

Con Edison Company of New York, Inc.
Small Business Direct Install Program
3rd Quarter 2011 Scorecard Supplement

Program Status:

- The SBDI program continues to explore the possibility of working with the Targeted DSM program to address needs in specific network locations. The proposed plan currently under consideration is for qualified customers in the Targeted area to receive 30% funding from the Targeted program and 70% funding from the SBDI program.
- The SBDI program is finalizing details to offer zero-interest loans to eligible customers to finance their 30% co-pay to increase participation.

Performance relative to key goals:

- Combined MWh Goal – 289,875 MWh; Acquired 3rd Quarter – 25,511 MWh (9%)

Program Implementation Activities:

- Con Edison continues to promote the program on website, via bill inserts, business forums and Small Business Development Centers.
- Con Edison continues to dedicate several members of their staff to accompany Willdan sales auditors and SBDI subcontractors during street sweep outreach activities. The purpose of this effort is to overcome the customer's initial skepticism of the SBDI program, thus increasing the survey conversion rate.
- Installations continue to be performed at parking garages throughout the service territory, particularly in Manhattan.
- We are in the process of re-designing the program for the 2012-15 program cycle, to improve savings and contractor performance. An RFP will be issued during the 4th quarter 2011

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- Con Edison continues the Green Team awareness campaign for 2011; the campaign commenced in May, with radio, print, web and internet advertising. The media launch focused on small business and the residential 1-4 family markets. The campaign revolves around testimonials by customers who participated in our programs. The testimonials continue to run on popular media outlets including WPIX morning news, WINS-AM, WCBS-AM, and WABC-AM. Print advertisements also run in the New York Times, Daily News, and NY Post.

Con Edison Company of New York, Inc.
Residential HVAC – Electric and Gas Programs
3rd Quarter 2011 Scorecard Supplement

Program Status:

- Created a streamlined process for communicating with the Con Edison oil to gas conversion team and Energy Services
- Developed online HVAC Cost comparison Calculator

Performance relative to key goals:

- Combined MWh Goal – 4,638 MWh; 3rd Quarter Acquired – 491 MWh (11%)
- Combined Dth Goal- 116,918 Dth; 3rd Quarter Acquired – 7,723 Dth (7%)

Program Implementation Activities:

- Adding contractors (plumbers and electricians)
- Our implementation contractor Honeywell began preparing a rebate sales training for RHVAC program contractors to hone their EEP sales.
- The team is coordinating delivery with National Grid.
- Implementing pilot co-op marketing pilot for HVAC contractors.
- Planning shared savings for ECA electric motors and joint program promotion with National Grid.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- Con Edison continues to train blocks of subcontractors.

Additional Issues:

- None

Con Edison Company of New York, Inc.

Refrigerator Replacement Plus – Electric and Gas Programs

3rd Quarter 2011 Scorecard Supplement

Program Status:

- AEA has completed over 1,300 common area surveys as well as 7,500 unit apartment surveys.
- Program managers instituted new methods for increasing tenant participation in the program. These include adding 2 new field crews, establishing two work shifts from 7 am – 10 pm on 5 days per week, and distributing Green Team apparel and ID's to every employee. These measures have paid off in recent month savings results; Installations were completed in over 1,200 apartments which is double the previous monthly average.
- The program managers held high-level meetings with Bridge Street Development Corp and NYCHA. The first of these directly led to 3 new projects for the program. The latter meeting focused on the niche of buildings under NYCHA whose tenants pay into SBC and are eligible for the program. We expect to extract a number of project leads from this group as well.

Performance relative to key goals:

- Combined MWh Goal – 24,176 MWh; 3rd Quarter Acquired – 1,704 MWh (7%)
- Combined Dth Goal – 250,421 Dth; 3rd Quarter Acquired – 19,416 Dth (8%)

Program Implementation Activities:

- Con Edison continues to promote the program on website, via bill inserts, business forums and organizational meetings.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- Data to date indicates that building level decision making has a long lead time (one to six months) for moderate to low income buildings with multiple regulators or other stakeholders.

Con Edison Company of New York, Inc.
Multifamily Low Income – Gas Program
3rd Quarter 2011 Scorecard Supplement

Program Status:

- Due to the scale and complexity of some projects, especially those that include oil to gas conversions and require significant gas main extension work, the Yonkers projects are all expected to be completed in 2011 and the NYCHA projects are not expected to be installed until 2012.
- Lengthy design, engineering and approval processes continue to slow some of these projects from implementation, and we have asked for updated progress reports every two weeks from NYCHA's Director of Engineering.
- Post install survey work is expected to begin in Mid-November at Yonkers Housing Authority sites.

