

BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of
Central Hudson Electric & Gas Corporation

Cases 24-E-0461 and 24-G-0462

November 22, 2024

Prepared REDACTED Exhibits of:
Staff Consumer Services Panel (SCSP)

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Central Hudson Gas & Electric Corporation
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Response to Interrogatory / Document Request

Request No.: DPS-01, IR-065
 Requested By: DPS
 Information Requested Of: Customer Experience Panel
 Date of Request: August 1, 2024
 Response Due Date: August 1, 2024
 Date of Response: August 1, 2024
 Response By: Customer Experience Panel
 Subject: Customer Services Issues

Question:

For the last three rate years, separately state the number of electric customers who participated in the company's low-income rate discount program and the total electric expenditures incurred to provide such discounts. If the company's program provided other types of bill payment assistance during the last three rate years (i.e., arrears forgiveness or waivers of reconnection or other fees) specify such additional assistance, and for each type specified, state separately the number of electric customers participating, and the total electric expenditures incurred in each rate year.

Response:

Please refer to data below for electric information.

2022	# Participants		\$ Expenditure
7/1/21-6/30/22			
LIBDP (EAP)	11,436	***^	\$8,981,949
Waiver of Reconnection fees		>	0
2023	# Participants		\$ Expenditure
7/1/2022-6/30/2023			
LIBDP (EAP)	12,431	***^	\$7,536,944
Waiver of Reconnection fees	0	>	0
2024	# Participants		\$ Expenditure
7/1/2023-6/30/2024			
LIBDP (EAP)	13,099	***^	\$7,994,690
Waiver of Reconnection fees	0	>	0

Notes:

- ** End of Quarter (EOQ) used here. Yearly figure indicates the number of credits provided, not the number of customers who participated.
- ^^ Includes the expenditure for electric only accounts and the electric expenditure in a combined gas and electric account.
- > Central Hudson has not terminated EAP accounts for non-payment since March 2020. No reconnection fee waivers have been applied.

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Please refer to data below for gas information.

2022	# Participants		\$ Expenditure
7/1/21 -6/30/22			
LIBDP (EAP)	5,604	**^^	\$ 2,468,597
Waiver of Reconnection fees	0	>	\$ -
2023	# Participants		\$ Expenditure
7/1/22 -6/30/23			
LIBDP (EAP)	6,461	**^^	\$ 3,403,766
Waiver of Reconnection fees	0	>	\$ -
2024	# Participants		\$ Expenditure
7/1/23 -6/30/24			
LIBDP (EAP)	4,856	**^^	\$ 3,067,303
Waiver of Reconnection fees	0	>	\$ -

Notes:

- ** End of Quarter (EOQ) used here. Yearly figure indicates the number of credits provided, not the number of customers who participated.
- ^^ Includes the expenditure for gas only accounts and the gas expenditure in a combined gas and electric account.
- > Central Hudson has not terminated EAP accounts for non-payment since March 2020. No reconnection fee waivers have been applied.

Documents Attached:

N/A

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Response to Interrogatory / Document Request

Request No.: DPS-13, IR-329
Requested By: DPS – Mukund Jagadish
Information Requested Of: Revenue Requirements Panel
Date of Request: September 3, 2024
Response Due Date: September 13, 2024
Date of Response: September 13, 2024
Response By: Revenue Requirements Panel
Subject: Miscellaneous Charges

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to the workpaper entitled “Miscellaneous Charges.”

1. Referring to the Electric and Gas tabs, the Company incurred Electric Outreach Educational costs of \$501,431 and Gas Outreach Educational costs of \$125,358 for the twelve-months ended 3/31/2024. Provide a population spreadsheet that includes costs incurred. This spreadsheet should include: vendor name, invoice date, invoiced amount, and description of services rendered.
2. Electric and Gas– Referring to the Electric and Gas tabs, the Company incurred electric Consumer Outreach costs of \$46,002 and Gas Consumer Outreach costs of \$5,342 for the twelve-months ended 3/31/2024.
 - a. Explain how Consumer Outreach costs differs from Outreach Educational costs. Explain if there is any double count between these two cost items.
 - b. Provide a population spreadsheet that includes costs incurred. This spreadsheet should include: vendor name, invoice date, invoiced amount, and description of services rendered.
3. Gas – Referring to the Gas tab, the Company has a cost item labeled “Community Gas Exercise” in row 28.
 - a. Explain what this cost item and whether it is a one-time or a recurring cost.
 - b. Provide supporting documentation for the Community Gas Exercise.
4. Gas – Referring to the Gas tab, the Company has a cost item labeled “Customer Inquiries - New Bus Related” The gas business incurred costs of \$208,450 for the twelve-months ended 3/31/2024, however the electric business only incurred \$10 (electric tab, cell R60) for the twelve-months ended 3/31/2024. Provide details on this cost item and explain the variance in costs incurred between the gas and electric businesses.

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5. Gas – Referring to the Gas tab, PSC Required Record keepings appears twice on the spreadsheet, in rows 29 and 41. Explain this double count.

Response:

1. Please see the Excel file titled “DPS-329 Attachment 1 Confidential”. These costs represent services rendered for outreach to customers through media and print to inform and educate customers on various matters, such as safety, storm preparedness, awareness of billing options such as budget billing, etc.
2.
 - a. Consumer Outreach primarily represents services rendered for general print and communications needs for outreach for public events. Outreach Educational is as described in part 1.
 - b. Please see the Excel file titled “DPS-329 Attachment 2 Confidential” and the response to part a.
3.
 - a. Costs recorded in the “Community Gas Exercise” function number are the non-labor expenses incurred in order to conduct the Community Gas Emergency Response Drills that are hosted by the Company. As indicated in the direct testimony of the Gas Safety Panel (Pages 45-49), these drills are proposed to continue. As such, the costs are recurring.
 - b. Please refer to DPS-329 Attachment 3.
4. The Customer Inquiries - New Bus Related expenses are primarily for third party services that include advisory and project management of fuel-switching and electrification projects, which may also include an energy efficiency component. The gas side of the business incurs more third-party costs related to new business customer inquiries than the electric side of the business. The \$10 incurred on the electric side of the business was for an employee expense statement.
5. Please note in column D, on rows 29 and 41, that the function number is the same, 90020, representing “PSC Required Record Keeping”. However, the PSC Acct in column B, is not the same for rows 29 and 41, demonstrating that this is not a double count of expenses.

Documents Attached:

DPS-329 Attachment 1 Confidential
DPS-329 Attachment 2 Confidential
DPS-329 Attachment 3

DPS-329 Attachment 1 Public Redacted
Central Hudson Gas & Electric Corporation
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SCENARIO	FUNCTIONS	AMOUNT	VENDOR_NAME	CHARACTER_OF_CHARGE_DESCRIPTION	VOUCHER_NUMBER	TRANSACTION_DATE
2023ACT	94210	\$ 40,000.00		ADVERTISING	37012	2023-04-27
2023ACT	94210	\$ 4,000.00		BKS/SBSRP/NSPRS/TAPE	36358	2023-04-17
2023ACT	94210	\$ 1,173.60		BKS/SBSRP/NSPRS/TAPE	36382	2023-04-17
2023ACT	94210	\$ 933.60		MATERIALS & SUPPLIES	36918	2023-04-13
2023ACT	94210	\$ 2,000.00		MATERIALS & SUPPLIES	36383	2023-04-13
2023ACT	94210	\$ 2,666.40		MATERIALS & SUPPLIES	36917	2023-04-13
2023ACT	94210	\$ 1,837.44		MATERIALS & SUPPLIES	36916	2023-04-13
2023ACT	94210	\$ 4,049.60		BKS/SBSRP/NSPRS/TAPE	36357	2023-04-17
2023ACT	94210	\$ 2,179.80		PURCHASING CARD	39181	2023-04-28
2023ACT	94210	\$ 533.60		BKS/SBSRP/NSPRS/TAPE	37037	2023-04-17
2023ACT	94210	\$ 533.60		BKS/SBSRP/NSPRS/TAPE	36903	2023-04-17
2023ACT	94210	\$ 4,882.40		MATERIALS & SUPPLIES	36915	2023-04-13
2023ACT	94210	\$ 240.00		BKS/SBSRP/NSPRS/TAPE	35592	2023-03-31
2023ACT	94210	\$ 1,032.80		BKS/SBSRP/NSPRS/TAPE	36905	2023-05-19
2023ACT	94210	\$ 1,543.11		BKS/SBSRP/NSPRS/TAPE	34279	2023-05-22
2023ACT	94210	\$ 240.00		BKS/SBSRP/NSPRS/TAPE	39159	2023-05-01
2023ACT	94210	\$ 968.00		MATERIALS & SUPPLIES	41853	2023-05-31
2023ACT	94210	\$ 2,254.40		MATERIALS & SUPPLIES	41288	2023-05-19
2023ACT	94210	\$ 2,000.00		MATERIALS & SUPPLIES	40492	2023-05-15
2023ACT	94210	\$ 1,536.00		BKS/SBSRP/NSPRS/TAPE	40491	2023-05-15
2023ACT	94210	\$ 2,602.02		BKS/SBSRP/NSPRS/TAPE	41151	2023-05-19
2023ACT	94210	\$ 800.00		BKS/SBSRP/NSPRS/TAPE	40129	2023-05-15
2023ACT	94210	\$ 2,666.40		MATERIALS & SUPPLIES	41281	2023-05-19
2023ACT	94210	\$ 2,746.32		BKS/SBSRP/NSPRS/TAPE	37814	2023-05-19
2023ACT	94210	\$ 1,104.00		MATERIALS & SUPPLIES	41284	2023-05-19
2023ACT	94210	\$ 863.20		BKS/SBSRP/NSPRS/TAPE	39506	2023-05-15
2023ACT	94210	\$ 933.60		MATERIALS & SUPPLIES	41289	2023-05-19
2023ACT	94210	\$ 967.11		BKS/SBSRP/NSPRS/TAPE	34279	2023-05-22
2023ACT	94210	\$ 5,752.00		BKS/SBSRP/NSPRS/TAPE	39535	2023-05-15
2023ACT	94210	\$ 1,632.00		MATERIALS & SUPPLIES	41283	2023-05-19
2023ACT	94210	\$ 3,136.00		BKS/SBSRP/NSPRS/TAPE	40829	2023-05-15
2023ACT	94210	\$ 2,649.60		BKS/SBSRP/NSPRS/TAPE	39503	2023-05-15
2023ACT	94210	\$ 380.00		BKS/SBSRP/NSPRS/TAPE	39508	2023-05-15
2023ACT	94210	\$ 2,179.80		PURCHASING CARD	42323	2023-05-30
2023ACT	94210	\$ 4,800.80		MATERIALS & SUPPLIES	41285	2023-05-19

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2023ACT	94210	\$ 800.00	BKS/SBSRP/NSPRS/TAPE	39855	2023-05-15
2023ACT	94210	\$ 3,640.00	BKS/SBSRP/NSPRS/TAPE	37804	2023-05-15
2023ACT	94210	\$ 2,000.00	MATERIALS & SUPPLIES	44263	2023-06-16
2023ACT	94210	\$ 4,431.20	MATERIALS & SUPPLIES	43757	2023-06-15
2023ACT	94210	\$ 2,667.20	MATERIALS & SUPPLIES	43763	2023-06-15
2023ACT	94210	\$ 800.00	BKS/SBSRP/NSPRS/TAPE	43457	2023-06-14
2023ACT	94210	\$ 933.60	MATERIALS & SUPPLIES	43761	2023-06-15
2023ACT	94210	\$ 1,792.00	BKS/SBSRP/NSPRS/TAPE	44264	2023-06-16
2023ACT	94210	\$ 2,249.60	MATERIALS & SUPPLIES	43765	2023-06-15
2023ACT	94210	\$ 1,107.20	BKS/SBSRP/NSPRS/TAPE	42388	2023-06-14
2023ACT	94210	\$ 800.00	BKS/SBSRP/NSPRS/TAPE	43258	2023-06-14
2023ACT	94210	\$ 968.00	MATERIALS & SUPPLIES	44471	2023-06-26
2023ACT	94210	\$ 6,000.00	BKS/SBSRP/NSPRS/TAPE	42412	2023-06-14
2023ACT	94210	\$ 6,581.60	BKS/SBSRP/NSPRS/TAPE	43077	2023-06-14
2023ACT	94210	\$ 2,614.09	MATERIALS & SUPPLIES	43971	2023-06-14
2023ACT	94210	\$ 240.00	BKS/SBSRP/NSPRS/TAPE	42149	2023-06-14
2023ACT	94210	\$ 2,649.60	BKS/SBSRP/NSPRS/TAPE	42387	2023-06-14
2023ACT	94210	\$ 316.00	BKS/SBSRP/NSPRS/TAPE	42389	2023-06-14
2023ACT	94210	\$ 3,920.00	BKS/SBSRP/NSPRS/TAPE	43748	2023-06-14
2023ACT	94210	\$ 1,159.20	MATERIALS & SUPPLIES	43760	2023-06-15
2023ACT	94210	\$ 2,179.80	PURCHASING CARD	45845	2023-06-30
2023ACT	94210	\$ 1,778.80	MATERIALS & SUPPLIES	43767	2023-06-15
2023ACT	94210	\$ 1,664.00	BKS/SBSRP/NSPRS/TAPE	47135	2023-07-18
2023ACT	94210	\$ 842.40	MATERIALS & SUPPLIES	48181	2023-07-21
2023ACT	94210	\$ 4,819.20	MATERIALS & SUPPLIES	47147	2023-07-18
2023ACT	94210	\$ 933.60	MATERIALS & SUPPLIES	47146	2023-07-18
2023ACT	94210	\$ 2,666.40	MATERIALS & SUPPLIES	47149	2023-07-18
2023ACT	94210	\$ 316.00	BKS/SBSRP/NSPRS/TAPE	45809	2023-07-06
2023ACT	94210	\$ 240.00	BKS/SBSRP/NSPRS/TAPE	45656	2023-07-03
2023ACT	94210	\$ 1,722.72	MATERIALS & SUPPLIES	47148	2023-07-18
2023ACT	94210	\$ 3,136.00	BKS/SBSRP/NSPRS/TAPE	48010	2023-07-21
2023ACT	94210	\$ 2,325.40	MATERIALS & SUPPLIES	47980	2023-07-21
2023ACT	94210	\$ 1,382.40	MATERIALS & SUPPLIES	47142	2023-07-18
2023ACT	94210	\$ 863.20	BKS/SBSRP/NSPRS/TAPE	45807	2023-07-06
2023ACT	94210	\$ 800.00	BKS/SBSRP/NSPRS/TAPE	48254	2023-07-31
2023ACT	94210	\$ 2,853.60	BKS/SBSRP/NSPRS/TAPE	45806	2023-07-06
2023ACT	94210	\$ 6,018.40	BKS/SBSRP/NSPRS/TAPE	46161	2023-07-18

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2023ACT	94210	\$ 883.20		MATERIALS & SUPPLIES	47144	2023-07-18
2023ACT	94210	\$ 800.00		BKS/SBSRP/NSPRS/TAPE	47131	2023-07-18
2023ACT	94210	\$ 2,179.80		PURCHASING CARD	48976	2023-07-31
2023ACT	94210	\$ 2,000.00		MATERIALS & SUPPLIES	47139	2023-07-18
2023ACT	94210	\$ 2,649.60		MATERIALS & SUPPLIES	50874	2023-08-16
2023ACT	94210	\$ 2,921.60		BKS/SBSRP/NSPRS/TAPE	49465	2023-08-09
2023ACT	94210	\$ 2,000.00		MATERIALS & SUPPLIES	50403	2023-08-16
2023ACT	94210	\$ 240.00		BKS/SBSRP/NSPRS/TAPE	48791	2023-07-31
2023ACT	94210	\$ 6,482.40		BKS/SBSRP/NSPRS/TAPE	49368	2023-08-07
2023ACT	94210	\$ 380.00		BKS/SBSRP/NSPRS/TAPE	49468	2023-08-09
2023ACT	94210	\$ 1,152.00		MATERIALS & SUPPLIES	50020	2023-08-08
2023ACT	94210	\$ 2,344.53		MATERIALS & SUPPLIES	51001	2023-08-18
2023ACT	94210	\$ 3,136.00		BKS/SBSRP/NSPRS/TAPE	50559	2023-08-16
2023ACT	94210	\$ 2,667.20		MATERIALS & SUPPLIES	50878	2023-08-16
2023ACT	94210	\$ 2,500.00		MATERIALS & SUPPLIES	50021	2023-08-09
2023ACT	94210	\$ 4,781.60		MATERIALS & SUPPLIES	50868	2023-08-16
2023ACT	94210	\$ 975.20		MATERIALS & SUPPLIES	50872	2023-08-16
2023ACT	94210	\$ 800.00		BKS/SBSRP/NSPRS/TAPE	49963	2023-08-07
2023ACT	94210	\$ 933.60		MATERIALS & SUPPLIES	50870	2023-08-16
2023ACT	94210	\$ 2,179.80		PURCHASING CARD	52432	2023-08-30
2023ACT	94210	\$ 932.00		MATERIALS & SUPPLIES	52115	2023-08-31
2023ACT	94210	\$ 800.00		BKS/SBSRP/NSPRS/TAPE	50608	2023-08-16
2023ACT	94210	\$ 2,374.32		MATERIALS & SUPPLIES	50877	2023-08-16
2023ACT	94210	\$ 20,000.00		ADVERTISING	53562	2023-09-18
2023ACT	94210	\$ 2,128.06		MATERIALS & SUPPLIES	54490	2023-09-26
2023ACT	94210	\$ 933.60		MATERIALS & SUPPLIES	52957	2023-09-12
2023ACT	94210	\$ 2,000.00		MATERIALS & SUPPLIES	53180	2023-09-11
2023ACT	94210	\$ 999.63		BKS/SBSRP/NSPRS/TAPE	50397	2023-09-15
2023ACT	94210	\$ 600.37		BKS/SBSRP/NSPRS/TAPE	50397	2023-09-15
2023ACT	94210	\$ 800.00		BKS/SBSRP/NSPRS/TAPE	53452	2023-09-11
2023ACT	94210	\$ 2,179.80		PURCHASING CARD	55611	2023-09-28
2023ACT	94210	\$ 800.00		BKS/SBSRP/NSPRS/TAPE	53542	2023-09-11
2023ACT	94210	\$ 240.00		BKS/SBSRP/NSPRS/TAPE	52036	2023-09-11
2023ACT	94210	\$ 958.40		MATERIALS & SUPPLIES	53200	2023-09-12
2023ACT	94210	\$ 1,792.00		MATERIALS & SUPPLIES	53175	2023-09-11
2023ACT	94210	\$ 1,690.64		MATERIALS & SUPPLIES	52949	2023-09-12
2023ACT	94210	\$ 3,920.00		BKS/SBSRP/NSPRS/TAPE	53438	2023-09-11

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2023ACT	94210	\$ 6,088.00		BKS/SBSRP/NSPRS/TAPE	52689	2023-09-05
2023ACT	94210	\$ 316.00		BKS/SBSRP/NSPRS/TAPE	52322	2023-10-04
2023ACT	94210	\$ 2,921.60		BKS/SBSRP/NSPRS/TAPE	52320	2023-10-04
2023ACT	94210	\$ 863.20		BKS/SBSRP/NSPRS/TAPE	52321	2023-10-04
2023ACT	94210	\$ 217.60		BKS/SBSRP/NSPRS/TAPE	49469	2023-10-04
2023ACT	94210	\$ 240.00		BKS/SBSRP/NSPRS/TAPE	55366	2023-10-24
2023ACT	94210	\$ 2,000.00		MATERIALS & SUPPLIES	56633	2023-10-20
2023ACT	94210	\$ 2,813.60		BKS/SBSRP/NSPRS/TAPE	56951	2023-10-23
2023ACT	94210	\$ 2,535.39		MATERIALS & SUPPLIES	57619	2023-10-23
2023ACT	94210	\$ 1,600.00		MATERIALS & SUPPLIES	56632	2023-10-20
2023ACT	94210	\$ 551.20		BKS/SBSRP/NSPRS/TAPE	55334	2023-10-04
2023ACT	94210	\$ 2,179.80		PURCHASING CARD	59130	2023-10-30
2023ACT	94210	\$ 837.60		MATERIALS & SUPPLIES	57464	2023-10-23
2023ACT	94210	\$ 232.00		BKS/SBSRP/NSPRS/TAPE	55333	2023-10-04
2023ACT	94210	\$ 1,521.60		BKS/SBSRP/NSPRS/TAPE	55335	2023-10-04
2023ACT	94210	\$ 1,133.60		BKS/SBSRP/NSPRS/TAPE	49469	2023-10-04
2023ACT	94210	\$ 20,000.00		ADVERTISING	61587	2023-11-30
2023ACT	94210	\$ 928.00		MATERIALS & SUPPLIES	61151	2023-11-20
2023ACT	94210	\$ 2,000.00		MATERIALS & SUPPLIES	60513	2023-11-14
2023ACT	94210	\$ 2,876.80		BKS/SBSRP/NSPRS/TAPE	58197	2023-11-14
2023ACT	94210	\$ 2,179.80		PURCHASING CARD	62475	2023-11-29
2023ACT	94210	\$ 1,696.00		MATERIALS & SUPPLIES	63704	2023-12-21
2023ACT	94210	\$ 800.00		MATERIALS & SUPPLIES	62865	2023-12-05
2023ACT	94210	\$ 2,179.80		PURCHASING CARD	65686	2023-12-28
2023ACT	94210	\$ 2,066.91		MATERIALS & SUPPLIES	61541	2023-12-01
2023ACT	94210	\$ 28.00		MATERIALS & SUPPLIES	62260	2023-12-05
2023ACT	94210	\$ 863.20		MATERIALS & SUPPLIES	62261	2023-12-05
2023ACT	94210	\$ 2,000.00		MATERIALS & SUPPLIES	63705	2023-12-21
2023ACT	94210	\$ 800.00		BKS/SBSRP/NSPRS/TAPE	63908	2023-12-21
2023ACT	94210	\$ 2,581.60		MATERIALS & SUPPLIES	62262	2023-12-05
2023ACT	94210	\$ 4,778.40			12381	2024-01-02
2023ACT	94210	\$ 4,678.40			12381	2024-01-02
2023ACT	94210	\$ 4,825.60			12381	2024-01-02
2023ACT	94210	\$ 4,656.80			12381	2024-01-02
2023ACT	94210	\$ 5,937.60			12381	2024-01-02
2024ACT	94210	\$ 1,840.88		MATERIALS & SUPPLIES	63037	2024-01-04
2024ACT	94210	\$ 4,825.60		MATERIALS & SUPPLIES	56502	2024-01-04

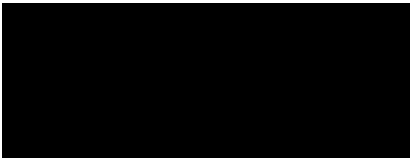
DPS-329 Attachment 1 Public Redacted
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

2024ACT	94210	\$ 933.60		MATERIALS & SUPPLIES	56501	2024-01-04
2024ACT	94210	\$ 4,656.80		MATERIALS & SUPPLIES	60055	2024-01-04
2024ACT	94210	\$ 2,396.80		MATERIALS & SUPPLIES	56498	2024-01-04
2024ACT	94210	\$ 1,697.60		MATERIALS & SUPPLIES	66330	2024-01-22
2024ACT	94210	\$ 483.32		MATERIALS & SUPPLIES	52971	2024-01-04
2024ACT	94210	\$ 2,666.40		MATERIALS & SUPPLIES	52964	2024-01-04
2024ACT	94210	\$ 60.00		MATERIALS & SUPPLIES	68957	2024-01-30
2024ACT	94210	\$ 2,179.80		PURCHASING CARD	68974	2024-01-30
2024ACT	94210	\$ 1,446.28		MATERIALS & SUPPLIES	52971	2024-01-04
2024ACT	94210	\$ 836.80		MATERIALS & SUPPLIES	68557	2024-01-29
2024ACT	94210	\$ 800.00		BKS/SBSRP/NSPRS/TAPE	66893	2024-01-22
2024ACT	94210	\$ 1,104.00		MATERIALS & SUPPLIES	68890	2024-01-30
2024ACT	94210	\$ 5,952.80		MATERIALS & SUPPLIES	66487	2024-01-23
2024ACT	94210	\$ 358.40		BKS/SBSRP/NSPRS/TAPE	63034	2024-01-08
2024ACT	94210	\$ 800.00		MATERIALS & SUPPLIES	66606	2024-01-22
2024ACT	94210	\$ 1,600.00		MATERIALS & SUPPLIES	66887	2024-01-22
2024ACT	94210	\$ 1,784.96		MATERIALS & SUPPLIES	56497	2024-01-04
2024ACT	94210	\$ 5,579.20		BKS/SBSRP/NSPRS/TAPE	63034	2024-01-08
2024ACT	94210	\$ 815.20		MATERIALS & SUPPLIES	66332	2024-01-22
2024ACT	94210	\$ 631.20		MATERIALS & SUPPLIES	65397	2024-01-04
2024ACT	94210	\$ 1,830.66		MATERIALS & SUPPLIES	67568	2024-01-22
2024ACT	94210	\$ 348.00		MATERIALS & SUPPLIES	68891	2024-01-30
2024ACT	94210	\$ 380.00		MATERIALS & SUPPLIES	66331	2024-01-22
2024ACT	94210	\$ 4,778.40		MATERIALS & SUPPLIES	63036	2024-01-04
2024ACT	94210	\$ 2,666.40		MATERIALS & SUPPLIES	63040	2024-01-04
2024ACT	94210	\$ 312.80		MATERIALS & SUPPLIES	60056	2024-01-04
2024ACT	94210	\$ 933.60		MATERIALS & SUPPLIES	63038	2024-01-04
2024ACT	94210	\$ 2,229.36		MATERIALS & SUPPLIES	59970	2024-01-04
2024ACT	94210	\$ 723.20		MATERIALS & SUPPLIES	59968	2024-01-04
2024ACT	94210	\$ 2,728.00		MATERIALS & SUPPLIES	68958	2024-01-30
2024ACT	94210	\$ 2,666.40		MATERIALS & SUPPLIES	56500	2024-01-04
2024ACT	94210	\$ 1,048.80		MATERIALS & SUPPLIES	56499	2024-01-04
2024ACT	94210	\$ 2,667.20		MATERIALS & SUPPLIES	59972	2024-01-04
2024ACT	94210	\$ 4,678.40		MATERIALS & SUPPLIES	52961	2024-01-04
2024ACT	94210	\$ 1,030.40		MATERIALS & SUPPLIES	52967	2024-01-04
2024ACT	94210	\$ 933.60		MATERIALS & SUPPLIES	60054	2024-01-04
2024ACT	94210	\$ (5,937.60)			01382	2024-01-30

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2024ACT	94210	\$ (4,778.40)		01382	2024-01-30
2024ACT	94210	\$ (4,678.40)		01382	2024-01-30
2024ACT	94210	\$ (4,825.60)		01382	2024-01-30
2024ACT	94210	\$ (4,656.80)		01382	2024-01-30
2024ACT	94210	\$ 933.60	MATERIALS & SUPPLIES	70714	2024-02-13
2024ACT	94210	\$ 1,926.40	MATERIALS & SUPPLIES	69535	2024-02-06
2024ACT	94210	\$ 2,986.44	MATERIALS & SUPPLIES	70918	2024-02-21
2024ACT	94210	\$ 4,410.40	MATERIALS & SUPPLIES	70711	2024-02-13
2024ACT	94210	\$ 2,000.00	MATERIALS & SUPPLIES	71393	2024-02-27
2024ACT	94210	\$ 2,908.66	PURCHASING CARD	72160	2024-02-28
2024ACT	94210	\$ 3,595.20	MATERIALS & SUPPLIES	70712	2024-02-13
2024ACT	94210	\$ 800.00	BKS/SBSRP/NSPRS/TAPE	70081	2024-02-23
2024ACT	94210	\$ 3,136.00	BKS/SBSRP/NSPRS/TAPE	68555	2024-02-12
2024ACT	94210	\$ 800.00	MATERIALS & SUPPLIES	69318	2024-02-06
2024ACT	94210	\$ 6,420.80	MATERIALS & SUPPLIES	69638	2024-02-13
2024ACT	94210	\$ 3,656.80	BKS/SBSRP/NSPRS/TAPE	65455	2024-02-12
2024ACT	94210	\$ 2,000.00	MATERIALS & SUPPLIES	68239	2024-02-23
2024ACT	94210	\$ 2,666.67	MATERIALS & SUPPLIES	70713	2024-02-13
2024ACT	94210	\$ 1,991.78	MATERIALS & SUPPLIES	70770	2024-02-21
2024ACT	94210	\$ 3,297.14	MATERIALS & SUPPLIES	70869	2024-02-23
2024ACT	94210	\$ 4,855.20	MATERIALS & SUPPLIES	74165	2024-03-21
2024ACT	94210	\$ 2,728.00	MATERIALS & SUPPLIES	72035	2024-03-06
2024ACT	94210	\$ 2,666.40	MATERIALS & SUPPLIES	74012	2024-03-21
2024ACT	94210	\$ 5,915.20	MATERIALS & SUPPLIES	72621	2024-03-11
2024ACT	94210	\$ 1,720.00	MATERIALS & SUPPLIES	73673	2024-03-13
2024ACT	94210	\$ 4,893.60	MATERIALS & SUPPLIES	74015	2024-03-21
2024ACT	94210	\$ 1,104.00	MATERIALS & SUPPLIES	72036	2024-03-06
2024ACT	94210	\$ 2,450.94	PURCHASING CARD	75468	2024-03-27
2024ACT	94210	\$ 1,144.80	BKS/SBSRP/NSPRS/TAPE	71569	2024-03-14
2024ACT	94210	\$ 933.60	MATERIALS & SUPPLIES	74169	2024-03-21
2024ACT	94210	\$ 800.00	BKS/SBSRP/NSPRS/TAPE	73354	2024-03-12
2024ACT	94210	\$ 348.00	MATERIALS & SUPPLIES	72037	2024-03-06
2024ACT	94210	\$ 2,666.67	MATERIALS & SUPPLIES	74167	2024-03-21
2024ACT	94210	\$ 3,246.40	MATERIALS & SUPPLIES	74217	2024-03-21
2024ACT	94210	\$ 788.80	MATERIALS & SUPPLIES	73808	2024-03-21
2024ACT	94210	\$ 1,999.70	MATERIALS & SUPPLIES	74168	2024-03-21
2024ACT	94210	\$ 2,000.00	BKS/SBSRP/NSPRS/TAPE	73784	2024-03-21

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Cases 24-E-0461 & 24-G-0462

2024ACT	94210	\$	800.00		MATERIALS & SUPPLIES	73471	2024-03-12
2024ACT	94210	\$	933.60		MATERIALS & SUPPLIES	74014	2024-03-21
2024ACT	94210	\$	2,266.56		MATERIALS & SUPPLIES	74013	2024-03-21

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Central Hudson Gas & Electric Corporation
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SCENARIO	FUNCTIONS	AMOUNT	VENDOR_NAME	CHARACTER_OF_CHARGE_DESCRIPTION	VOUCHER_NUMBER	TRANSACTION_DATE
2023ACT	94210	\$ 10,000.00		ADVERTISING	37012	2023-04-27
2023ACT	94210	\$ 544.95		PURCHASING CARD	39181	2023-04-28
2023ACT	94210	\$ 60.00		BKS/SBSRP/NSPRS/TAPE	35592	2023-03-31
2023ACT	94210	\$ 459.36		MATERIALS & SUPPLIES	36916	2023-04-13
2023ACT	94210	\$ 233.40		MATERIALS & SUPPLIES	36918	2023-04-13
2023ACT	94210	\$ 133.40		BKS/SBSRP/NSPRS/TAPE	37037	2023-04-17
2023ACT	94210	\$ 1,220.60		MATERIALS & SUPPLIES	36915	2023-04-13
2023ACT	94210	\$ 1,000.00		BKS/SBSRP/NSPRS/TAPE	36358	2023-04-17
2023ACT	94210	\$ 500.00		MATERIALS & SUPPLIES	36383	2023-04-13
2023ACT	94210	\$ 293.40		BKS/SBSRP/NSPRS/TAPE	36382	2023-04-17
2023ACT	94210	\$ 133.40		BKS/SBSRP/NSPRS/TAPE	36903	2023-04-17
2023ACT	94210	\$ 666.60		MATERIALS & SUPPLIES	36917	2023-04-13
2023ACT	94210	\$ 1,012.40		BKS/SBSRP/NSPRS/TAPE	36357	2023-04-17
2023ACT	94210	\$ 650.51		BKS/SBSRP/NSPRS/TAPE	41151	2023-05-19
2023ACT	94210	\$ 200.00		BKS/SBSRP/NSPRS/TAPE	39855	2023-05-15
2023ACT	94210	\$ 276.00		MATERIALS & SUPPLIES	41284	2023-05-19
2023ACT	94210	\$ 544.95		PURCHASING CARD	42323	2023-05-30
2023ACT	94210	\$ 200.00		BKS/SBSRP/NSPRS/TAPE	40129	2023-05-15
2023ACT	94210	\$ 784.00		BKS/SBSRP/NSPRS/TAPE	40829	2023-05-15
2023ACT	94210	\$ 1,200.20		MATERIALS & SUPPLIES	41285	2023-05-19
2023ACT	94210	\$ 408.00		MATERIALS & SUPPLIES	41283	2023-05-19
2023ACT	94210	\$ 95.00		BKS/SBSRP/NSPRS/TAPE	39508	2023-05-15
2023ACT	94210	\$ 500.00		MATERIALS & SUPPLIES	40492	2023-05-15
2023ACT	94210	\$ 384.00		BKS/SBSRP/NSPRS/TAPE	40491	2023-05-15
2023ACT	94210	\$ 662.40		BKS/SBSRP/NSPRS/TAPE	39503	2023-05-15
2023ACT	94210	\$ 910.00		BKS/SBSRP/NSPRS/TAPE	37804	2023-05-15
2023ACT	94210	\$ 215.80		BKS/SBSRP/NSPRS/TAPE	39506	2023-05-15
2023ACT	94210	\$ 666.60		MATERIALS & SUPPLIES	41281	2023-05-19
2023ACT	94210	\$ 241.78		BKS/SBSRP/NSPRS/TAPE	34279	2023-05-22
2023ACT	94210	\$ 258.20		BKS/SBSRP/NSPRS/TAPE	36905	2023-05-19
2023ACT	94210	\$ 60.00		BKS/SBSRP/NSPRS/TAPE	39159	2023-05-01
2023ACT	94210	\$ 563.60		MATERIALS & SUPPLIES	41288	2023-05-19
2023ACT	94210	\$ 233.40		MATERIALS & SUPPLIES	41289	2023-05-19
2023ACT	94210	\$ 1,438.00		BKS/SBSRP/NSPRS/TAPE	39535	2023-05-15
2023ACT	94210	\$ 385.78		BKS/SBSRP/NSPRS/TAPE	34279	2023-05-22

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Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

2023ACT	94210	\$ 242.00		MATERIALS & SUPPLIES	41853	2023-05-31
2023ACT	94210	\$ 686.58		BKS/SBSRP/NSPRS/TAPE	37814	2023-05-19
2023ACT	94210	\$ 1,500.00		BKS/SBSRP/NSPRS/TAPE	42412	2023-06-14
2023ACT	94210	\$ 444.70		MATERIALS & SUPPLIES	43767	2023-06-15
2023ACT	94210	\$ 500.00		MATERIALS & SUPPLIES	44263	2023-06-16
2023ACT	94210	\$ 200.00		BKS/SBSRP/NSPRS/TAPE	43457	2023-06-14
2023ACT	94210	\$ 242.00		MATERIALS & SUPPLIES	44471	2023-06-26
2023ACT	94210	\$ 79.00		BKS/SBSRP/NSPRS/TAPE	42389	2023-06-14
2023ACT	94210	\$ 289.80		MATERIALS & SUPPLIES	43760	2023-06-15
2023ACT	94210	\$ 662.40		BKS/SBSRP/NSPRS/TAPE	42387	2023-06-14
2023ACT	94210	\$ 653.52		MATERIALS & SUPPLIES	43971	2023-06-14
2023ACT	94210	\$ 1,645.40		BKS/SBSRP/NSPRS/TAPE	43077	2023-06-14
2023ACT	94210	\$ 200.00		BKS/SBSRP/NSPRS/TAPE	43258	2023-06-14
2023ACT	94210	\$ 544.95		PURCHASING CARD	45845	2023-06-30
2023ACT	94210	\$ 60.00		BKS/SBSRP/NSPRS/TAPE	42149	2023-06-14
2023ACT	94210	\$ 233.40		MATERIALS & SUPPLIES	43761	2023-06-15
2023ACT	94210	\$ 448.00		BKS/SBSRP/NSPRS/TAPE	44264	2023-06-16
2023ACT	94210	\$ 276.80		BKS/SBSRP/NSPRS/TAPE	42388	2023-06-14
2023ACT	94210	\$ 562.40		MATERIALS & SUPPLIES	43765	2023-06-15
2023ACT	94210	\$ 1,107.80		MATERIALS & SUPPLIES	43757	2023-06-15
2023ACT	94210	\$ 666.80		MATERIALS & SUPPLIES	43763	2023-06-15
2023ACT	94210	\$ 980.00		BKS/SBSRP/NSPRS/TAPE	43748	2023-06-14
2023ACT	94210	\$ 581.35		MATERIALS & SUPPLIES	47980	2023-07-21
2023ACT	94210	\$ 416.00		BKS/SBSRP/NSPRS/TAPE	47135	2023-07-18
2023ACT	94210	\$ 220.80		MATERIALS & SUPPLIES	47144	2023-07-18
2023ACT	94210	\$ 200.00		BKS/SBSRP/NSPRS/TAPE	48254	2023-07-31
2023ACT	94210	\$ 233.40		MATERIALS & SUPPLIES	47146	2023-07-18
2023ACT	94210	\$ 666.60		MATERIALS & SUPPLIES	47149	2023-07-18
2023ACT	94210	\$ 60.00		BKS/SBSRP/NSPRS/TAPE	45656	2023-07-03
2023ACT	94210	\$ 713.40		BKS/SBSRP/NSPRS/TAPE	45806	2023-07-06
2023ACT	94210	\$ 1,504.60		BKS/SBSRP/NSPRS/TAPE	46161	2023-07-18
2023ACT	94210	\$ 1,204.80		MATERIALS & SUPPLIES	47147	2023-07-18
2023ACT	94210	\$ 345.60		MATERIALS & SUPPLIES	47142	2023-07-18
2023ACT	94210	\$ 500.00		MATERIALS & SUPPLIES	47139	2023-07-18
2023ACT	94210	\$ 210.60		MATERIALS & SUPPLIES	48181	2023-07-21
2023ACT	94210	\$ 544.95		PURCHASING CARD	48976	2023-07-31
2023ACT	94210	\$ 215.80		BKS/SBSRP/NSPRS/TAPE	45807	2023-07-06

