

# **PUBLIC SERVICE COMMISSION OF WISCONSIN**

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## **Memorandum**

August 2, 2001

TO: Chairperson Ave M. Bie  
Commissioner Joseph P. Mettner  
Commissioner Robert Garvin  
Scott R. Smith, Executive Assistant  
Edward Marion, Chief Counsel  
Division Administrators

FROM: James L. Lawrence, Consumer Affairs Program Manager  
Division of Water, Compliance and Consumer Affairs

RE: 1. 2001 First Half Consumer Contact Report  
2. First Half Report on Contacts Regarding Major Utilities

### **Introduction**

This report has two sections – 2001 first half consumer contact statistics and analysis and contact information for major individual utilities.

We are now in the fourth year of using the new Consumer Contact Reporting System. The new system uses a revised coding structure for complaints and other contacts, so there are several changes in the information provided in the report. However, we can now compare statistics to the previous three years and do more trend analysis.

Please let me know if you have any questions, suggestions for improving the report, or additional information you would like to see included.

### **Definitions**

The following definitions will assist readers in interpreting the statistics in this report.

Consumer contacts are recorded as complaints, inquiries or opinions. The definitions of the contact types are:

- **Complaint:** A contact from a consumer expressing dissatisfaction with an action, practice or conduct of a utility and/or its employees. Also includes contacts expressing dissatisfaction with an action, practice or conduct of the Public Service Commission or entities which the public considers to be similar to regulated utilities, such as cable television, sewer, electric coops, cellular phones and Internet service providers. Complaints may or may not conclude with a determination of error or administrative rule/statute violation on the part of the company.
- **Inquiry:** A contact from a consumer or utility to solicit or verify information regarding utility or PSC service, practices, rules, administrative rules, statutes, etc. If, after being

given the information, a consumer expresses disagreement or dissatisfaction, the contact should be coded as a complaint.

- **Opinion:** A consumer contact with the PSC to voice views on a particular pending issue or condition, such as a pending rate case, proposed rules, a proposed service offering, proposed mergers, etc. If after the Commission, or another body, has made a decision on an issue, we get contacts expressing dissatisfaction with the decision, the contact is recorded as a complaint.

The consumer contact reporting system requires staff, for each informal complaint closed, to make a determination as to whether or not the substance of the complaint was justified. Realizing that this may often be a subjective decision, staff use the following definitions when making their determinations:

- **Complaint was justified:** This code is used if the substance of the complaint is found to be generally valid. This will always be the case if it is determined that a law or PSC Administrative Rule was violated, and the violation relates directly to substance of the complaint. Even if there is not a law or rule violation directly related to the substance of the complaint, there may be a procedural violation. For example, the utility may not respond to a Commission complaint within 10 business days. In this case the violation is recorded, but the complaint is not recorded as justified.

A complaint can be valid even if there is not a violation of a rule or statute. For example, the utility may have incorrectly applied a tariff provision, the utility may have made an error in posting a bill payment, or may have failed to make a referral to a customer assistance program (such as EIP) when warranted.

- **Complaint was not justified:** This code is used if the substance of the complaint is not found to be valid, i.e. the utility was not at fault and met PSC expectations in working with the customer.
- **Complaint was partially justified:** This code is used if it cannot be determined that the complaint was completely valid or justified, but that the utility could have taken actions to avoid the complaint. For example, no rule or statute was violated but better customer education or a better explanation to the customer was warranted.
- **Undecided – not enough information:** This code is used if there is not enough information to make a reasonable determination as to the validity of the complaint. Staff are encouraged to make a determination whenever possible – use of the code should be minimal.
- **Not applicable:** This code is used whenever recording an initial staff determination regarding the contact is not applicable, for example, when the consumer contact is recorded as an inquiry or opinion – not a complaint.

## First Half Report

### Consumer Contacts Increase

The number of 2001 first half consumer contacts to the Commission increased by 703 from the first half of 2000. There were 6,292 contacts.

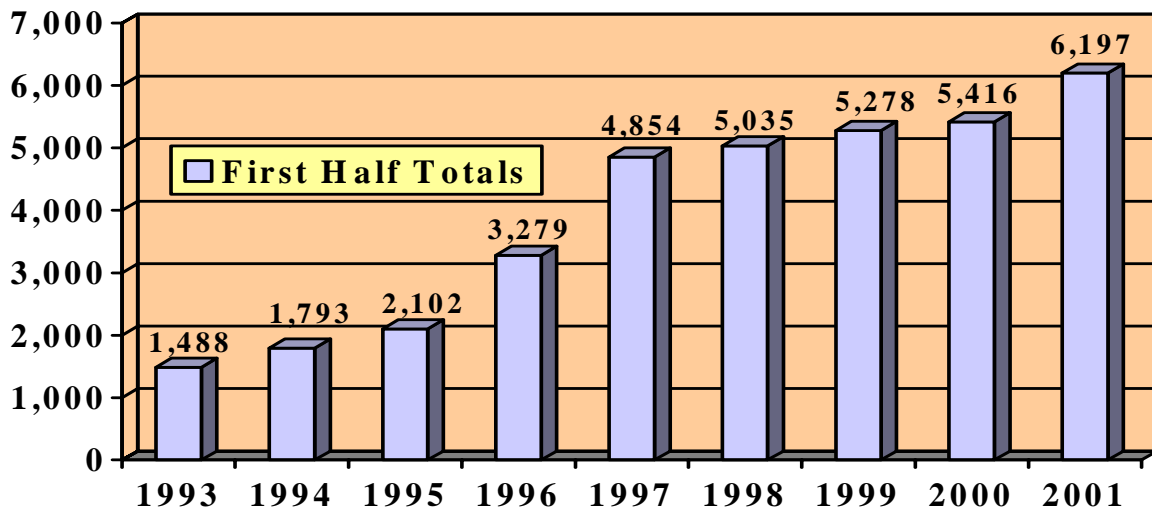
Contacts –First Half	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	2001 Total	Change From Last Year
Complaints	2,819	3,378	6,197	+781
Inquiries	23	21	44	-85
Opinions	29	22	51	+7
Total	2,871	3,421	6,292	+703