Performance relative to key goals:

- Combined Dth Goal – 31,349 Dth; Acquired – 786 Dth

Program Implementation Activities:

- MFLI continues to have dialogue with NYCHA and are currently monitoring future projects. While these projects will most likely not occur in 2011 we do expect some activity with NYCHA in 2012.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- None

Con Edison Company of New York, Inc.
Residential Room AC Program – Electric Program
3rd Quarter 2011 Scorecard Supplement

Program Status:

- The 2011 Room AC program closed on September 6. As of the end of September 2011 we received 73,823 applications and approved approximately 530,000. The net acquired savings to date is 1,948 MWh or 74% of the 2,620 MWh savings goal.
- Approximately 10% of the applications were received via the on line application, a new feature in this year's programs
- Process evaluation activities are 95% complete and should be finalized by December 1, 2011.

Performance relative to key goals:

- Combined MWh Goal – 2,620 MWh; 3rd Quarter Acquired – 1,070 MWh (41%)

Program Implementation Activities:

- Enhanced marketing efforts and program visibility at retailers: in-store displays; on-site education to sales associates at 150+ retailers
- Reduced rejection rate from 30% to 7% through process improvements
- The online application process went live allowing customers to completely submit their applications on-line or pre-complete their application and proceed to mail receipt information to Honeywell's processing center.
- Continued analysis of rebate processing times

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Con Edison Company of New York, Inc.

Appliance Bounty and Residential Direct Install Programs – Electric Program

3rd Quarter 2011 Scorecard Supplement

Program Status:

- Through September 2011 4,090 applications for Home Energy Surveys were received and 2,231 completed. Net acquired energy savings to date is 16% of the 6,425 MWh savings goal. Note that the savings goal for the Home Energy Survey program has been decreased by 455 MWh per PSC's response to Con Edison's petition filed in February 2010.
- For the Appliance Recycling Program, 2,962 out of 3,223 applications have been received and approved. The net acquired energy savings to date is 17 % of the 15,685 MWh savings goal through 2011. Note that the savings goal for the Appliance Bounty program has been decreased by 1,255 MWh per PSC's recent response to Con Edison's petition filed in February 2010.

Performance relative to key goals:

- Appliance Bounty MWh Goal–15,685 MWh; 3rd Quarter Acquired – 1,033 MWh (7%)
- Res DI MWh Goal–6,425; 3rd Quarter Acquired -234 MWh (4%)

Program Implementation Activities:

- On September 20th we held a media event in Washington Square Park where we showcased a Pop Up Museum featuring vintage refrigerators as well as those from the 70's and 80's. This event was constructed to:
 1. Promote the changes to the Bounty Program: the addition of freezers and the increase of the rebate amount to \$50.00
 2. Remind folks about the energy these old refrigerators and freezers consume and to learn more about how they can recycle them, help the environment and receive cash back.
- Approved Honeywell recommendations to run neighborhood sweeps in certain areas of the service territory to test outcome. This effort began the week of October 3rd.

Customer Complaints and/or Disputes:

- There were some complaints/comments received as a result of process evaluation research conducted for RDI. All complaints and customer requests were fully satisfied by Honeywell during October 2011.

Changes to subcontractors or Staffing:

- None

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C&I Equipment Rebate Programs

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Program Status:

- Our communications with customers indicates that there are many large projects in the final decision phase.
- At end September, we revised the two C&I gas program forecasts from neutral into the penalty phase. We did this due to the long lead time and lack of commitments from gas driven projects.
- We currently have 500 market partners in the program. The combined electric pipeline (rebate plus custom) is currently at 100% of the new revised goal. The gas rebate program needs the most help at this point, with a pipeline currently at 44% of goal.
- For the gas rebate program, we have created a task force that is executing a strategic plan to substantially improve the performance. We have 6 people dedicated to growing this program, including a new internal salesperson. We will be adding another sales person before year end.
- C&I focus groups with current and potential market partners have been set for November 15,16, and 17 in conjunction with process evaluation activity.

Performance relative to key goals:

- Electric Rebate: Goal – 96,619 MWh; 3rd Quarter Acquired – 12,161 MWh (13%)
- Gas Rebate: Goal - 96,916 Dth; 3rd Quarter Acquired – 643 Dth (1%)
- Electric Custom: Goal- 15,980 MWh; 3rd Quarter Acquired – 3,223 MWh (21%)
- Gas Custom: Goal – 64,468 Dth; 3rd Quarter Acquired – 447 Dth (1%)

Program Implementation Activities:

- We plan to expand our efficiency program offerings to data centers and hospitals, with new targeted marketing efforts in 2012. These underserved market segments have great potential for energy efficiency savings.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None