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Central Hudson Gas & Electric Corporation
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2023ACT	94210	\$	79.00		BKS/SBSRP/NSPRS/TAPE	45809	2023-07-06
2023ACT	94210	\$	784.00		BKS/SBSRP/NSPRS/TAPE	48010	2023-07-21
2023ACT	94210	\$	200.00		BKS/SBSRP/NSPRS/TAPE	47131	2023-07-18
2023ACT	94210	\$	430.68		MATERIALS & SUPPLIES	47148	2023-07-18
2023ACT	94210	\$	243.80		MATERIALS & SUPPLIES	50872	2023-08-16
2023ACT	94210	\$	593.58		MATERIALS & SUPPLIES	50877	2023-08-16
2023ACT	94210	\$	288.00		MATERIALS & SUPPLIES	50020	2023-08-08
2023ACT	94210	\$	662.40		MATERIALS & SUPPLIES	50874	2023-08-16
2023ACT	94210	\$	233.00		MATERIALS & SUPPLIES	52115	2023-08-31
2023ACT	94210	\$	1,195.40		MATERIALS & SUPPLIES	50868	2023-08-16
2023ACT	94210	\$	730.40		BKS/SBSRP/NSPRS/TAPE	49465	2023-08-09
2023ACT	94210	\$	784.00		BKS/SBSRP/NSPRS/TAPE	50559	2023-08-16
2023ACT	94210	\$	1,620.60		BKS/SBSRP/NSPRS/TAPE	49368	2023-08-07
2023ACT	94210	\$	233.40		MATERIALS & SUPPLIES	50870	2023-08-16
2023ACT	94210	\$	200.00		BKS/SBSRP/NSPRS/TAPE	49963	2023-08-07
2023ACT	94210	\$	586.13		MATERIALS & SUPPLIES	51001	2023-08-18
2023ACT	94210	\$	500.00		MATERIALS & SUPPLIES	50403	2023-08-16
2023ACT	94210	\$	666.80		MATERIALS & SUPPLIES	50878	2023-08-16
2023ACT	94210	\$	60.00		BKS/SBSRP/NSPRS/TAPE	48791	2023-07-31
2023ACT	94210	\$	95.00		BKS/SBSRP/NSPRS/TAPE	49468	2023-08-09
2023ACT	94210	\$	200.00		BKS/SBSRP/NSPRS/TAPE	50608	2023-08-16
2023ACT	94210	\$	625.00		MATERIALS & SUPPLIES	50021	2023-08-09
2023ACT	94210	\$	544.95		PURCHASING CARD	52432	2023-08-30
2023ACT	94210	\$	5,000.00		ADVERTISING	53562	2023-09-18
2023ACT	94210	\$	239.60		MATERIALS & SUPPLIES	53200	2023-09-12
2023ACT	94210	\$	980.00		BKS/SBSRP/NSPRS/TAPE	53438	2023-09-11
2023ACT	94210	\$	60.00		BKS/SBSRP/NSPRS/TAPE	52036	2023-09-11
2023ACT	94210	\$	500.00		MATERIALS & SUPPLIES	53180	2023-09-11
2023ACT	94210	\$	422.66		MATERIALS & SUPPLIES	52949	2023-09-12
2023ACT	94210	\$	532.01		MATERIALS & SUPPLIES	54490	2023-09-26
2023ACT	94210	\$	200.00		BKS/SBSRP/NSPRS/TAPE	53542	2023-09-11
2023ACT	94210	\$	200.00		BKS/SBSRP/NSPRS/TAPE	53452	2023-09-11
2023ACT	94210	\$	233.40		MATERIALS & SUPPLIES	52957	2023-09-12
2023ACT	94210	\$	150.09		BKS/SBSRP/NSPRS/TAPE	50397	2023-09-15
2023ACT	94210	\$	249.91		BKS/SBSRP/NSPRS/TAPE	50397	2023-09-15
2023ACT	94210	\$	544.95		PURCHASING CARD	55611	2023-09-28
2023ACT	94210	\$	1,522.00		BKS/SBSRP/NSPRS/TAPE	52689	2023-09-05

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2023ACT	94210	\$ 448.00		MATERIALS & SUPPLIES	53175	2023-09-11
2023ACT	94210	\$ 209.40		MATERIALS & SUPPLIES	57464	2023-10-23
2023ACT	94210	\$ 215.80		BKS/SBSRP/NSPRS/TAPE	52321	2023-10-04
2023ACT	94210	\$ 400.00		MATERIALS & SUPPLIES	56632	2023-10-20
2023ACT	94210	\$ 500.00		MATERIALS & SUPPLIES	56633	2023-10-20
2023ACT	94210	\$ 79.00		BKS/SBSRP/NSPRS/TAPE	52322	2023-10-04
2023ACT	94210	\$ 730.40		BKS/SBSRP/NSPRS/TAPE	52320	2023-10-04
2023ACT	94210	\$ 54.40		BKS/SBSRP/NSPRS/TAPE	49469	2023-10-04
2023ACT	94210	\$ 60.00		BKS/SBSRP/NSPRS/TAPE	55366	2023-10-24
2023ACT	94210	\$ 544.95		PURCHASING CARD	59130	2023-10-30
2023ACT	94210	\$ 137.80		BKS/SBSRP/NSPRS/TAPE	55334	2023-10-04
2023ACT	94210	\$ 58.00		BKS/SBSRP/NSPRS/TAPE	55333	2023-10-04
2023ACT	94210	\$ 380.40		BKS/SBSRP/NSPRS/TAPE	55335	2023-10-04
2023ACT	94210	\$ 633.85		MATERIALS & SUPPLIES	57619	2023-10-23
2023ACT	94210	\$ 283.40		BKS/SBSRP/NSPRS/TAPE	49469	2023-10-04
2023ACT	94210	\$ 703.40		BKS/SBSRP/NSPRS/TAPE	56951	2023-10-23
2023ACT	94210	\$ 5,000.00		ADVERTISING	61587	2023-11-30
2023ACT	94210	\$ 544.95		PURCHASING CARD	62475	2023-11-29
2023ACT	94210	\$ 500.00		MATERIALS & SUPPLIES	60513	2023-11-14
2023ACT	94210	\$ 232.00		MATERIALS & SUPPLIES	61151	2023-11-20
2023ACT	94210	\$ 719.20		BKS/SBSRP/NSPRS/TAPE	58197	2023-11-14
2023ACT	94210	\$ 200.00		BKS/SBSRP/NSPRS/TAPE	63908	2023-12-21
2023ACT	94210	\$ 424.00		MATERIALS & SUPPLIES	63704	2023-12-21
2023ACT	94210	\$ 200.00		MATERIALS & SUPPLIES	62865	2023-12-05
2023ACT	94210	\$ 516.73		MATERIALS & SUPPLIES	61541	2023-12-01
2023ACT	94210	\$ 645.40		MATERIALS & SUPPLIES	62262	2023-12-05
2023ACT	94210	\$ 500.00		MATERIALS & SUPPLIES	63705	2023-12-21
2023ACT	94210	\$ 7.00		MATERIALS & SUPPLIES	62260	2023-12-05
2023ACT	94210	\$ 215.80		MATERIALS & SUPPLIES	62261	2023-12-05
2023ACT	94210	\$ 544.95		PURCHASING CARD	65686	2023-12-28
2023ACT	94210	\$ 1,484.40			12381	2024-01-02
2023ACT	94210	\$ 1,194.60			12381	2024-01-02
2023ACT	94210	\$ 1,169.60			12381	2024-01-02
2023ACT	94210	\$ 1,206.40			12381	2024-01-02
2023ACT	94210	\$ 1,164.20			12381	2024-01-02
2024ACT	94210	\$ 424.40		MATERIALS & SUPPLIES	66330	2024-01-22
2024ACT	94210	\$ 233.40		MATERIALS & SUPPLIES	63038	2024-01-04

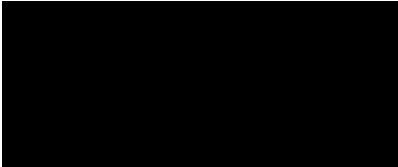
DPS-329 Attachment 1 Public Redacted
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

2024ACT	94210	\$ 457.67		MATERIALS & SUPPLIES	67568	2024-01-22
2024ACT	94210	\$ 1,169.60		MATERIALS & SUPPLIES	52961	2024-01-04
2024ACT	94210	\$ 209.20		MATERIALS & SUPPLIES	68557	2024-01-29
2024ACT	94210	\$ 446.24		MATERIALS & SUPPLIES	56497	2024-01-04
2024ACT	94210	\$ 666.60		MATERIALS & SUPPLIES	63040	2024-01-04
2024ACT	94210	\$ 400.00		MATERIALS & SUPPLIES	66887	2024-01-22
2024ACT	94210	\$ 1,488.20		MATERIALS & SUPPLIES	66487	2024-01-23
2024ACT	94210	\$ 262.20		MATERIALS & SUPPLIES	56499	2024-01-04
2024ACT	94210	\$ 666.60		MATERIALS & SUPPLIES	52964	2024-01-04
2024ACT	94210	\$ 15.00		MATERIALS & SUPPLIES	68957	2024-01-30
2024ACT	94210	\$ 180.80		MATERIALS & SUPPLIES	59968	2024-01-04
2024ACT	94210	\$ 200.00		MATERIALS & SUPPLIES	66606	2024-01-22
2024ACT	94210	\$ 87.00		MATERIALS & SUPPLIES	68891	2024-01-30
2024ACT	94210	\$ 599.20		MATERIALS & SUPPLIES	56498	2024-01-04
2024ACT	94210	\$ 666.80		MATERIALS & SUPPLIES	59972	2024-01-04
2024ACT	94210	\$ 120.83		MATERIALS & SUPPLIES	52971	2024-01-04
2024ACT	94210	\$ 544.95		PURCHASING CARD	68974	2024-01-30
2024ACT	94210	\$ 276.00		MATERIALS & SUPPLIES	68890	2024-01-30
2024ACT	94210	\$ 78.20		MATERIALS & SUPPLIES	60056	2024-01-04
2024ACT	94210	\$ 257.60		MATERIALS & SUPPLIES	52967	2024-01-04
2024ACT	94210	\$ 557.34		MATERIALS & SUPPLIES	59970	2024-01-04
2024ACT	94210	\$ 157.80		MATERIALS & SUPPLIES	65397	2024-01-04
2024ACT	94210	\$ 1,206.40		MATERIALS & SUPPLIES	56502	2024-01-04
2024ACT	94210	\$ 1,394.80		BKS/SBSRP/NSPRS/TAPE	63034	2024-01-08
2024ACT	94210	\$ 200.00		BKS/SBSRP/NSPRS/TAPE	66893	2024-01-22
2024ACT	94210	\$ 682.00		MATERIALS & SUPPLIES	68958	2024-01-30
2024ACT	94210	\$ 666.60		MATERIALS & SUPPLIES	56500	2024-01-04
2024ACT	94210	\$ 361.57		MATERIALS & SUPPLIES	52971	2024-01-04
2024ACT	94210	\$ 203.80		MATERIALS & SUPPLIES	66332	2024-01-22
2024ACT	94210	\$ 233.40		MATERIALS & SUPPLIES	56501	2024-01-04
2024ACT	94210	\$ 233.40		MATERIALS & SUPPLIES	60054	2024-01-04
2024ACT	94210	\$ 89.60		BKS/SBSRP/NSPRS/TAPE	63034	2024-01-08
2024ACT	94210	\$ 95.00		MATERIALS & SUPPLIES	66331	2024-01-22
2024ACT	94210	\$ 1,194.60		MATERIALS & SUPPLIES	63036	2024-01-04
2024ACT	94210	\$ 460.22		MATERIALS & SUPPLIES	63037	2024-01-04
2024ACT	94210	\$ 1,164.20		MATERIALS & SUPPLIES	60055	2024-01-04
2024ACT	94210	\$ (1,194.60)			01382	2024-01-30

DPS-329 Attachment 1 Public Redacted
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

2024ACT	94210	\$ (1,164.20)		01382	2024-01-30
2024ACT	94210	\$ (1,484.40)		01382	2024-01-30
2024ACT	94210	\$ (1,206.40)		01382	2024-01-30
2024ACT	94210	\$ (1,169.60)		01382	2024-01-30
2024ACT	94210	\$ 200.00	MATERIALS & SUPPLIES	69318	2024-02-06
2024ACT	94210	\$ 784.00	BKS/SBSRP/NSPRS/TAPE	68555	2024-02-12
2024ACT	94210	\$ 233.40	MATERIALS & SUPPLIES	70714	2024-02-13
2024ACT	94210	\$ 200.00	BKS/SBSRP/NSPRS/TAPE	70081	2024-02-23
2024ACT	94210	\$ 1,605.20	MATERIALS & SUPPLIES	69638	2024-02-13
2024ACT	94210	\$ 898.80	MATERIALS & SUPPLIES	70712	2024-02-13
2024ACT	94210	\$ 500.00	MATERIALS & SUPPLIES	68239	2024-02-23
2024ACT	94210	\$ 746.61	MATERIALS & SUPPLIES	70918	2024-02-21
2024ACT	94210	\$ 1,102.60	MATERIALS & SUPPLIES	70711	2024-02-13
2024ACT	94210	\$ 481.60	MATERIALS & SUPPLIES	69535	2024-02-06
2024ACT	94210	\$ 500.00	MATERIALS & SUPPLIES	71393	2024-02-27
2024ACT	94210	\$ 727.16	PURCHASING CARD	72160	2024-02-28
2024ACT	94210	\$ 497.95	MATERIALS & SUPPLIES	70770	2024-02-21
2024ACT	94210	\$ 914.20	BKS/SBSRP/NSPRS/TAPE	65455	2024-02-12
2024ACT	94210	\$ 666.67	MATERIALS & SUPPLIES	70713	2024-02-13
2024ACT	94210	\$ 824.29	MATERIALS & SUPPLIES	70869	2024-02-23
2024ACT	94210	\$ 200.00	MATERIALS & SUPPLIES	73471	2024-03-12
2024ACT	94210	\$ 430.00	MATERIALS & SUPPLIES	73673	2024-03-13
2024ACT	94210	\$ 1,213.80	MATERIALS & SUPPLIES	74165	2024-03-21
2024ACT	94210	\$ 566.64	MATERIALS & SUPPLIES	74013	2024-03-21
2024ACT	94210	\$ 197.20	MATERIALS & SUPPLIES	73808	2024-03-21
2024ACT	94210	\$ 666.67	MATERIALS & SUPPLIES	74167	2024-03-21
2024ACT	94210	\$ 612.74	PURCHASING CARD	75468	2024-03-27
2024ACT	94210	\$ 286.20	BKS/SBSRP/NSPRS/TAPE	71569	2024-03-14
2024ACT	94210	\$ 276.00	MATERIALS & SUPPLIES	72036	2024-03-06
2024ACT	94210	\$ 811.60	MATERIALS & SUPPLIES	74217	2024-03-21
2024ACT	94210	\$ 233.40	MATERIALS & SUPPLIES	74014	2024-03-21
2024ACT	94210	\$ 500.00	BKS/SBSRP/NSPRS/TAPE	73784	2024-03-21
2024ACT	94210	\$ 682.00	MATERIALS & SUPPLIES	72035	2024-03-06
2024ACT	94210	\$ 499.92	MATERIALS & SUPPLIES	74168	2024-03-21
2024ACT	94210	\$ 1,478.80	MATERIALS & SUPPLIES	72621	2024-03-11
2024ACT	94210	\$ 200.00	BKS/SBSRP/NSPRS/TAPE	73354	2024-03-12
2024ACT	94210	\$ 87.00	MATERIALS & SUPPLIES	72037	2024-03-06

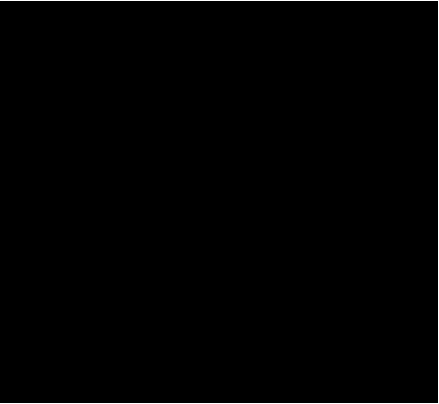
DPS-329 Attachment 1 Public Redacted
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

2024ACT	94210	\$ 1,223.40		MATERIALS & SUPPLIES	74015	2024-03-21
2024ACT	94210	\$ 233.40		MATERIALS & SUPPLIES	74169	2024-03-21
2024ACT	94210	\$ 666.60		MATERIALS & SUPPLIES	74012	2024-03-21

DPS-329 Attachment 2 Public Redacted
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

SCENARIO	FUNCTIONS	AMOUNT	VENDOR_NAME	CHARACTER_OF_CHARGE_DESCRIPTION	VOUCHER_NUMBER	TRANSACTION_DATE
2023ACT	92060	\$ 5.48		POSTAGE	36070	2023-04-03
2023ACT	92060	\$ 62.10		TELE COMMUNICATIONS	38027	2023-04-19
2023ACT	92060	\$ 32.00		COMMUNITY RELATIONS	38971	2023-04-28
2023ACT	92060	\$ 32.88		POSTAGE	40286	2023-05-09
2023ACT	92060	\$ 62.10		TELE COMMUNICATIONS	41431	2023-05-19
2023ACT	92060	\$ 2,138.28		MAINT OFF MACH & EQ	43195	2023-06-23
2023ACT	92060	\$ 24,633.00			06381	2023-07-03
2023ACT	92060	\$ 153.44		POSTAGE	43242	2023-06-08
2023ACT	92060	\$ 62.10		TELE COMMUNICATIONS	45309	2023-06-27
2023ACT	92060	\$ 1,732.35		FREIGHT & EXPRESS	43595	2023-07-10
2023ACT	92060	\$ 21,050.00		MATERIALS & SUPPLIES	43595	2023-07-10
2023ACT	92060	\$ 1,851.07		TAXES-OTHER	43595	2023-07-10
2023ACT	92060	\$ (24,633.00)			07382	2023-07-25
2023ACT	92060	\$ 62.10		TELE COMMUNICATIONS	48356	2023-07-26
2023ACT	92060	\$ 71.24		POSTAGE	46296	2023-07-07
2023ACT	92060	\$ 49.80		POSTAGE	46296	2023-07-07
2023ACT	92060	\$ 41.76		TELE COMMUNICATIONS	51864	2023-08-28
2023ACT	92060	\$ 4,793.60		MATERIALS & SUPPLIES	47983	2023-08-25
2023ACT	92060	\$ 51.91		POSTAGE	49288	2023-08-02
2023ACT	92060	\$ 46.78		TELE COMMUNICATIONS	54681	2023-09-22
2023ACT	92060	\$ 31.94		POSTAGE	52591	2023-09-05
2023ACT	92060	\$ 34.97		POSTAGE	55784	2023-10-03
2023ACT	92060	\$ 17.23		POSTAGE	57835	2023-10-24
2023ACT	92060	\$ 46.86		TELE COMMUNICATIONS	57561	2023-10-16
2023ACT	92060	\$ 39.82		POSTAGE	55784	2023-10-03
2023ACT	92060	\$ 184.36		POSTAGE	62337	2023-11-28
2023ACT	92060	\$ 46.86		TELE COMMUNICATIONS	61598	2023-11-21
2023ACT	92060	\$ 973.70		POSTAGE	59462	2023-11-06
2023ACT	92060	\$ 513.81		MATERIALS & SUPPLIES	61220	2023-11-27
2023ACT	92060	\$ 5.74		POSTAGE	63349	2023-12-12
2023ACT	92060	\$ 5,177.60		POSTAGE	62838	2023-12-05
2023ACT	92060	\$ 46.86		TELE COMMUNICATIONS	64685	2023-12-28
2024ACT	92060	\$ 46.86		TELE COMMUNICATIONS	68386	2024-01-24
2024ACT	92060	\$ 158.30		MATERIALS & SUPPLIES	68254	2024-01-26
2024ACT	92060	\$ 124.56		MATERIALS & SUPPLIES	66878	2024-01-26

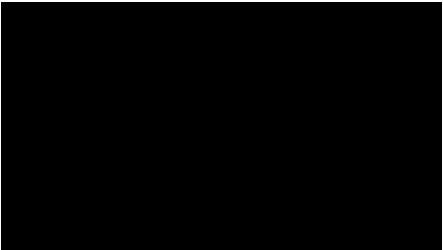
DPS-329 Attachment 2 Public Redacted
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

2024ACT	92060	\$	4,095.61		MATERIALS & SUPPLIES	66942	2024-01-23
2024ACT	92060	\$	46.86		TELE COMMUNICATIONS	71408	2024-02-21
2024ACT	92060	\$	23.55		POSTAGE	71854	2024-02-26
2024ACT	92060	\$	1,104.61		MAINT OFF MACH & EQ	72782	2024-03-20
2024ACT	92060	\$	1.30		POSTAGE	72525	2024-03-04
2024ACT	92060	\$	42.02		POSTAGE	72525	2024-03-04
2024ACT	92060	\$	5.89		POSTAGE	74722	2024-03-22
2024ACT	92060	\$	20.00		COMMUNITY RELATIONS	73663	2024-03-13
2024ACT	92060	\$	46.86		TELE COMMUNICATIONS	75161	2024-03-26
2024ACT	92060	\$	866.73		MATERIALS & SUPPLIES	72686	2024-03-12

DPS-329 Attachment 2 Public Redacted
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

SCENARIO	FUNCTIONS	AMOUNT	VENDOR NAME	CHARACTER_OF_CHARGE_DESCRIPTION	VOUCHER_NUMBER	TRANSACTION_DATE
2023ACT	92060	\$ 1.37		POSTAGE	36070	2023-04-03
2023ACT	92060	\$ 8.00		COMMUNITY RELATIONS	38971	2023-04-28
2023ACT	92060	\$ 15.52		TELE COMMUNICATIONS	38027	2023-04-19
2023ACT	92060	\$ 8.22		POSTAGE	40286	2023-05-09
2023ACT	92060	\$ 15.52		TELE COMMUNICATIONS	41431	2023-05-19
2023ACT	92060	\$ 534.57		MAINT OFF MACH & EQ	43195	2023-06-23
2023ACT	92060	\$ 15.52		TELE COMMUNICATIONS	45309	2023-06-27
2023ACT	92060	\$ 38.36		POSTAGE	43242	2023-06-08
2023ACT	92060	\$ 15.53		TELE COMMUNICATIONS	48356	2023-07-26
2023ACT	92060	\$ 17.81		POSTAGE	46296	2023-07-07
2023ACT	92060	\$ 12.45		POSTAGE	46296	2023-07-07
2023ACT	92060	\$ 1,198.40		MATERIALS & SUPPLIES	47983	2023-08-25
2023ACT	92060	\$ 10.44		TELE COMMUNICATIONS	51864	2023-08-28
2023ACT	92060	\$ 12.98		POSTAGE	49288	2023-08-02
2023ACT	92060	\$ 7.99		POSTAGE	52591	2023-09-05
2023ACT	92060	\$ 11.70		TELE COMMUNICATIONS	54681	2023-09-22
2023ACT	92060	\$ 8.74		POSTAGE	55784	2023-10-03
2023ACT	92060	\$ 9.95		POSTAGE	55784	2023-10-03
2023ACT	92060	\$ 11.71		TELE COMMUNICATIONS	57561	2023-10-16
2023ACT	92060	\$ 4.31		POSTAGE	57835	2023-10-24
2023ACT	92060	\$ 128.45		MATERIALS & SUPPLIES	61220	2023-11-27
2023ACT	92060	\$ 243.42		POSTAGE	59462	2023-11-06
2023ACT	92060	\$ 46.09		POSTAGE	62337	2023-11-28
2023ACT	92060	\$ 11.71		TELE COMMUNICATIONS	61598	2023-11-21
2023ACT	92060	\$ 1,294.40		POSTAGE	62838	2023-12-05
2023ACT	92060	\$ 1.44		POSTAGE	63349	2023-12-12
2023ACT	92060	\$ 11.71		TELE COMMUNICATIONS	64685	2023-12-28
2024ACT	92060	\$ 39.57		MATERIALS & SUPPLIES	68254	2024-01-26
2024ACT	92060	\$ 11.72		TELE COMMUNICATIONS	68386	2024-01-24
2024ACT	92060	\$ 31.14		MATERIALS & SUPPLIES	66878	2024-01-26
2024ACT	92060	\$ 1,023.90		MATERIALS & SUPPLIES	66942	2024-01-23
2024ACT	92060	\$ 11.72		TELE COMMUNICATIONS	71408	2024-02-21
2024ACT	92060	\$ 5.89		POSTAGE	71854	2024-02-26
2024ACT	92060	\$ 276.15		MAINT OFF MACH & EQ	72782	2024-03-20

DPS-329 Attachment 2 Public Redacted
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

2024ACT	92060	\$	10.51		POSTAGE	72525	2024-03-04
2024ACT	92060	\$	0.33		POSTAGE	72525	2024-03-04
2024ACT	92060	\$	5.00		COMMUNITY RELATIONS	73663	2024-03-13
2024ACT	92060	\$	11.72		TELE COMMUNICATIONS	75161	2024-03-26
2024ACT	92060	\$	1.47		POSTAGE	74722	2024-03-22
2024ACT	92060	\$	216.68		MATERIALS & SUPPLIES	72686	2024-03-12

DPS-329 Attachment 3
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

DATE 2024/09/12 FINANCIAL ACCOUNTING SYSTEM PAGE: 2

TIME 15:59:15 ACCOUNT BEGINNING & ENDING BALANCES INQUIRY ABRI

202304 THRU 202403 FUNC/SVC/AREA: 81080 2 0

BEGINNING BALANCE COMMUNITY GAS EXERCISE

	AP	JV	MP	MS	TR	WP
APRL	0	0	0	0	0	0
MAY	0	0	0	0	0	0
JUNE	5,184	0	0	0	0	0
JULY	0	0	0	0	0	0
AUG	0	0	0	0	0	0
SEPT	0	0	0	0	0	0
OCT	0	0	0	0	0	0
NOV	3,501	0	0	0	0	0
DEC	1,407	0	0	0	0	0
JAN	0	0	0	0	0	0
FEB	0	0	0	0	0	0
MAR	371	0	0	0	0	0
totl	10,463	0	0	0	0	0
ENDING BALANCE		10,463				

TRAN./CODE: | INIT./DATA: |

Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
EXIT

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-14, IR-348
Requested By: DPS - Rebecca Sweeney
Information Requested Of: Customer Experience Panel
Date of Request: September 4, 2024
Response Due Date: September 16, 2024
Date of Response: September 16, 2024
Response By: Customer Experience Panel
Subject: Community Distributed Generation (CDG) Reporting

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

For the past four years (2020 through 2023), provide all reports generated by the Company, or by a Company agent or vendor, documenting the Company's performance in addressing CDG billing and crediting.

Response:

The Company tracks a variety of CDG billing and crediting fields and is able to compile data as necessary to demonstrate performance in addressing CDG billing and crediting. For example, please see DPS-348 Attachment 1, which reflects the number of CDG accounts not billed to current, CDG delayed bills, and CDG adjusted bills.

Documents Attached:

DPS-348 Attachment 1

DPS-348 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 & 24-G-0462

Accounts (All)
 Category CDG

Date	Accounts not billed to current
3/4/2022	10126
3/7/2022	10076
3/9/2022	10094
3/11/2022	9974
3/14/2022	9777
3/15/2022	9309
3/16/2022	8337
3/17/2022	7253
3/18/2022	5975
3/21/2022	5582
3/23/2022	4908
3/24/2022	4934
3/25/2022	4377
3/26/2022	3948
3/27/2022	3838
3/28/2022	3250
3/29/2022	2647
3/30/2022	2887
3/31/2022	2169
4/1/2022	2118
4/2/2022	1916
4/4/2022	1370
4/5/2022	793
4/6/2022	369
4/7/2022	299
4/8/2022	152
4/9/2022	170
4/10/2022	247
4/11/2022	331
4/12/2022	145
4/13/2022	369
4/14/2022	143
4/18/2022	695
4/19/2022	1591
4/20/2022	1465
4/21/2022	749
4/22/2022	1742
4/23/2022	1517
4/25/2022	1576

4/26/2022	1767
4/29/2022	1353
5/2/2022	1333
5/3/2022	2041
5/4/2022	1405
5/5/2022	981
5/6/2022	970
5/7/2022	966
5/9/2022	1113
5/10/2022	635
5/11/2022	286
5/12/2022	234
5/13/2022	264
5/16/2022	205
5/17/2022	174
5/18/2022	195
5/19/2022	143
5/20/2022	178
5/23/2022	345
5/24/2022	273
5/25/2022	271
5/26/2022	266
5/31/2022	377
6/1/2022	367
6/2/2022	302
6/3/2022	238
6/6/2022	404
6/7/2022	325
6/8/2022	264
6/9/2022	316
6/10/2022	381
6/13/2022	670
6/14/2022	726
6/15/2022	653
6/16/2022	687
6/17/2022	794
6/20/2022	1180
6/21/2022	1339
6/22/2022	1383
6/23/2022	1059
6/24/2022	1025
6/27/2022	1118
6/28/2022	1143
6/29/2022	1343
6/30/2022	1471
7/1/2022	1390
7/5/2022	1565

7/6/2022	1432
7/7/2022	1125
7/8/2022	1013
7/11/2022	1416
7/12/2022	1204
7/13/2022	841
7/14/2022	833
7/15/2022	699
7/18/2022	775
7/19/2022	690
7/20/2022	496
7/21/2022	425
7/22/2022	342
7/25/2022	372
7/26/2022	401
7/27/2022	414
7/28/2022	409
7/29/2022	439
8/1/2022	678
8/2/2022	774
8/3/2022	732
8/4/2022	750
8/5/2022	905
8/8/2022	1607
8/9/2022	2364
8/10/2022	7423
8/11/2022	6923
8/12/2022	12158
8/15/2022	6967
8/16/2022	6686
8/17/2022	6026
8/18/2022	5275
8/19/2022	4364
8/22/2022	4856
8/23/2022	4870
8/24/2022	4420
8/25/2022	4423
8/26/2022	3652
8/29/2022	4222
8/30/2022	4295
8/31/2022	4252
9/1/2022	4091
9/2/2022	4141
9/6/2022	4941
9/7/2022	4702
9/8/2022	4557
9/9/2022	4671

9/13/2022	5525
9/14/2022	5552
9/15/2022	4510
9/16/2022	4235
9/18/2022	5224
9/19/2022	5257
9/20/2022	5181
9/21/2022	4526
9/22/2022	4474
9/23/2022	4705
9/26/2022	4847
9/27/2022	4751
9/28/2022	4516
9/29/2022	4520
9/30/2022	4668
10/3/2022	4679
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10/6/2022	4507
10/7/2022	4902
10/10/2022	4968
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10/12/2022	4820
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10/24/2022	1489
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10/26/2022	1461
10/27/2022	1369
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11/8/2022	4971
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11/14/2022	1753
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11/16/2022	1419

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12/1/2022	1279
12/5/2022	1779
12/6/2022	1797
12/7/2022	1115
12/8/2022	847
12/9/2022	952
12/12/2022	1485
12/13/2022	1481
12/14/2022	1453
12/15/2022	1345
12/16/2022	1277
12/19/2022	1798
12/20/2022	1800
12/21/2022	1749
12/22/2022	1744
12/27/2022	2571
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1/6/2023	2914
1/9/2023	2948
1/10/2023	2772
1/11/2023	2181
1/12/2023	1831
1/13/2023	1442
1/17/2023	2257
1/18/2023	2108
1/19/2023	1874
1/20/2023	1616
1/23/2023	1650
1/24/2023	1384
1/25/2023	1317
1/26/2023	920
1/27/2023	882
1/30/2023	1687
1/31/2023	1508

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3/6/2023	2134
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3/8/2023	2300
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3/15/2023	2965
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3/21/2023	3388
3/22/2023	3241
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3/24/2023	3225
3/27/2023	3484
3/28/2023	3306
3/29/2023	3088
3/30/2023	2938
3/31/2023	2835
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4/5/2023	2517
4/6/2023	2397
4/10/2023	2646

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4/18/2023	2322
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4/26/2023	2266
4/27/2023	1977
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6/6/2023	1039
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6/8/2023	881
6/9/2023	922
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6/13/2023	1055
6/14/2023	986
6/15/2023	966

6/16/2023	733
6/19/2023	972
6/20/2023	911
6/21/2023	886
6/22/2023	835
6/23/2023	668
6/26/2023	384
6/27/2023	378
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7/10/2023	489
7/11/2023	523
7/12/2023	541
7/13/2023	535
7/14/2023	515
7/17/2023	570
7/18/2023	641
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7/20/2023	599
7/21/2023	642
7/24/2023	762
7/25/2023	747
7/26/2023	732
7/27/2023	752
7/28/2023	797
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8/15/2023	1406
8/16/2023	1402
8/17/2023	1325
8/18/2023	1437
8/21/2023	1763
8/22/2023	1882

8/23/2023	1887
8/24/2023	1842
8/25/2023	1986
8/28/2023	2715
8/29/2023	2520
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9/5/2023	2359
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10/23/2023	390
10/24/2023	366
10/25/2023	358
10/26/2023	352
10/27/2023	363

10/30/2023	354
10/31/2023	355
11/1/2023	312
11/2/2023	318
11/3/2023	307
11/6/2023	280
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12/14/2023	88
12/15/2023	98
12/18/2023	127
12/19/2023	133
12/20/2023	137
12/21/2023	142
12/26/2023	249
12/27/2023	226
12/28/2023	232
12/29/2023	222

DPS-348 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 & 24-G-0462

Date	Category	Accounts
11/9/2021	CDG	5689
11/22/2021	CDG	4360
11/29/2021	CDG	3442
12/13/2021	CDG	2723
1/10/2022	CDG	1631
1/11/2022	CDG	1611
1/12/2022	CDG	1692
1/13/2022	CDG	1655
1/14/2022	CDG	1632
1/18/2022	CDG	1418
1/19/2022	CDG	1313
1/20/2022	CDG	1223
1/21/2022	CDG	1021
1/24/2022	CDG	784
1/25/2022	CDG	747
1/26/2022	CDG	490
1/27/2022	CDG	476
1/28/2022	CDG	529
1/31/2022	CDG	470
2/1/2022	CDG	423
2/2/2022	CDG	392
2/3/2022	CDG	320
2/4/2022	CDG	213
2/5/2022	CDG	94
2/9/2022	CDG	551
2/10/2022	CDG	266
2/12/2022	CDG	248
2/15/2022	CDG	163
2/16/2022	CDG	169
2/17/2022	CDG	219
2/18/2022	CDG	110
2/19/2022	CDG	270
2/22/2022	CDG	270
2/23/2022	CDG	259
2/24/2022	CDG	104
2/25/2022	CDG	96
2/26/2022	CDG	98
2/28/2022	CDG	98
3/1/2022	CDG	98
3/2/2022	CDG	65
3/3/2022	CDG	53
3/4/2022	CDG	45

3/7/2022 CDG	45
3/8/2022 CDG	42
3/9/2022 CDG	40

DPS-348 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 & 24-G-0462

Month	CDG Adjusted Bills	NCD Adjusted Bills	Total
21-Sep	32	6	38
21-Oct	1066	57	1123
21-Nov	4091	165	4256
21-Dec	1375	192	1567
22-Jan	730	76	806
22-Feb	1210	112	1322
22-Mar	9063	252	9315
22-Apr	8504	433	8937
22-May	3354	203	3557
22-Jun	6958	349	7307
22-Jul	3846	254	4100
22-Aug	7403	295	7698
22-Sep	2145	260	2405
22-Oct	772	242	1014
22-Nov	8534	186	8720
22-Dec	2435	161	2596
23-Jan	3331	54	3385
23-Feb	2134	106	2240
23-Mar	1847	237	2084
23-Apr	1283	665	1948
23-May	3070	780	3850
23-Jun	1153	866	2019
23-Jul	608	202	810
23-Aug	1029	366	1395
23-Sep	1294	169	1463
23-Oct	2154	60	2214
23-Nov	2397	1507	3904
23-Dec	4400	34	4434
24-Jan	4844	188	5032
24-Feb	5038	49	5087
24-Mar	6285	276	6561
24-Apr	2040	469	2509
24-May	1582	321	1903
24-Jun	476	103	579
24-Jul	2141	620	2761
24-Aug	138	47	185

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-14, IR-350
Requested By: DPS - Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: September 4, 2024
Response Due Date: September 16, 2024
Date of Response: September 16, 2024
Response By: Customer Experience Panel
Subject: Customer Payment and Billing Experience

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to the proposed Customer Payment and Billing Experience interface enhancements described on pages 16-17 of the Customer Experience Panel's direct testimony and Exhibit___(CEP-1):

1. For each of the past five calendar years (2019, 2020, 2021, 2022, and 2023), provide a detailed description of all costs the Company incurred for Customer Payment and Billing Experience interfaces, separated out by capital expenditures and operation and maintenance expenses.
2. Describe the Company's internal approval process for interface enhancements, including senior management sign-off procedures. Include in the response all relevant studies conducted by the Company and/or a third-party vendor to assess the need for each proposed enhancement. If no studies are available, explain why.
3. Explain in detail the Company's process for receiving and evaluating vendor quotes for implementing each proposed enhancement.
4. Provide copies of all the vendor quotes obtained for each proposed enhancement. If no quote was obtained, explain why.
5. Provide the Company's cost-benefit analysis conducted for each proposed enhancement. If no analysis was conducted, explain why.
6. Quantify the one-time and recurring cost savings, if any, for each proposed enhancement. As part of your response, include for each proposed enhancement:
 - i. A description of the savings, including what form the cost savings will take (e.g., reduction in number and dollar amounts of support contracts, fewer full-time equivalents, lower software costs, etc.); and

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

- ii. Any conditions required for cost savings to be realized (e.g., milestones met, dates met, other systems work completed, etc.).
7. Describe the Company's plans for any shutdown in legacy systems related to the proposed interface enhancements, including timelines and/or specific dates, legacy support contracts, and expected cost savings.