- Note: Statistics may be different from past reports because records are corrected when recording errors are discovered after a prior report date.

### New Record For Complaints

The PSC received a record number of consumer complaints during the first half of 2001. The **6,197** complaints recorded exceeds the previous record of 5,416 set in the first half of last year by 781. The first half complaints were a 23 percent decrease over the 8,099 received in the last half of 2000 and a 14 percent increase from the 5,416 received in the first half last year. The first half totals have increased each year since 1993 (see graph below). Thirty-three percent of all complaints closed were found by Commission staff to have some validity.

If we use the first half totals to project, 12,394 complaints will be taken in 2001. In 2000 we received 13,513 complaints.



## Complaint Validity

Readers should note that following Commission staff investigation of complaints utilities were found to be meeting Commission expectations in 67.4 percent of the cases.

The statistics for the first half were:

Informal Staff Determination	1 <sup>st</sup> Half 2001	
	#	%
Justified	1250	22.9
Partially Justified	529	9.7
Not Justified	2939	53.9
Undecided-Not Enough Information	555	10.3
Not Applicable	177	3.2
<b>Total Closed</b>	<b>5,450</b>	

Note: This data is for first half complaints closed as of July 12, 2001.

Combining the totals for justified and partially justified complaints indicates that utilities were not meeting PSC expectations for working with customers in 32.6 percent of the complaints closed in the first half. This is an improvement of 4.9 percentage points from the first half last year. In 2000, 37.5 percent were determined by staff to be at least partly justified.

## Change by Industry

Compared to the first half of 2000, the number of complaints received increased for telecommunications and natural gas, and decreased for electric and water.

Natural gas complaints increased significantly from the number of complaints in the first half of 2000, going from 310 to 765, a 146 percent increase. The increase of 455 gas complaints was 58 percent of the total increase in complaints. Complaints increased for all of the major natural gas utilities in the state. Wisconsin Gas Company had an increase of 179 complaints (+110 percent), Wisconsin Electric Power Company (WEPCO) increased by 91 (+136 percent), and Alliant Energy increased by 99 (+354 percent).

The increase in gas complaints was a direct result of extremely high natural gas bills experienced by utility customers last winter. The increase was caused by unprecedented high gas commodity prices, coupled with lower temperatures than those experienced the past few years. The PSC recorded 332 complaints from customers who were upset about the high cost of natural gas. The high gas bills also generated increased complaints regarding budget billing and the effect of estimated billing as a result of not obtaining an actual meter reading. Since some utilities base their estimated readings on historical experience, lower usage the past few years caused low estimated usage in months when commodity prices were lower, followed by higher actual meter readings in a month with higher commodity prices. Complaints regarding disputed amounts of commodity use also increased as customers could not believe their gas bill could actually be so

large. The high bills also caused payment problems, resulting in increased complaints regarding disconnection for nonpayment.

Electric complaints decreased by 116 (-10 percent). Bill payment and disconnection related complaints were lower than for the same period last year. This may be because electric bills seemed lower this year, when compared to the large increase in gas bills. WEPCO's electric complaints decreased by 108 from the first half of last year. In addition to bill payment and disconnection related complaint reduction, WEPCO had significantly fewer complaints regarding backbilling, refused service, and proof of residence/identity because of process improvements.

Water complaints went from 127 in 2000 to 122 in 2001, a 4 percent decrease. Milwaukee Water Works complaints decreased by 23 over the first half last year. Most water complaints involve metering and usage disputes. Water rates for all utilities increase an average of 7 percent per year.

