113 04/29/02 10 Statement 129 04/23/02 M 020113 04/29/02 10 Statement 129 04/23/02 M 020115 04/30/02 7 Rate 2 131 04/24/02 M 020116 04/30/02 7 Rate 2 131 04/24/02 M 020116 04/30/02 7 Rate 2 131 04/24/02 M 020116 04/30/02 7 Rate 2 131 04/29/02 M 020116 04/30/02 7 Rate 2 132 04/30/02 M 020116 04/30/02 7 Rate 2 133 04/30/02 M 020116 04/30/02 7 Rate 2 134 05/07/02 M 020126 05/07/02 5 Tax iss 139 05/02/02 M 020127 05/07/02 6 Rate 4 140 05/02/02 M 020128 05/07/02 6 Rate 6 141 05/03/02 M 020128 05/07/02 0 Statement 143 05/07/02 M 020128 05/07/02						2	Statement
118 04/09/02 M 020102 04/19/02 10 Statemen						2	Statement
119 04/10/02 M 020106 04/15/02 5 Statemen				M 020102		10	Statement
M 04/15/02 M 020105 04/15/02 5 Statement				M 020102	04/19/02	10	Statemen
121 04/16/02 14 146/02 14 146/02 14 146/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 0 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02 04/24/02				M 020106	04/15/02	5	
122 04/16/02 M 02010 04/16/02 O Statement				·		14	Rate 6 Issue
123 04/16/02 M 020110 04/24/02 B 3 Statement 124 04/16/02 M 020117 05/17/02 31 Billing 125 04/17/02 M 020111 04/29/02 12 Fixed Factor 126 04/19/02 M 020111 04/29/02 10 Statement 127 04/19/02 M 020113 04/29/02 10 Statement 128 04/19/02 M 020113 04/29/02 10 Statement 129 04/23/02 M 020115 04/30/02 7 Rate 2 130 04/23/02 M 020115 04/30/02 7 Rate 2 131 04/24/02 M 020116 04/30/02 7 Rate 2 131 04/24/02 M 020116 04/30/02 7 Rate 2 132 04/30/02 M 020116 04/29/02 5 Rate Inq. 133 04/30/02 M 020119 05/01/02 1 Statement 134 05/01/02 M 020120 05/06/02 6 Rate 4 135 05/02/02 M 020120 05/06/02 1 Statement 136 05/02/02 M 020125 05/03/02 1 Statement 137 05/02/02 M 020126 05/07/02 5 Tax iss 138 05/02/02 M 020123 05/07/02 5 Tax iss 139 05/02/02 M 020123 05/08/02 6 Rate 4 140 05/03/02 M 020122 05/08/02 6 Rate 6 141 05/03/02 M 020123 05/07/02 1 Rate 6 142 05/06/02 M 020123 05/07/02 1 Rate 6 143 05/07/02 M 020123 05/07/02 1 Rate 6 144 05/03/02 M 020128 05/07/02 0 Statement 144 05/03/02 M 020128 05/07/02 0 Statement 145 05/07/02 M 020128 05/07/02 0 Statement 144 05/03/02 M 020128 05/07/02 0 Statement 145 05/07/02 M 020128 05/07/02 0 Statement 146 05/07/02 M 020128 05/07/02 0 Statement 146 05/07/02 M 020128 05/07/02 0 Statement 147 05/07/02 M 020128 05/07/02 0 Statement 148 05/07/02 M 020128 05/07/02 0 Statement 149 05/07/02 M 020128 05/07/02 0 Statement 140 05/07/02 M 020128 05/07/02 0 Statement 141 05/07/02 M 020128 05/07/02 0 Statement 144 05/07/02 M 020128 05/07/02 0 Statement 145 05/07/02 M 020128 05/07/02 0 Statement 140 05/07/02						0	Statement
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152 05/21/02	M 020137	06/06/02	21	Rate 2
153 05/21/02	M 020138		14	Statement
154 05/21/02	M 020139		15	Statement
155 05/22/02	M 020153	06/11/02	21	Rate 4
156 05/22/02	M 020140	06/04/02	13	Statement
157 05/29/02	M 020141	06/04/02	13	Statement
158 05/29/02	M 020144	06/04/02	6	Statement
159 05/29/02	M 020145	06/04/02	6	Statement
160 05/29/02	M 020143	06/04/02	6	Statement
161 05/30/02	M 020142	06/04/02	6	Statement
162 05/31/02	M 020146	06/11/02	. 12	Rate 6
163 06/03/02	M 020147	06/12/02	12	Rate 6
164 06/03/02	M 020148	06/04/02	1	Statement
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168 06/04/02	M 020149		4	Statement
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December 6, 2001

Mr. Douglas DiCeglio Urac Corp 119 North Park Ave. Rockville Center, New York 11570

Re: Katz Realty Group Cinderella Realty Co. 3435 76 Street Queens, New York 11237

Account Number 07126/32220

Dear Mr. Douglas DiCeglio

This is to acknowledge receipt of your inquiries dated November 28, 2001 regarding the above accounts. We have begun the process of compiling the information necessary to respond to these inquiries. If we need additional information regarding your inquiry we will contact you. If you should have any questions during our review, please contact me at (718) 403-2250.