Response:

1. Capital projects in the Customer Payment and Billing Experience area over the 5-year period were as follows:

Project Description	Funding	Initiation Date	In Service Date	2019	2020	2021	2022	2023
Kubra Enhancements: Spanish Language Kubra Support, ACH Flow Improvements, Remove Mobile Header & Footer	8468-J	4/10/2022	7/20/2022				\$136,004	

Operation and Maintenance expenses for the Customer Payment and Billing Experience area over the 5-year period were as follows:

	2019	2020	2021	2022	2023
OpenText WEM (Bundled with ECM)	\$20,198				
Episerver/Optimizely Web CMS		\$3,244	\$3,244	\$21,681	\$25,736
Okta		\$142,363	\$131,104	\$137,659	\$152,388
Entuber Chatbot O&M				\$12,000	\$78,000
Google				\$2,139	\$1,916
Octopus	\$1,680	\$1,680	\$4,360	\$5,100	\$6,295
Kubra - iNotifi Texting/StormCentral	\$95,687	\$176,626	\$42,199	\$134,672	\$47,944
Datacapable – Municipal Portal		\$25,000	\$49,719	\$38,426	\$66,939
Energysage - CDG Portal		\$24,000	\$24,000	\$24,000	\$24,000
SyncFusion				\$2,785	\$2,785
AppFigures		\$65	\$92	\$65	\$65
Apple - iOS Developer	\$107	\$107	\$107	\$107	\$107

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Twilio		\$1,520	\$1,470	\$1,960	\$2,613
Microsoft Azure			\$9,398	\$3,375	\$11,747
Sessioncam	\$10,500	\$10,500	\$10,500	\$10,500	\$24,000

The O&M expenses listed above are primarily tied to support and maintenance agreements with vendors and are not inclusive of support staff required for defect resolution and the associated quality assurance\testing within the Customer Payment and Billing Experience Technology landscape.

2. The Central Hudson Technology group collaborates and closely partners with the 12 major areas responsible for Central Hudson operations to create the prioritized portfolio of technology projects in the Five-Year Capital Plan. In 2022, the Technology group implemented an objective prioritization framework to support the prioritization and selection of all capital technology investments. This framework, created in partnership with the Company's Technology Steering Committee ("TSC") and Capital Asset Review and Evaluation Committee ("CARE"), consists of six attributes derived from qualifying questions that are used to evaluate and classify project requests. These questions receive equal weighting when determining the priority of a request and are as follows:
 - a. Does the project satisfy or fulfill a regulatory requirement?
 - b. Does the project result in cost savings, cost avoidance, and/or revenue for Central Hudson or its stakeholders?
 - c. Does the project enhance Central Hudson's customer experience?
 - d. Does the project improve or enhance safety and wellness for Central Hudson employees, contractors, or the public?
 - e. Does the project reduce risk, debt, or vulnerabilities (i.e., legal, cybersecurity, technology, infrastructure)?
 - f. Is the project included in the current rate case authorization?

Projects are evaluated on a scale of zero to six based on the number of attributes the investment satisfies, creating a priority score. Each project is then evaluated for relative urgency and classified as an 'immediate', 'moderate', or 'low' urgency initiative. The priority and urgency ratings combined with Central Hudson's classifications of 'maintaining standards', 'system enhancements', and 'non-discretionary' support the global ranking and sequencing of projects within the portfolio. Project ranking is leveraged to determine which projects receive capital funding.

Leaders from each of the 12 operational areas meet regularly as a collective Technology Steering Committee to review and approve the investments in the Technology portfolio in alignment with the strategic plan. The Technology Steering Committee, chaired by the Chief Technology Officer, is also responsible for approving any changes to the plan. This prioritization process will continue to

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

mature as incremental improvements are made in the upcoming years. Interface enhancements and initiatives are approved in accordance with this process.

Please see DPS-350 Attachment 1 Confidential and DPS-350 Attachment 2 Confidential from Central Hudson's bill print and presentment partner KUBRA that discusses in greater detail the projects proposed and benefits to customers.

3. The projects under the Customer Payment and Billing Experience umbrella will be completed in partnership with our bill presentment and bill print vendor.
4. Central Hudson is currently in contract with our bill presentment and bill print partner until 2027, therefore obtaining vendor quotes is not applicable.
5. No cost-benefit analysis has been completed. Additionally, please see the response to question 6 below.
6. These Customer Billing and Payment Experience projects proposed are to improve the customer's experience, and there are no direct dollar savings.
7. There are no features of Central Hudson's legacy systems that will be shut down as a result of the Customer Web and Mobile Technology projects planned.

Documents Attached:

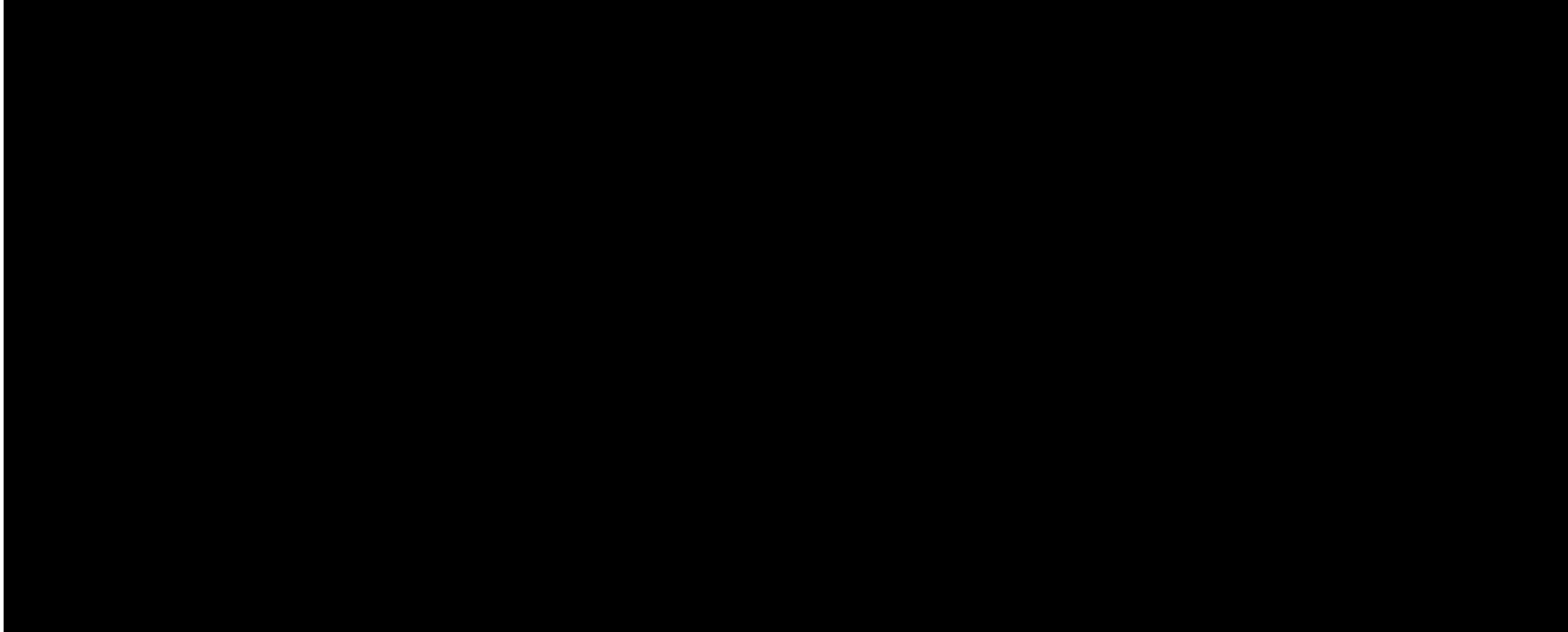
DPS-350 Attachment 1 Confidential
DPS-350 Attachment 2 Confidential



Consumer Marketing Services Bill Redesign Overview

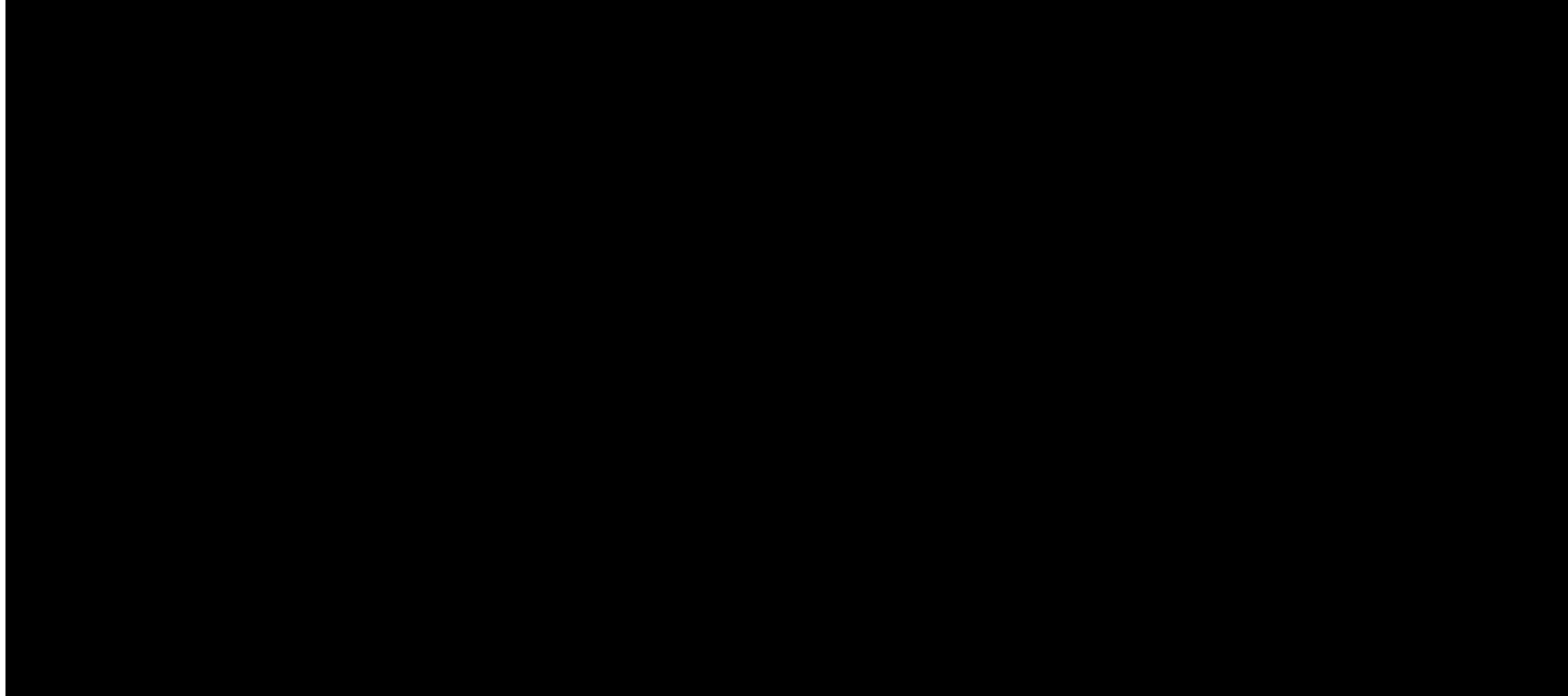


Our Bill Redesign Process



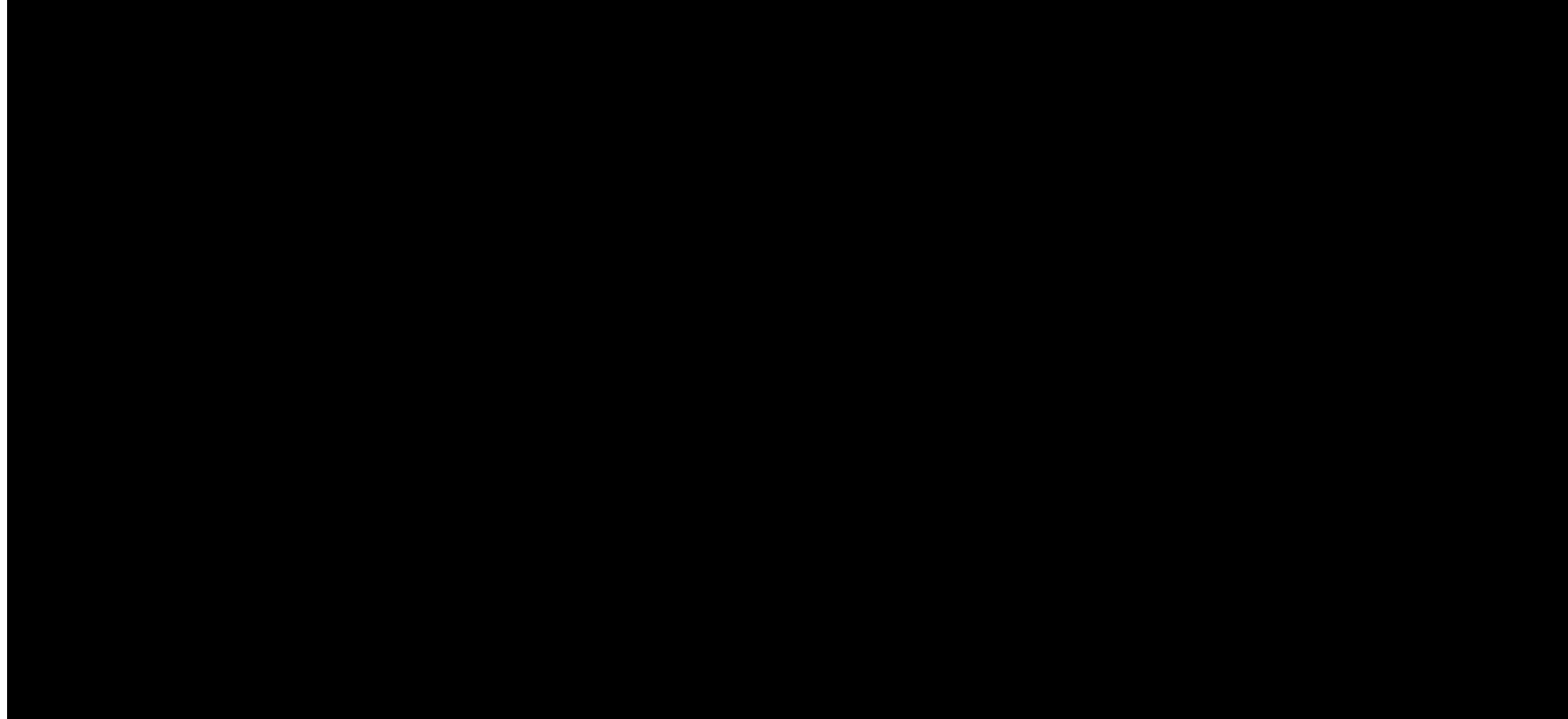


Suggested Project Participants

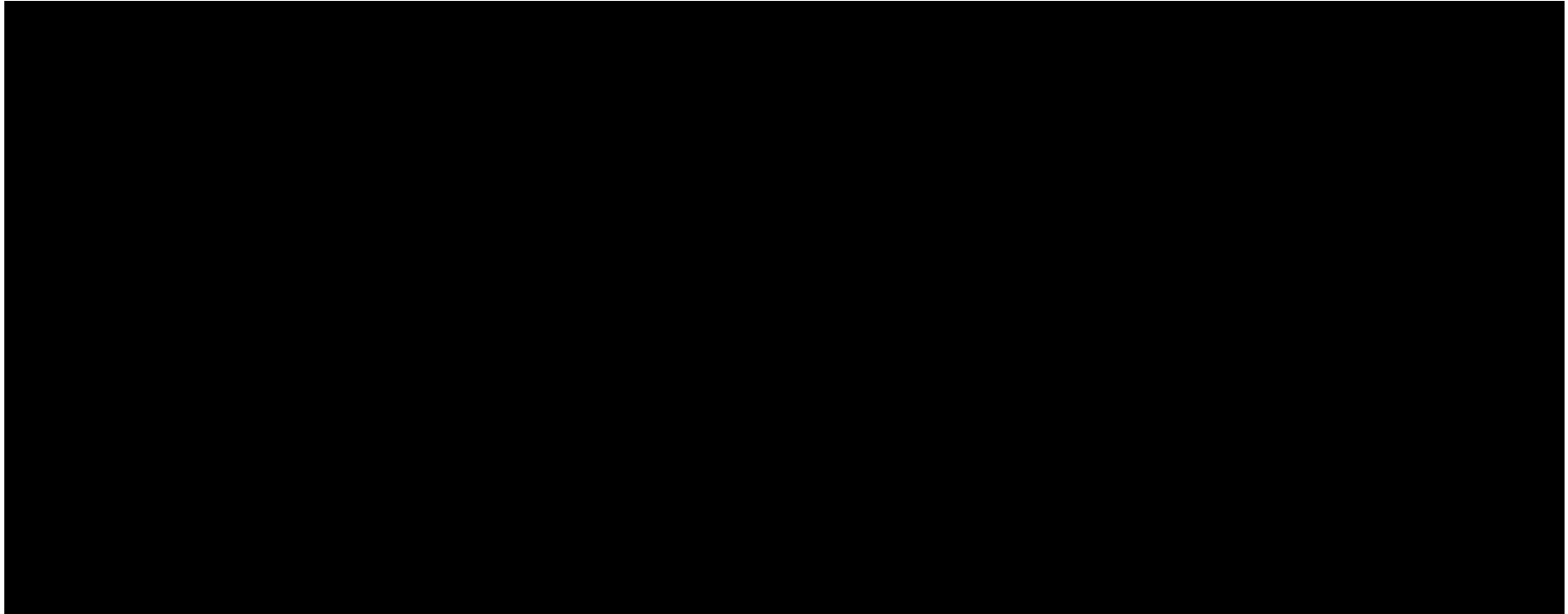




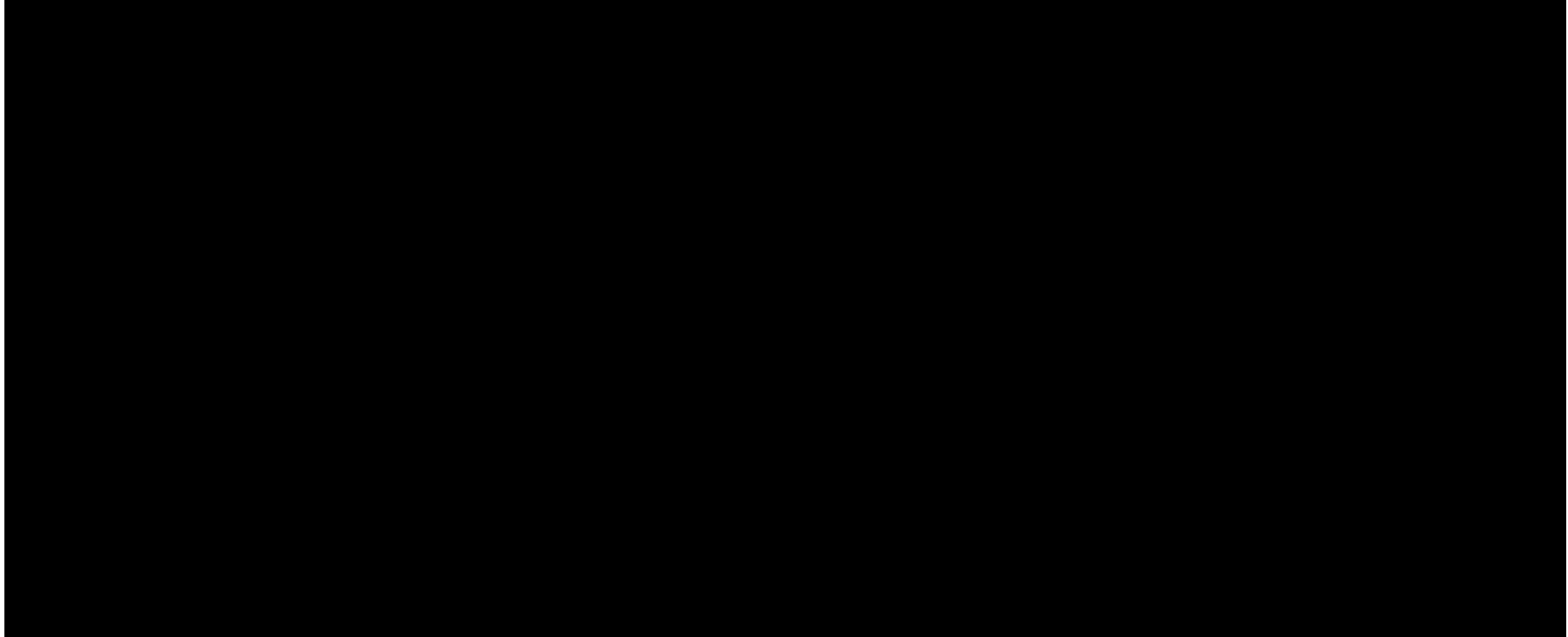
Our Bill Redesign Process



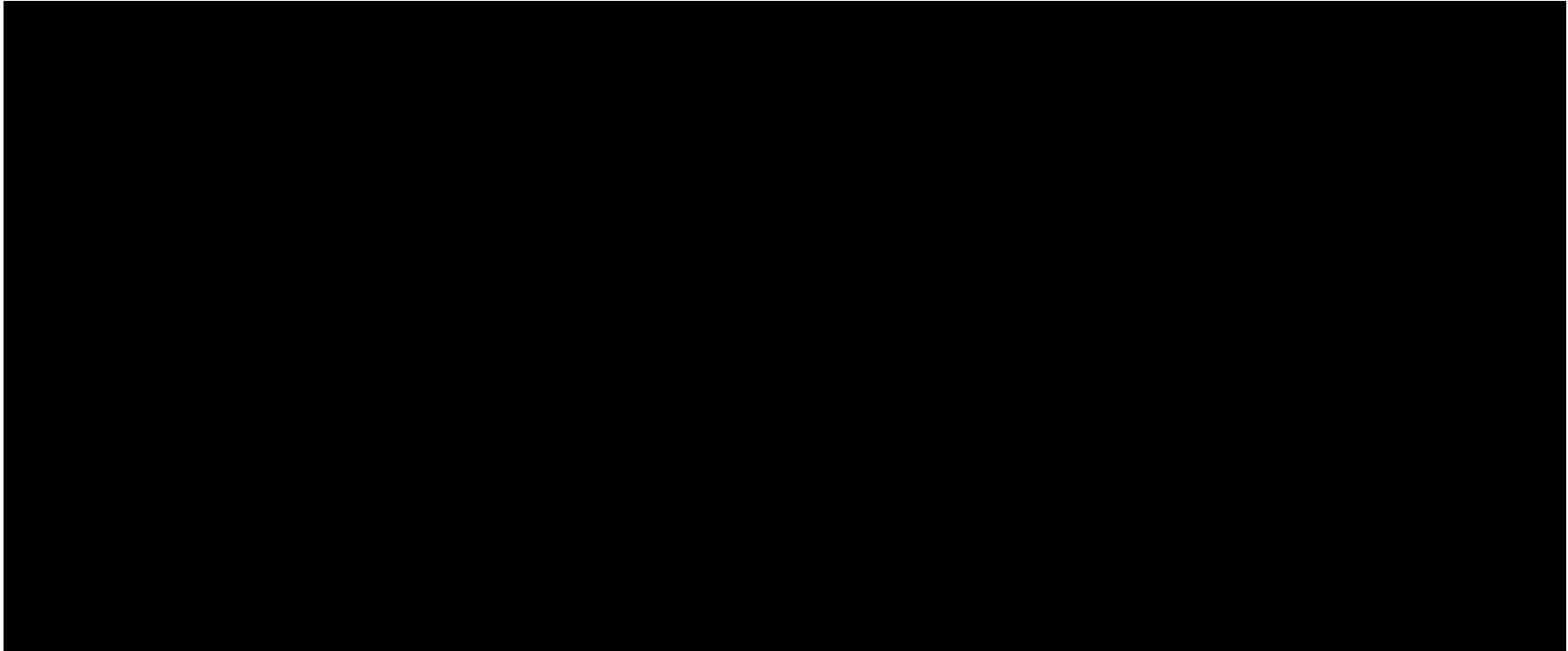
Benefits of a Redesign



Importance of Presentation

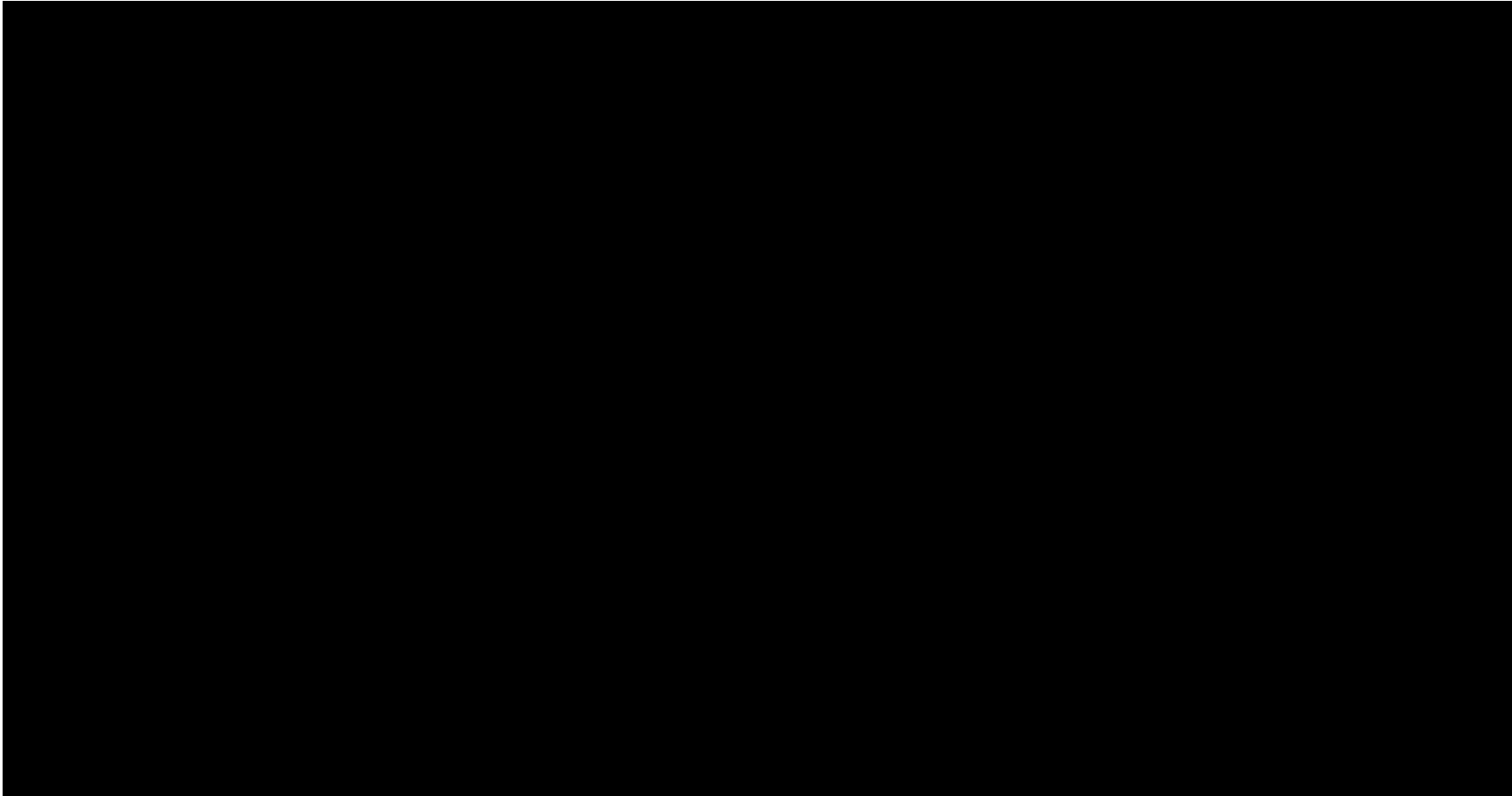


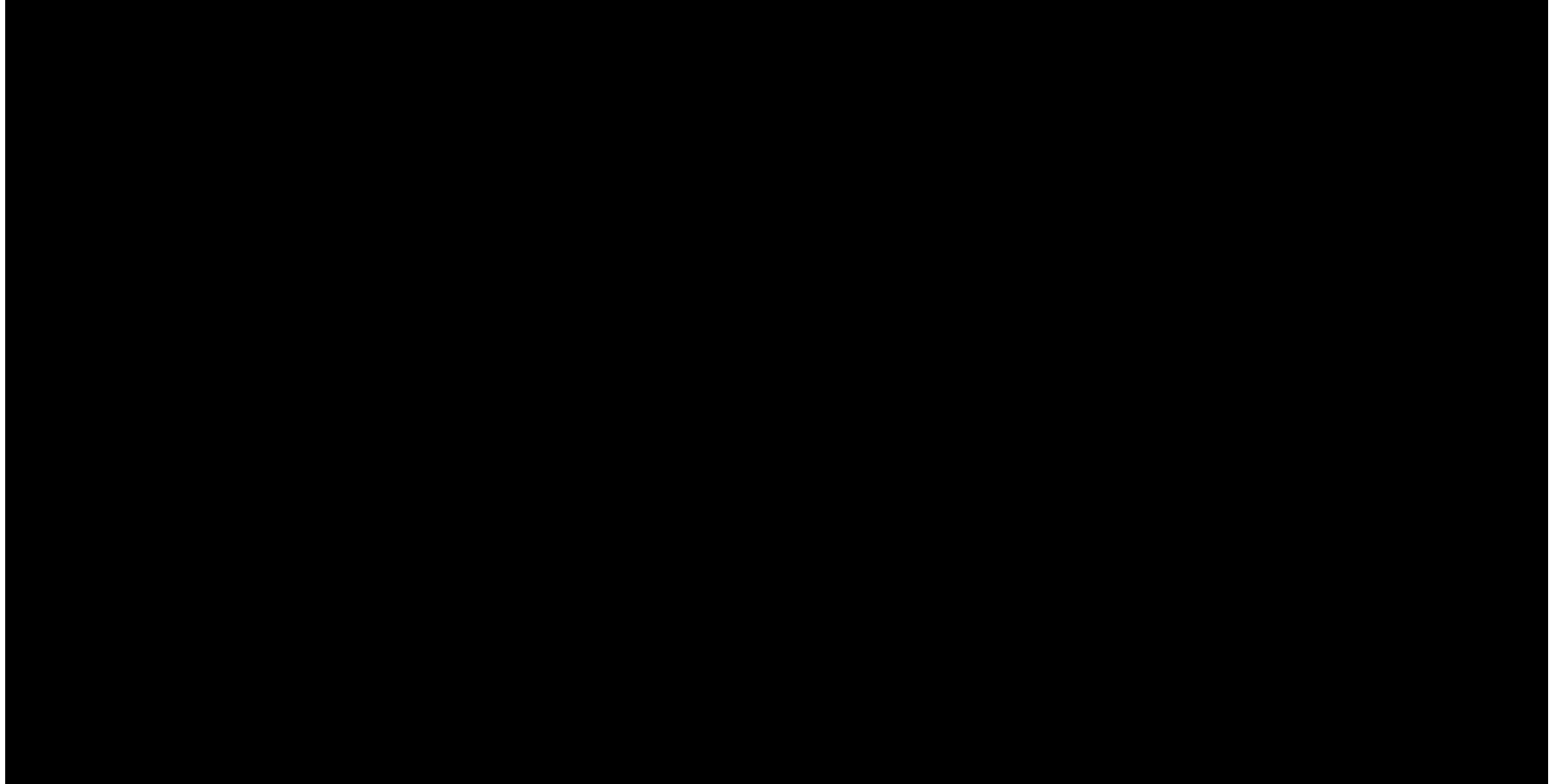
What Our Clients Say

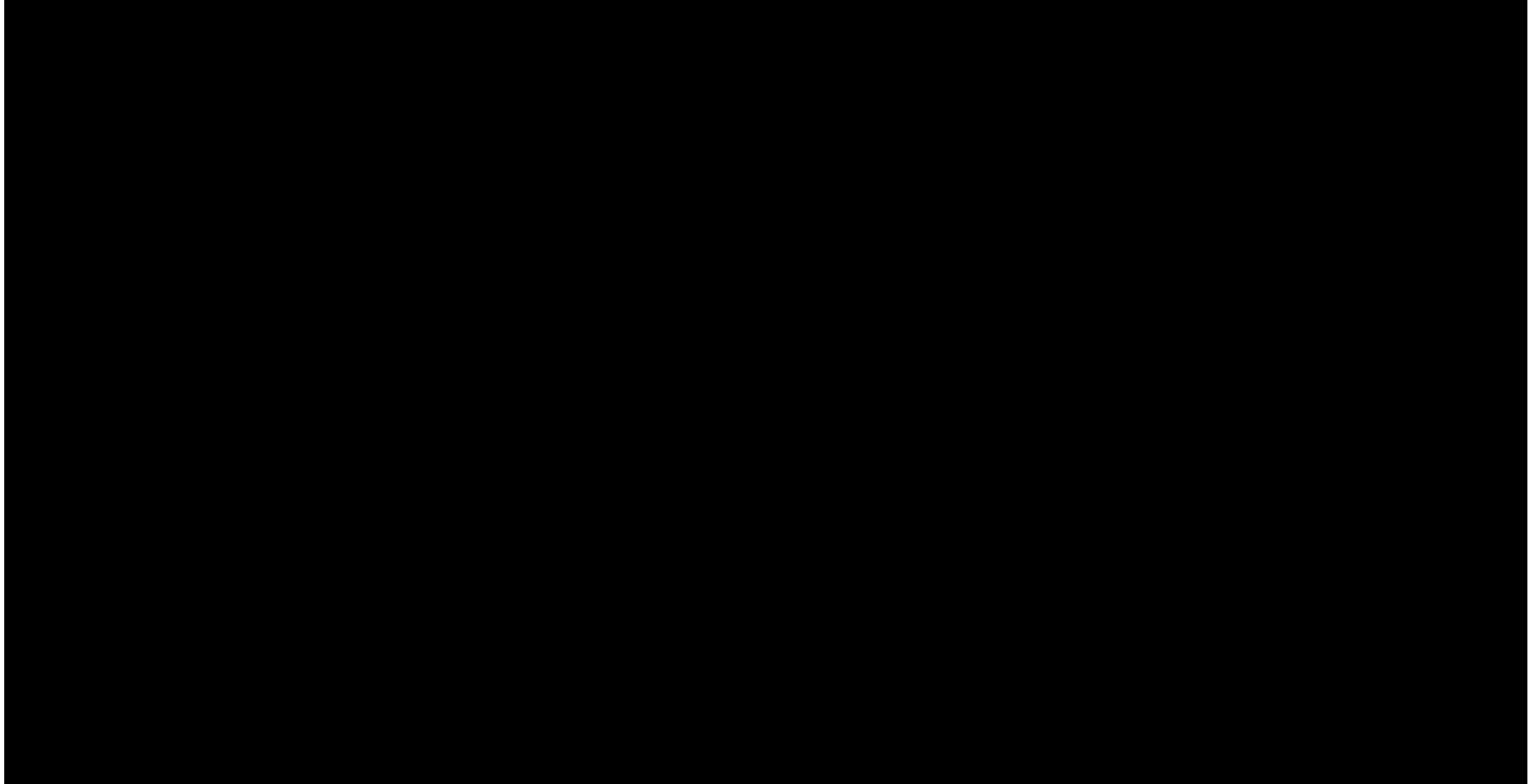


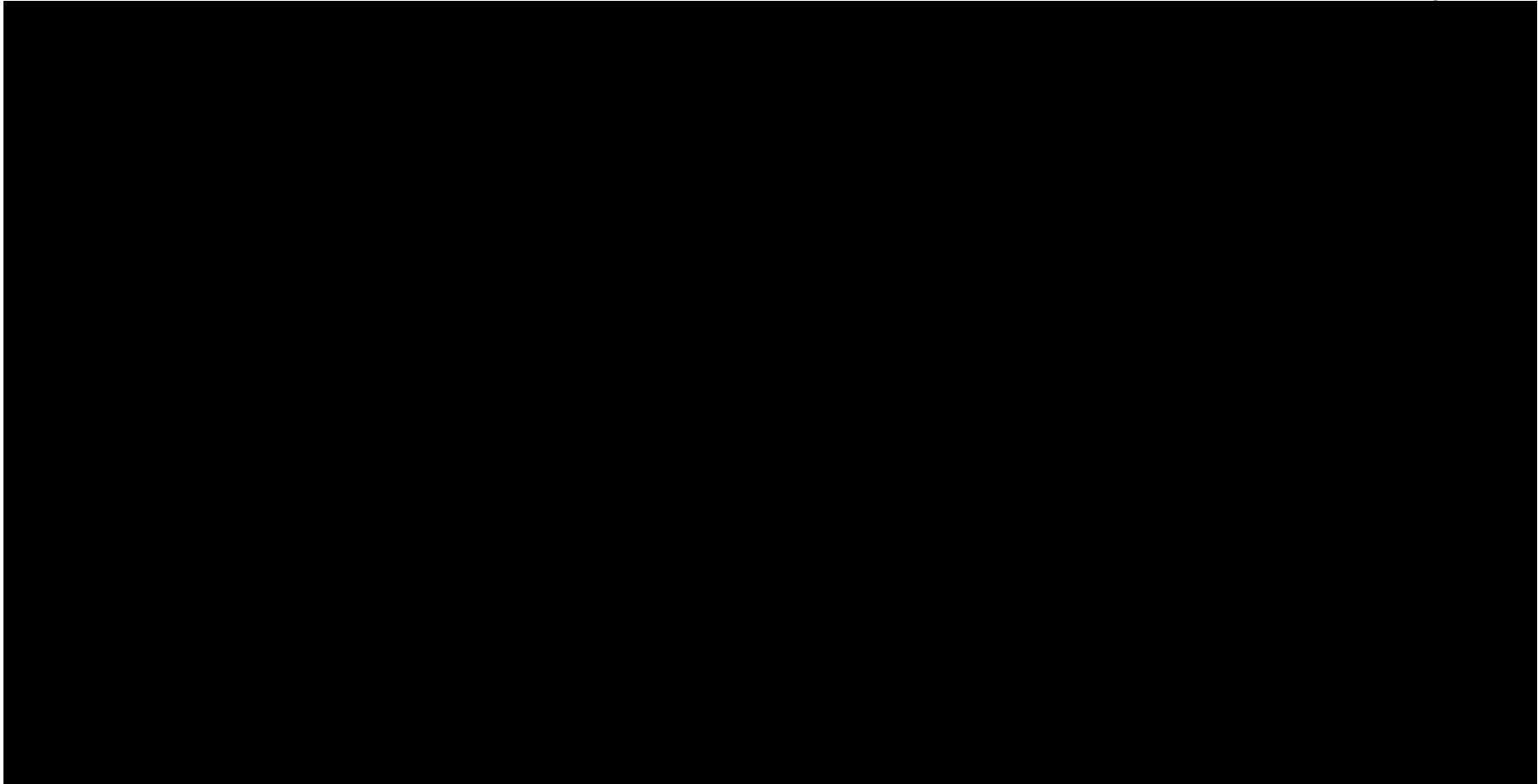
*Company information for above benchmarking results is confidential.

