

## **Customer Growth by Customer Class**

A utility whose service territory is experiencing strong economic growth would be viewed more favorably than a utility whose service territory is not growing. A statistic used in this report to measure economic growth is the growth in the number of customers or access lines in telecommunications.

Overall, customer growth has been very slow for New York utilities. For instance, in the electric industry the number of residential customers remained virtually constant from 2000 to 2004. The number of non-residential electric customers increased by 2.16% over the same time period. In the gas industry, the number of residential customers decreased by 0.38%. The number of non-residential gas customers decreased by 0.85%.

In the telephone industry, the number of access lines decreased 4.9% annually from 2000 to 2004. Finally, the total number of customers of the largest private water companies in NYS increased by 0.32% between 2000 and 2004.