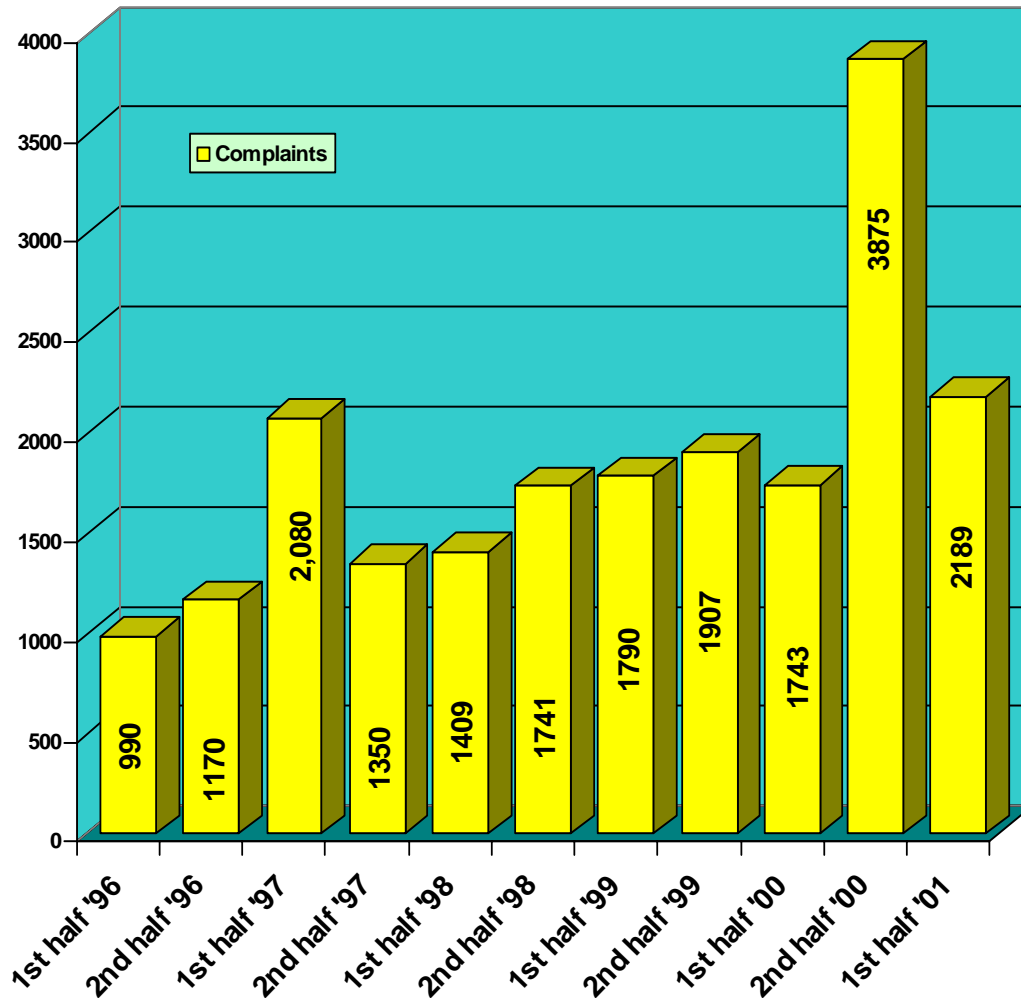
The decrease in miscellaneous complaints resulted because last year's total in this category was inflated by 36 complaints from mobile home park owners regarding their PSC assessments.

## **Telecommunications**

We received 4,218 telecommunications complaints the first half, which is 68 percent of the total complaints taken. This is virtually the same as the percentage of the total in the first half of 2000. Telecommunications complaints decreased by 2,026 (32 percent) over the last half and increased by 480 (13 percent) over the first half of 2000. Forty percent were deemed "justified" or "partially justified."

The increase in telecommunications complaints is largely explained by an increase of 446 for Ameritech. There were 2,189 Ameritech complaints this half, 52 percent of the total telephone complaints. This is a 44 percent decrease from the last half of 2000, but a 26 percent increase from the first half of last year. The large number of complaints in the second half of 2000 was the result of outages and service problems which the company experienced. The majority of the complaints this half were related to billing and credit issues - 62 percent. These complaints are the result of customers' bill paying problems. There was also an increase of 68 complaints regarding disputed amount of use. Most of these complaints involve disputes regarding the number of calls a customer is charged for, although several of the complaints this period involved allegations of malfunctioning ISDN lines. In a related issue, there was an increase of 22 in complaints regarding directory information service. Many of these complaints were the result of an equipment malfunction in one exchange which resulted in billing for calls to directory assistance which were not made. Publicity regarding this problem led to an increase in complaints from customers in other exchanges who felt they were being billed for too many directory assistance calls. Other increases in the billing and credit category were complaints for billing for services or features which the customer said were not ordered (+25), complaints regarding the responsible party for billing (+38) and complaints regarding receipt of the proper credits for service outages (+27). There was also an increase of 56 complaints regarding sales practices and the sale of nonutility equipment. Outage and repair complaints decreased by 36 from the first half last year and by 1260 for the record levels of the last half of 2000.

The following graph shows the trend for Ameritech.