Design Samples



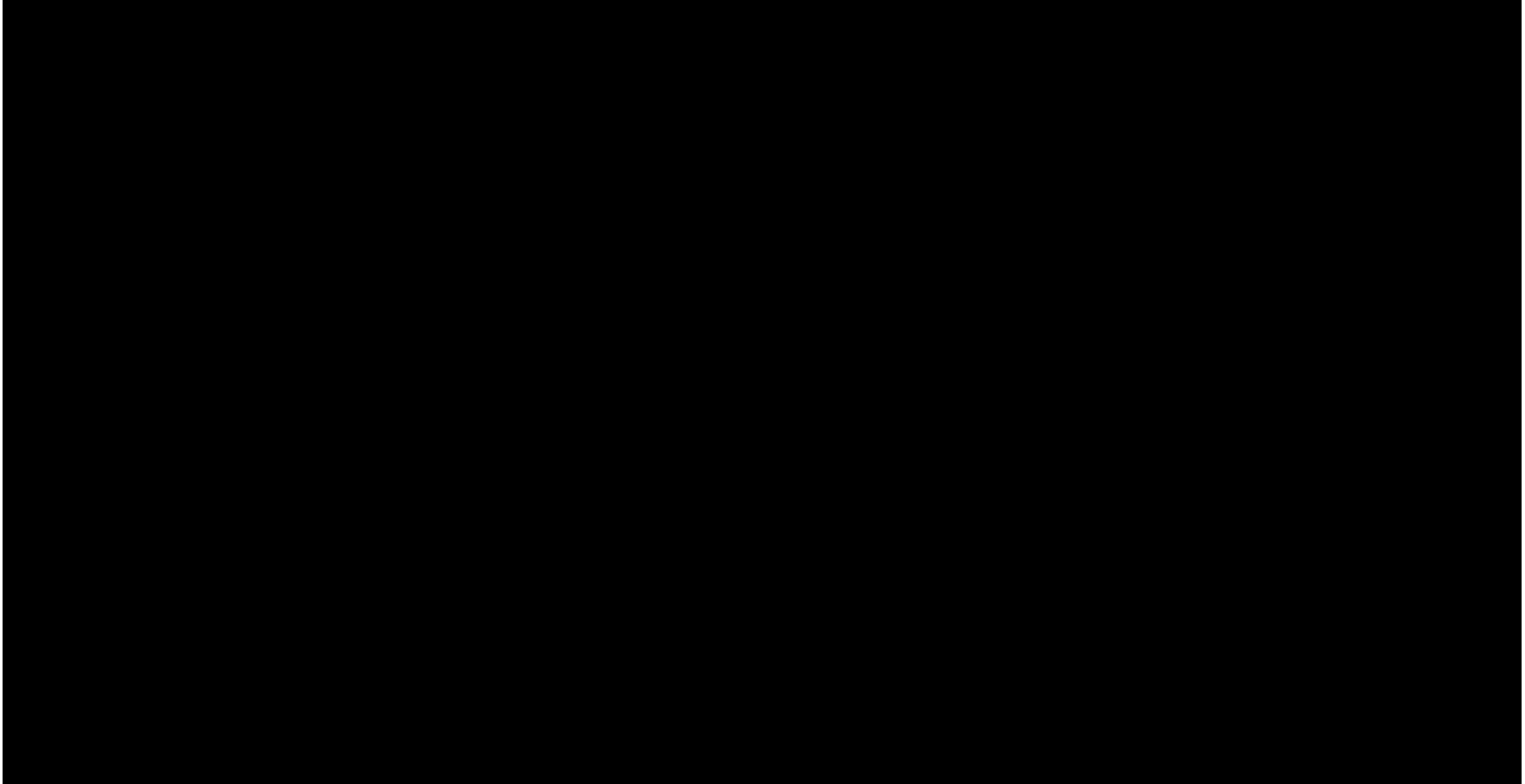




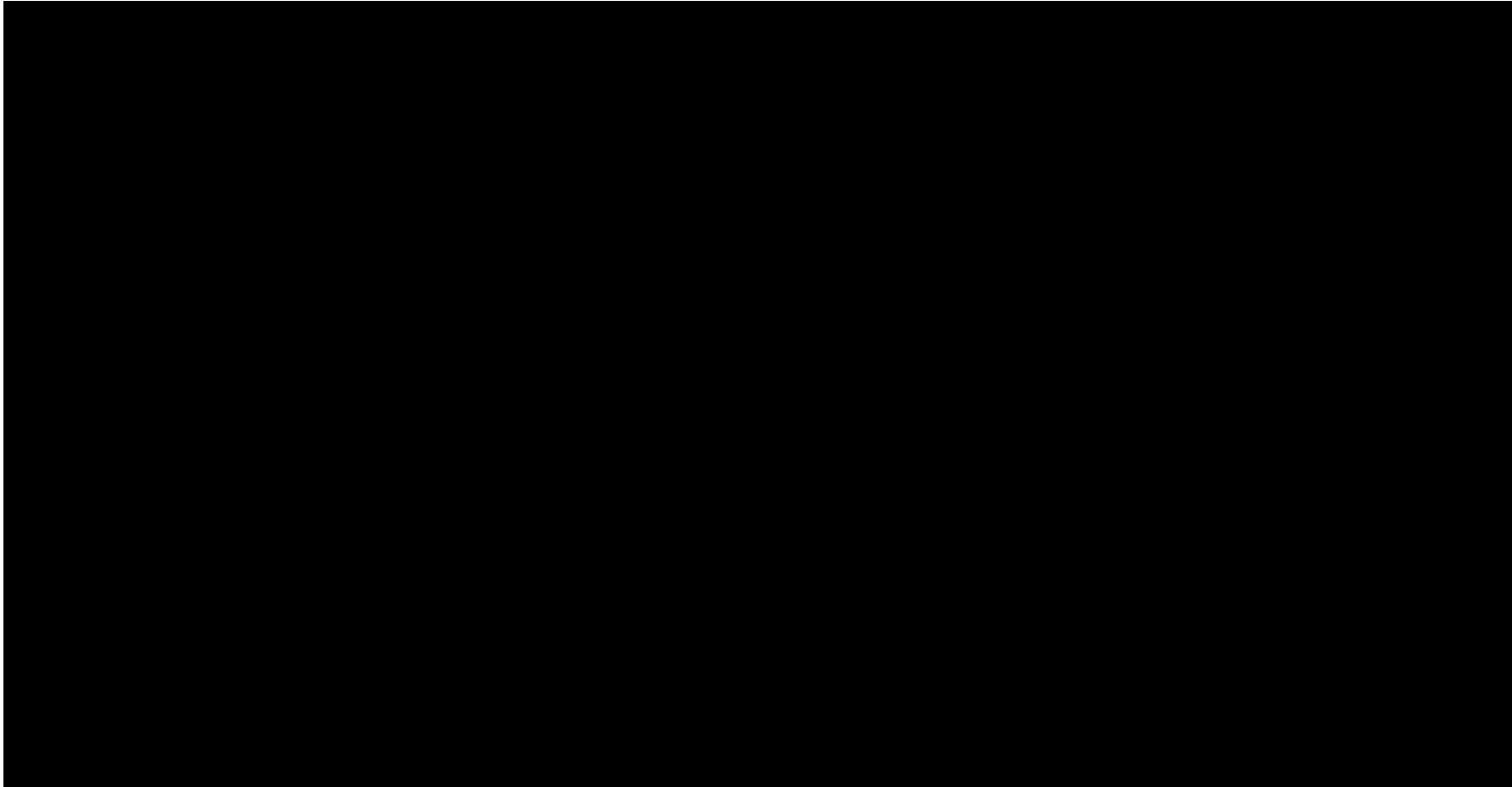


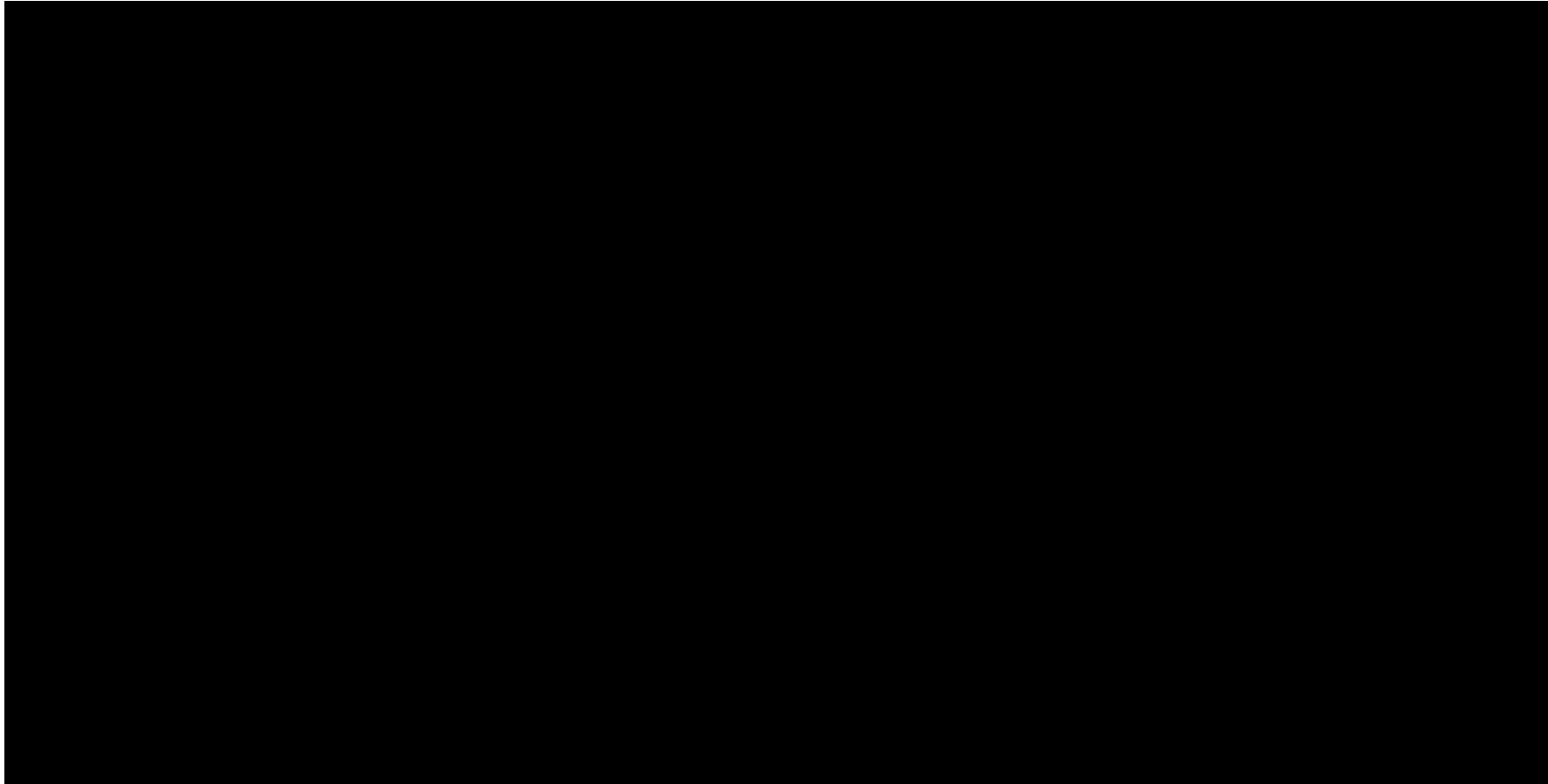
DPS-350 Attachment 1 Public Redacted

Sheet 13 of 20

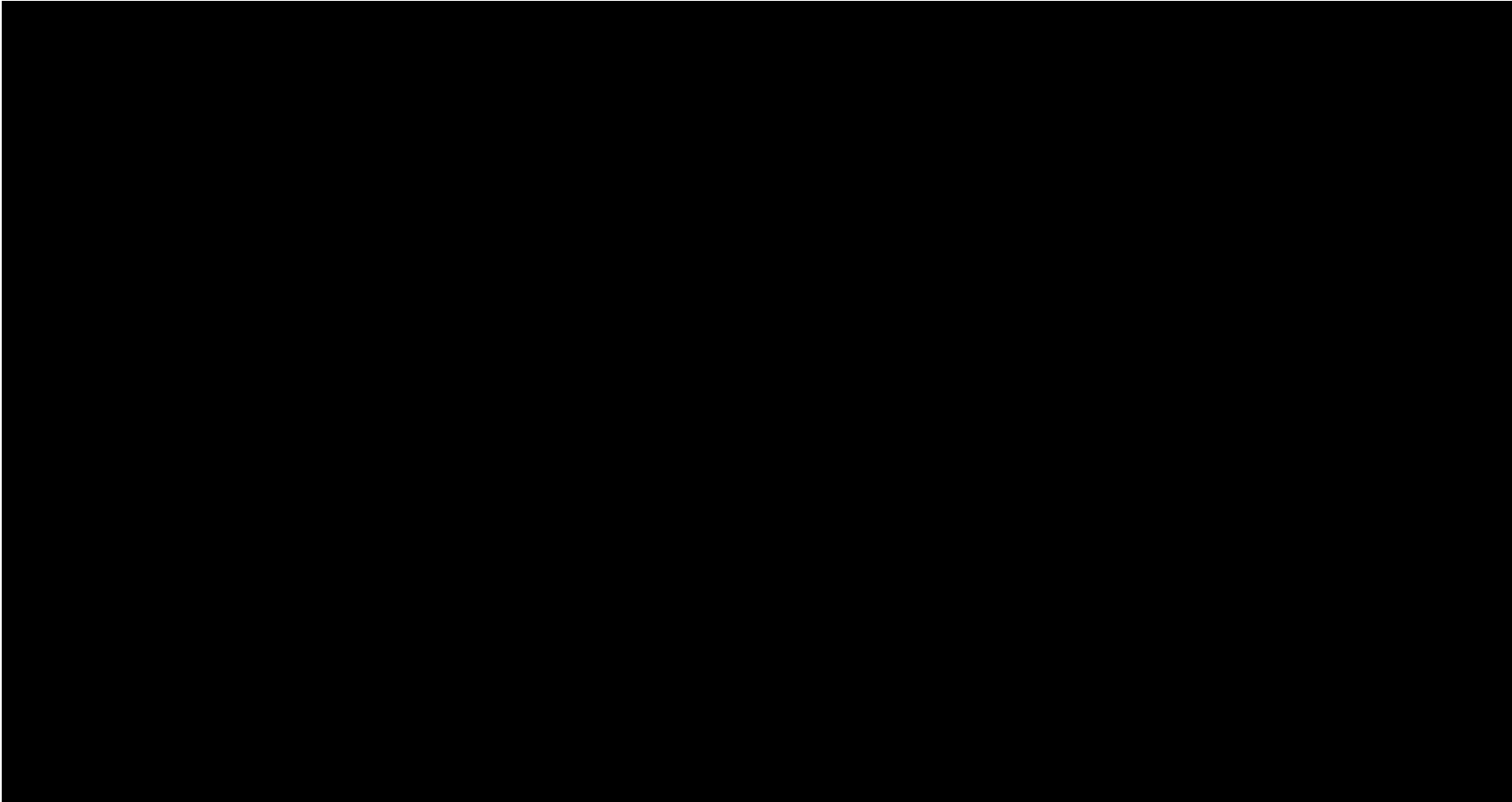


DPS-350 Attachment 1 Public Redacted

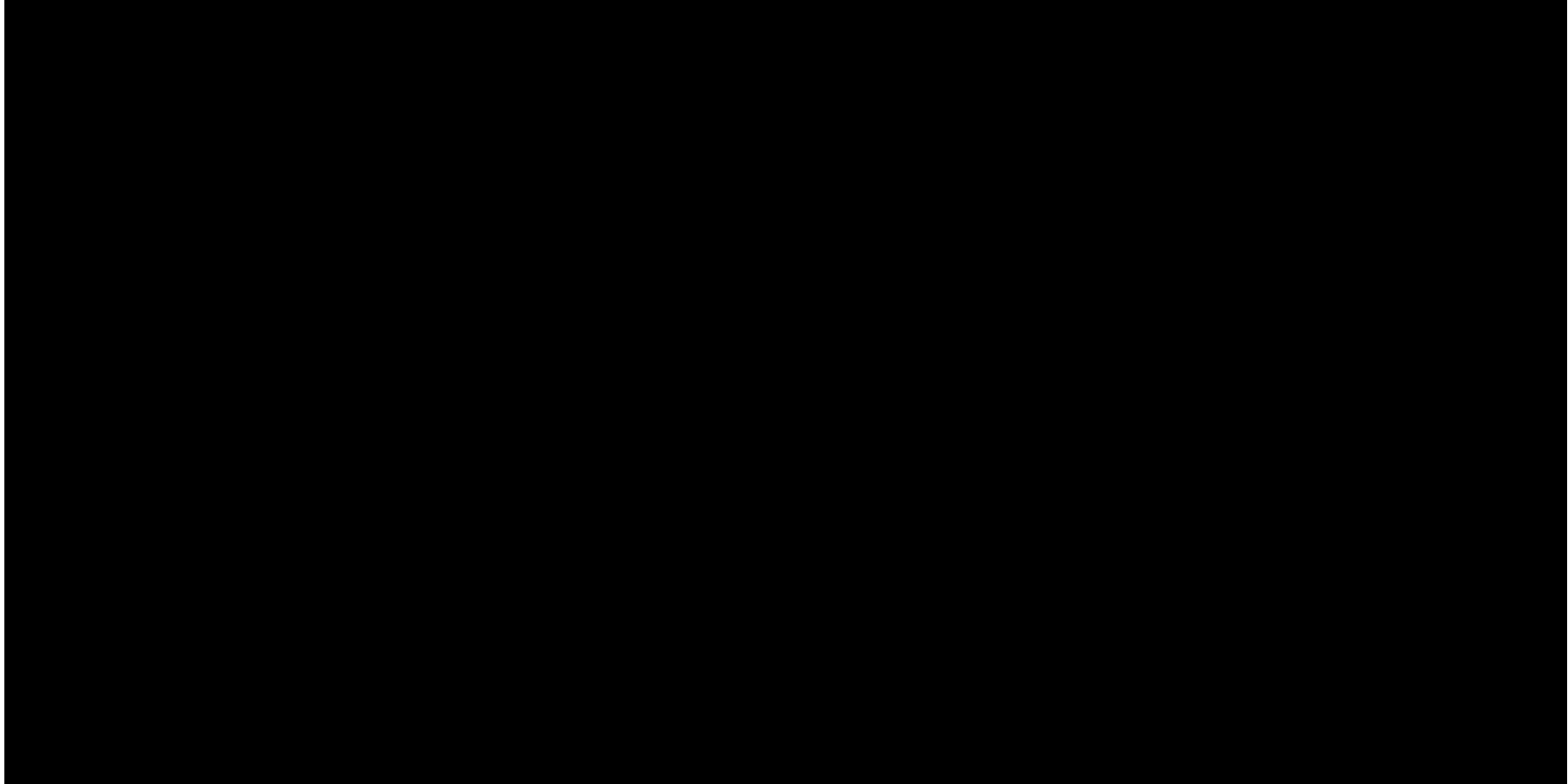


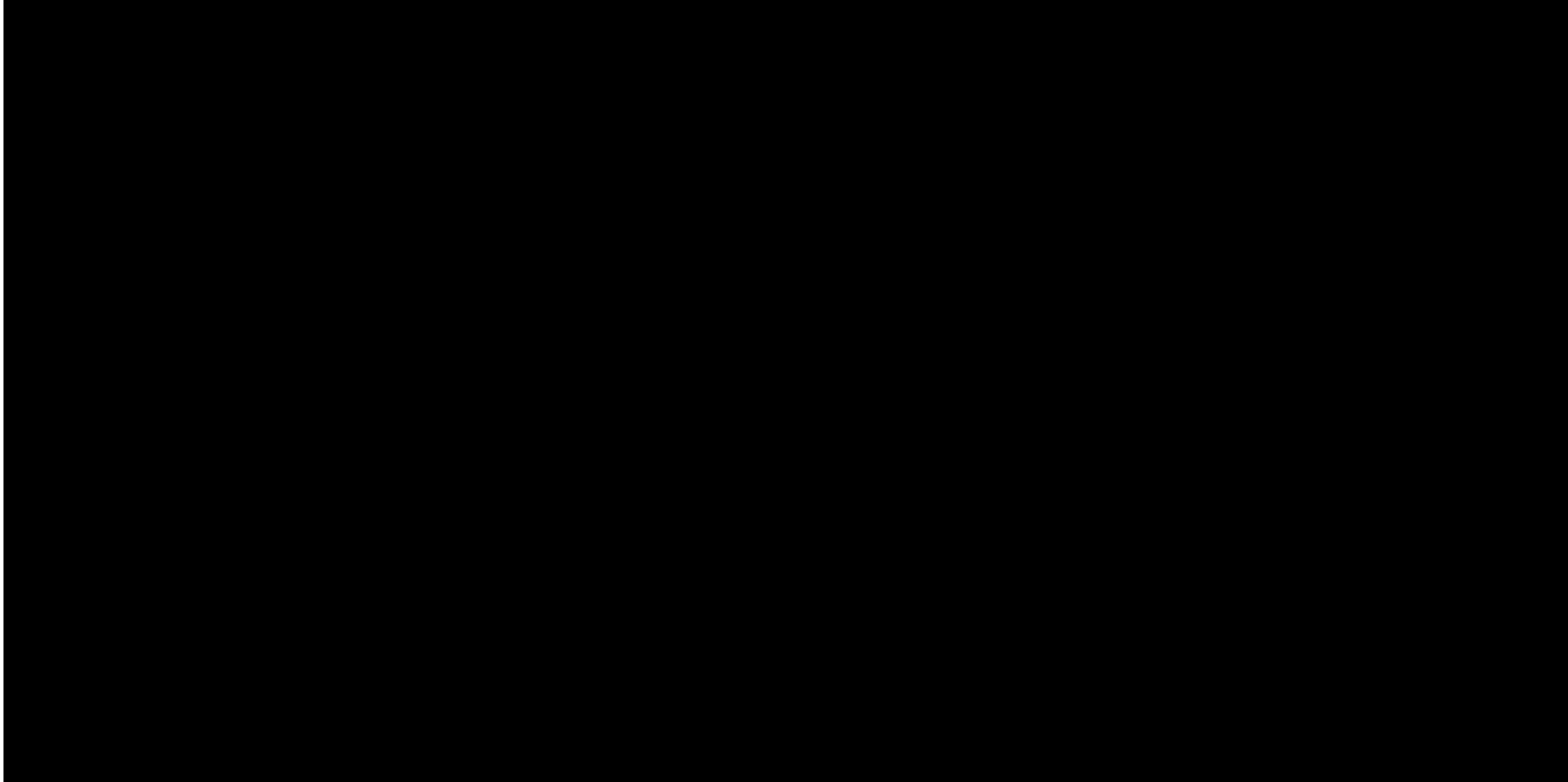


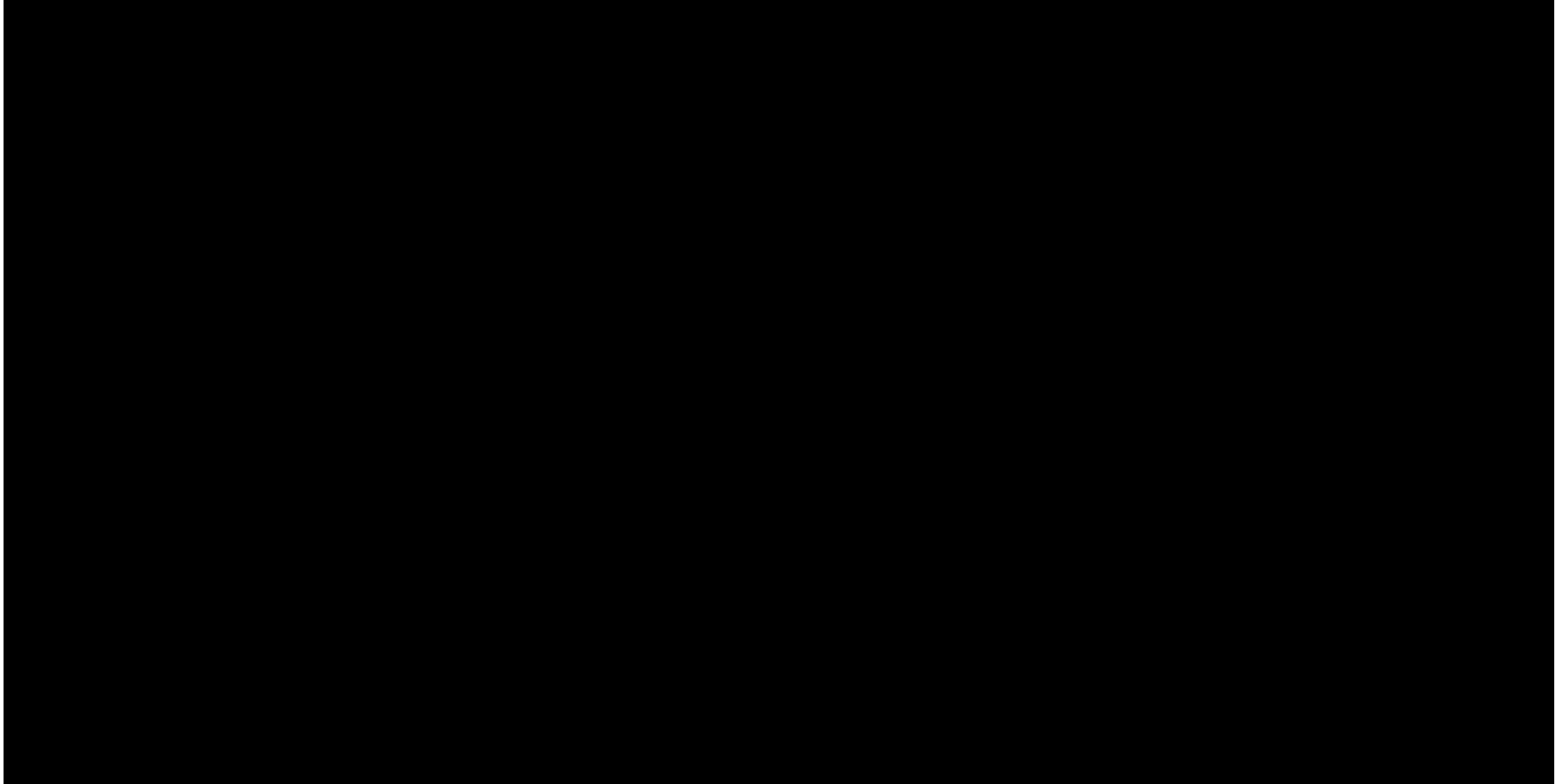
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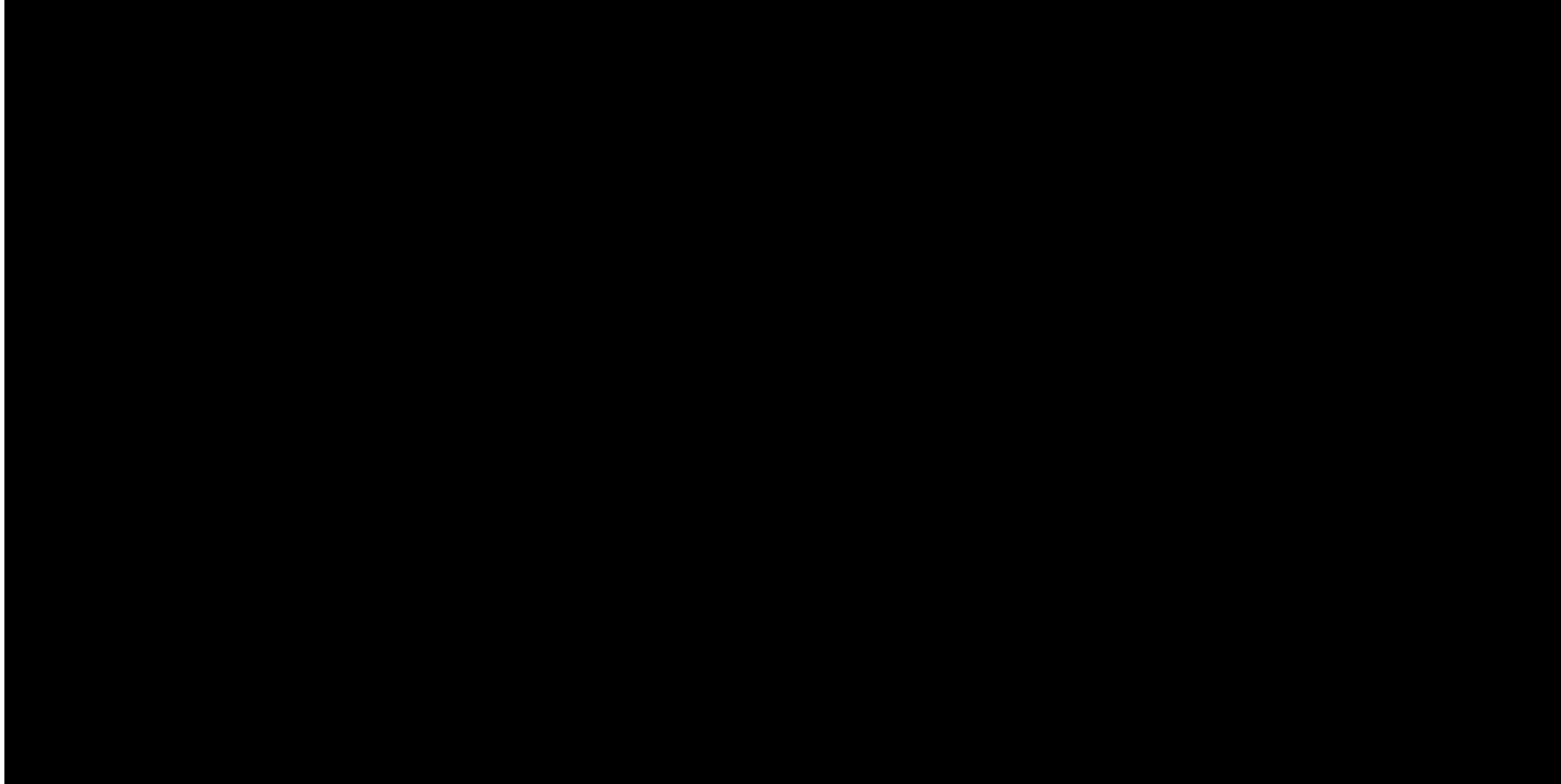
DPS-350 Attachment 1 Public Redacted
Sheet 17 of 20







DPS-350 Attachment 1 Public Redacted
Sheet 20 of 20





Partnership Review February 2023



Today's Agenda

Agenda

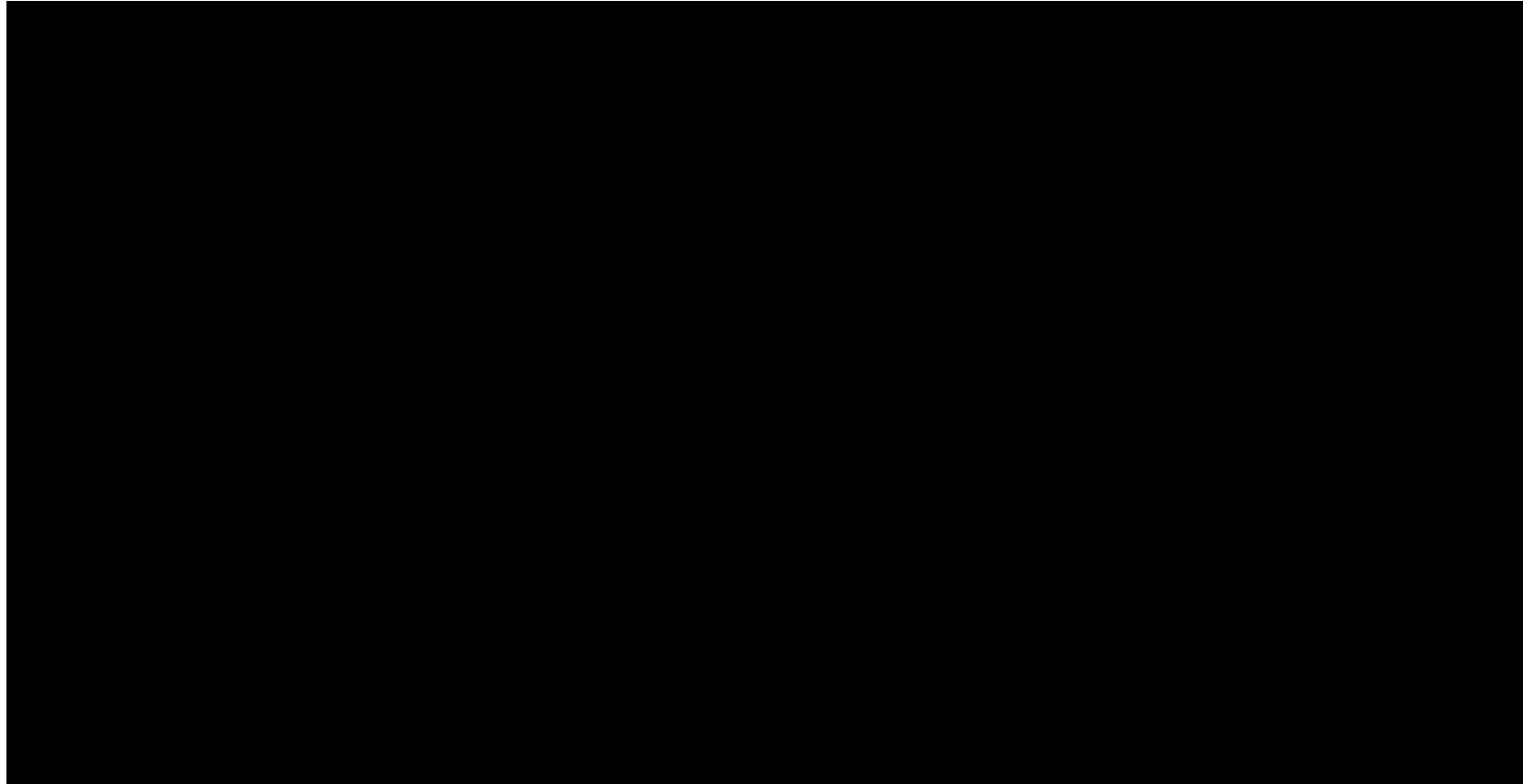
- Personnel changes
- Reviewing 2022
- Planning for 2023
 - Central Hudson Initiatives and Goals
 - KUBRA Solutions



Personnel Changes



KUBRA Team Update



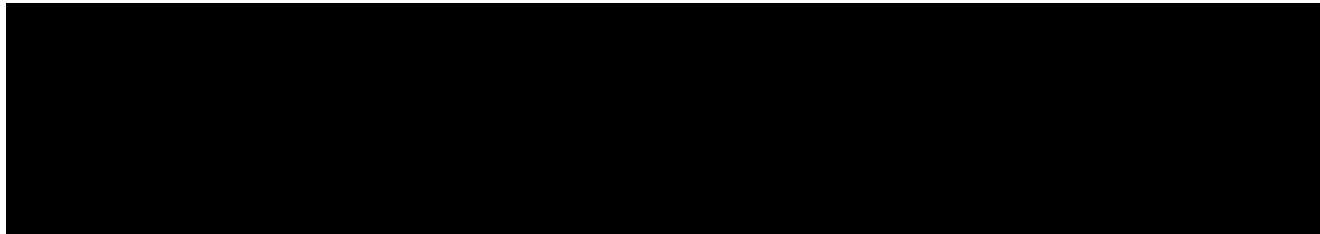
2022

Metrics & Accomplishments

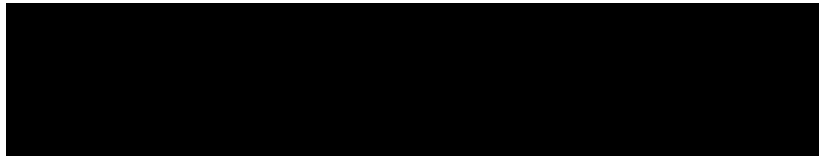
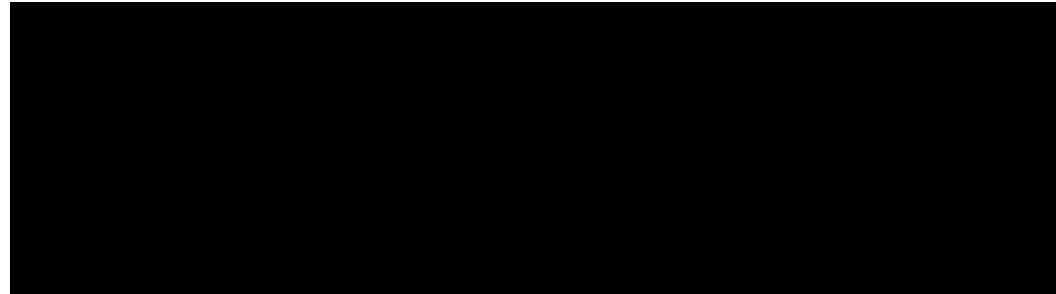
2022 Billing Summary



