

BEFORE THE  
STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

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In the Matter of  
  
Consolidated Edison Company of New York, Inc.

Case 09-E-0428

August 2009

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Prepared Exhibit of:

Martin Insogna  
Utility Consumer Program  
Specialist 5  
Office of Consumer Services

State of New York  
Department of Public Service  
Three Empire State Plaza  
Albany, New York 12223-1350

Con Edison Customer Service Performance Incentive				
Indicator	Current		Proposed	
	Threshold Level	Payment Amount	Threshold Level	Payment Amount
PSC Compliant Rate	$\leq 2.6$	\$0	$\leq 2.5$	\$0
	$>2.6 - \leq 2.8$	\$2,000,000	$>2.5 - \leq 2.7$	\$6,000,000
	$>2.8 - \leq 3.0$	\$4,000,000	$>2.7 - \leq 2.9$	\$12,000,000
	$>3.0$	\$6,000,000	$>2.9$	\$18,000,000
Customer Satisfaction Survey of Emergency Callers (electric only)	$\geq 80.0$	\$0	$\geq 79.0$	\$0
			$<79.0 - \geq 76.0$	\$2,000,000
	$<80.0$	\$2,000,000	$<76.0 - \geq 73.0$	\$4,000,000
			$<73.0$	\$6,000,000
Customer Satisfaction Survey of Phone Center Callers (non-emergency)	$\geq 82.0$	\$0	$\geq 82.0$	\$0
			$<82.0 - \geq 80.0$	\$2,000,000
	$<82.0$	\$2,000,000	$<80.0 - \geq 78.0$	\$4,000,000
			$<78.0$	\$6,000,000
Customer Satisfaction Survey of Service Center Visitors (includes Walk-in Centers)	$\geq 83.0$	\$0	$\geq 84.0$	\$0
			$<84.0 - \geq 82.0$	\$2,000,000
	$<83.0$	\$2,000,000	$<82.0 - \geq 80.0$	\$4,000,000
			$<80.0$	\$6,000,000
Outage Notification	n/a	\$8,000,000	n/a	\$4,000,000
Five Other Measures	various	\$20,000,000	none	\$0
<b>Total</b>		<b>\$40,000,000</b>		<b>\$40,000,000</b>