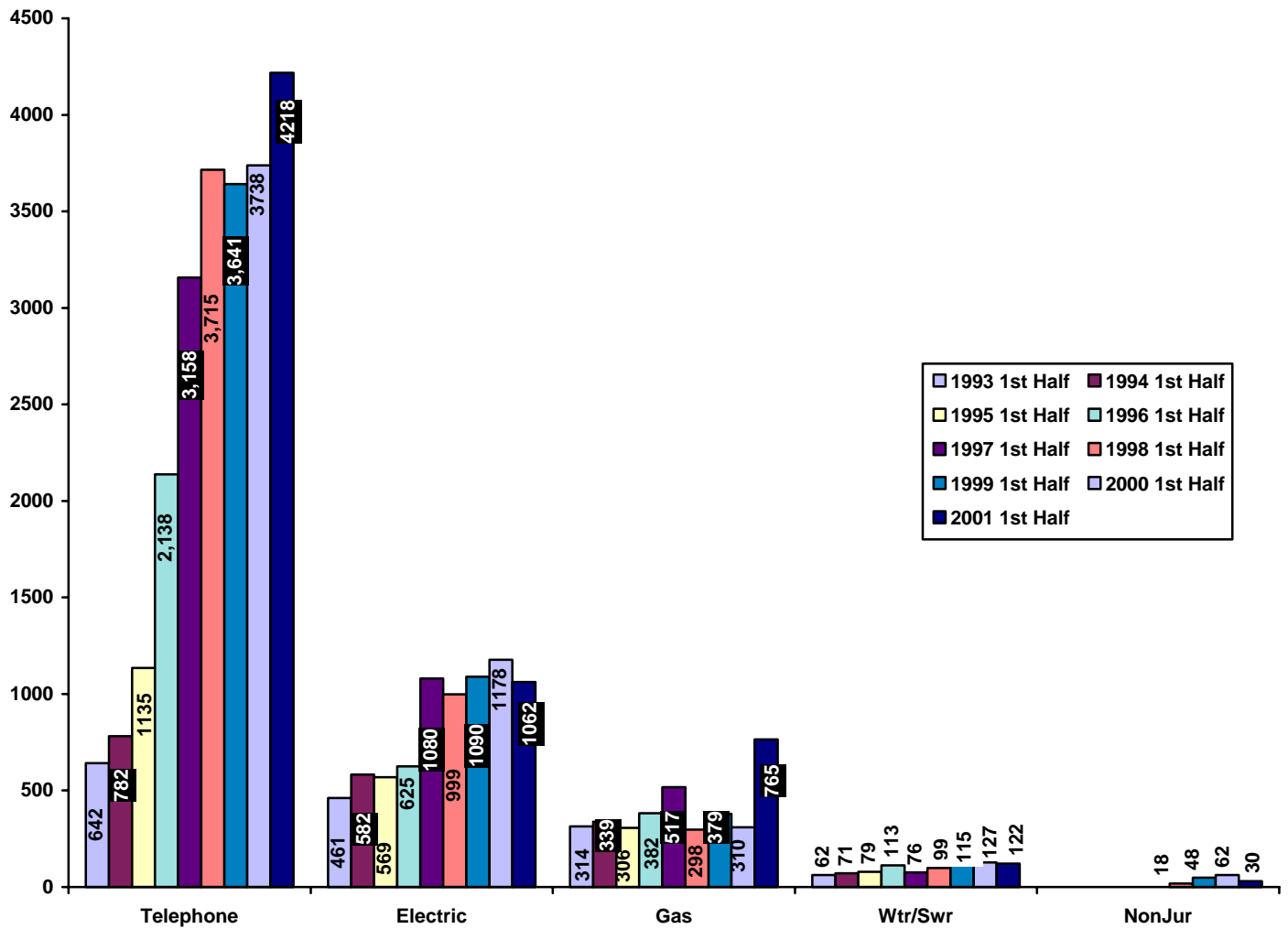
Complaints regarding five companies: Ameritech (2189), AT&T (606), CenturyTel (231), MCI (223), and Verizon (128) comprise 80 percent of the telecommunications complaints.

CenturyTel complaints increased by 103 (80 percent) from the first half last year. Most of the increase was for complaints regarding disconnection for nonpayment issues. In addition, the company had approximately 130,000 more customers this year as a result of acquisitions of exchanges from other companies.

AT&T complaints decreased slightly from last year with 60 fewer complaints, a 9 percent decrease. Decreases were seen in complaints regarding charges for operator assisted calls, minimum monthly charges on bills and charging rates which were higher than what the customer expected. There were increases in complaints regarding whether or not billed calls were made and pay per call billing.

MCI Worldcom complaints decreased by 83, continuing a trend over the past two years.

This graph shows first half trends by industry:



## Complaints by Category

The following table shows complaints by the broad areas of billing and credit, service, provider to provider issues and other. There are also subcategories of billing and credit and service. A table attached to the report shows quarterly and year-to-date totals for the complaint categories by utility type.

<b>Billing and Credit</b>	<b>2001 1<sup>st</sup> Half</b>	<b>2000 1<sup>st</sup> Half</b>	<b>% Change</b>
Accuracy of Bills	1,282	1025	+25
Billing and Credit Procedures	807	766	+5
Disconnection and Other Terminations	1,708	1,309	+30
Rates and Tariffs	466	453	+3
Other Billing and Credit	164	192	-15
<b>Total Billing and Credit</b>	<b>4,427</b>	<b>3,745</b>	<b>+18</b>
<b>Service</b>			
Obtaining Service	581	530	+10
Quality of Service	556	503	+11
Technical/Equipment Related Service Issues	13	19	-32
Customer Assistance/Pilot Programs	57	53	+8
Damage/Safety/Facility Location	45	29	+55
Other Utility Service Related Issues	226	257	-12
<b>Total Service</b>	<b>1,478</b>	<b>1,391</b>	<b>+6</b>
<b>Provider to Provider Issues</b>	<b>22</b>	<b>33</b>	<b>-33</b>
<b>Other</b>	<b>270</b>	<b>247</b>	<b>+9</b>
<b>Grand Totals</b>	<b>6,197</b>	<b>5,416</b>	<b>+14</b>

Definitions of the complaint categories are available upon request.

Billing and credit complaints increased by 682 over the first half last year, an increase of 18 percent. Billing complaints were 71 percent of the total complaints taken for the period. Nearly every category of billing complaints increased. The largest increase was in the disconnection and other terminations category (an increase of 18 percent). These increases were the result of bill paying problems caused by high natural gas prices last winter and a general increase in collections activities by local service telecommunications companies, particularly Ameritech. There was also a significant increase in the accuracy of bills category (+25 percent). This again can be related to the high natural gas bills and customers' disbelief that they could have used as much commodity as they did, and complaints from telecommunications customers who felt they were being billed for calls they did not make. The high gas bills also contributed to an increase (+50) in complaints regarding budget payment plans. There were also increases in complaints from telecommunications long distance customers regarding continued billing after cancellation of service (+63) and complaints for billing for a service or feature which was not ordered (+30).