2022 Payment Summary

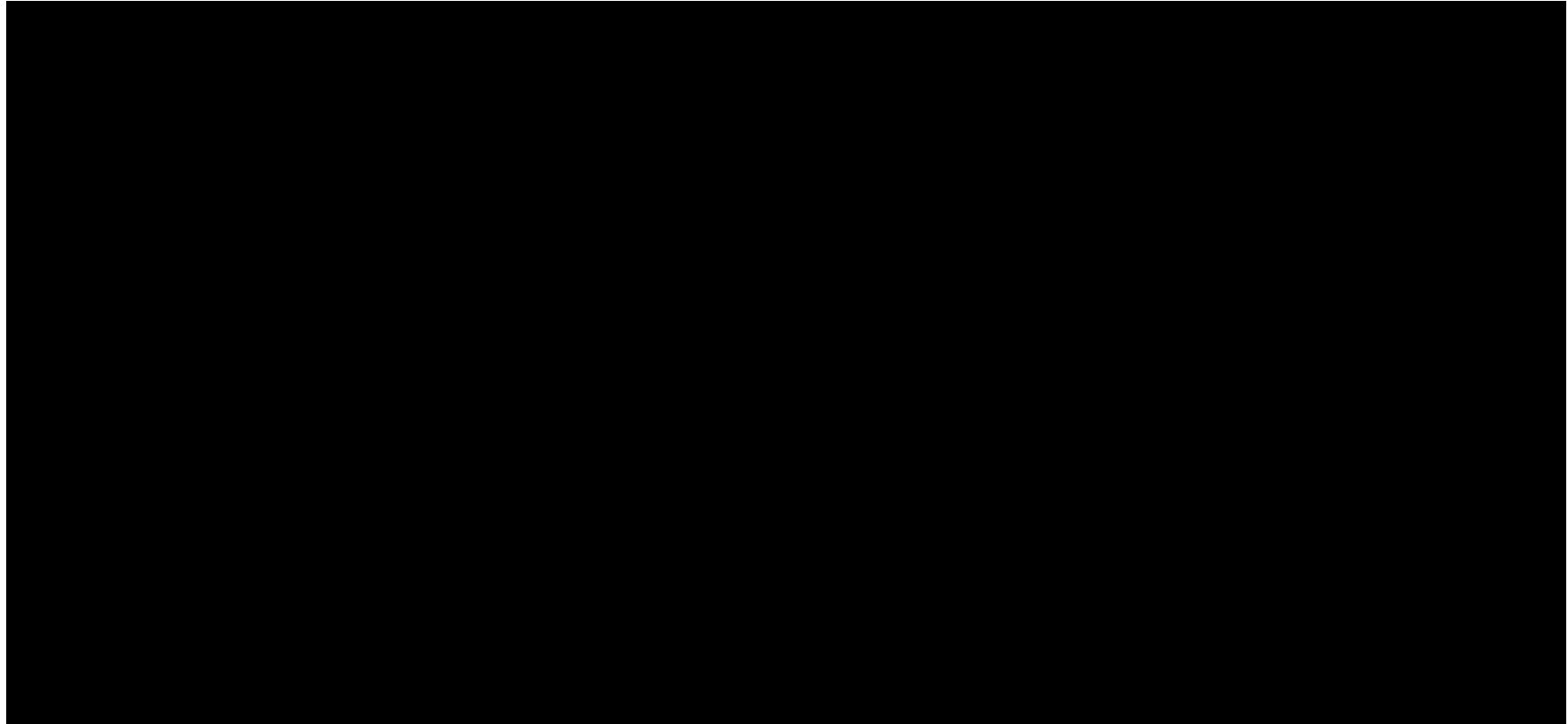


2022 Alerts Summary

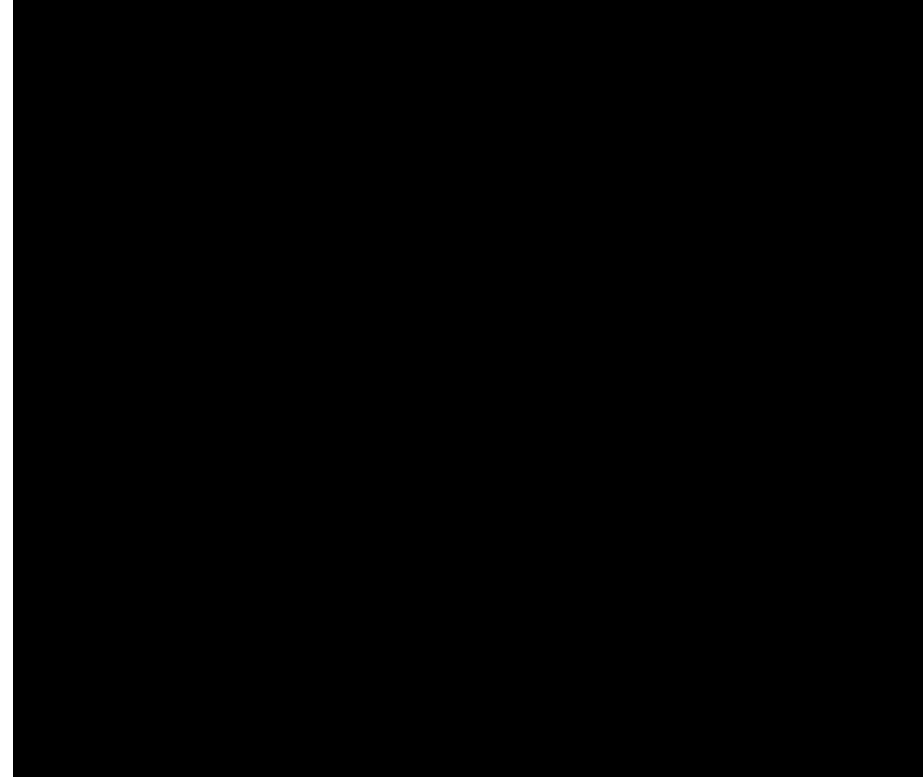




Payment Volumes



Accomplishments



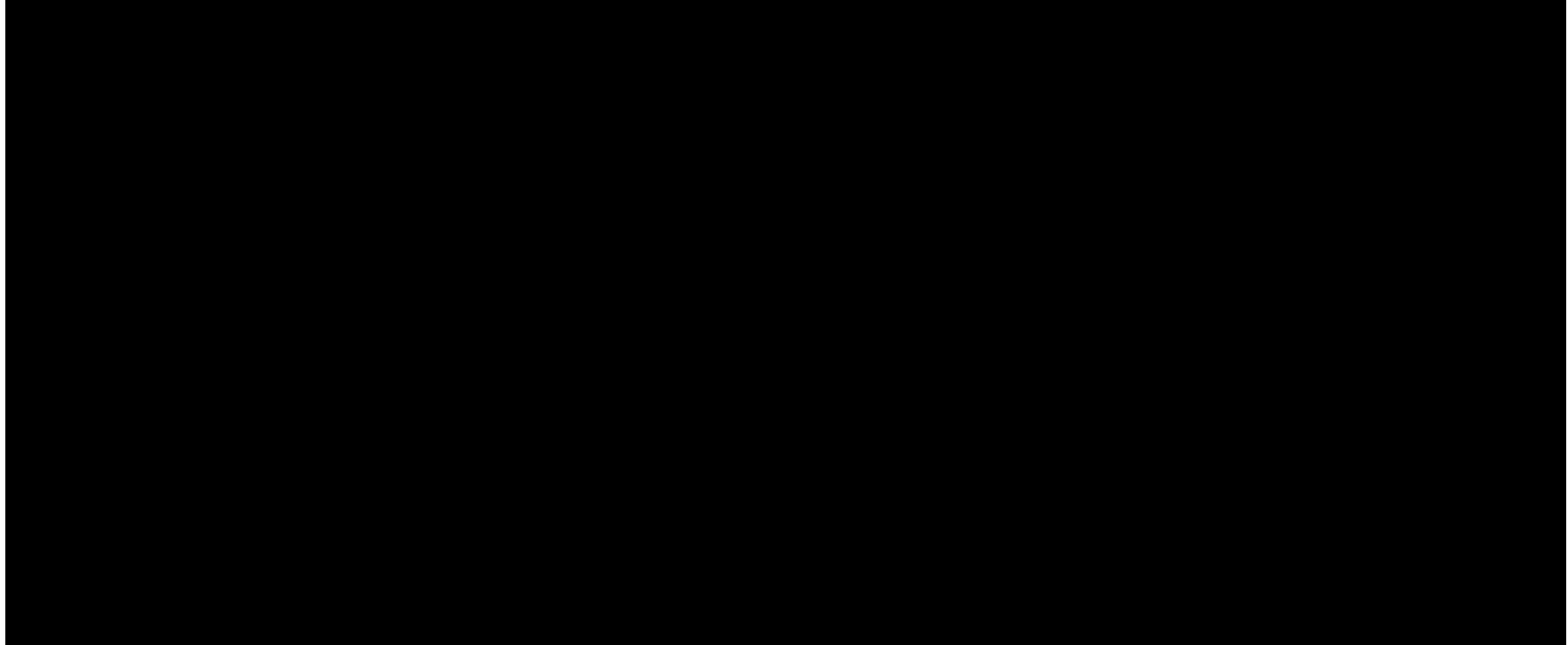
DPS-350 Attachment 2 Public Redacted
Sheet 12 of 36



DPS-350 Attachment 2 Public Redacted

Sheet 13 of 36

Our Partnership Evolution





What makes KUBRA a good partner?



What does KUBRA need to improve on?



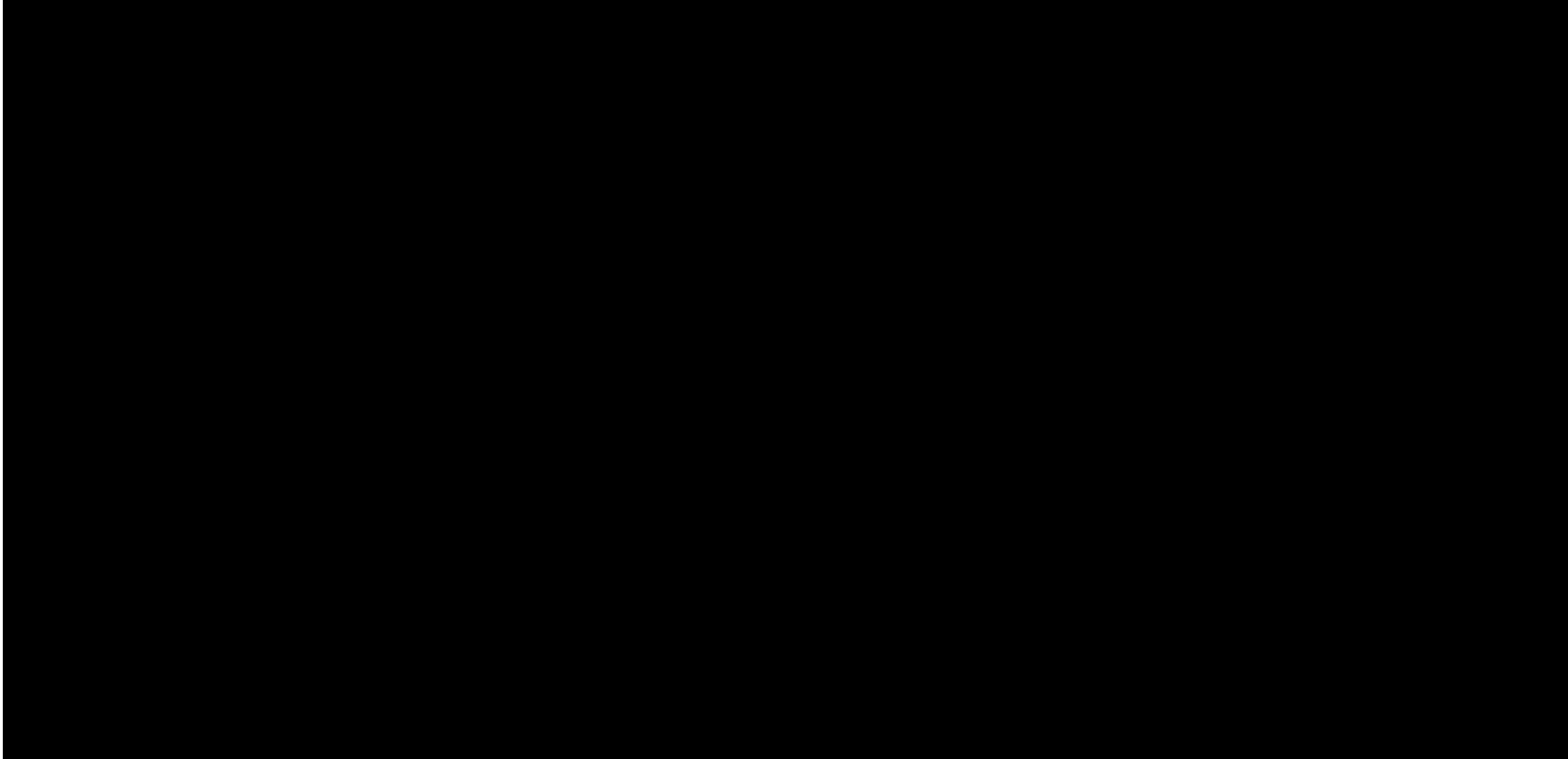
How can we help Central Hudson achieve your goals?



