

Con Edison Company of New York, Inc.
Small Business Direct Install Program
Annual 2010 Scorecard Supplement

Program Status:

- We filed extensive comments on the EEPS Technical Manual to justify the request for lower goals.
- Free Lighting Corp., our Staten Island Implementation Contractor continues to gain momentum and reported 53,631 kWh of acquired savings and 339,435 kWh of committed savings for January 2011.
- Willdan is preparing a February 2011 "program re-launch" training with existing subcontractors to help solidify the program changes and create renewed excitement.
- Navigant continues with process evaluation. Evaluation work plans and survey instruments have been developed and approved. Survey work is nearing completion.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal - 184,466 MWh; Acquired – 56,563 MWh
- Combined MW 2009/2010 Goal - 33MW; Acquired – 14.6 MW

Program Implementation Activities:

- Willdan continues to upgrade SMART system to track measures.
- Con Edison continues to promote program on website, via bill inserts, business forums and Small Business Development Centers.
- Con Edison is marketing various SBDI opportunities with several chain accounts.
- Willdan's street sweeps are targeting the "larger" small businesses.
- Willdan has developed multi-lingual program materials and has hired marketing representatives for communities with significant language barriers.
- Contractor billing issues that surfaced during the 3Q 2010 have been rectified,

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- All marketing activities are now overseen by Con Edison. Willdan continues to market to high-profile chain accounts and vertical customers. Several case studies have been coordinated with Con Edison's Corporate Communications group to be used in videos that will be featured in the sales kits (currently awaiting Con Edison approval) and on the website.

Process Evaluations:

- *Interim* process evaluation findings by Navigant are being evaluated and adopted including:
 - Providing incentives and goals to auditors and installers
 - Better tracking to identify bottlenecks

- Require Willdan monthly reports to include aging statistics on all pending energy surveys, customer agreements/refusals and installations
- Split Auditor incentive: half paid for signed work order, half upon installation

Con Edison Company of New York, Inc.

Residential HVAC – Electric and Gas Programs

Annual 2010 Scorecard Supplement

Program Status:

- Honeywell Utilities Solutions has contracted over 330 subcontractors.
- Navigant continues with process evaluation. Evaluation work plans and survey instruments have been developed and approved. Survey work is nearing completion.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal – 4,509 MWh; Acquired – 640 MWh
- Combined MW 2009/2010 Goal – 7 MW; Acquired - 0.313 MW
- Combined Dth 2009/2010 Goal- 70,151 Dth; Acquired – 16,138 Dth

Program Implementation Activities:

- Marketing efforts continued to potential customers through the “Green Team” Awareness campaign. These collective efforts involve e-mail blasts, radio ads, direct mailings (Valpak, Post Cards), web-based advertising, and newspaper print ads.
- Honeywell continued to focus on understanding the contractor network currently operating in the program.
- Revised HVAC pool contractor participation requirements were implemented to allow eligible customers to choose any NYS licensed contractor to install eligible measures in their homes.
- Honeywell has been meeting key manufacturers and distributors, such as Carrier, Rheem, and Amana to promote program awareness and improving participation.
- RHVAC staff met with Energy Masters, a company that specializes in duct and air sealing to discuss program barriers to these rebates.
- RHVAC staff attended the High Efficiency Gas Water Heating web-x seminar in January ‘11 to understand the potential to utilize savings from rebates for tankless or instantaneous water heaters.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- Con Edison continues to train subcontractors for program participation.

Additional Issues:

- None

Process Evaluations:

- *Interim* process evaluation findings by Navigant are being evaluated and adopted including:
 - Increasing contractor participation

- Marketing directly to customers
- Revisiting goals and incentive levels
- Run contractor contests or promotions

Con Edison Company of New York, Inc.

Refrigerator Replacement Plus – Electric and Gas Programs

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Program Status:

- Association for Energy Affordability, Inc. (AEA) has been contracted as the Implementation Contractor in April 2010.
- Process evaluation has not yet been initiated. Sufficient data should be available to begin this effort during the latter part of Q1-2011 or early in Q2.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal – 9,986 MWh; Acquired – 325 MWh
- Combined Dth 2009/2010 Goal – 118,211Dth; Acquired – 4,876 Dth

Program Implementation Activities:

- The Multifamily program participated in the DOE's Weatherization Innovation Pilot Program (WIPP) by supporting the Community Environmental Centers bid for funding. The program is now poised to support the installation of energy efficiency measures in over 1,000 dwelling units of moderate to low income in New York City and Westchester County.
- Con Edison continues to promote program on website, via bill inserts, business forums and organizational meetings.
- Con Edison is supporting financially challenged buildings by facilitating relationships with the weatherization community and with funding agencies such as Local Initiative Support Corporation, Enterprise Community Partners and New York City Housing Preservation and Development Corp. and other financing resources.
- An initial meeting was held with National Grid in which we established guidelines for how their Multifamily gas program and our electric program would be seamlessly merged for delivery to Brooklyn, Queens, and Staten Island customers.