Service related complaints showed a slight increase (6 percent) from the first half last year. There were increases in complaints regarding obtaining initial service (+126) and outages or loss of service (+81).

In the “other” category, which was 9 percent higher than last year, the increases were for complaints regarding sales practices (+68) and nonutility merchandising (+32).

The most prevalent types of complaints for the first half in each category are:

#### Billing and Credit

- Accuracy of Bills - Disputed amount of use (389), charged incorrect rate (233), other billing errors (220), bill for service or feature not ordered (162), and slamming (137).
- Billing Procedures - Responsible party for billing (207), deferred payment agreement (156), estimated billing (99), pay per call billing (83), payment posting issues (74), backbilling (65).
- Disconnection and Other Terminations - Disconnection threat (1,157), and disconnected – nonpayment (476).
- Rates & Tariffs - Increased cost of natural gas (332), high rate (165), per minute charges for ISP access (63), and minimum bill/customer charge (56).

#### Service

- Obtaining Service - Initial service (261), customer change to provider of choice (122), and additional or changed service (121).
- Quality of Service - Outage/loss of service (211), repair service (172), and access to customer service (93).
- Other Service - Directory information/operator services (72).

Some notable increases from the last half of 2000 were:

- Increased cost of natural gas (+311, 21 to 332)
- Disputed amount of use (+173, 216 to 389)
- Disconnection threat (+81, 1,076 to 1,157)
- Estimated billing (+69, 30 to 99)
- Continued billing after cancellation (+63, 0 to 63)
- Other billing and credit (+55, 109 to 164)
- Budget payment plan (+46, 11 to 57)
- Sales practices (+35, 63 to 98)
- Rate case proposal (+25, 2 to 27)
- Deferred payment agreement (+24, 132 to 156)

Note: The increased cost of natural gas complaints total includes customer contacts which were recorded under “special/temporary” reporting. See page 13.

The increased cost of natural gas complaints were triggered by high gas bills this past winter - the result of wellhead prices at a ten-year high and temperatures which were lower than those experienced over the past several winters. Customers experienced bills which were more than 50 percent higher than the previous year. The higher gas bills contributed to increases in complaints regarding disputed amount of utility commodity use, threat of disconnection for nonpayment, estimated billing, budget payment plans, and rate case proposals.

Many of the disputed amount of use complaints from gas customers were a consequence of “sticker shock” over the amount of their bills. In addition, the largest increase in these complaints were from telecommunications customers who disputed the number of calls they were charged for.

The increase in disconnection threat complaints was also the result of higher gas bills. Telecommunications disconnection threats actually declined by 56.

Deferred payment agreement complaints also increased for the same reason, particularly for Wisconsin Electric Power Company (+9) and Wisconsin Gas Company (+6).

The estimated billing complaints increase is explained by the fact that some gas utilities base their estimated readings on historical experience. Lower usage the past few years caused low estimated usage in months when wellhead gas prices were lower, followed by higher actual readings in a month with higher gas prices. This problem was exacerbated by record snowfall in December, which resulted in customer’s meters not being read. Alliant had 58 of these complaints.

The high gas prices last winter were also responsible for an increase in complaints regarding budget payment plans. Budget payment plans allow customers to smooth out seasonal fluctuations in utility costs by paying a certain amount each month, based on past and projected annual usage. When monthly payment amounts were adjusted after last winter’s price increase, customers disputed the amount of the adjustment and the methodology used to determine it.

The increase in rate case proposal complaints is also related to the natural gas price increase. Several electric utilities asked for interim rate increases based on increases in costs from power plants which use natural gas as a fuel to generate electricity.

Continued billing after cancellation of a service is a new complaint code which was added during this period, although the problem is not new. It previously was folded in with other complaint codes, such as “charged incorrect rate” and “other billing errors” and “minimum bill/customer charge.” Seventy three percent of these complaints are regarding AT&T (20), Ameritech (14), and MCI (12).

Half of the increase in other billing and credit complaints comes from various disputes regarding out of service credits. Some were also the result of the large interexchange carriers’ decision to begin a monthly service charge for having the carriers’ charges included on the customer’s local exchange carriers’ bill.

The increase in sales practice complaints comes from Ameritech (+13) and MCI (+10).

Some notable decreases from last half of 2000 were:

- Outage/loss of service (-864, 1,075 to 211)
- Repair service (-392, 572 to 180)
- Disconnection - Nonpayment (-268, 744 to 476)
- Initial service (-263, 524 to 261)
- Charged incorrect rate (-82, 315 to 233)
- Other - service related (-70, 147 to 77)
- Access to customer service (-69, 177 to 108)
- Other billing errors (-61, 281 to 220)
- Minimum bill/customer charge (-60, 116 to 56)
- Additional or changed service (-58, 179 to 121)
- Payment posting issues (-49, 123 to 74)

The decrease in complaints regarding outage/loss of service, repair service, obtaining initial service, access to customer service, and additional or changed service are the result of Ameritech service improvements. During the second half of 2000 the company had dramatic increases in all of these quality of service complaint categories. Following an investigation into the extent and causes of the service problems, the Commission issued a consent order requiring Ameritech to pay over \$10 million to customers who experienced poor service quality. Commission staff has continued to closely monitor service level indicators and meet with company representatives. Hiring of additional staff and other process improvements have, along with drier weather this spring and summer, have resulted in markedly lower complaint levels.