2023 Planning



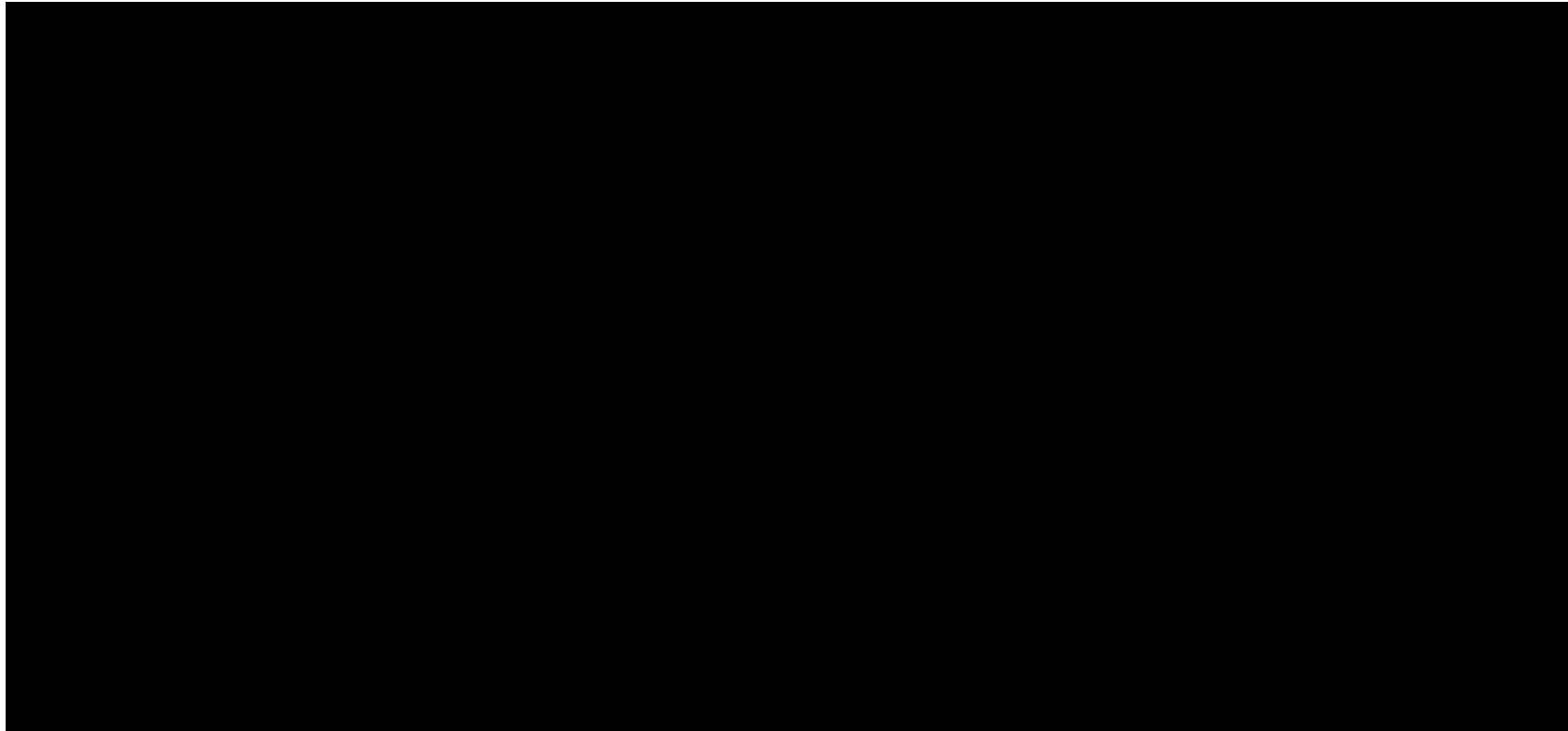
2022 – 2023 Project List



DPS-350 Attachment 2 Public Redacted

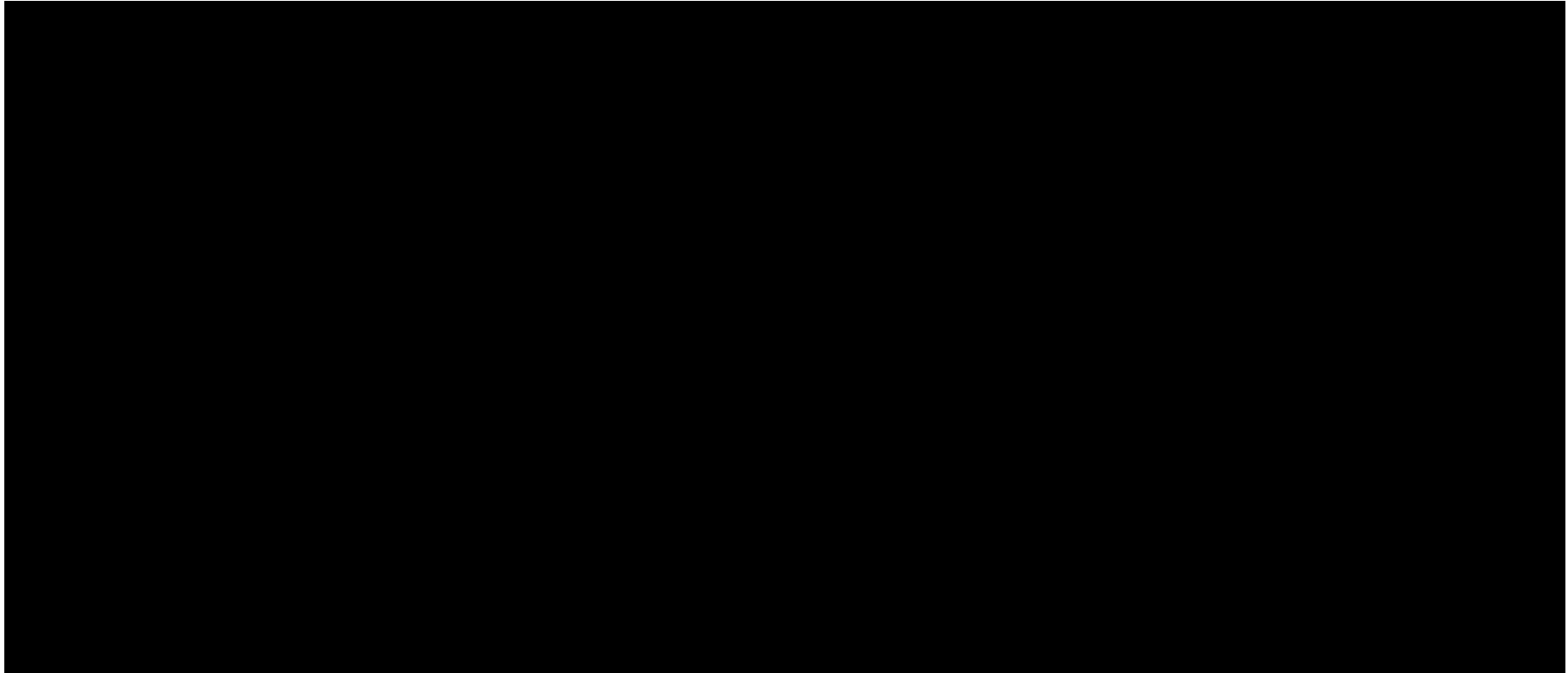
Sheet 17 of 36

KUBRA Solutions

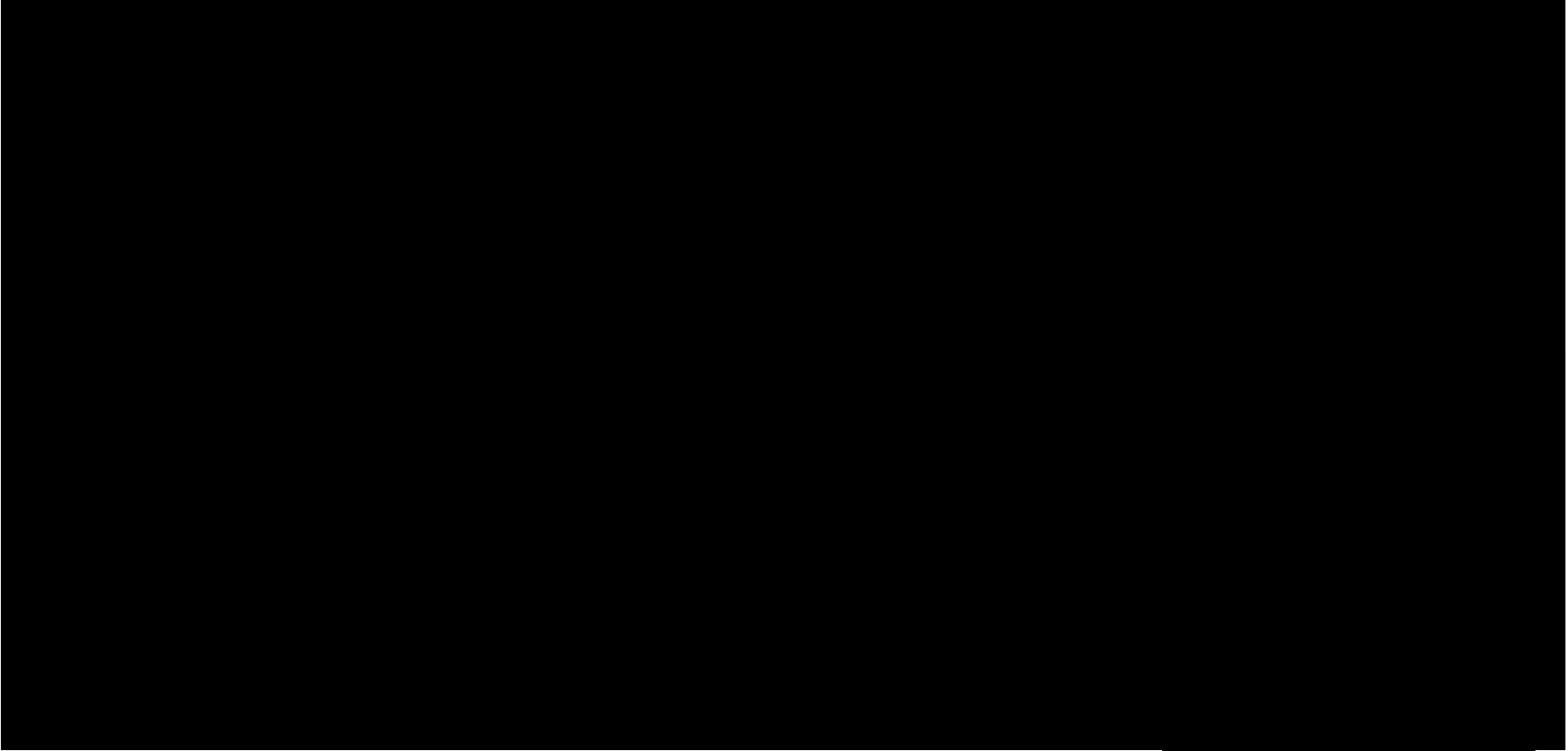




Current Implementation

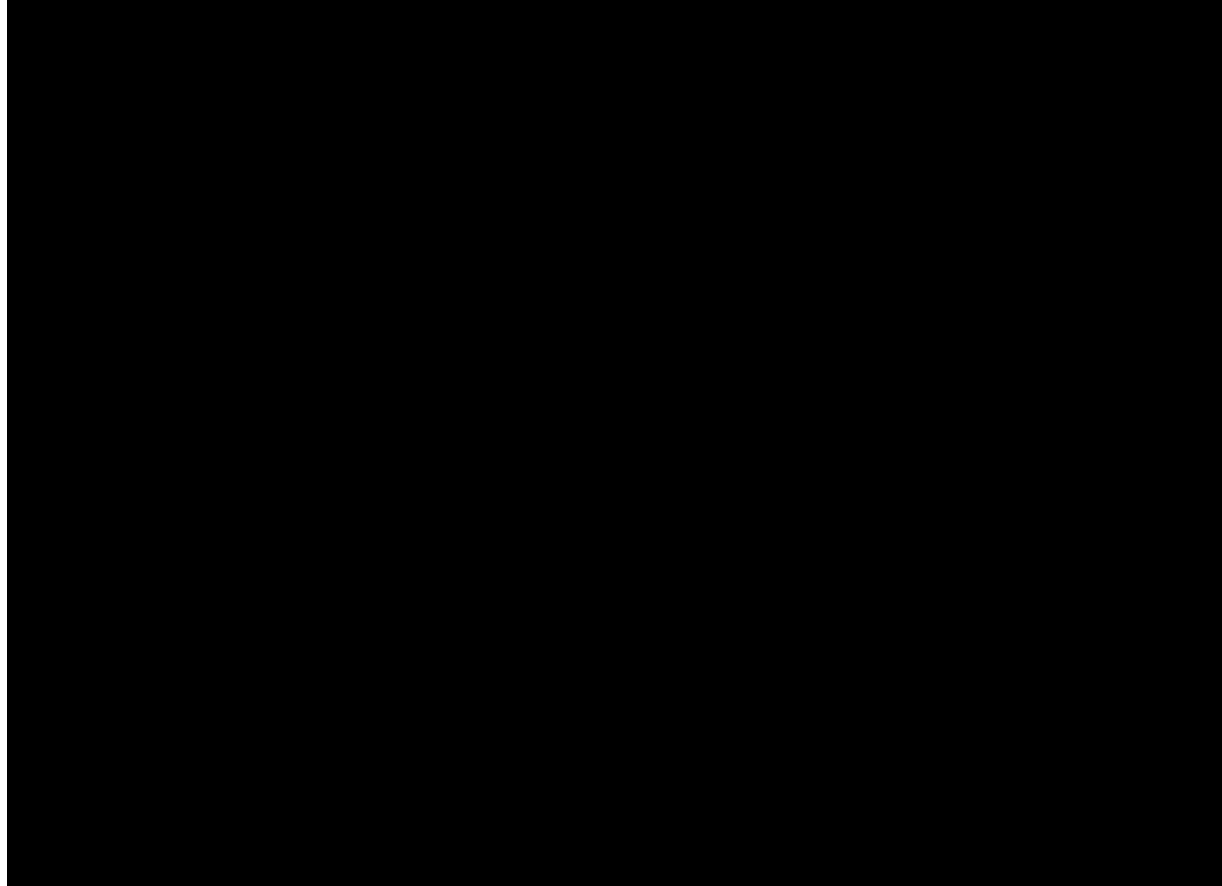


Document Delivery Options

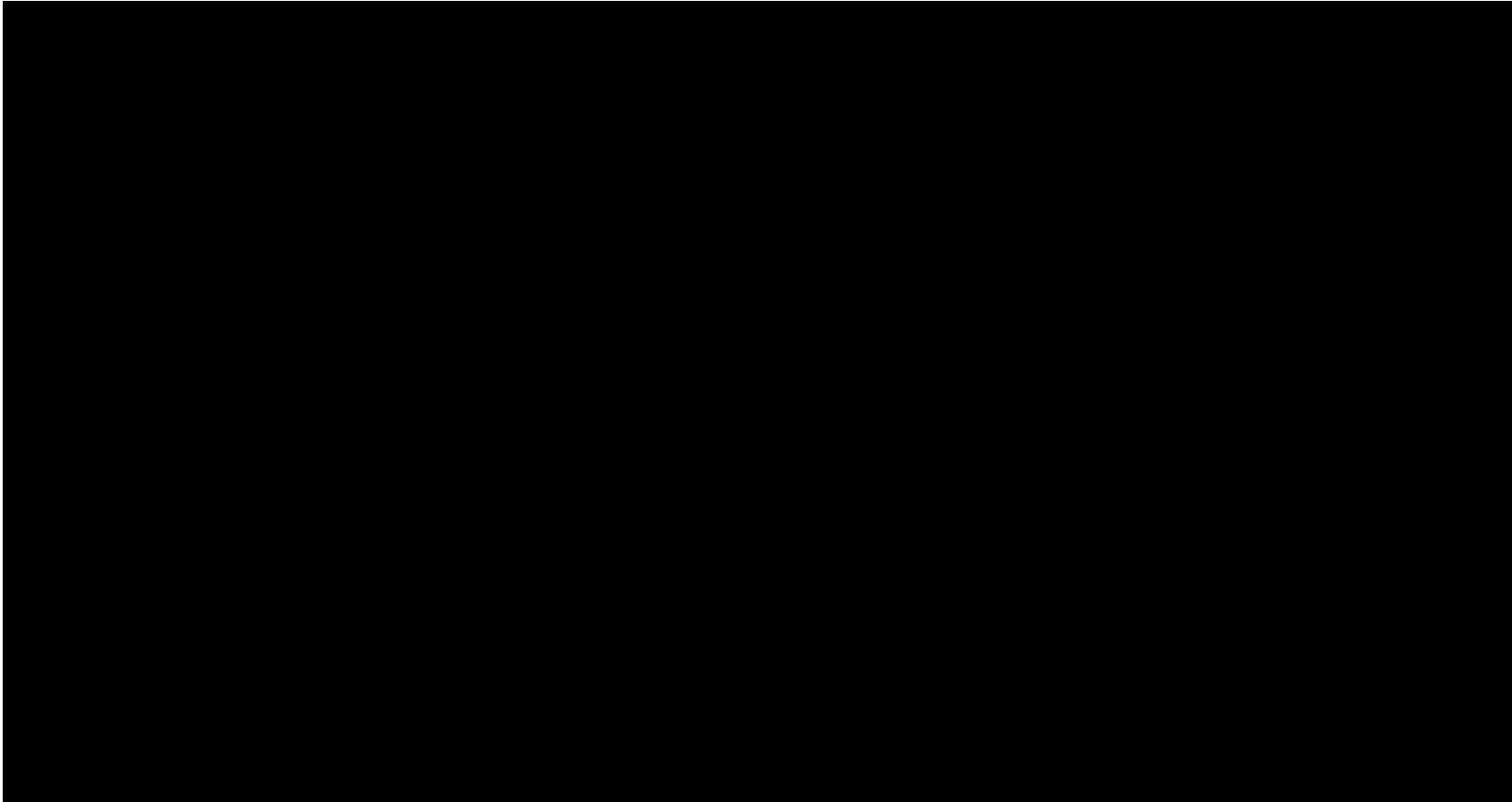




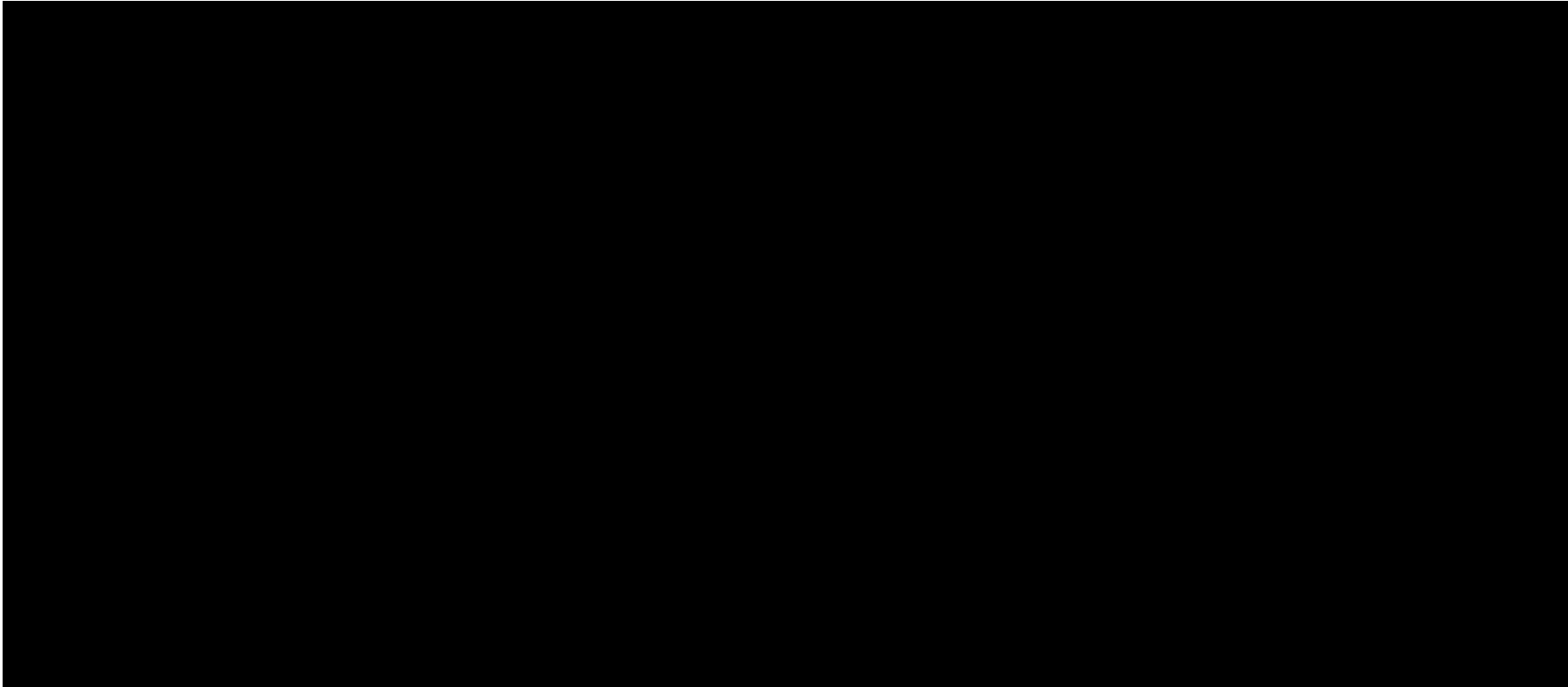
Redesign Expertise



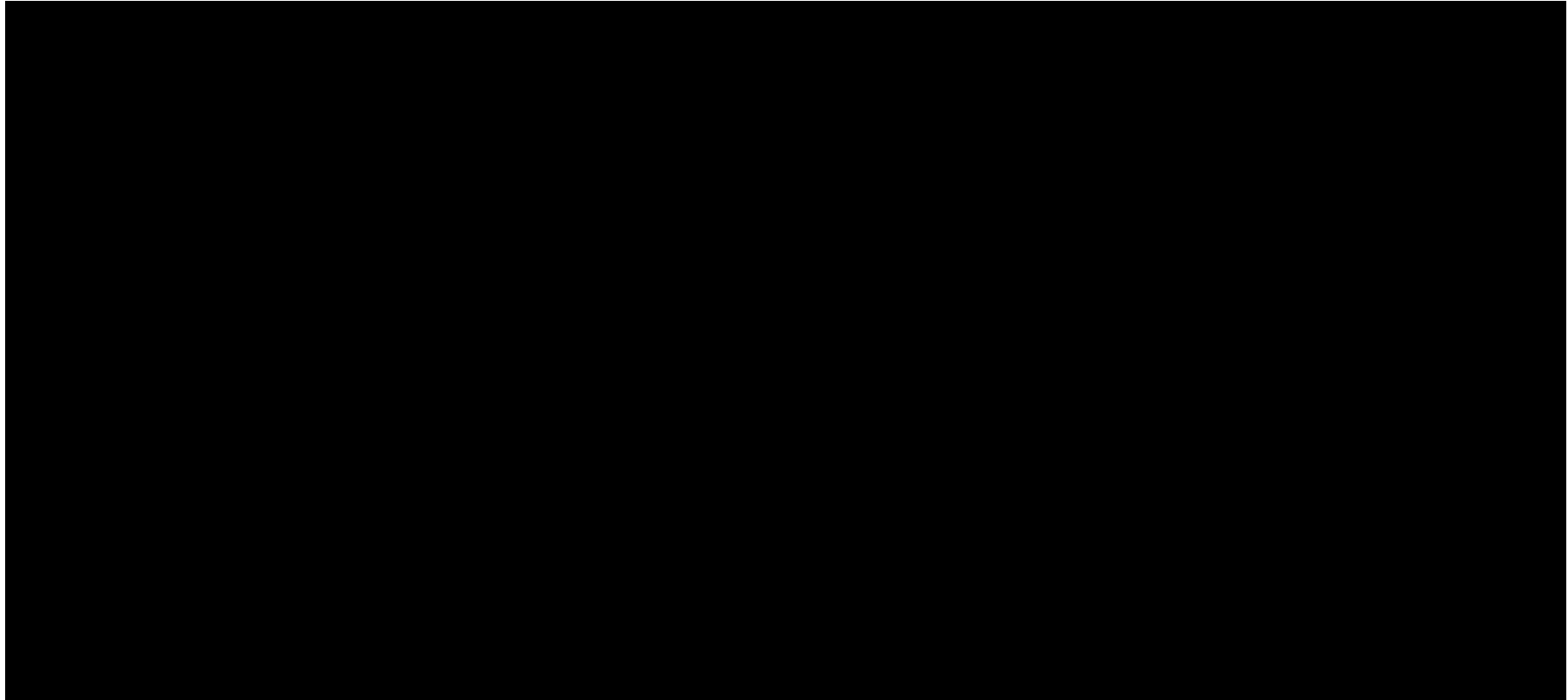
Redesign Examples



Redesign Examples

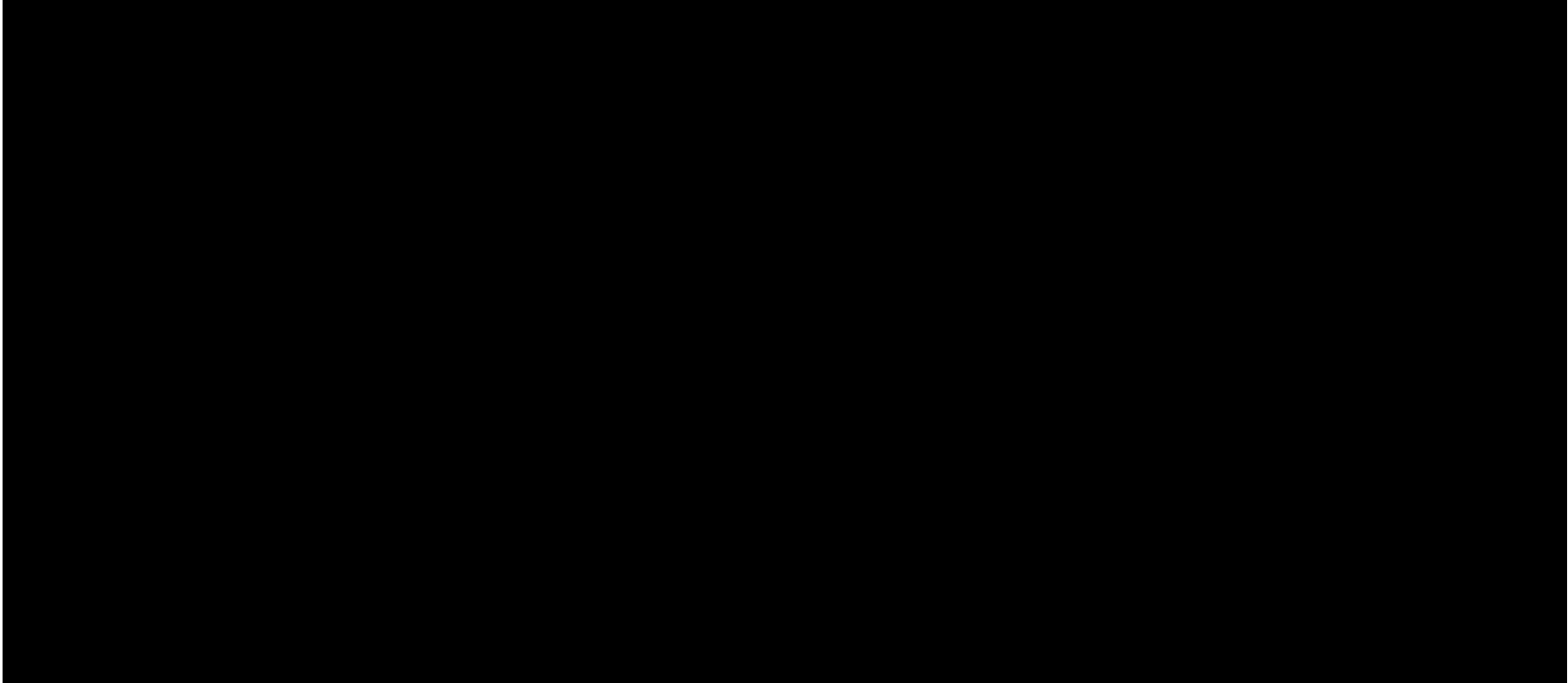


Onserts to Reduce Insert Costs



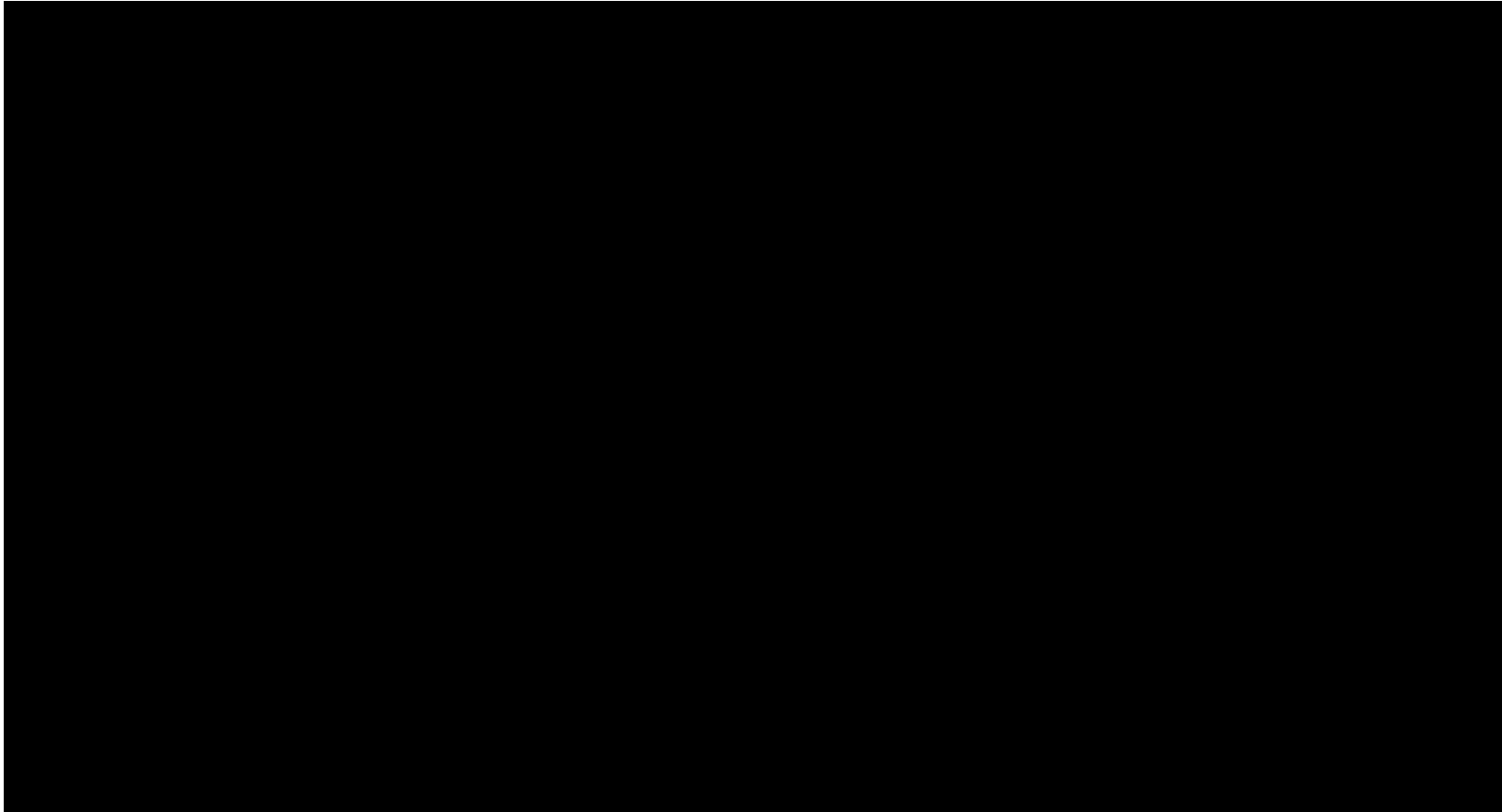


Bill Design Expertise



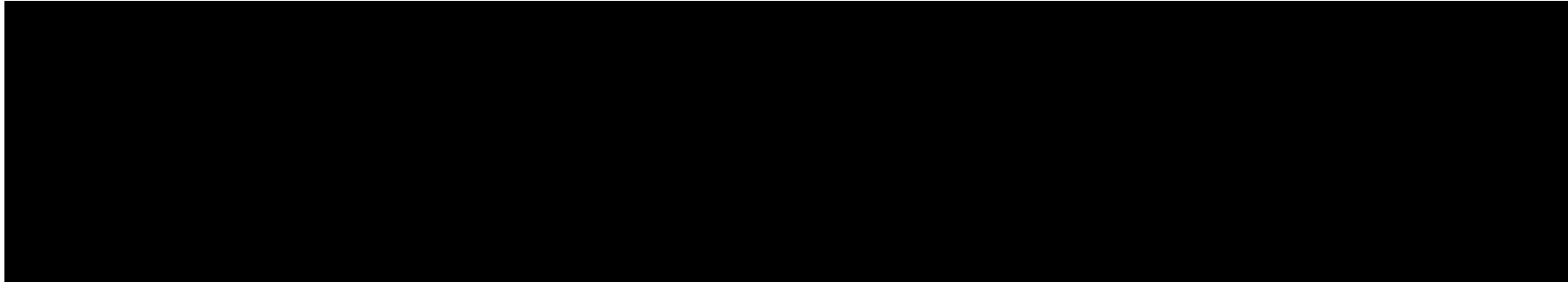


Bill Redesign

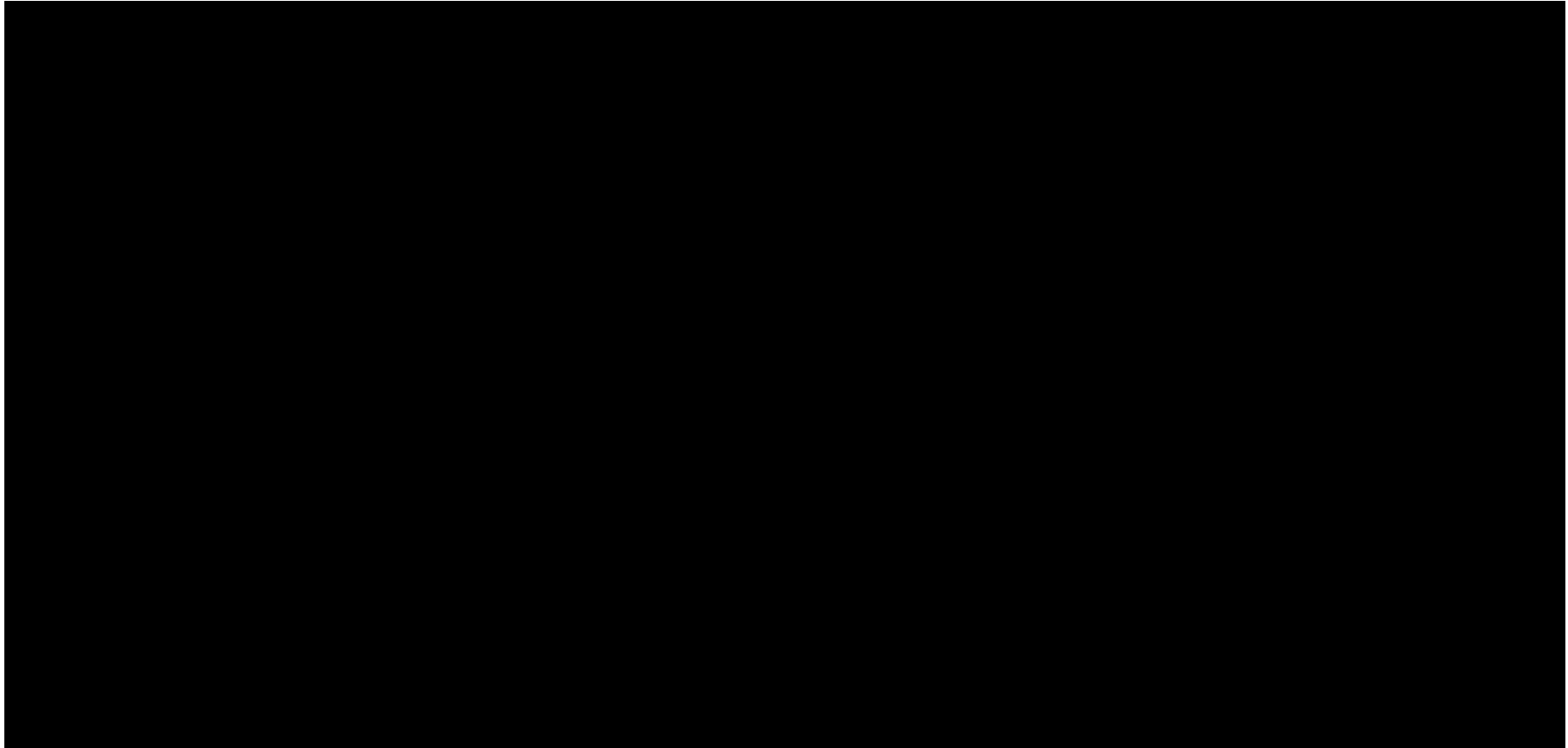




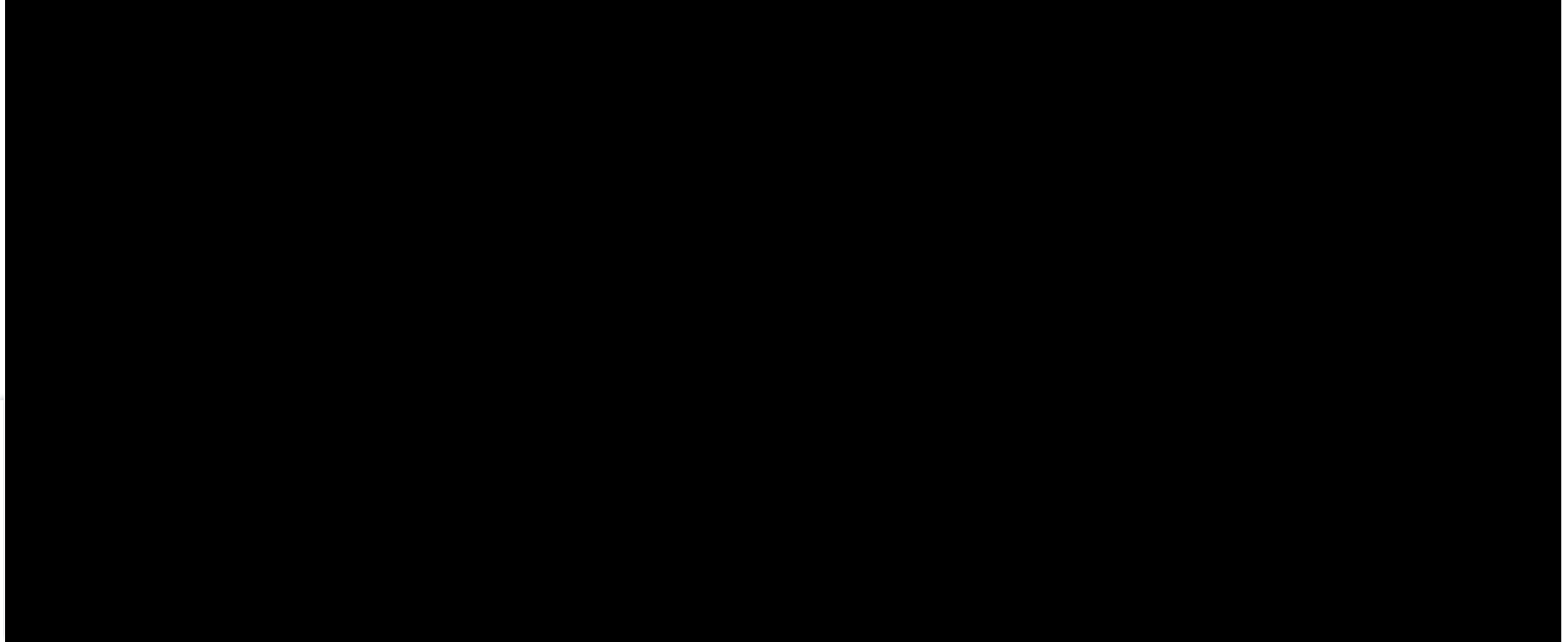
Interactive Bill



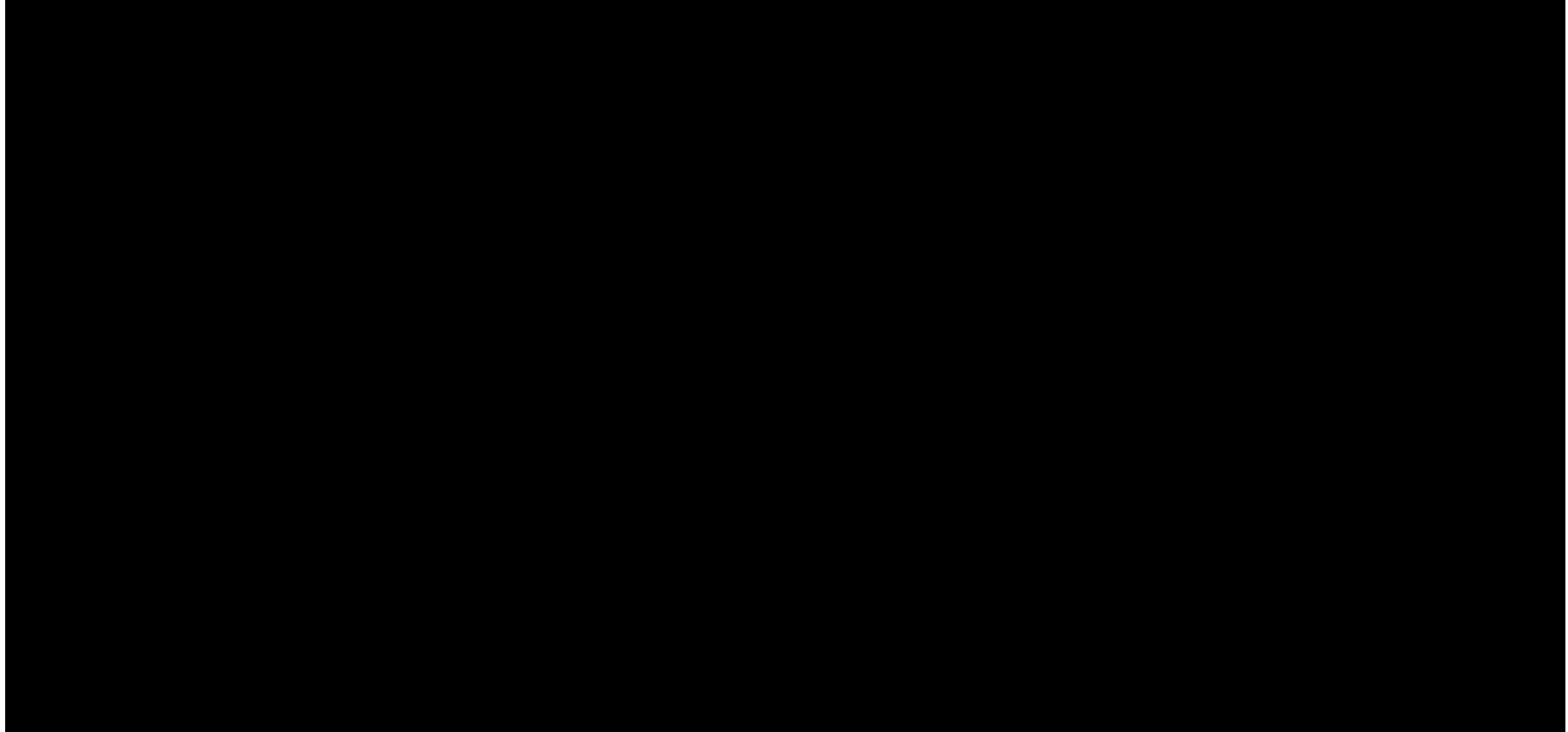
In-Person: Retail Cash Payments



3 Easy Ways to Pay with Cash

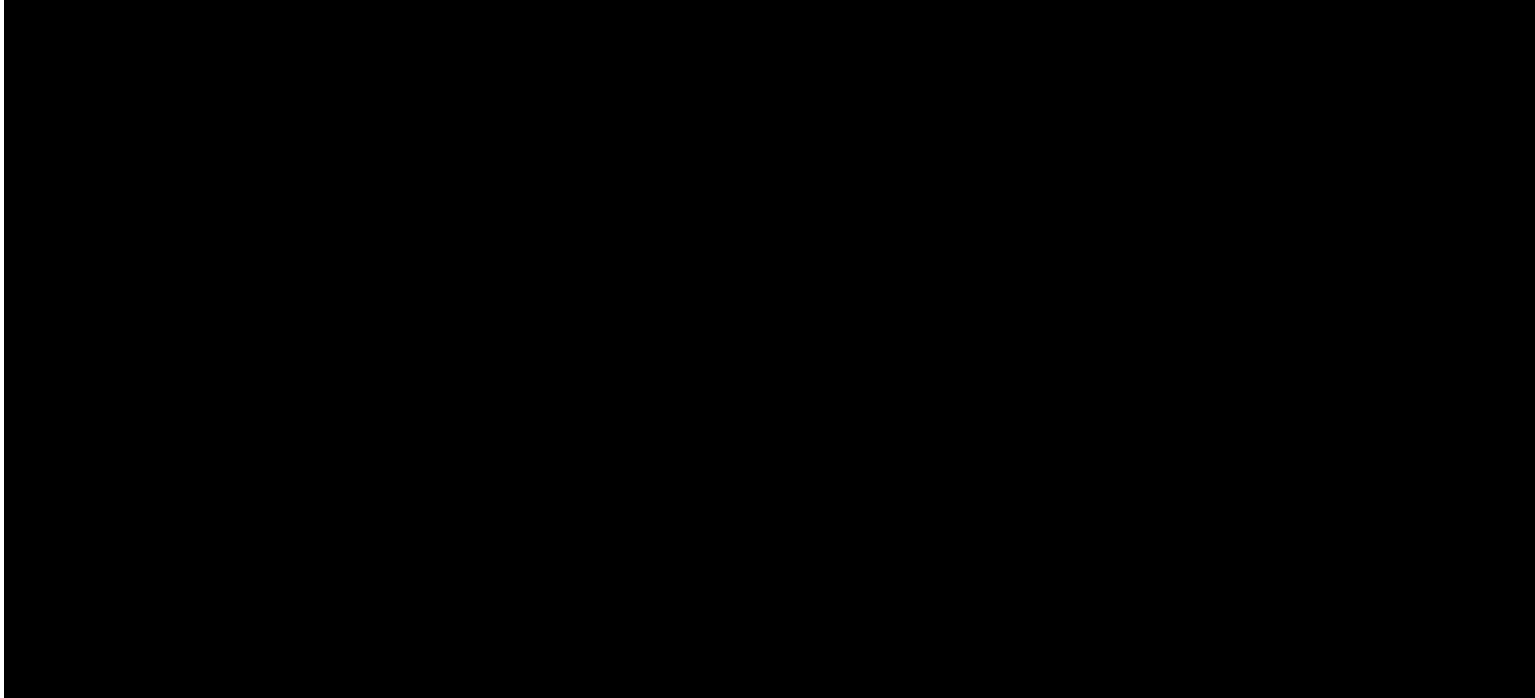


RCP Integration with Print

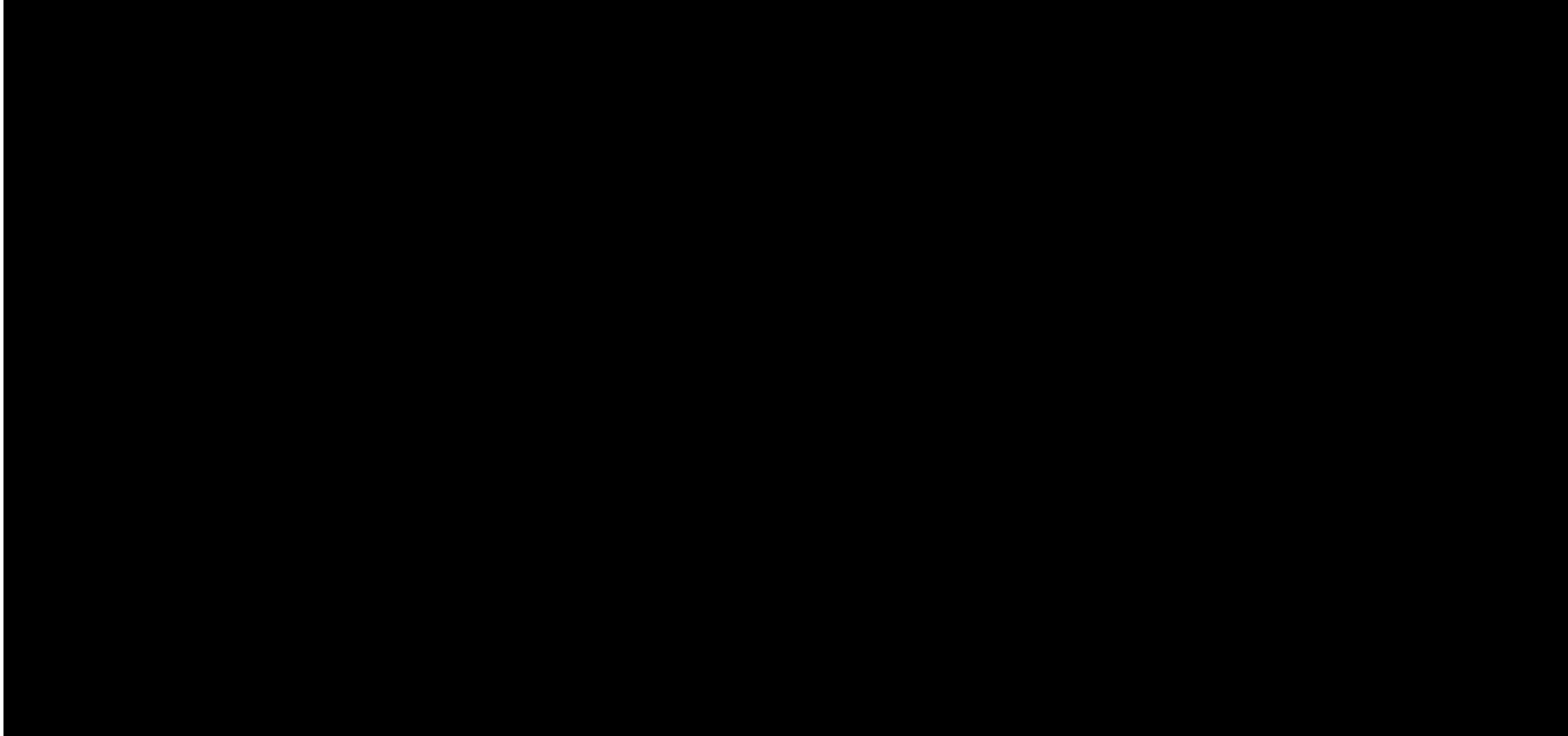




Retail Locations



Conversational Engagement

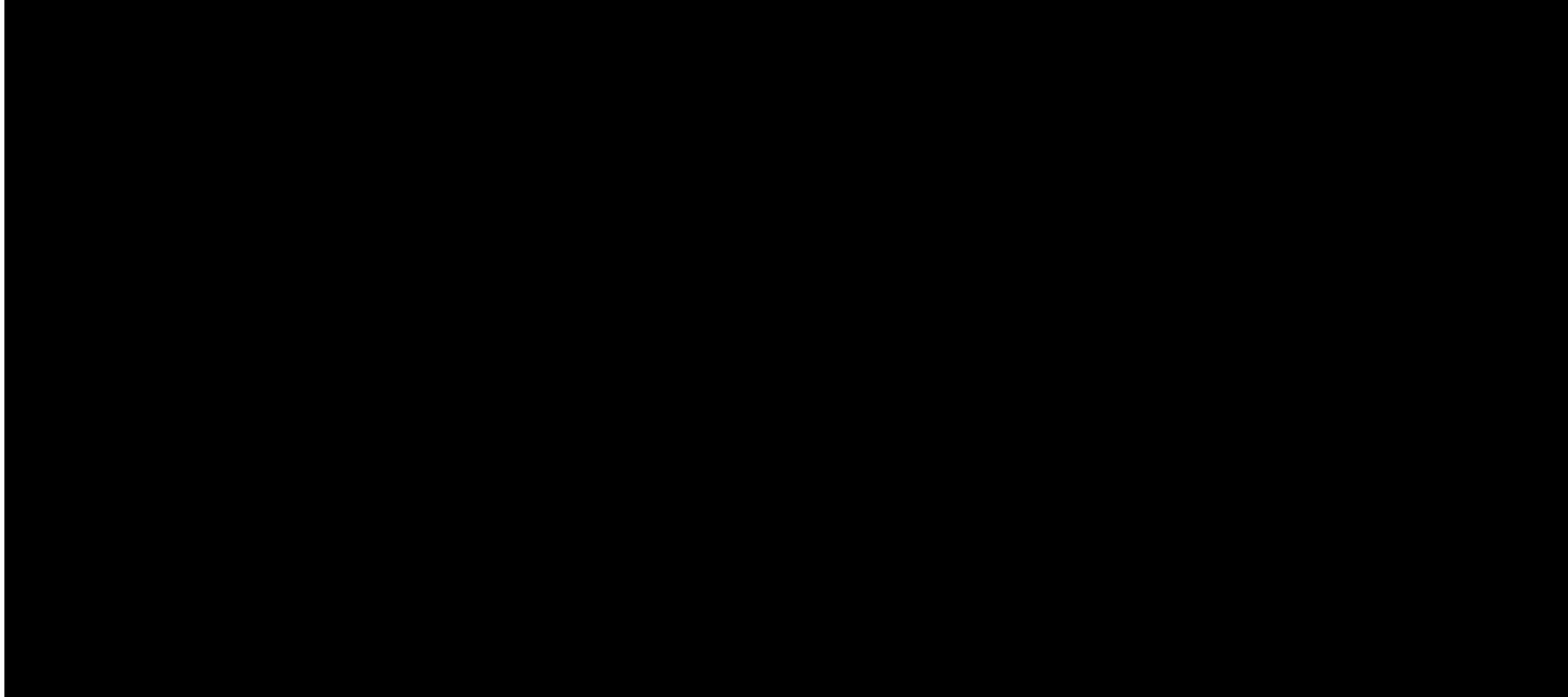


Balance and Payment

KUBRA Updates



KUBRA Update – Case Management





Save the Date for iConnect 2023!

iConnect
October 2-4, 2023
Westin Hilton Head Island
Resort & Spa
Hilton Head Island, SC

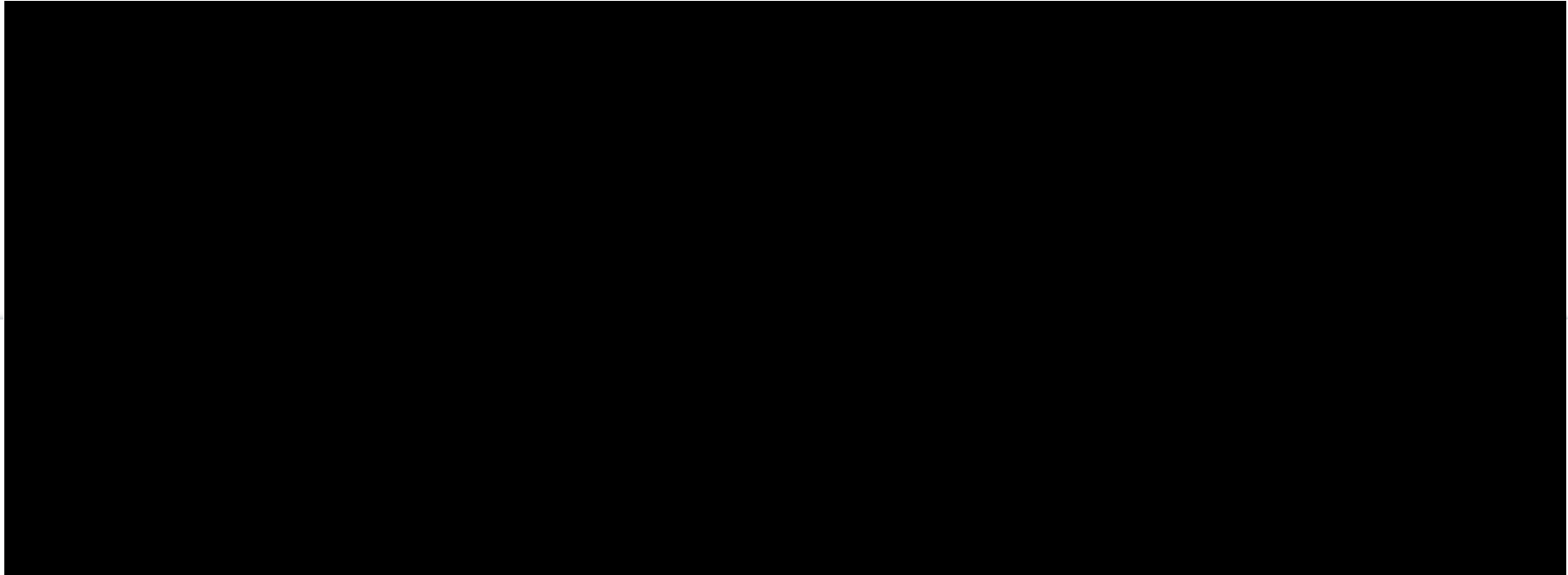
Learn about industry trends and new customer experience solutions, plus hear peer-presented case studies, get access to hands-on training, and enjoy plenty of networking opportunities.



Find out more at www.KUBRA.com/iConnect

Appendix

Flexible Integration Options



Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-14, IR-351
Requested By: DPS - Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: September 4, 2024
Response Due Date: September 16, 2024
Date of Response: September 16, 2024
Response By: Customer Experience Panel
Subject: Customer Payment and Billing Experience

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to the proposed Customer Payment and Billing Experience enhancements described on pages 16-17 of the Customer Experience Panel's direct testimony and Exhibit__(CEP-1).

1. For each proposed interface enhancement that is part of this project, provide a detailed breakdown of the capital expenditure costs, by category (e.g., hardware, software, consulting contracts, support contracts, equipment, etc.), projected for the Rate Year ending June 30, 2026.
2. For each proposed enhancement, provide a detailed breakdown of the operations and maintenance costs, by category (e.g., internal labor, external labor, software updates, consulting contracts, support contracts, etc.), projected for the Rate Year ending June 30, 2026.
3. Provide a detailed timeline, with specific or estimated dates, for the Company to implement each proposed enhancement as part of this project.
4. For each proposed enhancement, provide a detailed description of how the existing customer experience will change after the proposed enhancements are implemented. Include in your response prototype documentation, internal research, and proposals developed by and/or for the Company.
5. For each proposed enhancement, describe what resources the Company will provide to inform customers of the enhancement and how the customer can utilize the enhancement.
6. Describe, in detail, if the Company has identified any resourcing constraints for this project. If so, explain how such identified constraints will be addressed. As part of your response, for each proposed enhancement, explain the Company's strategy

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Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

for ensuring adequate resources are available to work on the project during the specified time period.

7. For each proposed enhancement, describe, in detail, any risks that the Company identified, and explain how the risks will be managed and mitigated. As part of your response, provide the Company's risk management plan developed as part of the project.
8. Explain, in detail, if this project shares any interdependencies with other project(s) and/or system(s). If so, include description(s) of how such project(s) and/or system(s) will be implemented. State whether and, if so, how timing of the project(s) and/or system(s) will impact each proposed enhancement.
9. Provide the Company's governance structure for implementing the project, including the names and titles of the people who will be implementing the project, as well as the executive sponsor for each enhancement.
10. For each proposed enhancement, provide a specific description of the technology to be utilized, including whether each proposed enhancement requires a custom build or a commercial off-the-shelf solution.
11. Provide the Company's cost analysis for the project, broken down by proposed enhancement. Describe the Company's approach for developing the cost estimates, and provide supporting documentation, assumptions, and methodology used.
12. For each proposed enhancement, explain whether the Company evaluated any alternatives, and include an explanation of why the Company ultimately chose the proposed enhancement versus an alternative.
13. For each proposed enhancement, explain, in detail, how the Company's selected solution compares with other utilities' solutions, and with industry standards.

Response:

1. Rate Year 1 capital expenditure costs, by category:
 1. Kubra Enhancements
 - a. Total RY1 = \$798,000
 - i. Labor = \$159,000
 - ii. Vendor = \$564,000
 - iii. Contractor costs = \$75,000
 2. Customer Bill Redesign
 - a. Total RY1 = \$172,000
 - i. Labor = \$40,000
 - ii. Vendor = \$132,000
 3. Kubra Payment Posting & API

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Response to Interrogatory / Document Request

- a. Total RY1 = \$108,000
 - i. Labor = \$20,000
 - ii. Vendor = \$88,000
2. Please note: all O&M costs for the proposed enhancements below are non-labor costs. Labor costs are projected globally and are not available at the level of detail requested.

