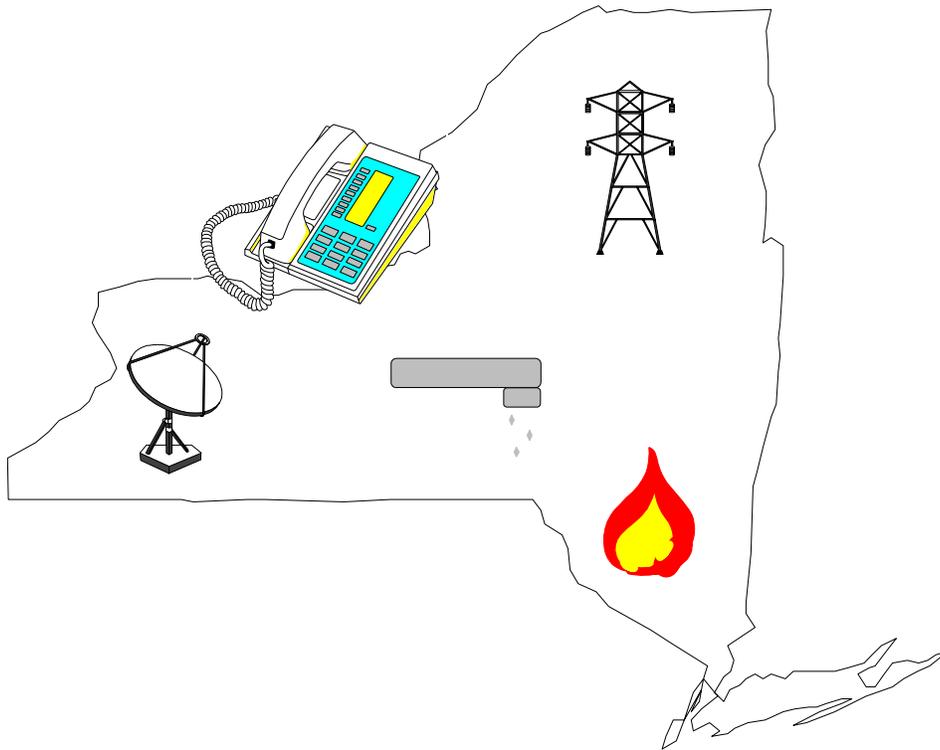


**Financial Statistics
of the
Major Investor-Owned Utilities
in
New York State**

Electric - Gas - Telecommunications - Water - Cable

2003



New York State Department of Public Service

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New York State Public Service Commission

**William M. Flynn, Chairman
Thomas J. Dunleavy
James D. Bennett
Leonard A. Weiss
Neal N. Galvin
Commissioners**

Compiled by the
New York State Department of Public Service
Office of Accounting and Finance
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\$20.00 per copy

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Agency Building Three

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The Department of Public Service is the staff arm of the Public Service Commission, which is responsible for regulating rates and services of the public utility companies subject to its jurisdiction, including electric, gas, water, telecommunications, cable television and steam companies.

In addition, the Commission has jurisdiction over the siting of major electric and gas transmission lines and the safety of natural gas facilities and liquid petroleum pipelines. The Commission also administers the Home Energy Fair Practices Act (HEFPA), an act providing rights and safeguards for consumers.

The Vision and Mission Statement read as follows:

Vision — Promote competitive markets and streamline regulation.

Mission Statement — We believe customers are best served by competitive markets. Therefore, we will promote their development and will increasingly use output oriented, performance based approaches to regulate areas that are not competitive. Once markets become sufficiently competitive, we will eliminate regulatory involvement to the extent permitted by law.

The Chairman of the Public Service Commission is the Chief Executive of the Department of Public Service. The staff of the Department consists of accountants, engineers, lawyers, environmental experts, consumer services representatives, other professional and clerical support people. Though the staff is under the general supervision of the Chairman, it operates as an independent party in proceedings before the Commission.

Statistical Series:

Monthly Complaint Rate Table: Reports on complaint volumes and changes for New York State utilities.

Frequency: Monthly

Area covered: New York State

Complaints Received for Each Utility: Reports (a) total complaints received by month for each utility over past 13 months and (b) complaints per 100,000 customers by month.

Frequency: Monthly
Area covered: New York State

Comparison of Monthly Bills of Residential, Commercial and Industrial Customers of Major Utilities: For six major electric companies contains data on: bills at base rates for various usages; fuel cost; total charges; and total base bill with and without gross revenue tax surcharge. Shows monthly bills for typical use by small, medium and large customers of electric service.

Frequency: Semi-Annually
Area covered: New York State

Financial Statistics of the Major Privately Owned Utilities in New York State: Operating and financial data on Class A and B utilities such as composite and individual balance sheets; income statements; cash flow statements; plant and operation and maintenance information; bill data; equity; and interest coverage.

Frequency: Annually
Area covered: New York State
Available for current 5-year period

Quality of Service — Independent Telephone Companies: Highlights evaluation of telephone service, based on computerized data.

Frequency: Quarterly
Area covered: New York State

Quality of Service — Verizon New York, Inc.: Highlights evaluation of telephone service, based on computerized data.

Frequency: Quarterly
Area covered: New York State

Regulatory Activities: Statistics on rate cases, electric and gas supply, telephone and water service, conservation plans, research and development activities.

In: Annual Report to the Governor
Frequency: Annually
Area covered: New York State

Unabridged Complaint Analysis Table (UCAT): Contains data on the number of complaints for each utility, by individual category of complaint. Covers the three most recent months and current month. Reports complaints per 100,000 customers for each category of complaint for current month.

Frequency: Monthly
Area covered: New York State