

2004 Annual Report of Utility Inquiry Reasons

<u>Utility Type</u>	<u>Inquiry Reason</u>	<u>No. of Inquiries</u>	
<i>Cellular</i>			
	Billing	78	
	Disconnection	9	
	Rates/Policies	41	
	Refusal to provide service	7	
	Reserved	1	
	Service quality/repair	37	
	Total		173
<i>Competitive Local Exchange Carrier</i>			
	Billing	49	
	Deposit	2	
	Disconnection	72	
	Line extension/upgrade charge	11	
	Rates/Policies	28	
	Refusal to provide service	15	
	Safety	1	
	Service Outage	1	
	Service quality/repair	60	
	Slamming	15	
	Total		254
<i>Customer-Owned Coin Operated Telephones (COCOTs)</i>			
	Billing	6	
	Rates/Policies	1	
	Slamming	1	
	Total		8
<i>Gas Distribution Companies</i>			
	Billing	120	
	Deposit	12	
	Disconnection	74	
	Line extension/upgrade charge	4	
	Rates/Policies	60	
	Refusal to provide service	22	
	Safety	5	
	Service quality/repair	16	
	Total		313
<i>Intrastate Gas Pipeline Companies</i>			
	Safety	2	
	Service quality/repair	1	
	Total		3
<i>Investor-Owned Electric Utilities</i>			
	Billing	217	
	Deposit	42	
	Disconnection	109	

Line extension/upgrade charge	22	
Rates/Policies	100	
Refusal to provide service	24	
Safety	12	
Service Outage	94	
Service quality/repair	138	
Total		758

Investor-Owned Water Companies

Billing	23	
Disconnection	7	
Line extension/upgrade charge	4	
Rates/Policies	14	
Refusal to provide service	5	
Service quality/repair	15	
Total		68

Local Exchange Carriers

Billing	345	
Deposit	4	
Disconnection	80	
Line extension/upgrade charge	107	
Product Services	3	
Rates/Policies	224	
Refusal to provide service	47	
Reserved	6	
Safety	21	
Service Outage	13	
Service quality/repair	647	
Slamming	6	
Total		1503

Long Distance Carriers

Billing	576	
Deposit	1	
Disconnection	134	
Line extension/upgrade charge	6	
Product Services	1	
Rates/Policies	83	
Refusal to provide service	28	
Reserved	1	
Service quality/repair	40	
Slamming	128	
Switching	3	
Total		1001

Municipal Water Utilities

Rates/Policies	2	
Total		2

Operator Services

Billing	2	
Rates/Policies	1	
Service quality/repair	1	
Total		4

Personal Communications Service (PCS)

Billing	10	
Disconnection	2	
Rates/Policies	6	
Service quality/repair	2	
Total		20

Radio Common Carriers

Billing	8	
Disconnection	2	
Rates/Policies	5	
Refusal to provide service	1	
Service quality/repair	1	
Total		17

Rural Electric Cooperative Corporation

Billing	63	
Deposit	3	
Disconnection	30	
Line extension/upgrade charge	9	
Rates/Policies	29	
Refusal to provide service	17	
Safety	2	
Service Outage	3	
Service quality/repair	46	
Total		202

Sewer Utilities

Billing	3	
Disconnection	1	
Rates/Policies	3	
Refusal to provide service	1	
Service quality/repair	7	
Total		15

Water Associations

Billing	17	
Deposit	1	
Disconnection	9	
Line extension/upgrade charge	6	
Rates/Policies	8	
Refusal to provide service	5	
Service quality/repair	8	
Total		54

Water Districts

Billing	65	
Deposit	1	
Disagree	2	
Disconnection	19	
Line extension/upgrade charge	21	
Rates/Policies	34	
Refusal to provide service	9	
Service quality/repair	64	

Total	215
Grand Total	4610