Kubra Enhancements (including customer bill redesign)

Total RY = \$7,500 (costs projected to begin in 2026, so 50% of projected costs are included in the Rate Year)

Kubra Payment Posting & API

- a. Total RY = \$0 (O&M projected to begin outside of the Rate Year)
3. Detailed timelines are not available at this time. Requested projects are identified by the business and operating units, prioritized, and identified for Rate Year inclusion based on relative priority. During this planning stage, high-level requirements, the corresponding resourcing (staffing) needed to implement, and target in-service dates are identified. More detailed requirements identification and planning is performed closer to when the respective projects are scheduled to kick-off; approximately 1 year to 3 months prior to project start, depending on the size and magnitude of the respective project.
4. These projects focus on an efficient and cost-effective solution for the printing and mailing of our bills, forms, and letters to our customers. The Company is seeking an e-bill presentation solution with secure document delivery by email or SMS, as well as customer notifications, reporting/analytics capabilities, one-time payment, one-click payments, auto-pay and securely stored payment methods. Multi-touch points to include: web, mobile application, IVR, SMS, agent, email, smart speaker, chatbot, ACH/credit card payment processing, in-person payment solution for customers, and digital wallets with real-time payment processing. In addition, key components of this project include:
 - A customer bill redesign
 - Real-Time Payment and Auto-Payment Status
 - In-Person Payment Experience
 - Digital Wallet for all users; both authenticated and unauthenticated
 - Real-time integration
 - Central Hudson to control formatting of bill/letter/form files

The proposed enhancements will change the customer experience in the

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

following ways:

- a. Customer Bill Redesign: The benefits of a bill redesign are as follows:
 - i. Increase customer satisfaction with easy-to-understand billing information that encourages faster bill payments
 - ii. Reduce call volume
 - iii. Increase program adoptions with on-bill messages and onserts
 - iv. Reinforce brand identity through design, presentation, and website consistency
 - b. KUBRA Real-Time Payment Posting: Real-time payment posting provides the customer with complete transparency about their transaction. This greater visibility into their financial situation ultimately results in a better overall experience.
 - c. Digital Wallet for all users: Provide customers with the flexibility to choose their preferred method of payment.
5. The Company will inform customers through all channels including social media, website, and on the customer bill, as well as bill inserts of the enhancements and features. The Company will provide steps to customers on how to become an e-bill customer, for example, if they are not currently one to take advantage of new features.
 6. The Company has not identified any resource constraints.
 7. There are no key risks related to these projects identified at this time.
 8. This project does not have any interdependencies with other initiatives.
 9. The executive sponsor for the project will be the Manager of Customer Experience and named project resources by role will be established during the project initiation request and Work Order authorization process. This project will also incorporate Central Hudson's billing and payment vendor, Kubra.
 10. The software associated with this project is proprietary to Kubra.
 11. The estimates for this initiative are directional, derived from a high-level estimate of development and testing efforts needed to deliver the requested functionality.
 12. The Company is currently in contract with our current payment and billing vendor until 2027. The enhancements will be done under the current contract.
 13. Please see attachment DPS-351 Attachment 1 Confidential. Central Hudson ranks significantly lower compared to other utilities of similar size in Billing & Payment

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

customer experience. Compared to east midsize utilities, Central Hudson scores are lower for billing & payment categories that include:

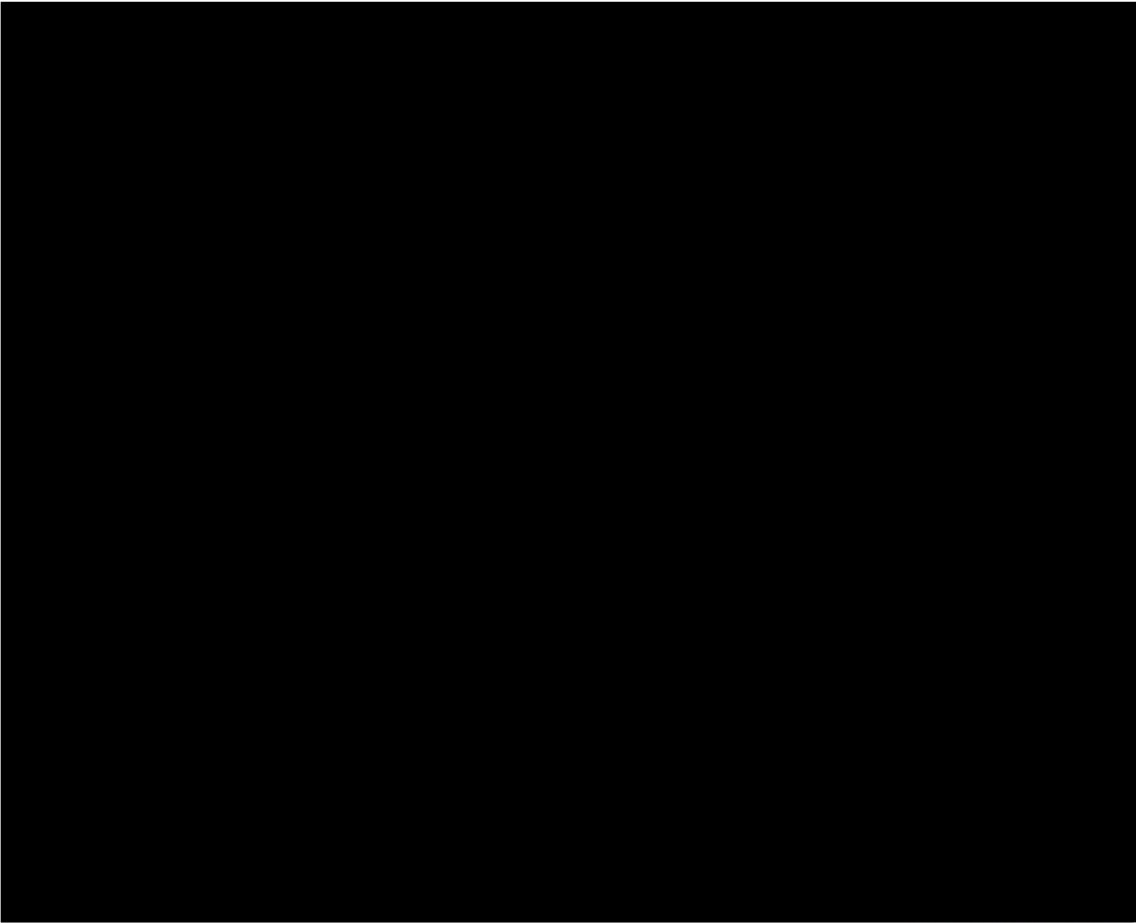
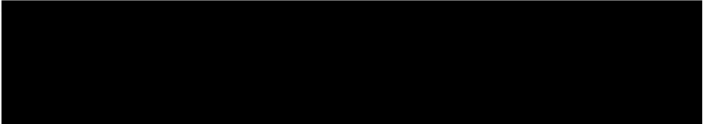
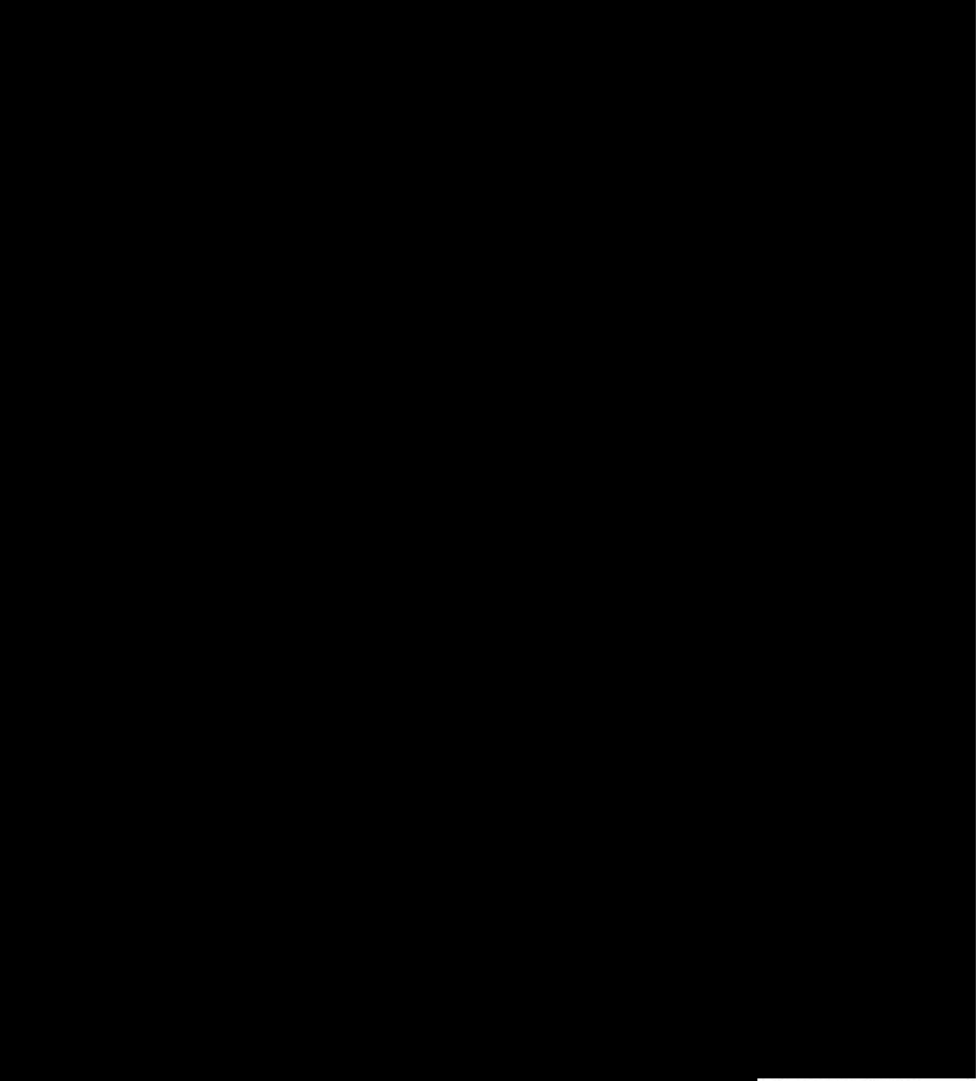
- a. Clarity of information on bill
- b. Reasonableness of billing cycle
- c. Variety of methods to pay
- d. Ease of paying bill

Documents Attached:

DPS-351 Attachment 1 Confidential

Billing & Payment

DPS-351 Attachment 1 Public Redacted
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462



Small sample | Insufficient data suppressed | © J.D. Power. All Rights Reserved. CONFIDENTIAL & PROPRIETARY.

J.D. POWER

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-15, IR-353
Requested By: DPS - Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: September 5, 2024
Response Due Date: September 16, 2024
Date of Response: September 16, 2024
Response By: Customer Experience Panel and Technology Capital and Operations Panel
Subject: Customer Web and Mobile Technology

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to the proposed Customer Web and Mobile Technology interface enhancements described on pages 15-16 of the Customer Experience Panel's direct testimony and Exhibit__(CEP-1).

1. For each proposed interface enhancement that is part of this project, provide a detailed breakdown of the capital expenditure costs, by category (e.g., hardware, software, consulting contracts, support contracts, equipment, etc.), projected for the Rate Year ending June 30, 2026.
2. For each proposed enhancement, provide a detailed breakdown of the operations and maintenance costs, by category (e.g., internal labor, external labor, software updates, consulting contracts, support contracts, etc.), projected for the Rate Year ending June 30, 2026.
3. Provide a detailed timeline, with specific or estimated dates, for the Company to implement each proposed enhancement as part of this project.
4. For each proposed enhancement, provide a detailed description of how the existing customer experience will change after the proposed enhancements are implemented. Include in your response prototype documentation, internal research, and proposals developed by and/or for the Company.
5. For each proposed enhancement, describe what resources the Company will provide to inform customers of the enhancement and how the customer can utilize the enhancement.
6. Describe, in detail, if the Company has identified any resourcing constraints for this project. If so, explain how such identified constraints will be addressed. As part of your response, for each proposed enhancement, explain the Company's strategy for ensuring adequate resources are available to work on the project during the specified time period.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

7. For each proposed enhancement, describe, in detail, any risks that the Company identified, and explain how the risks will be managed and mitigated. As part of your response, provide the Company's risk management plan developed as part of the project.
8. Explain, in detail, if this project shares any interdependencies with other project(s) and/or system(s). If so, include description(s) of how such project(s) and/or system(s) will be implemented. State whether and, if so, how timing of the project(s) and/or system(s) will impact each proposed enhancement.
9. Provide the Company's governance structure for implementing the project, including the names and titles of the people who will be implementing the project, as well as the executive sponsor for each enhancement.
10. For each proposed enhancement, provide a specific description of the technology to be utilized, including whether each proposed enhancement requires a custom build or a commercial off-the-shelf solution.
11. Provide the Company's cost analysis for the project, broken down by proposed enhancement. Describe the Company's approach for developing the cost estimates, and provide supporting documentation, assumptions, and methodology used.
12. For each proposed enhancement, explain whether the Company evaluated any alternatives, and include an explanation of why the Company ultimately chose the proposed enhancement versus an alternative.
13. For each proposed enhancement, explain, in detail, how the Company's selected solution compares with other utilities' solutions, and with industry standards.

Response:

1. All of these project estimates (Except for the projects listed below) are 100% Capital Labor costs. The work needed to implement each of these initiatives is internal web development work. Please refer to the rows associated with Web/Mobile in Exhibit__(CEP-1) CX Capital Projects. The estimates for these initiatives are directional, derived from a high-level estimate of efforts needed to deliver the requested functionality.
2. The Technology projects listed as Web/Mobile in Exhibit__(CEP-1) CX Capital Projects require internal resources to support or are upgrades to existing systems with no additional incremental O&M required. The internal resources needed to support these systems are included in the level of FTEs approved in Cases 23-E-0418 and 23-G-0419. As such, the forecast of the resources are included in the determination of labor costs included in the development of revenue requirements, but are not specifically identifiable.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

3. Detailed timelines are not available at this time. Requested projects are identified by the business and operating units, prioritized, and identified for rate year inclusion based on relative priority. During this planning stage, high-level requirements, the corresponding resourcing (staffing) needed to implement, and target in-service dates are identified. More detailed requirements identification and planning is performed closer to when the respective projects are scheduled to kick-off; approximately 1 year to 3 months prior to project start, depending on the size and magnitude of the respective project.
4. The proposed enhancements will change the customer experience in the following ways:
 - a. Mobile Application Upgrades: These enhancements will allow for push notifications to customers about their bill and other pertinent information regarding their service.
 - b. Web Upgrades: A digital welcome kit will be provided walking new customers through step by step on how to create a MyAccount, how to find information and they need, and other features including bill explanations. Other enhancements are geared towards the landlord and contractors; creating different experiences for them to access the data they need.
5. The Company will inform customers through all channels including social media, website, and on the customer bill, as well as bill inserts of the enhancements and features. The Company will provide steps to customers on how to become an e-bill customer, for example, if they are not currently one to take advantage of new features.
6. It is expected all Customer Web and Mobile Technology proposed enhancements will be completed using 100% internal resources except for the Municipal Portal upgrade and the ADA assessment. Vendor quotes will be requested once projects are initiated. The Technology resources necessary to perform this work are the (3) Web Developers, (1) CIS & Digital Customer Experience Test QA Analyst, (1) Business Relationship Manager, and (1) of the Project Managers. The Project Manager, Test QA Analyst and Business Relationship Manager are required regardless of whether the work is performed 100% internally or 100% outsourced to a vendor solution provider.
7. There are no key risks related to these projects identified at this time.
8. The primary interdependencies of the Customer Web and Mobile Technology projects are related to there being one code base. For this reason, web and mobile application releases are planned for projects in 3-week sprints to minimize these interdependencies. Larger projects are planned in series rather than in parallel to avoid these conflicts and minimize the change impact to end users and customers.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

9. The executive sponsor for the project will be the Manager of Customer Experience and named project resources by role will be established during the project initiation request and Work Order authorization process closer to when the respective projects are scheduled to kick-off; approximately 1 year to 3 months prior to project start, depending on the size and magnitude of the project.
10. The Customer Web and Mobile Technology projects are a combination of custom built in-house using .NET framework or interface to third party vendor sites such as Kubra and the Municipal Portal using vendor supplied or Central Hudson custom APIs.
11. The estimates for this initiative are directional, derived from a high-level estimate of development and testing efforts needed to deliver the requested functionality. In the context of estimating governance, there are three levels of estimation used throughout a project's lifecycle. As a project progresses, the understanding of project requirements and scope becomes clearer, leading to more precise estimates.
 - Directional Estimate: This initial estimate is based on the project's stated business objective and scope statement during the strategic 5-year capital prioritization and planning process outlined on pages 7-8 of the Technology Capital and Operations Panel Testimony and as noted within the Company's Project Management Manual: Procedures and Best Practices provided in DPS-124 Attachment 2.
12. As noted in response to part 6 above, it is expected all Customer Web and Mobile Technology proposed enhancements will be completed using 100% internal resources except for the Municipal Portal upgrade and the ADA assessment. For those projects being completed by internal resources, alternatives were not investigated in detail as the projects will be enhancements built within our existing Customer Web and Mobile platforms. The Municipal Portal upgrade is an upgrade of our existing vendor supported Municipal Portal so no alternative was investigated. ADA assessment does not have alternatives.
13. When considering customer experience enhancements for both web and mobile applications, internal research is completed to analyze and compare websites and/or apps of other utilities both in and out of New York State. Our proposed web and mobile app enhancements would both be considered industry standard and responsive to basic customer expectations.

Documents Attached:

N/A

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-15, IR-357
Requested By: DPS – Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: September 5, 2024
Response Due Date: September 16, 2024
Date of Response: September 19, 2024
Response By: Customer Experience Panel and Technology Capital
and Operations Panel
Subject: Interactive Voice Response (IVR) Modernization

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to the IVR Modernization project described on pages 14-15 of the Customer Experience Panel's direct testimony and Exhibit__(CEP-1).

1. For each of the past five calendar years (2019, 2020, 2021, 2022, and 2023), provide a detailed description of all costs the Company incurred for the current IVR system, separated by capital expenditures and operation and maintenance expenses.
2. Provide a description of the expected customer impacts and benefits, and impacts and benefits to the Company, associated with the IVR Modernization project.
3. Provide a detailed breakdown of the capital expenditure costs, by category (e.g., hardware, software, equipment, etc.), projected for the Rate Year ending June 30, 2026.
4. Provide a detailed breakdown of the operations and maintenance costs, by category (e.g., internal labor, external labor, software updates, consulting contracts, support contracts, etc.), projected for the Rate Year.
5. Provide a detailed timeline, with specific or estimated dates, to implement this project.
6. Describe, in detail, whether the Company has identified any resourcing constraints for this project and, if so, explain how such identified constraints will be addressed. As part of your response, explain the Company's strategy for ensuring adequate resources are available to work on the project during the specified time-period.
7. Describe, in detail, any risks associated with this project that the Company identified, and explain how these risks will be managed and mitigated. As part of

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

your response, provide the Company's risk management plan developed as part of the project.

8. Explain, in detail, if this project shares any interdependencies with other project(s) and/or system(s). If so, include description(s) of how such project(s) and system(s) will be implemented. State whether and, if so, how the timing of the other project(s) and/or system(s) will impact this project.
9. Provide the Company's governance structure for implementing the project, including the names and titles of the people who will be implementing the project, as well as the identity of the executive sponsor.
10. Quantify the one-time and recurring cost savings, if any, associated with the IVR Modernization project. As part of your response, include:
 - a. A description of the savings, including what form the cost savings will take (e.g., reduction in number and dollar amounts of support contracts, fewer full-time equivalents, lower software costs, etc.).
 - b. Any conditions required for cost savings to be realized (e.g., milestones met, dates met, other systems work completed, etc.).

Response:

1.

Project Description	Funding	Initiation Date	In Service Date	2019	2020	2021	2022	2023
IVR Rebuild	8209A	5/16/2016	5/30/2020	\$65,158	\$67,025			
CX- IVR Enhancements	1682A	4/15/2020	9/23/2020		\$88,713			
ASC Expansion	4274A	4/30/2018	12/30/2018	\$67,393				
ASC Expansion	4085A	4/2/2018	6/30/2018					
OSCC V9R3 Upgrade	8098A	5/1/2019	12/31/2019	\$34,558				
Openscape Upgrade	0723A	11/16/2021	4/25/2022			\$45,512	\$59,555	
CIS Modernization	4796A	7/3/2018	9/1/2021			\$23,985		
O&M	91580			\$64,012	\$64,012	\$64,012	\$64,012	\$64,012

2. A modernized IVR system will enhance the customer experience by providing efficient and convenient personalized self-service options while also improving the overall efficiency of business operations. Customers benefit from reduced wait times, access to information at their convenience, and more consistent and reliable interaction with the Company. The Company will have more capability to make alterations real-time with a test environment rather than having to engage a support vendor. There will be more options of added capabilities including improved workforce management and call routing. Here is a list of the capabilities and benefits the modernized IVR will provide:

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- Voice recognition
 - Voice bots
 - SMS text
 - Social Media interactions
 - Outbound Voice campaigns
 - Configurable settings / Drag and drop call flow builder
 - Platform Redundance across all channels
 - Predictive customer engagement
 - Predictive routing
 - Co-browsing / Screen Share
 - Speech and text analytics
 - Customer sentiment scoring
 - Single-click AI-powered automated forecasting
 - Real-time adherence
 - Activity scorecard
 - Daily, monthly and quarterly performance trends
3. Capital costs projected for the Rate Year, by category - \$1,521,000
- a. Labor - \$530,000
 - b. Hardware - \$0
 - c. Software - \$653,000
 - d. Vendor Implementation - \$267,000
 - e. AFUDC and Overheads - \$71,000
4. Operations and maintenance costs, by category, projected for the Rate Year.
- a. Vendor Maintenance and Support \$450,000
- The O&M expense listed above is primarily tied to support and maintenance agreements with vendors and is not inclusive of support staff required for defect resolution and the associated quality assurance\testing within the IVR Technology landscape.
5. The current Target Project Milestones:
- a. End of Initiation & Planning (Discovery) – 11/29/2024
 - b. End of Design (Foundation) – 6/30/2025
 - c. End of Build/Develop (Uplift to Cloud) (Wave 1) – 1/31/2026
 - d. End of Test & Training – 6/30/2026
 - e. Implementation / Go-Live – 12/18/2026
 - f. End of Hypercare / Project Close- 12/31/2026
6. See responses 7 and 8 for further discussion on recognized interdependencies and portfolio risks.

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7. The key risk related to this project is multiple concurrent projects within the portfolio. Overall, Central Hudson is executing its plan, driven largely by regulatory and industry changes and technical obsolescence. The organization will continuously monitor the progress of the programs within the Technology portfolio, continuously evaluating resource demand and change impacts, and will recommend portfolio adjustments as necessary to manage overall risk.
8. The Company stopped plans to roll-out IVR Storm Mode and Voice Recognition projects on its existing IVR and will implement these with the IVR Modernization or after the IVR Modernization project is complete. The Company is also evaluating interdependencies and resource demands between IVR Modernization, MWM Replacement, and SAP Upgrade projects and will sequence these projects accordingly.
9. The executive sponsor for the project will be the Manager of Customer Experience and named project resources by role will be established during the project initiation request and Work Order authorization process closer to when the respective projects are scheduled to kick-off - approximately 1 year to 3 months prior to project start, depending on the size and magnitude of the project.
10. No savings associated with this project have been quantified. The major driver behind this project is to improve customer experience.

Documents Attached:

N/A

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Request No.: DPS-19, IR-424
Requested By: DPS – Rebecca Sweeney
Information Requested Of: Customer Experience Panel
Date of Request: September 11, 2024
Response Due Date: September 23, 2024
Date of Response: September 23, 2024
Response By: Customer Experience Panel
Subject: Automated and Manual Community Distributed
Generation (CDG) Billing and Crediting

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. Provide a detailed status update for when the Company expects its billing processes for automatically billing CDG customers to be fully implemented. In your response, include specific dates, and explain any delays in the implementation to date.
2. Provide the estimated costs and a detailed description of each line item for implementing automated CDG customer billing.
3. Once automated CDG customer billing is fully implemented, provide a detailed description of situations in which the Company anticipates that a CDG customer would not be automatically billed, and would need to be manually billed instead.
4. For each month of the past four full calendar years (2020 through 2023), provide the total number of residential CDG customers whom the Company manually billed.
5. For each of the past four full calendar years (2020 through 2023), provide the annual total number of bills the Company manually issued to all CDG customers.
6. For each month of 2024 to date, provide the monthly total number of residential CDG customers whom the Company manually billed.
7. Provide a detailed description of how the Company issues estimated bills to CDG customers whom it manually billed. Include documentation of the Company's procedures and customer service representative training materials for issuing such bills.

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8. For each month of the past four full calendar years (2020 through 2023), provide the total number of residential CDG customers who received estimated bills.
9. For each of the past four full calendar years (2020 through 2023), provide the annual total number of estimated bills the Company issued to CDG customers.

Response:

1. The Company achieved automated billing of CDG customers in January of 2024.
2. There are no further estimated costs with automated billing.
3. There are four primary situations that would prevent a CDG customer from being automatically billed and instead require manual billing:
 - a. Business Process Exception Managements (“BPEMs”) MR35 and MR33 – these BPEMs indicate when meter reads come in from the field are determined to be implausible by the system and require manual corrections before allowing the account to bill.
 - i. MR35s specifically affect demand customers and occur when the “as left” index does not match the “as found” index. This requires readings to be checked, usage verified, and the reading corrected or released. A service order may need to be created to recheck the reading if necessary.
 - ii. MR33s specifically affect Time of Use customers and occur when the total of the On and Off Peak indexes is more than the register for kWh. To correct, meter reads must be checked and updated to ensure on-peak and off-peak equals total kWh.
 - b. Manual application of billing/invoice locks – these blocks are primarily applied to accounts because of known billing defects in order to prevent inaccurate bills from going out to customers and allow necessary corrections to be made to the affected accounts before manually billing to current.
 - c. Delays in billing of host – this occurs when an active defect has affected multiple subscriber accounts. These accounts require corrections before continuing to run host allocation forms that update subscriber accounts.
 - d. Customer move outs – when a customer moves out in the middle of a bill period, account information will need to be updated and the account manually billed to produce a final bill. This allows the connection to the CDG to be severed as of the move out date.

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4. Please see below. Data is available in the SAP system beginning in September 2021.

Months, Customer Count

2021-09	1
2021-10	3
2021-11	19
2021-12	392
2022-01	746
2022-02	191
2022-03	7,754
2022-04	5,795
2022-05	5,030
2022-06	4,232
2022-07	3,320
2022-08	4,569
2022-09	3,102
2022-10	2,706
2022-11	5,565
2022-12	3,877
2023-01	5,646
2023-02	4,083
2023-03	4,351
2023-04	3,677
2023-05	3,836
2023-06	4,404
2023-07	3,529
2023-08	2,269
2023-09	6,320
2023-10	7,398
2023-11	7,598
2023-12	9,965

The jump in customer count as of September 2023 stems from some CDG accounts being set up as Net Crediting in order to take advantage of the programming that is done on the Net Crediting side in order to automatically post adjustments to the corresponding accounts.

5. Please see below. Data is available in the SAP system beginning in September 2021.

Year, Customer Count

2021	532
2022	123,046
2023	112,427

6. Please see below.

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Month, Customer Count

2024-01.....	10,409
2024-02.....	9,024
2024-03.....	6,302
2024-04.....	1,750
2024-05.....	1,433
2024-06.....	702
2024-07.....	580
2024-08.....	336

7. As discussed in subpart 1 of this response, all customers are now billed through an automated process. Additionally, CDG subscribers receive monthly bills based on monthly meter reads. This process is aligned with the Commission's Order Approving Rate Plan and the Order Approving Petition to Waive Monthly Billing for Net-Metered Customers in Cases 14-E-0318 and 14-G-0319. If an estimate occurs, the estimate is developed in accordance with the procedures included in Appendix B of Central Hudson's Bill Estimating Petition Updated Supplement filed July 08, 2021, and approved within the Commission's Order Approving Revised Bill Estimation Methods in Case 21-M-0045, issued and effective August 16, 2021.
8. Please see below. Data is available in the SAP system beginning in September 2021.

Months, Customer Count

2021-09	333
2021-10	60
2021-11	2,317
2021-12	490
2022-01	478
2022-02	512
2022-03	7,753
2022-04	7,167
2022-05	6,498
2022-06	4,980
2022-07	3,276
2022-08	6,903
2022-09	3,322
2022-10	2,341
2022-11	9,368
2022-12	5,920
2023-01	7,541
2023-02	5,788
2023-03	6,713
2023-04	6,173

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2023-05	6,544
2023-06	6,896
2023-07	5,658
2023-08	3,221
2023-09	7,894
2023-10	7,320
2023-11	7,098
2023-12	8,754

9. Please see below. Data is available in the SAP system beginning in September 2021.

Year, Customer Count

2021.....	3,597
2022.....	95,584
2023.....	95,298

Documents Attached:

N/A

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Response to Interrogatory / Document Request

Request No.: DPS-22, IR-444
Requested By: DPS – Chelsea Laquitar
Information Requested Of: Customer Experience Panel
Date of Request: September 16, 2024
Response Due Date: September 26, 2024
Date of Response: September 26, 2024
Response By: Customer Experience Panel
Subject: Customer Service Performance Indicators

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

For each month of the past five calendar years (2019, 2020, 2021, 2022, and 2023), provide the number of incoming calls during call center business hours that the caller abandoned before reaching a representative in the following timeframes:

- a. Within 30 seconds;
- b. Between 31 and 60 seconds;
- c. Between 61 and 120 seconds;
- d. Over two minutes but less than five minutes;
- e. Five minutes and over, but less than 15 minutes;
- f. 15 minutes and over, but less than 30 minutes;
- g. 30 minutes and over, but less than 60 minutes; and
- h. 60 minutes and over.

Response:

Please see DPS-444 Attachment 1 for the number of calls received between the hours of 8 a.m. and 4:30 p.m. that were abandoned before reaching a representative.

Note for the years requested, these are the live call queues measured against the Company's service level and exclude callback queues.

Documents Attached:

DPS-444 Attachment 1

DPS-444 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

Date	A - UNDER 30 SECONDS	B - 31 TO 60 SECONDS	C - 1 min to 2 mins	D - 2 MINS TO 5 MINS	E - 5 mins to 15 MINS	F - 15 mins to 30 MINS	G - 30 MINS TO 60 MINS	H - GREATER THAN 1 HOURS	Grand Total
2019-01	858	394	541	530	162	19	4	1	2509
2019-02	666	242	313	209	44	6	3		1483
2019-03	714	280	354	276	87	13	2		1726
2019-04	688	213	287	267	90	14	1		1560
2019-05	840	222	273	299	127	13	1		1775
2019-06	1012	312	379	386	209	28	2	1	2329
2019-07	1221	501	744	781	316	23	5	1	3592
2019-08	1344	621	960	926	302	37			4190
2019-09	1676	898	1522	1614	992	118	2		6822
2019-10	1467	550	774	836	554	150	50	2	4383
2019-11	1150	486	591	557	414	67	4		3269
2019-12	1101	525	1127	1066	853	70	29	3	4774
2020-01	1680	900	2127	2763	1509	153	22	4	9158
2020-02	1145	480	1075	1470	737	103	27		5037
2020-03	777	312	596	643	246	19	4	2	2599
2020-04	976	433	538	730	207	16	2		2902
2020-05	942	591	701	754	310	17	1		3316
2020-06	701	292	536	375	260	36	8		2208
2020-07	576	305	347	339	193	19	2		1781
2020-08	1668	798	1153	1661	1255	300	136	26	6997
2020-09	957	483	798	1425	1035	168	57	5	4928
2020-10	994	395	644	1244	654	35	6		3972
2020-11	883	297	532	1208	955	70	4	1	3950
2020-12	591	92	115	210	123	20	2		1153
2021-01	586	147	179	330	301	46	6	1	1596
2021-02	525	165	244	370	469	138	33		1944
2021-03	1140	464	603	1079	1614	730	436	186	6252
2021-04	1150	480	626	1171	1607	933	586	361	6914
2021-05	1286	622	835	1946	2206	1363	1280	922	10460
2021-06	1078	506	737	1294	1683	1120	881	615	7914
2021-07	1657	753	1145	2082	3109	1809	1575	1854	13984
2021-08	1910	894	1636	2658	3301	1909	1540	1599	15447
2021-09	4116	1978	3188	7516	10785	4139	2143	2898	36763
2021-10	2210	966	1752	3443	3144	1181	1205	1633	15534
2021-11	1127	330	531	1052	1070	539	431	365	5445
2021-12	1314	366	557	876	977	485	436	170	5181
2022-01	678	186	190	306	427	226	221	127	2361
2022-02	1093	246	324	570	570	267	223	137	3430
2022-03	1257	199	243	413	636	399	326	207	3680
2022-04	901	142	234	362	590	402	344	270	3245
2022-05	1145	291	362	582	955	712	467	199	4713
2022-06	2887	405	728	843	680	455	286	132	6416
2022-07	937	669	1588	1659	813	540	383	217	6806
2022-08	1372	1303	3649	6476	1119	769	578	315	15581
2022-09	1625	1949	5669	12272	1687	1155	808	657	25822
2022-10	1875	617	959	2468	4458	1582	705	355	13019
2022-11	1666	419	697	1222	1687	830	833	713	8067
2022-12	1580	460	635	1333	1886	790	644	547	7875
2023-01	1086	314	456	920	1353	491	284	173	5077
2023-02	976	307	464	963	1312	480	394	165	5061
2023-03	777	155	198	272	397	209	107	40	2155
2023-04	455	117	150	167	344	166	113	25	1537
2023-05	788	184	234	348	496	253	232	94	2629
2023-06	1061	190	251	447	480	262	162	87	2940
2023-07	1464	207	344	530	552	251	133	32	3513
2023-08	990	151	240	325	467	207	67	20	2467
2023-09	971	118	176	237	361	164	83	8	2118
2023-10	936	211	311	407	624	374	228	18	3109
2023-11	1137	191	284	412	595	444	327	65	3455
2023-12	787	131	189	259	441	316	189	44	2356
Grand Total	89454	33492	55196	89927	71659	28711	19279	15312	403030

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Response to Interrogatory / Document Request

Request No.: DPS-23, IR-454
Requested By: DPS – Chelsea Laquitará
Information Requested Of: Customer Experience Panel
Date of Request: September 17, 2024
Response Due Date: September 27, 2024
Date of Response: October 4, 2024
Response By: Customer Experience Panel
Subject: Customer Service Performance Indicators — Call Answer Rate

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. Provide the Company's regular call center hours. Confirm these hours apply to the Company's internal call center and to external vendors.
2. For each month of the past five calendar years (2019, 2020, 2021, 2022, and 2023), provide the following information related to incoming customer calls requesting a representative during regular call center hours:
 - a. The total number of calls, including abandoned calls.
 - b. The number of calls redirected/transferred to another queue.
3. For each month of the past five calendar years (2019, 2020, 2021, 2022, and 2023), provide the number of calls addressed/actioned outside regular call center hours.
4. Provide a detailed description of the methodology the Company uses for calculating the Call Answer Rate it reports pursuant to the Order Adopting Revisions to Customer Service Reporting Metrics, issued in Case 15-M-0566 on August 4, 2017.
5. For each month of the past five calendar years (2019, 2020, 2021, 2022, and 2023), provide the number of incoming calls during regular call center hours that were answered by a representative in the following timeframes:
 - a. Less than 30 seconds;
 - b. Between 31 and 60 seconds;
 - c. Between 61 and 120 seconds;
 - d. Over two minutes but less than 5 minutes;
 - e. Five minutes and over, but less than 15 minutes;
 - f. 15 minutes and over, but less than 30 minutes;
 - g. 30 minutes and over, but less than 60 minutes; and

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h. 60 minutes and over.

Response:

1. The Company's contact center is open Monday-Friday 8:00AM-6:00PM and Saturday 9:00AM-1:00PM. The contact center is closed on Sundays and major holidays.
2. Please refer to DPS-454 Attachment 1.
3. Please refer to DPS-454 Attachment 1.
4. Please refer to DPS-449 Attachment 6 Confidential.
5. Please refer to DPS-454 Attachment 1.