Although there was an increase in disconnection threat complaints since the last reporting period, the number of complaints from customers who had actually been disconnected decreased. It is difficult to know the reason for this, but one could speculate that utilities have been doing a better job of working with customers to avoid disconnection.

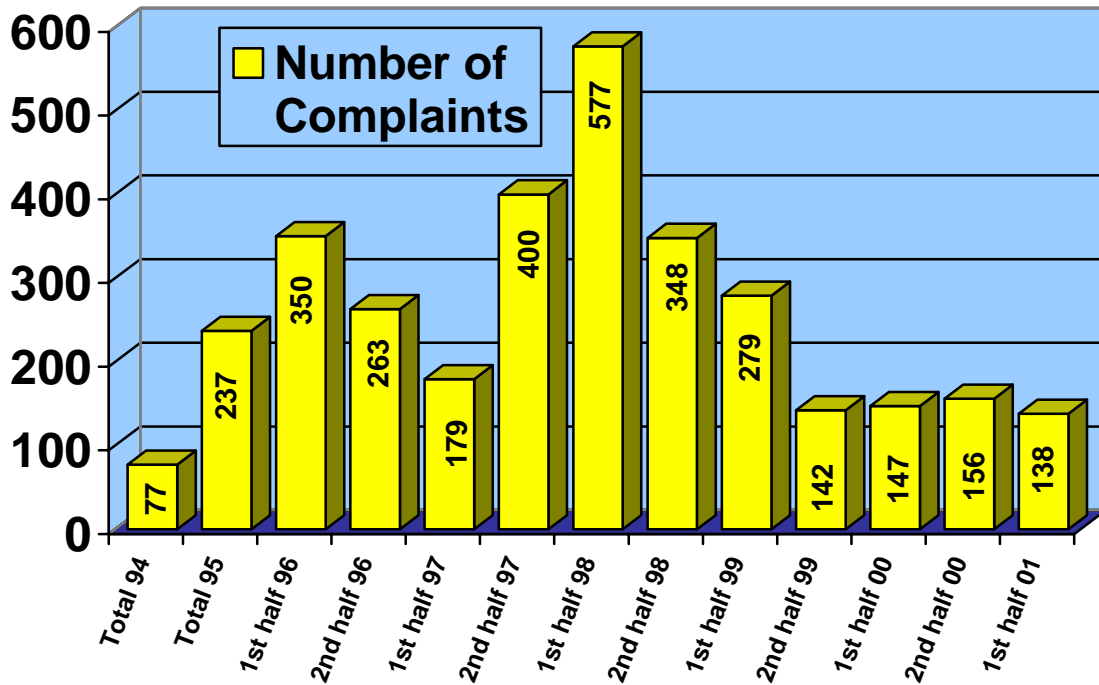
The decrease in other service related complaints can primarily be attributed to Ameritech and is related to its general service improvement this half.

The decrease in payment posting issues complaints can also be attributed to Ameritech (-34).

## **Slamming**

Slamming complaints have stabilized at a lower level, with 138 complaints in the first half of 2001. This is the lowest half-year total since 1995. New FCC Rules concerning slamming and stepped-up FCC enforcement actions seem to be having an effect. The new slamming rules, which took effect in April 1999, no longer allow the "Welcome Package" method of verification of a switch in long distance providers and under certain circumstances absolve customers from payment of the bill for the first 30 days of slammed service.

## Slamming



Note: Prior to September 1, 1995, slamming complaints were included within a broader complaint code called “sales practices”, so the numbers for slamming prior to September 1995 may be slightly inflated. After slamming was given an unique code, there were 11 sales practice complaints recorded in 1995.

During the first half, the interexchange carriers and resellers with the largest numbers of complaints were:

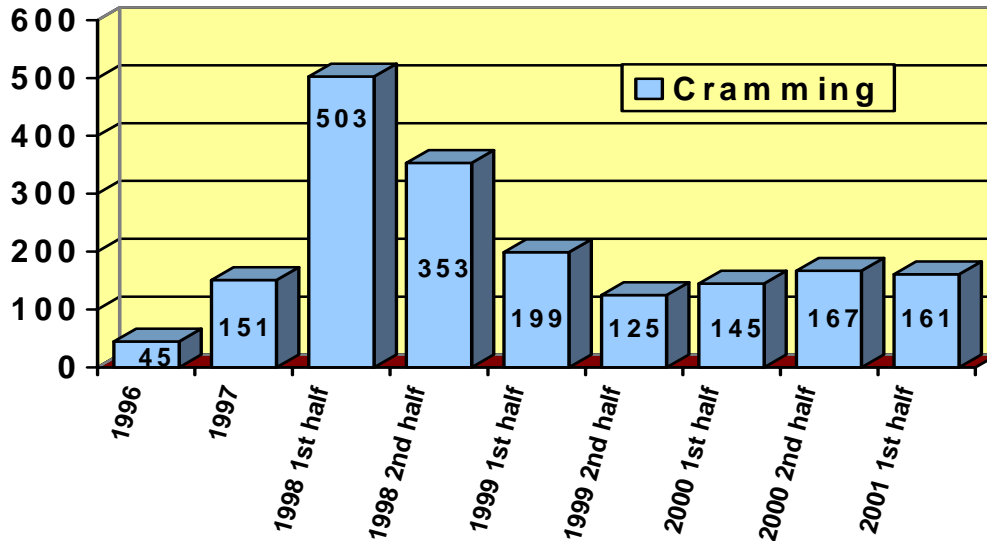
MCI .....	29
AT & T .....	26
Qwest Communications .....	14
Webnet .....	12
Sprint .....	5

