

## **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 increased by 1.49% from 2003 to 2007. The number of non-residential electric customers increased by 4.19% over the same time period. In the gas industry, the number of residential customers decreased by 0.45%. The number of non-residential gas customers decreased by 6.63%.

In the telephone industry, the number of access lines decreased 36.21% annually from 2003 to 2007. Finally, the total number of customers of the largest private water companies in NYS decreased by .57% between 2003 and 2007.