

Con Edison Company of New York, Inc.
Small Business Direct Install Program
2nd Quarter 2010 Scorecard Supplement

Program Status:

- Willdan continues to ramp up. Con Edison hired Free Lighting as an implementation contractor to focus on delivering the SBDI program in Staten Island. Willdan has 20 contributing contractors.
- Willdan has contracted Nexant to perform QC/QA activities of installations. Work started in April 2010.
- Con Edison has contracted with Navigant to perform process evaluation. Evaluation work plans and survey instruments were prepared in July 2010.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal - 184,466 MWh; Acquired – 25,036 MWh
- Combined MW 2009/2010 Goal - 33MW; Acquired – 6.12 MW

Program Implementation Activities:

- Willdan continues to upgrade SMART system to track measures.
- Con Edison continues work with Salesforce as central program data warehouse.
- Con Edison continues to promote program on website, via bill inserts, business forums and Small Business Development Centers.
- Con Edison's call center is handling customer calls/inquires.
- Con Edison is marketing various SBDI opportunities with several large 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.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- Willdan is increasing the number of subcontractors and has hired additional staff.

Additional Issues:

- Barriers to participation include the continuing economic downturn, ESCO confusion, and the lack of ability to finance the customer contribution. Willdan is taking a more strategic approach to street sweeps to avoid confusion with ESCO representatives. Con Edison plans to work with lenders to establish a network of finance opportunities for SBDI participants.

Con Edison Company of New York, Inc.
Residential HVAC – Electric Program
2nd Quarter 2010 Scorecard Supplement

Program Status:

- Honeywell Utilities Solutions has contracted over 330 subcontractors.
- Con Edison has contracted with Navigant to perform process evaluation. Evaluation work plans and survey instruments were prepared in July 2010.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal – 4,509 MWh; Acquired – 96 MWh
- Combined MW 2009/2010 Goal – 7 MW; Acquired - 0.045 MW

Program Implementation Activities:

- Honeywell continues to upgrade BBCS system to track program data.
- Con Edison continues work with Salesforce as central program data warehouse.
- Con Edison continues to promote program on website, via bill inserts, email blast to 750,000 customers, business forums and organizational meetings.
- Con Edison's call center is handling customer calls/inquires.
- Worked with National Grid to promote energy efficiency program participation to the contractor community at an event held for heating & cooling contractors.
- Honeywell has been meeting key manufacturers and distributors, such as Carrier, Rheem, and Amana to promote program awareness and improving participation.
- Honeywell created a contractor newsletter and is establishing a contractor focus group to obtain program feedback.
- Trade ally contractor list has grown to 351

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- Con Edison continues to train block of subcontractors.

Additional Issues:

- None

Con Edison Company of New York, Inc.
Residential HVAC – Gas Program
2nd Quarter 2010 Scorecard Supplement

Program Status:

- Honeywell Utilities Solutions has contracted over 330 subcontractors.
- Con Edison has contracted with Navigant to perform process evaluation. Evaluation work plans and survey instruments were prepared in July 2010.

Performance relative to key goals:

- Combined Dth 2009/2010 Goal – 70,151 Dth; Acquired – 5,459 Dth

Program Implementation Activities:

- Honeywell continues to upgrade BBCS system to track program data.
- Con Edison continues work with Salesforce as central program data warehouse.
- Con Edison continues to promote program on website, via bill inserts, email blast to 750,000 customers, business forums and organizational meetings.
- Con Edison's call center is handling customer calls/inquires.
- Worked with National Grid to promote energy efficiency program participation to the contractor community at an event held for heating & cooling contractors.
- Honeywell has been meeting key manufacturers and distributors, such as Carrier, Rheem, and Amana to promote program awareness and improving participation.
- Honeywell created a contractor newsletter and is establishing a contractor focus group to obtain program feedback.
- Trade ally contractor list has grown to 351

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- Con Edison continues to train subcontractors.

Additional Issues:

- None

Con Edison Company of New York, Inc.
Refrigerator Replacement Plus – Electric Program
2nd Quarter 2010 Scorecard Supplement

Program Status:

- Association for Energy Affordability, Inc. (AEA) has been contracted as the Implementation Contractor in April 2009.
- Con Edison has contracted with Navigant to perform process evaluation.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal – 9,986; Acquired - No activity

Program Implementation Activities:

- Field surveys have been completed continue. As of July -- Active Building Pipeline 345; Applications Received 203; and Common Energy Surveys Completed 125.
- AEA will deploy internal system to track program data.
- Con Edison continues work with Salesforce as central program data warehouse.
- Con Edison continues to promote program on website, via bill inserts, business forums and organizational meetings.
- Con Edison's call center is handling customer calls/inquires.
- 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.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- Data to date indicate 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.
Refrigerator Replacement Plus – Gas Program
2nd Quarter 2010 Scorecard Supplement

Program Status:

- Association for Energy Affordability, Inc. (AEA) has been contracted as the Implementation Contractor in April 2009.
- Con Edison has contracted with Navigant to perform process evaluation.

Performance relative to key goals:

- Combined Dth 2009/2010 Goal – 118,211; Acquired - No activity

Program Implementation Activities:

- Field surveys have been completed continue. As of July -- Active Building Pipeline 345; Applications Received 203; and Common Energy Surveys Completed 125.
- AEA will deploy internal system to track program data.
- Con Edison continues work with Salesforce as central program data warehouse.
- Con Edison continues to promote program on website, via bill inserts, business forums and organizational meetings.
- Con Edison's call center is handling customer calls/inquires.
- 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.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- Data to date indicate 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
2nd Quarter 2010 Scorecard Supplement

Program Status:

- Phase 2 HUD approval is pending for WCHA Yonkers steam trap project. Further delays may result in project being pushed into 2011.
- Con Edison retains ICF International to provide engineering services for review of all submitted projects.

Performance relative to key goals:

- Combined Dth 2009/2010 Goal – 15,647 Dth; Acquired – No Activity

Program Implementation Activities:

- Reviewed steam trap replacement project with a TRC >1. Savings associated with the Steam Trap replacement program includes enough savings to hit our 2010 EEPS program goal.
- Con Edison continues work with Salesforce as central program data warehouse.
- Con Edison's call center is handling customer calls/inquires.

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
2nd Quarter 2010 Scorecard Supplement

Program Status:

- Program was launched in mid-May 2010. Con Edison as contracted Honeywell to act as the implementation contractor.
- Con Edison has contracted with Navigant to perform process evaluation.

Performance relative to key goals:

- 2010 Goal – 591 MWh; Acquired – 19.9 MWh

Program Implementation Activities:

- Virtually no marketing beyond notifications to retail outlets. Higher than normal temperatures in NYC. Company expects to meet or exceed its 2010 EEPS program goals.
- Con Edison continues work with Salesforce as central program data warehouse.
- Con Edison's call center is handling customer calls/inquires.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Con Edison Company of New York, Inc.
C&I Equipment Rebate –Electric Program
2nd Quarter 2010 Scorecard Supplement

Program Status:

- Con Edison continues to work towards a contractual relationship with Lockheed Martin.
- Con Edison has contracted with Navigant to perform process evaluation.

Performance relative to key goals:

- 2010 Goal – 66,650 MWh; Acquired – 639 MWh

Program Implementation Activities:

- Con Edison account executives continue to reach top real estate owners. Also they have met with engineering staff of the VA Hospital and representatives from American Stevedore to promote C&I programs. Through July the Company has 45 leads which have resulted in 36 program applications.
- Con Edison continues work with Salesforce as central program data warehouse.
- Con Edison's call center is handling customer calls/inquires.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None