## Cramming

The number of complaints regarding unauthorized adding of charges to the phone bill – known as “cramming” – has decreased slightly from the last half of 2000. The 161 complaints recorded shows that these complaints have stabilized at a lower level for the past four six-month reporting periods. A factor in the decrease may be increased efforts by local exchange companies to combat cramming. An example of these efforts is canceling billing agreements with third party service providers which have large numbers of complaints. In addition, Ameritech and other local exchange companies now use a revised billing format which allows customers to more easily spot unauthorized charges.

Most cramming complaints involved businesses which are not certified telecommunications companies.

## Cramming



## Special/Temporary Reporting

At the beginning of 2001 the Consumer Contact System reporting system was modified to provide for simplified recording of consumer contacts regarding issues that are temporary, or issues which are related to the PSC mission, but for which the PSC does not have jurisdiction or control over, or have responsibility for. The following table summarizes these contacts for the first half of 2001:

High Natural Gas Prices	248
Public Benefits Fee	130
Ameritech Restitution Fund Administration	7

The situation regarding *high natural gas prices* last heating season is discussed elsewhere in this report. Consumer specialists explained the situation to callers and explained that the price of gas at the wellhead was not regulated and not within the PSC 's control.

As a part of the 1999 state budget bill, a law was passed which added a new charge, called a *public benefits fee*, to all Wisconsin electric bills. This law was part of the Reliability 2000 initiative which gradually transfers responsibility away from utilities in the state for most of their previously mandated obligations to provide energy efficiency and low income assistance programs.

The public benefit fee (called a "Non-taxable Customer Charge" on bills) began in October 2000. The Consumer Affairs unit fielded 667 inquiries and complaints regarding this fee in 2000, and 130 in the first half of 2001.

As previously mentioned, as a result of unprecedented service quality issues last summer and early fall, the Commission issued a consent order requiring Ameritech to pay over \$10 million to customers who experienced poor service quality. As part of the agreement, in addition to specific automatic credits, Ameritech provided \$2 million for restitution to customers for costs greater than those covered by the credits. A third-party firm, Williams Young and Associates, working at the Commission's direction, administered this program.

Seven complaints were recorded regarding *restitution fund administration*.

## Complaints for Major Utilities

This section includes two tables. The first table provides information on the number of complaints received for the first two quarters and the first six months total for each of the major utilities in each industry. The second table gives first half information on the number of complaints per thousand customers (or access lines for telecommunication local exchange carriers). Customer/access line information is not available for the interexchange carriers. The information on customers/access lines comes from the annual reports which utilities file with the PSC. For comparison purposes, first half statistics for 2000 are also included.

Some observations from the total complaints table:

- Ameritech complaints increased by 446 (26 percent) over the first half last year and were also 22 percent higher than 1999. Billing and credit complaints were the reason for the increase in complaints from the first half last year. They were 62 percent of the Ameritech complaints and a 43 percent increase. Service outage and repair complaints were 13 percent (-36) lower than last year, however, these complaints had been higher in the first half last year than in previous years. Specific complaint categories which increased were threat of disconnection for nonpayment, disputed amount of use, responsible party for billing, sales practices, nonutility merchandising, and receiving a bill for a service or feature which was not ordered.
- Verizon complaints decreased by 101 and CenturyTel complaints increased by 103 over the first half last year. This is partially explained by the fact that CenturyTel purchased several exchanges from Verizon last year. Verizon complaints decreased in nearly all categories. The largest CenturyTel increase was in disconnection related complaints (+63). Service related complaints increased by 19.
- AT&T complaints decreased slightly, with 60 fewer complaints - a 9 percent decrease. AT&T complaints began to increase dramatically after the first half of 1999. Decreases were for complaints regarding charges for operator assisted calls, minimum monthly charges, and charging rates which were higher than the customer was expecting. There were increases in complaints regarding whether or not billed calls were made and pay per call (900#) billing.
- MCI complaints decreased by 83, continuing a trend over the past two years. They had 83 fewer complaints than last year and 220 fewer complaints than the first half of 1999.
- Wisconsin Gas Company complaints increased by 179 (110 percent) after a downward trend over the past two years. The increase can primarily be attributed to the high natural gas prices and lower temperatures last heating season. Billing and credit complaints increased by 163, with disconnection related disputes going up by 104. Disputed amount of use and budget payment plan disputes also rose.
- Wisconsin Electric Power Company complaints were less than the first half last year, reversing a trend. The decrease was in disconnection related complaints. The decrease was also in complaints related to electric service. Natural gas service complaints increased by 136 percent.

- Madison Gas and Electric also had a 38 percent decrease. The decrease was primarily in complaints related to electric service.
- Alliant Energy and Superior Light and Power both had significant increases; primarily due to high bills. Alliant had an increase of 56 in complaints related to estimated billing. Commission staff worked with Alliant to make revisions to its method of estimating usage when meter readings could not be obtained, resulting in bill credits for those customers.
- Milwaukee Water Works complaints decreased by 45 percent. The decreases were in complaints regarding accuracy of bills, estimated billing, and backbilling.