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: from one month 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

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Program Status:

- The Yonkers Housing Authority (YHA) continues to install the remaining Steam Traps at several of its sites. (Approximately 700 traps were installed by year-end 2010 and acquired savings were reported in the December 2010 monthly scorecard). YHA will continue with this effort into 2011 and will continue to install all remaining steam traps. The acquired savings associated with the outstanding steam traps will be reported as acquired after verification of installations have been completed.
- 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.
- Process evaluation activity has begun. The program evaluation plan, Public Housing authority interview guide, the interview guide for the PA's contractor, and the HUD interview guide were all developed and approved by DPS Staff.

Performance relative to key goals:

- Combined Dth 2009/2010 Goal – 15,647 Dth; Acquired – 786 Dth

Program Implementation Activities:

- MFLI continues to have dialogue with NYCHA and are currently monitoring potential projects for 2011. All currently proposed projects appear to be gas to gas projects, and Con Edison's Program Manager for the MFLI Program has clearly defined the eligibility parameters to NYCHA. We have asked NYCHA to begin collecting the pertinent data for these potential projects so that we can begin to check for eligibility, and start to make some therm savings projections for these projects.

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
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Program Status:

- We filed extensive comments on the EEPS Technical Manual to justify the request for lower goals.
- Through January 2011, a total of 20,810 applications have been received and 13,740 rebate applications have been approved.

Performance relative to key goals:

- 2010 Goal – 591 MWh; Acquired – 757 MWh

Program Implementation Activities:

- Honeywell continues to hold meetings with retailers and manufacturers to educate them about the rebate availability and influence purchasing of eligible equipment and size.
- Preparations are underway for the 2011 program. Honeywell will utilize feedback received from retailers to improve the application and overall process.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Con Edison Company of New York, Inc.
Appliance Bounty Program
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Program Status:

- This program commenced on July 1, 2010 and appliance pick-up began during August. To-date a total of 967 applications have been received of which 957 have been approved and completed.
- Process evaluation activity has begun. The evaluation plan for this program was submitted and approved, and the sampling plan was reviewed by DPS Staff. and they provided comments which Con Edison and its evaluation team are in the process of addressing.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal– 3,763 MWh; Acquired – 1,016 MWh

Program Implementation Activities:

- Filing to add the freezer as a new measure to the program
- Implementing a new targeted marketing effort for 2011 focusing on key customer groups

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Con Edison Company of New York, Inc.

Residential Direct Install Program

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Program Status:

- This program commenced on July 1, 2010. Through December, Honeywell has received 1,297 customer applications for Home Energy Surveys, of which 763 surveys have been processed and 711 approved.
- The Process evaluation plan will be submitted for review in the near future.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal– 1,363 MWh; Acquired – 387 MWh

Program Implementation Activities:

- In January '11 the implementation team held a PR event at a customer's home in Dobbs Ferry, Westchester County, to promote the Home Energy Survey program. Honeywell, our program administrator, performed a complete survey at the home. Honeywell recommended energy saving measures, installed free energy-saving devices, referred customer to available programs, and provided a customized report. The event was covered by the Village Administrator (mayor's office) and by the Rivertowns Patch, a local media publication/web.
- Implementing a new targeted marketing effort for 2011 focusing on key customer groups

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Con Edison Company of New York, Inc.
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.
- Con Edison's implementation contractor, Lockheed Martin (LM), has fully staffed the program team. Due to demand in the marketplace they will continue to add business development staff with a focus on down market opportunities.

Performance relative to key goals:

- Electric Rebate: 2010 Goal – 66,650 MWh; Acquired – 2,408 MWh
- Gas Rebate: 2010 Goal - 55,381 Dth; Acquired – 803 Dth
- Electric Custom: 2010 Goal-6,849 MWh; Acquired – 117 MW
- Gas Custom: 2010 Goal – 27,629 Dth; Acquired – No Activity

Program Implementation Activities:

- LM held their 4th market partner seminar in January 2011 in Brooklyn which drew 80 attendees. These seminars are generating a substantial amount of project leads including 17 applications from the aforementioned January event.
- An aggressive marketing plan has been developed for 2011 which has resulted in approximately 22,561 MWh and 45,849 Dth of potential energy savings in the C&I pipeline.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None