Sincerely,

Richard D. Mills

Consumer Relations





February 28, 2002

Mr. Douglas DiCeglio Urac Corp 119 North Park Ave. Rockville Center, New York 11570

Re: Trump Management

Account Number(s) 23117/24510

23117/24501

10460/03010

31226/17710

Dear Mr. Douglas DiCeglio

This is to acknowledge receipt of your inquiries dated February 20, 2002 regarding the above accounts. We have begun the process of compiling the information necessary to respond to these inquiries. If we need additional information regarding your inquiry we will contact you. If you should have any questions during our review, please contact me at (718) 403-5022.

Sincerely,

Dan Canning

Consumer Relations





(718) 403-5022

July 3, 2002

Mr. Douglas DiCeglio
URAC Corporation
119 North Park Ave.-Suite 409
Rockville Center, New York 11570

Re: Katz Realty Group

Cinderella Realty Co.

3435 76 Street

Queens, New York 11372

Account Number-07126/32220

Dear Mr. DiCeglio:

A review of your client's account revealed that your client Cinderella Realty Co does qualify for Service Classification 6M3 as of September 2000.

The Service Classification on your client's account was changed to reflect the correct rate. Your client's bills have been recalculated from September 29, 2000 through May 30, 2002. This recalculation resulted in a credit due to your client in the amount of \$4,474.07 on which interest was applied in the amount of \$796.83

If I can be of further assistance on this matter, please contact me at 403-5022

Sincerely,

Dan Canning

Consumer Relations



June 20, 2002

Brooklyn, New York 11201-3850 (718) 403-5022

Mr. Douglas DiCeglio
URAC Corporation
119 North Park Ave.-Suite 409
Rockville Center, New York 11570

Re:

Briar Wyck Apts.

8625 Vanwyck Expressway

Queens NY 11435

Account Number-10460/03010

Dear Mr. DiCeglio:

A review of the above referenced account was made to determine if your client was over-billed for the period, January 28, 2000 through February 28, 2000, during a meter exchange. You also indicated that the calendar year 2000 showed an increase in gas consumption.

My review of your client's account indicates that the bill for the period January 28, 2000 through February 28, 2000 was estimated. Keyspan was not able to obtain an actual reading until September 26, 2000, since the meter readings are accumulative and the September 2000 reading was much higher then the February estimate, we can agree that the gas was used. However we can not determine the actual gas consumption between January 28, 2000 through February 28, 2000.

On February 15, 2000, Keyspan replaced the corrector on meter number 9224551 with an updated version. The corrector is there to measure temperature, pressure or both. The gas meter was not changed on February 15, 2000. The head of the meter was changed to allow for the updated corrector.

My review of your client's account does show an increase in gas consumption for the calendar year 2000. This increase is in line with higher degree-days for that period. It also shows that gas consumption in the calendar year 2001 is lower and consistent with previous years and degree-days.

(Attached, you will find a degree-day and consumption comparison chart)

If I can be of further assistance on this matter, please contact me at 403-5022

Sincerely,

Dan Canning
Consumer Relations



On Tech Center Brooklyn, New York 11201-3850 (718) 403-5022

June 21, 2002

Mr. Douglas DiCeglio
URAC Corporation
119 North Park Ave.-Suite 409
Rockville Center, New York 11570

Re:

Trump Village Sect #1

2940 Ocean Pkwy Brooklyn NY 11235

Account Number-23117/24501

Dear Mr. DiCeglio:

A review of the above referenced account was made to determine if your client was over billed for the period 07/28/2000 through 10/11/2001.

Your client's account does show inconsistency and numerous estimates, this is due to the Industrial Metering Unit (IMU) readings and the corrector readings did not match. On February 2, 2001 It was determined that the corrector was set up to pulse 10 times for every digit change, however the IMU was set up to understand that every pulse was a digit change on the corrector. Therefore the IMU was recording gas usage ten times more that actual (reading on the corrector). At this time the IMU was set up to accept pulsing at 10 to 1. This corrected the problem, please note that the meter was recording accurately, it was only the corrector that malfunctioned.

On March 13, 2001 Keyspan's Field Representative verified that the IMU was reading the corrector properly.

As per your request, I have attached service history and meter reading history which includes meter exchange information.

If I can be of further assistance on this matter, please contact me at 403-5022

Sincerely,

Dan Canning
Consumer Relations