Some observations from the “complaints per thousand customers” table:

- The Ameritech and CenturyTel complaint rates increased, while the rate for Verizon decreased. Ameritech’s rate increased significantly over last year, and Ameritech is the only utility with a rate of over one complaint per thousand customers.
- The natural gas related complaint rate increased for all companies except Wisconsin Fuel and Light. Alliant had the largest increase (+0.63), and Wisconsin Gas Company (+0.34) and Wisconsin Electric Power Company (+0.22) both had significant increases.
- The electric complaint rate decreased for all utilities except Alliant. The complaint rate decreased significantly for Madison Gas and Electric Company (-0.24).
- Wisconsin Public Service Corporation and Madison Gas and Electric (0.19) and Northern States Power Company (0.21) have the lowest average complaint rate for gas and electric complaints.
- Alliant (0.61) and Wisconsin Electric Power Company (0.55) have the highest average complaint rate for gas and electric complaints.
- There were higher complaint rates for natural gas utility customers than for electric utility customers. This is the opposite of the historical experience.
- The complaint rate for Milwaukee Water Works decreased by 0.15. This reverses the trend of the past two year.

## Complaints by Major Utilities – 2001

	<u>1<sup>st</sup> Quarter</u>	<u>2<sup>nd</sup> Quarter</u>	<u>1<sup>st</sup> Half '01</u>	<u>1<sup>st</sup> Half '00</u>
<b>Telecommunications</b>				
<u>Local Exchange Carriers</u>				
Ameritech	1,150	1,039	2,189	1,743
Verizon	69	59	128	229
CenturyTel	117	114	231	128
<u>Interexchange Carriers</u>				
AT&T	338	268	606	666
MCI	118	105	223	306
Sprint	29	16	45	45
<b>Energy Utilities</b>				
<u>Gas Only</u>				
Wisconsin Gas	83	259	342	163
Wisconsin Fuel & Light	0	1	1	2
<u>Gas and Electric</u>				
Wisconsin Electric Power	207	640	847	864
Wisconsin Public Service Corp.	23	91	114	122
Northern States Power	29	35	64	58
Madison Gas & Electric	14	31	45	72
<u>Gas, Electric &amp; Water</u>				
Alliant	136	161	297	168
Superior Water, Light & Power	9	19	28	7
<b>Water Utilities</b>				
Milwaukee Water	11	17	28	51

## Complaints Per 1,000 Customers/Access Lines First Half 2001

	<u>Access Lines<sup>1</sup></u>	<u>Total Complaints</u>	<u>2001</u>	<u>Per 1,000</u>	<u>2000</u>
<u>Telephone</u>					
Ameritech	2,159,836	2,189	1.01		0.80
Verizon	406,719	128	0.31		0.44
CenturyTel	491,646	231	0.47		0.36
<u>Natural Gas</u>					
	<u>Customers<sup>2</sup></u>	<u>Total Complaints</u>		<u>Per 1,000</u>	
WGC	546,311	342	0.63		0.30
WEPCO	402,907	158	0.39		0.17
WPSC	235,102	47	0.20		0.11
Alliant	157,040	127	0.81		0.18
MG&E	115,626	20	0.17		0.15
NSP	81,793	18	0.22		0.13
WF&L	49,955	1	0.02		0.04
SWL&P <sup>3</sup>		9			
<u>Electric</u>					
WEPCO	991,328	689	0.70		0.79
Alliant	415,792	169	0.41		0.34
WPSC	391,448	67	0.17		0.25
NSP	225,518	46	0.20		0.22
MG&E	126,147	25	0.20		0.44
SWL&P <sup>3</sup>		15			
<u>Water</u>					
Milwaukee Water	160,465	28	0.17		0.32

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cc: Jeff Butson  
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Annemarie Newman  
Paul Nelson

1 The most recent data is from 2000 annual reports. Data on number of customers is not available.  
2 Customer data is from 2000 annual reports.  
3 Customer data for Superior Water Light and Power is filed confidentially.

**ATTACHMENT**

**2001 QUARTERLY COMPLAINT COUNT BY UTILITY TYPE**

	<b>TELE</b>	<b>ELEC</b>	<b>GAS</b>	<b>WATER/SEWER</b>	<b>NON-JUR</b>
Billing and Credit	1,412	228	487	55	5
Service	642	36	18	6	2
Provider to Provider	10	0	0	0	2
Other	124	7	3	1	4
<b>1<sup>st</sup> Quarter Total</b>	<b>2,188</b>	<b>271</b>	<b>508</b>	<b>62</b>	<b>13</b>
	<b>TELE</b>	<b>ELEC</b>	<b>GAS</b>	<b>WATER/SEWER</b>	<b>NON-JUR</b>
Billing and Credit	1,287	677	219	55	3
Service	633	104	33	4	0
Provider to Provider	9	0	1	0	0
Other	101	10	4	1	14
<b>2<sup>nd</sup> Quarter Total</b>	<b>2,030</b>	<b>791</b>	<b>257</b>	<b>60</b>	<b>17</b>
<b>YTD Total</b>	<b>4,218</b>	<b>1,062</b>	<b>765</b>	<b>122</b>	<b>30</b>