Documents Attached:

DPS-454 Attachment 1

DPS-454 Attachment 1

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Date	i. Total Calls between 8-4:30	iv. Number of calls addressed/actioned between 8 a.m. and 4:30 p.m.	v. Number of calls redirected/transferred to another queue.	vi. Number of calls abandoned by the customer before reaching a representative.
Jan-2019	55,315	51,897	871	2,485
Feb-2019	48,924	46,741	672	1,468
Mar-2019	53,534	50,922	862	1,701
Apr-2019	51,384	48,889	925	1,546
May-2019	54,933	52,137	974	1,743
Jun-2019	50,371	46,763	1,249	2,315
Jul-2019	60,290	54,843	1,777	3,537
Aug-2019	58,969	53,151	1,570	4,146
Sep-2019	60,308	51,594	1,622	6,681
Oct-2019	62,681	56,333	1,829	4,355
Nov-2019	55,227	50,785	1,148	3,240
Dec-2019	52,166	46,288	976	4,752
Jan-2020	65,291	54,377	1,443	9,123
Feb-2020	49,958	43,742	1,054	4,985
Mar-2020	45,775	42,328	806	2,588
Apr-2020	40,273	36,863	519	2,880
May-2020	40,222	36,414	417	3,311
Jun-2020	41,920	39,190	556	2,238
Jul-2020	41,126	38,806	491	1,764
Aug-2020	53,653	45,069	1,391	6,894
Sep-2020	45,528	39,806	635	4,845
Oct-2020	45,581	40,839	673	3,907
Nov-2020	41,550	36,578	953	3,911
Dec-2020	37,557	35,666	723	1,147
Jan-2021	38,235	35,818	731	1,566
Feb-2021	34,250	31,596	614	1,884
Mar-2021	49,087	41,115	1,132	6,145
Apr-2021	43,430	34,561	1,190	6,840
May-2021	40,296	26,197	2,023	10,728
Jun-2021	44,811	34,461	1,526	7,824
Jul-2021	50,425	32,163	2,708	14,119
Aug-2021	50,472	31,521	1,652	15,686
Sep-2021	75,462	31,419	4,468	36,640
Oct-2021	57,499	37,988	2,429	15,298
Nov-2021	57,807	49,828	1,964	5,613
Dec-2021	56,056	47,803	2,347	5,382
Jan-2022	62,454	57,416	2,038	2,464
Feb-2022	67,323	61,487	1,819	3,709
Mar-2022	71,651	64,857	2,536	3,762
Apr-2022	49,449	42,177	3,528	3,481
May-2022	40,859	33,717	2,146	4,679
Jun-2022	43,631	34,952	2,036	6,354
Jul-2022	40,195	31,268	1,843	6,768
Aug-2022	51,401	32,597	2,558	15,467
Sep-2022	55,989	27,492	2,364	25,204
Oct-2022	45,823	28,988	3,301	12,731
Nov-2022	49,633	36,505	4,489	7,763
Dec-2022	46,722	34,502	3,778	7,573
Jan-2023	46,037	38,156	2,491	4,832
Feb-2023	41,439	34,221	1,928	4,854
Mar-2023	45,081	40,491	2,327	2,106
Apr-2023	33,138	30,051	1,489	1,481
May-2023	40,329	34,642	2,895	2,548
Jun-2023	38,666	32,549	2,988	2,853
Jul-2023	36,794	30,600	2,555	3,383
Aug-2023	38,694	33,227	2,841	2,394
Sep-2023	33,752	29,542	2,015	2,110
Oct-2023	35,746	30,326	2,140	3,049
Nov-2023	34,421	28,317	2,399	3,367
Dec-2023	30,456	26,510	1,428	2,266

DPS-454 Attachment 1**Central Hudson Gas and Electric Corporation****Cases 24-E-0461 and 24-G-0462****Number of calls addressed/actioned between:**

Date	12AM to 6AM	430PM to 6PM	6AM to 8AM	6PM to 12AM	8AM to 430PM	Grand Total
Jan 2019	305	4,880	531	1,938	55,315	62,969
Feb 2019	362	4,625	633	2,656	48,924	57,200
Mar 2019	418	5,258	465	2,171	53,534	61,846
Apr 2019	329	5,208	510	2,207	51,384	59,638
May 2019	298	5,465	551	2,833	54,933	64,080
Jun 2019	233	4,878	636	3,029	50,371	59,147
Jul 2019	341	6,204	828	3,358	60,290	71,021
Aug 2019	601	5,936	832	3,282	58,969	69,620
Sep 2019	224	5,963	455	2,407	60,308	69,357
Oct 2019	425	6,215	736	3,075	62,681	73,132
Nov 2019	1,150	4,403	1,090	2,379	55,227	64,249
Dec 2019	284	4,090	464	1,987	52,166	58,991
Jan 2020	264	5,679	450	2,389	65,291	74,073
Feb 2020	165	5,304	461	1,997	49,958	57,885
Mar 2020	175	4,920	429	2,364	45,775	53,663
Apr 2020	281	4,189	576	2,639	40,273	47,958
May 2020	287	3,069	518	2,365	40,222	46,461
Jun 2020	336	3,855	1,544	2,756	41,920	50,411
Jul 2020	401	3,880	557	3,889	41,126	49,853
Aug 2020	1,439	6,165	2,465	8,225	53,653	71,947
Sep 2020	218	3,905	409	1,633	45,528	51,693
Oct 2020	369	4,456	585	2,218	45,581	53,209
Nov 2020	308	3,002	608	1,216	41,550	46,684
Dec 2020	191	2,872	304	999	37,557	41,923
Jan 2021	132	3,300	208	1,050	38,235	42,925
Feb 2021	260	3,171	444	999	34,250	39,124
Mar 2021	834	4,734	861	2,542	49,087	58,058
Apr 2021	172	4,251	412	1,824	43,430	50,089
May 2021	239	4,073	551	2,014	40,296	47,173
Jun 2021	296	4,568	742	2,831	44,811	53,248
Jul 2021	625	5,776	1,012	3,637	50,425	61,475
Aug 2021	451	5,411	774	3,421	50,472	60,529
Sep 2021	751	9,492	1,493	6,939	75,462	94,137
Oct 2021	335	6,509	1,108	3,161	57,499	68,612
Nov 2021	198	4,936	685	1,700	57,807	65,326
Dec 2021	690	4,434	840	2,331	56,056	64,351
Jan 2022	166	6,166	482	1,746	62,454	71,014
Feb 2022	800	6,414	1,895	3,712	67,323	80,144
Mar 2022	398	8,266	1,052	4,853	71,651	86,220
Apr 2022	294	5,726	685	1,937	49,587	58,229
May 2022	220	4,297	507	1,462	41,520	48,006
Jun 2022	366	3,944	518	1,384	43,631	49,843
Jul 2022	747	4,023	1,251	2,560	40,195	48,776
Aug 2022	271	5,112	560	2,714	51,401	60,058
Sep 2022	310	4,976	589	1,681	56,803	64,359

Oct 2022	146	4,052	390	1,173	46,275	52,036
Nov 2022	134	3,630	428	1,266	49,633	55,091
Dec 2022	258	3,672	486	1,029	47,032	52,477
Jan 2023	133	3,997	335	940	46,037	51,442
Feb 2023	155	4,111	325	1,222	41,439	47,252
Mar 2023	511	4,468	870	1,742	45,081	52,672
Apr 2023	83	3,132	300	930	33,138	37,583
May 2023	129	3,822	453	1,326	40,329	46,059
Jun 2023	162	3,601	661	1,366	38,666	44,456
Jul 2023	356	4,032	594	1,928	36,794	43,704
Aug 2023	169	3,677	611	1,376	38,694	44,527
Sep 2023	771	3,342	936	3,960	33,752	42,761
Oct 2023	79	3,436	324	964	35,746	40,549
Nov 2023	100	2,783	444	842	34,421	38,590
Dec 2023	216	2,460	485	858	30,456	34,475
Total	21,631	278,215	40,948	139,432	2,892,424	3,372,380

DPS-454 Attachment 1

Central Hudson Gas and Electric Corporation

Cases 24-E-0461 and 24-G-0462

*Note the calls answered in these increments are based off of live voice queues and not inclusive of callback queues as their service levels are calculated differently
TYP1 (All)

Date	A - UNDER 30 SECONDS	B - 31 TO 60 SECONDS	C - 1 min to 2 mins	D - 2 MINS TO 5 MINS	E - 5 mins to 15 MINS	F - 15 mins to 30 MINS	G - 30 MINS TO 60 MINS	H- GREATER THAN 1 HOURS	Grand Total
2019-01	37,578	3,724	4,164	3,957	1,307	69	4	1	50,804
2019-02	36,764	3,462	3,284	2,085	287	18	9		45,909
2019-03	39,113	3,892	3,485	2,462	662	35	5		49,654
2019-04	40,579	2,476	2,290	2,143	535	58	11		48,092
2019-05	43,271	2,498	2,448	2,173	817	47	5		51,259
2019-06	36,746	2,461	2,463	2,497	1,193	116	7	1	45,484
2019-07	38,602	3,261	4,069	4,465	2,296	109	10	1	52,813
2019-08	33,767	4,166	5,294	5,663	2,143	109	14		51,156
2019-09	26,428	4,072	5,645	6,775	5,044	690	27		48,681
2019-10	40,213	3,583	4,005	4,260	1,838	254	120	43	54,316
2019-11	36,932	2,958	3,082	3,289	2,114	327	12		48,714
2019-12	29,916	2,940	3,304	3,924	3,125	205	55		43,469
2020-01	25,519	3,983	5,542	8,828	6,050	570	25		50,517
2020-02	26,971	2,914	3,672	5,177	2,610	215	48	1	41,608
2020-03	32,989	2,184	2,298	2,473	989	74	4		41,011
2020-04	32,081	1,562	1,082	843	167	17	3		35,755
2020-05	29,658	1,576	1,310	1,350	1,013	59			34,966
2020-06	28,780	2,333	2,385	2,440	1,331	100	14		37,383
2020-07	28,574	2,644	2,669	2,578	1,027	102	8		37,602
2020-08	21,812	3,492	4,068	5,881	5,550	1,287	151	39	42,280
2020-09	18,147	3,544	4,290	6,068	4,912	613	135	19	37,728
2020-10	21,319	2,827	4,067	6,225	5,140	260	25	1	39,864
2020-11	20,050	2,417	2,982	4,463	4,740	444	18		35,114
2020-12	29,806	1,405	1,176	1,533	1,132	64	12	1	35,129
2021-01	28,066	1,537	1,668	2,064	1,590	256	9	3	35,193
2021-02	33,209	931	1,151	1,824	2,274	672	73	7	30,141
2021-03	28,048	1,078	1,406	1,652	2,693	1,548	873	331	37,629
2021-04	22,112	1,076	1,639	2,124	1,951	1,065	808	543	31,318
2021-05	12,940	992	1,654	2,283	2,423	691	607	950	22,540
2021-06	20,803	1,447	2,167	2,087	1,658	633	628	734	30,157
2021-07	21,586	995	1,659	1,686	1,363	606	408	568	28,871
2021-08	14,220	1,298	2,391	3,533	2,708	1,012	728	962	26,852
2021-09	3,569	663	1,034	3,376	8,915	7,038	1,079	355	26,029
2021-10	12,698	1,306	2,306	6,787	11,226	416	122	366	35,227
2021-11	39,361	1,259	1,534	2,202	2,434	394	287	207	47,678
2021-12	37,402	1,409	2,108	2,620	1,595	441	492	280	46,347
2022-01	53,289	454	420	402	392	210	255	215	55,637
2022-02	54,234	714	1,086	1,603	1,015	355	230	127	59,364
2022-03	58,213	680	548	735	1,117	484	298	325	62,400
2022-04	37,176	485	437	527	828	467	345	401	40,666
2022-05	26,689	486	527	647	1,288	1,258	1,294	422	32,611
2022-06	25,548	1,097	1,573	1,521	1,655	1,083	570	201	33,248
2022-07	16,286	2,468	3,855	2,928	1,770	1,553	842	329	30,031
2022-08	10,458	2,294	5,201	6,683	2,428	2,108	1,440	580	31,192
2022-09	4,310	1,362	4,553	9,576	1,766	1,755	1,624	704	25,650
2022-10	7,068	1,134	1,591	3,337	7,304	4,090	1,411	595	26,530
2022-11	20,378	1,370	2,071	3,276	4,219	1,187	603	972	34,076
2022-12	20,421	1,058	1,478	2,817	4,245	1,345	591	757	32,712
2023-01	24,188	1,276	1,681	2,990	3,906	1,566	373	264	36,244
2023-02	21,394	1,147	1,443	2,530	3,688	1,125	549	354	32,230
2023-03	32,277	1,189	1,387	1,665	1,432	526	288	95	38,859
2023-04	23,602	700	773	1,153	1,016	403	229	75	27,951
2023-05	25,875	1,234	1,401	2,001	1,730	504	310	193	33,248
2023-06	21,853	1,274	1,717	3,021	2,526	545	329	122	31,387
2023-07	19,671	1,660	1,844	2,673	2,630	619	267	75	29,439
2023-08	25,281	1,234	1,152	1,412	1,661	710	244	29	31,723
2023-09	22,095	1,236	1,133	1,485	1,627	640	335	91	28,642
2023-10	20,658	1,168	1,184	1,346	1,858	1,225	1,017	171	28,627
2023-11	19,596	1,195	1,124	1,201	1,355	1,050	937	321	26,779
2023-12	17,857	1,397	1,309	1,343	1,706	1,069	549	220	25,450
Grand Total	2,063,842	148,948	176,104	224,085	181,988	49,023	19,437	12,276	2,875,703

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-23, IR-456
Requested By: DPS – Chelsea Laquitará
Information Requested Of: Customer Experience Panel
Date of Request: September 17, 2024
Response Due Date: September 27, 2024
Date of Response: October 4, 2024
Response By: Customer Experience Panel
Subject: Customer Service Performance Indicators — Public Service Commission Complaints

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. For each of the last five calendar years (2019, 2020, 2021, 2022, and 2023), provide the following information regarding escalated customer complaints that Department of Public Service Office of Consumer Services Staff (OCS) referred to the Company:
 - a. The total number of escalated complaints per month;
 - b. The text of each initial complaint associated with the escalated complaint; and
 - c. The date the escalated complaint was resolved.
2. Provide the results of the Company's root cause analysis for each escalated complaint included in response to question 1, above. The root cause analysis must indicate the underlying issue that resulted in a complaint, and not just the reason the customer initially contacted OCS.
3. For each of the last five calendar years (2019, 2020, 2021, 2022, and 2023), provide a detailed description of all internal procedural changes that the Company implemented in response to escalated complaints.

Response:

1. Please see DPS-456 Attachment 1.
There are several cases from 2018-2022 that do not have a closed date in the referenced spreadsheet. They are identified with a * in the closed date column. These are either no longer in the DPS portal or no date was captured in the spreadsheet tracker for the particular year.
2. Please see DPS-456 Attachment 1. Please note the tracking of the root cause of complaints began in January 2023.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

3. During 2019, 2020, and 2021 escalated cases were tracked on a month by month basis and then consolidated into the year end totals for each year. For 2022 the data was tracked two separate ways. From January 2022-April 2022 the data was tracked exactly like the previous periods above. For May 2022-December 2023 the data was tracked in one consolidated file. This was due to the quantity of the cases coming in from the PSC. In January 2023, the Company began analyzing the root cause of all complaint received. Due to the variations of results depending on the employee, a training document was developed to better align case categorizations. Please refer to Exhibit __ (CEP-2).

Documents Attached:

DPS-456 Attachment 1

DPS-456 Attachment 1
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

MONTH/YR	SRS RECEIVED PER		INITIAL COMPLAINT	DATE RESOLVED	ROOT CAUSE ANALYSIS
	MONTH	SRS			
<u>2019</u>					
January	1	1	Deny Service	*	
February	1	1	Outage	*	
March	0	0			
April	1	1	Monthly Billing	*	
May	2	1	Damage Claim	5/14/2019	
		2	Damage Claim	5/24/2019	
June	2	1	Outage	*	
		2	Misc	*	
July	1	1	Bill Dispute/High Bill	*	
August	1	1	Damage Claim	*	
September	1	1	DPA	9/12/2019	
October	2	1	Meter Readings	10/8/2019	
		2	NA	*	
November	2	1	Dispute/High Bill	*	
		2	Misc	*	
December	0	0			
2019 TOTAL	14				
<u>2020</u>					
January	2	1	Pole	1/14/2020	
		2	Misc	1/15/2020	
February	2	1	Bill Dispute/High Bill	4/6/2020	
		2	DPA	2/21/2020	
March	0	0			
April	0	0			
May	2	1	NA	5/8/2020	
		2	Pole	5/19/2020	
June	0	0			
July	1	1	NA	8/20/2020	
August	0	0			
September	1	1	Bill Dispute/High Bill	10/20/2020	
October	1	1	Bill Dispute/High Bill	11/9/2020	
November	1	1	Bill Dispute/High Bill	11/4/2020	
December	0	0			
2020 TOTAL	10				
<u>2021</u>					
January	1	1	Bill Dispute/High Bill	1/4/2021	
February	0				
March	0				
April	2	1	Bill Dispute/High Bill	4/9/2021	
		2	Bill Dispute/High Bill	4/29/2021	
May	0				
June	0				
July	0				
August	0				
September	10	1	Bill Dispute/High Bill	9/3/2021	
		2	Estimated Reading	9/10/2021	
		3	New Service	9/1/2021	
		4	Hold Time	9/8/2021	
		5	Hold Time	9/21/2021	
		6	Hold Time	9/13/2021	
		7	N/A	9/30/2021	
		8	Bill Dispute/High Bill	9/14/2021	
		9	Bill Dispute/High Bill	9/24/2021	
		10	NA	*	
October	5	1	Bill Dispute/High Bill	9/24/2021	
		2	Hold Time	10/8/2021	
		3	Pole	*	
		4	Hold Time	9/30/2021	
		5	NA	*	
November	5	1	Bill Dispute/High Bill	11/19/2021	
		2	Deposit	11/22/2021	

		3	Poor Cust Service	11/30/2021
		4	Bill Dispute/High Bill	11/30/2021
		5	NA	*
December	6			
		1	Poor Cust Service	11/30/2021
		2	Hold Time	12/12/2021
		3	DPA	*
		4	Bill Dispute/High Bill	12/21/2021
		5	Estimated Reading	12/26/2021
2021 TOTAL	29			
<u>2022</u>	<u>SRS</u>			
January	13			
		1	Bill Dispute/High Bill	*
		2	Bill Dispute/High Bill	1/3/2022
		3	Bill Dispute/High Bill	1/25/2022
		4	n/a	*
		5	NA	1/18/2022
		6	Bill Dispute/High Bill	*
		7	Bill Dispute/High Bill	12/27/2021
		8	NA	1/21/2022
		9	NA	11/8/2022
		10	Bill Dispute/High Bill	*
		11	NA	1/20/2022
		12	NA	1/26/2022
		13	Bill Dispute/High Bill	2/2/2022
February	26			
		1	Bill Dispute/High Bill	1/26/2022
		2	Bill Dispute/High Bill	2/2/2022
		3	Estimated Reading	2/23/2022
		4	Bill Dispute/High Bill	*
		5	Bill Dispute/High Bill	2/8/2022
		6	NA	2/11/2022
		7	NA	2/14/2022
		8	Bill Dispute/High Bill	*
		9	NA	1/10/2023
		10	Bill Dispute/High Bill	1/12/2022
		11	NA	2/14/2022
		12	Monthly Billing	1/19/2022
		13	n/a	*
		14	Bill Dispute/High Bill	1/24/2022
		15	Bill Dispute/High Bill	3/7/2022
		16	NA	5/10/2022
		17	Bill Dispute/High Bill	1/7/2022
		18	NA	3/11/2022
		19	Bill Dispute/High Bill	1/24/2022
		20	Bill Dispute/High Bill	*
		21	Bill Dispute/High Bill	3/3/2022
		22	Estimated Reading	*
		23	NA	*
		24	NA	*
		25	NA	*
		26	NA	*
March	58			
		1	Bill Dispute/High Bill	3/4/2022
		2	Bill Dispute/High Bill	5/20/2022
		3	Bill Dispute/High Bill	*
		4	NA	3/11/2022
		5	Bill Dispute/High Bill	*
		6	NA	3/14/2022
		7	NA	3/15/2022
		8	Bill Dispute/High Bill	*
		9	NA	3/15/2022
		10	NA	3/18/2022
		11	Bill Dispute/High Bill	*
		12	NA	3/22/2022
		13	NA	11/9/2022
		14	Bill Dispute/High Bill	3/11/2022
		15	NA	5/11/2022
		16	NA	2/23/2023
		17	Bill Dispute/High Bill	*
		18	NA	3/11/2022
		19	NA	3/15/2022
		20	NA	5/9/2022
		21	Bill Dispute/High Bill	*

	22	NA	9/16/2022
	23	Bill Dispute/High Bill	5/19/2022
	24	NA	6/15/2022
	25	Bill Dispute/High Bill	*
	26	Bill Dispute/High Bill	*
	27	NA	3/17/2022
	28	NA	*
	29	Bill Dispute/High Bill	11/28/2022
	30	Bill Dispute/High Bill	*
	31	NA	4/4/2022
	32	NA	11/28/2022
	33	NA	11/30/2022
	34	Bill Dispute/High Bill	12/1/2022
	35	Bill Dispute/High Bill	*
	36	NA	4/12/2022
	37	NA	4/19/2022
	38	Bill Dispute/High Bill	*
	39	Bill Dispute/High Bill	*
	40	NA	4/12/2022
	41	NA	11/28/2022
	42	NA	1/4/2023
	43	Bill Dispute/High Bill	*
	44	NA	4/13/2022
	45	NA	5/2/2022
	46	NA	12/20/2022
	47	NA	*
	48	Bill Dispute/High Bill	*
	49	NA	5/4/2022
	50	NA	*
	51	Bill Dispute/High Bill	*
	52	NA	12/20/2022
	53	Bill Dispute/High Bill	5/5/2022
	54	NA	*
	55	NA	*
	56	NA	*
	57	NA	*
	59	NA	*
April	76		
	1	Bill Dispute/High Bill	*
	2	NA	4/4/2022
	3	NA	4/14/2022
	4	Bill Dispute/High Bill	5/19/2022
	5	Meter Readings	11/30/2022
	6	NA	*
	7	Bill Dispute/High Bill	5/19/2022
	8	NA	*
	9	Bill Dispute/High Bill	4/6/2022
	10	NA	4/26/2022
	11	NA	4/28/2022
	12	NA	5/19/2022
	13	Bill Dispute/High Bill	5/12/2022
	14	NA	12/2/2022
	15	Estimated Reading	4/13/2022
	16	Bill Dispute/High Bill	5/13/2022
	17	Bill Dispute/High Bill	5/3/2022
	18	NA	12/2/2022
	19	NA	6/16/2022
	20	NA	12/14/2022
	21	Bill Dispute/High Bill	*
	22	NA	6/22/2022
	23	NA	4/24/2023
	24	Deposit	*
	25	Bill Dispute/High Bill	4/27/2022
	26	NA	4/28/2022
	27	n/a	5/11/2022
	28	Bill Dispute/High Bill	*
	29	NA	5/17/2022
	30	NA	5/18/2022
	31	NA	6/22/2022
	32	NA	7/19/2023
	33	Bill Dispute/High Bill	*
	34	NA	4/27/2022
	35	NA	*
	36	NA	10/26/2022

	37	Bill Dispute/High Bill	5/12/2022
	38	NA	10/26/2022
	39	Meter Readings	5/17/2022
	40	Bill Dispute/High Bill	*
	41	NA	2/17/2023
	42	NA	2/23/2023
	43	NA	*
	44	Bill Dispute/High Bill	*
	45	NA	5/5/2022
	46	NA	5/17/2022
	47	NA	7/12/2022
	48	NA	4/21/2023
	49	Bill Dispute/High Bill	*
	50	NA	5/27/2022
	51	NA	*
	52	Bill Dispute/High Bill	*
	53	NA	2/3/2023
	54	NA	*
	55	NA	*
	56	Bill Dispute/High Bill	*
	57	NA	5/20/2022
	58	NA	11/29/2022
	59	NA	12/12/2022
	60	Bill Dispute/High Bill	5/5/2022
	61	NA	12/13/2022
	62	NA	3/10/2023
	63	New Service	5/9/2022
	64	Bill Dispute/High Bill	*
	65	NA	5/20/2022
	66	NA	12/14/2022
	67	Bill Dispute/High Bill	12/13/2022
	68	Bill Dispute/High Bill	*
	69	NA	4/14/2023
	70	NA	*
	71	NA	*
	72	NA	*
	73	NA	*
	74	NA	*
	75	NA	*
	76	NA	*
May	57		
	1	200 - High Bill	8/3/2022
	2	NA	*
	3	205 - Estimated Bill	12/19/2022
	4	250 - Budget	*
	5	278 - Back Billing	12/12/2022
	6	400 - Svc Class	8/4/2022
	7	200 - High Bill	*
	8	NA	12/1/2022
	9	NA	8/23/2023
	10	NA	*
	11	200 - High Bill	*
	12	212 - Inaccurate Bill	12/7/2022
	13	200 - High Bill	10/26/2022
	14	NA	*
	15	205 - Estimated Bill	8/18/2022
	16	212 - Inaccurate Bill	8/11/2022
	17	NA	12/14/2022
	18	250 - Budget	12/15/2022
	19	200 - High Bill	*
	20	250 - Budget	12/19/2022
	21	278 - Back Billing	12/7/2022
	22	205 - Estimated Bill	12/7/2022
	23	212 - Inaccurate Bill	12/7/2022
	24	200 - High Bill	*
	25	205 - Estimated Bill	*
	26	212 - Inaccurate Bill	5/31/2023
	27	200 - High Bill	*
	28	212 - Inaccurate Bill	8/11/2022
	29	200 - High Bill	*
	30	NA	3/24/2023
	31	212 - Inaccurate Bill	8/16/2022
	32	NA	12/19/2022
	33	205 - Estimated Bill	8/3/2022

		34	250 - Budget	11/8/2022
		35	278 - Back Billing	12/7/2022
		36	200 - High Bill	*
		37	830 - Svc. Susp/Term/Block Threat	*
		38	200 - High Bill	8/10/2022
		39	NA	12/15/2022
		40	275 - Bill Delay/Not Received	*
		41	212 - Inaccurate Bill	3/29/2023
		42	221 - Wants Breakdown Of Bill	8/8/2022
		43	205 - Estimated Bill	8/3/2022
		44	212 - Inaccurate Bill	11/30/2022
		45	219 - Wants Refund On Overpayment	8/16/2022
		46	205 - Estimated Bill	8/1/2022
		47	200 - High Bill	6/7/2023
		48	212 - Inaccurate Bill	2/14/2023
		49	NA	5/31/2023
		50	278 - Back Billing	12/13/2022
		51	200 - High Bill	7/29/2022
		52	NA	12/14/2022
		53	NA	*
		54	NA	*
		55	NA	*
		56	NA	*
		57	NA	*
June	45	1	200 - High Bill	8/12/2022
		2	205 - Estimated Bill	8/1/2022
		3	212 - Inaccurate Bill	11/29/2022
		4	219 - Wants Refund On Overpayment	*
		5	200 - High Bill	8/1/2022
		6	234 - Net Metering	12/5/2022
		7	250 - Budget	8/8/2022
		8	278 - Back Billing	*
		9	800 - Deferred Payment Agreement	8/8/2022
		10	200 - High Bill	8/26/2022
		11	212 - Inaccurate Bill	11/29/2022
		12	200 - High Bill	8/3/2022
		13	205 - Estimated Bill	8/11/2022
		14	NA	9/15/2022
		15	200 - High Bill	11/15/2022
		16	205 - Estimated Bill	7/20/2023
		17	205 - Estimated Bill	8/5/2022
		18	NA	8/8/2022
		19	212 - Inaccurate Bill	10/13/2022
		20	200 - High Bill	3/1/2023
		21	205 - Estimated Bill	8/3/2022
		22	212 - Inaccurate Bill	10/26/2022
		23	205 - Estimated Bill	8/1/2022
		24	NA	11/15/2022
		25	212 - Inaccurate Bill	8/12/2022
		26	NA	12/6/2022
		27	200 - High Bill	8/8/2022
		28	212 - Inaccurate Bill	12/2/2022
		29	515 - Bill Content/Format	12/19/2022
		30	130 - Delayed Service - New Service	8/8/2022
		31	200 - High Bill	3/25/2023
		32	212 - Inaccurate Bill	2/9/2023
		33	212 - Inaccurate Bill	7/25/2022
		34	NA	8/11/2022
		35	NA	6/6/2023
		36	234 - Net Metering	8/11/2022
		37	278 - Back Billing	8/23/2022
		38	200 - High Bill	8/9/2022
		39	450 - Taxes/Surcharges/Other Fees	*
		40	212 - Inaccurate Bill	12/6/2022
		41	275 - Bill Delay/Not Received	12/16/2022
		42	200 - High Bill	2/14/2023
		43	212 - Inaccurate Bill	7/25/2022
		44	NA	7/26/2022
		45	NA	
July	25	1	200 - High Bill	7/28/2022
		2	205 - Estimated Bill	7/27/2022

		3	212 - Inaccurate Bill	2/14/2023
		4	205 - Estimated Bill	3/7/2023
		5	234 - Net Metering	8/2/2022
		6	278 - Back Billing	12/13/2022
		7	NA	3/21/2023
		8	200 - High Bill	7/28/2022
		9	NA	8/1/2022
		10	NA	8/8/2023
		11	205 - Estimated Bill	2/16/2023
		12	225 - Meter Inaccuracy	5/16/2023
		13	212 - Inaccurate Bill	2/7/2023
		14	250 - Budget	11/7/2022
		15	200 - High Bill	7/28/2022
		16	212 - Inaccurate Bill	3/9/2023
		17	250 - Budget	7/25/2022
		18	205 - Estimated Bill	2/3/2023
		19	212 - Inaccurate Bill	2/15/2023
		20	100 - Svc Outage	7/29/2022
		21	234 - Net Metering	11/25/2022
		22	200 - High Bill	3/10/2023
		23	212 - Inaccurate Bill	8/15/2022
		24	300 - Dangerous Company Facility	*
		25	200 - High Bill	8/3/2022
August	32	1	108 - Intermittent Out Of Svc.	7/29/2022
		2	200 - High Bill	8/1/2022
		3	NA	5/31/2023
		4	205 - Estimated Bill	2/7/2023
		5	212 - Inaccurate Bill	3/24/2023
		6	200 - High Bill	8/23/2023
		7	205 - Estimated Bill	2/14/2023
		8	212 - Inaccurate Bill	*
		9	200 - High Bill	8/12/2022
		10	200 - High Bill	4/18/2023
		11	NA	5/30/2023
		12	212 - Inaccurate Bill	3/13/2023
		13	200 - High Bill	2/8/2023
		14	205 - Estimated Bill	9/7/2023
		15	246 - Responsibility	*
		16	205 - Estimated Bill	4/25/2023
		17	212 - Inaccurate Bill	7/28/2022
		18	200 - High Bill	8/11/2022
		19	205 - Estimated Bill	8/31/2022
		20	212 - Inaccurate Bill	9/11/2023
		21	200 - High Bill	7/29/2022
		22	250 - Budget	8/23/2022
		23	200 - High Bill	8/3/2022
		24	NA	8/19/2022
		25	212 - Inaccurate Bill	8/15/2022
		26	205 - Estimated Bill	3/3/2023
		27	212 - Inaccurate Bill	8/1/2022
		28	200 - High Bill	8/15/2022
		29	205 - Estimated Bill	3/13/2023
		30	200 - High Bill	8/18/2022
		31	NA	*
		32	400 - Svc Class	8/31/2023
September	30	1	200 - High Bill	*
		2	200 - High Bill	8/3/2022
		3	531 - Can Not Contact Company	9/28/2022
		4	246 - Responsibility	10/24/2022
		5	275 - Bill Delay/Not Received	2/1/2023
		6	200 - High Bill	3/8/2023
		7	108 - Intermittent Out Of Svc.	8/16/2022
		8	200 - High Bill	5/26/2023
		9	205 - Estimated Bill	2/9/2023
		10	275 - Bill Delay/Not Received	8/12/2022
		11	815 - Svc. Terminated/ Limited	1/3/2023
		12	275 - Bill Delay/Not Received	9/26/2022
		13	278 - Back Billing	8/15/2022
		14	212 - Inaccurate Bill	10/26/2022
		15	234 - Net Metering	8/28/2023
		16	200 - High Bill	9/28/2022
		17	212 - Inaccurate Bill	3/22/2023

		18	275 - Bill Delay/Not Received	8/23/2022
		19	200 - High Bill	9/28/2022
		20	212 - Inaccurate Bill	3/6/2023
		21	205 - Estimated Bill	8/4/2022
		22	275 - Bill Delay/Not Received	8/8/2022
		23	830 - Svc. Susp/Term/Block Threat	10/3/2022
		24	200 - High Bill	3/22/2023
		25	200 - High Bill	8/23/2022
		26	NA	3/20/2023
		27	246 - Responsibility	7/7/2023
		28	107 - Delayed Repair	11/14/2022
		29	200 - High Bill	10/14/2022
		30	205 - Estimated Bill	10/24/2022
October	23			
		1	200 - High Bill	9/13/2022
		2	200 - High Bill	10/18/2022
		3	275 - Bill Delay/Not Received	2/7/2023
		4	200 - High Bill	2/21/2023
		5	275 - Bill Delay/Not Received	11/28/2022
		6	275 - Bill Delay/Not Received	10/21/2022
		7	125 - Tree Trimming	10/21/2022
		8	219 - Wants Refund On Overpayment	2/17/2023
		9	212 - Inaccurate Bill	10/20/2022
		10	212 - Inaccurate Bill	3/13/2023
		11	200 - High Bill	1/17/2023
		12	NA	6/1/2023
		13	250 - Budget	3/22/2023
		14	278 - Back Billing	10/31/2022
		15	205 - Estimated Bill	11/10/2022
		16	212 - Inaccurate Bill	11/8/2022
		17	830 - Svc. Susp/Term/Block Threat	4/18/2023
		18	200 - High Bill	3/3/2023
		19	212 - Inaccurate Bill	12/13/2022
		20	200 - High Bill	3/10/2023
		21	236 - Smart Meters	2/23/2023
		22	275 - Bill Delay/Not Received	5/8/2023
		23	531 - Can Not Contact Company	10/31/2022
November	20			
		1	250 - Budget	9/6/2023
		2	205 - Estimated Bill	10/24/2022
		3	212 - Inaccurate Bill	3/16/2022
		4	275 - Bill Delay/Not Received	11/17/2022
		5	275 - Bill Delay/Not Received	2/22/2023
		6	212 - Inaccurate Bill	2/21/2023
		7	212 - Inaccurate Bill	3/1/2023
		8	200 - High Bill	11/18/2022
		9	NA	2/1/2023
		10	205 - Estimated Bill	11/28/2022
		11	840 - Application Denied	12/1/2022
		12	200 - High Bill	3/10/2023
		13	205 - Estimated Bill	8/18/2023
		14	212 - Inaccurate Bill	12/20/2022
		15	200 - High Bill	3/7/2023
		16	200 - High Bill	3/2/2023
		17	212 - Inaccurate Bill	3/22/2023
		18	212 - Inaccurate Bill	2/10/2023
		19	205 - Estimated Bill	8/16/2023
		20	200 - High Bill	3/21/2023
December	36			
		1	200 - High Bill	2/16/2023
		2	200 - High Bill	8/28/2023
		3	200 - High Bill	12/5/2022
		4	212 - Inaccurate Bill	12/6/2022
		5	275 - Bill Delay/Not Received	3/21/2023
		6	278 - Back Billing	9/1/2023
		7	200 - High Bill	3/3/2023
		8	212 - Inaccurate Bill	2/7/2023
		9	NA	3/20/2023
		10	NA	3/21/2023
		11	200 - High Bill	12/9/2022
		12	NA	12/20/2022
		13	200 - High Bill	3/23/2023
		14	200 - High Bill	1/23/2023
		15	212 - Inaccurate Bill	4/4/2023

		16	200 - High Bill	2/23/2023	
		17	205 - Estimated Bill	3/28/2023	
		18	212 - Inaccurate Bill	1/12/2023	
		19	NA	1/31/2023	
		20	NA	3/23/2023	
		21	275 - Bill Delay/Not Received	12/22/2022	
		22	830 - Svc. Susp/Term/Block Threat	8/31/2023	
		23	405 - Access Fee	12/15/2022	
		24	200 - High Bill	1/26/2023	
		25	NA	3/28/2023	
		26	200 - High Bill	3/15/2023	
		27	NA	3/30/2023	
		28	130 - Delayed Service - New Service	1/26/2023	
		29	275 - Bill Delay/Not Received	*	
		30	212 - Inaccurate Bill	4/27/2023	
		31	200 - High Bill	2/17/2023	
		32	NA	2/23/2023	
		33	236 - Smart Meters	5/5/2023	
		34	278 - Back Billing	3/24/2023	
		35	250 - Budget	3/10/2023	
		36	212 - Inaccurate Bill	4/17/2023	
2022 TOTAL	441				
<u>2023</u>	<u>SRS</u>				
January	35				
		1	200 - High Bill	3/16/2023	REVERSALS/ADJUSTMENTS
		2	275 - Bill Delay/Not Received	3/7/2023	ESTIMATES-CUST NOT HAPPY
		3	200 - High Bill	9/5/2023	PRICING - BILL IS CORRECT
		4	200 - High Bill	2/7/2023	ESTIMATES-MULTIPLE MONTHS
		5	200 - High Bill	2/17/2023	INACCURATE BILL
		6	125 - Tree Trimming	2/15/2023	MISC-TREE ISSUE
		7	200 - High Bill	5/3/2023	PRICING - BILL IS CORRECT
		8	200 - High Bill	9/11/2023	PRICING - BILL IS CORRECT
		9	212 - Inaccurate Bill	6/20/2023	PRICING - BILL IS CORRECT
		10	275 - Bill Delay/Not Received	3/20/2023	CDG
		11	200 - High Bill	3/22/2023	PRICING - BILL IS CORRECT
		12	221 - Wants Breakdown Of Bill	10/16/2023	PRICING - BILL IS CORRECT
		13	212 - Inaccurate Bill	3/29/2023	ESTIMATES-MULTIPLE MONTHS
		14	200 - High Bill	3/8/2023	PRICING - BILL IS CORRECT
		15	212 - Inaccurate Bill	2/6/2023	PRICING - BILL IS CORRECT
		16	205 - Estimated Bill	8/7/2023	PRICING - BILL IS CORRECT
		17	200 - High Bill	6/30/2023	PRICING - BILL IS CORRECT
		18	200 - High Bill	3/15/2023	PRICING - BILL IS CORRECT
		19	212 - Inaccurate Bill	2/10/2023	ESTIMATES-CUST NOT HAPPY
		20	200 - High Bill	9/11/2023	ESTIMATES-CUST NOT HAPPY
		21	275 - Bill Delay/Not Received	4/27/2023	ESTIMATES-MULTIPLE MONTHS
		22	109 - Row/Easement	2/24/2023	MISC
		23	212 - Inaccurate Bill	6/2/2023	MISC
		24	212 - Inaccurate Bill	7/17/2023	CDG
		25	200 - High Bill	1/25/2023	REVERSALS/ADJUSTMENTS
		26	212 - Inaccurate Bill	1/25/2023	MISC
		27	212 - Inaccurate Bill	4/3/2023	DELAY IN BILLS
		28	155 - Svc Disconnect Request Not Done	4/13/2023	USAGE DISPUTE
		29	275 - Bill Delay/Not Received	4/26/2023	PV
		30	278 - Back Billing	6/15/2023	ESTIMATES-CUST NOT HAPPY
		31	200 - High Bill	3/21/2023	AUTOPAY ISSUE
		32	212 - Inaccurate Bill	6/20/2023	NEEDS HELP UNDERSTANDING BILL
		33	212 - Inaccurate Bill	2/10/2023	CDG
		34	275 - Bill Delay/Not Received	2/10/2023	NEEDS HELP UNDERSTANDING BILL
		35	212 - Inaccurate Bill	5/9/2023	CDG
February	47				
		1	212 - Inaccurate Bill	4/28/2023	NEEDS HELP UNDERSTANDING BILL
		2	556 - Life-Line/Low Income Program	5/5/2023	NEEDS HELP UNDERSTANDING BILL
		3	275 - Bill Delay/Not Received	8/7/2023	DELAY IN BILLS
		4	205 - Estimated Bill	2/28/2023	ESTIMATES - cust not happy
		5	200 - High Bill	7/31/2023	USAGE DISPUTE
		6	200 - High Bill	6/19/2023	PRICING-BILL IS CORRECT
		7	200 - High Bill	2/14/2023	INACCURATE BILL
		8	200 - High Bill	10/2/2023	PV
		9	212 - Inaccurate Bill	2/21/2023	INACCURATE BILL
		10	275 - Bill Delay/Not Received	*	DELAY IN BILLS
		11	200 - High Bill	*	ESTIMATES - MULTIPLE MONTHS
		12	200 - High Bill	*	PRICING-BILL IS CORRECT
		13	212 - Inaccurate Bill	8/15/2023	PRICING-BILL IS CORRECT
		14	830 - Svc. Susp/Term/Block Threat	*	NEEDS HELP UNDERSTANDING BILL

	15	125 - Tree Trimming	4/20/2023	MISC
	16	250 - Budget	7/28/2023	PRICING-bill is correct
	17	275 - Bill Delay/Not Received	3/15/2023	PRICING-bill is correct
	18	205 - Estimated Bill	4/28/2023	ESTIMATES - cust not happy
	19	200 - High Bill	10/2/2023	PRICING-BILL IS CORRECT
	20	205 - Estimated Bill	*	ESTIMATES - cust not happy
	21	200 - High Bill	5/15/2023	DELAY IN BILLS
	22	212 - Inaccurate Bill	3/14/2023	INACCURATE BILL
	23	212 - Inaccurate Bill	3/1/2023	MISC
	24	830 - Svc. Susp/Term/Block Threat	*	PRICING-bill is correct
	25	212 - Inaccurate Bill	4/19/2023	PV
	26	212 - Inaccurate Bill	2/28/2023	*
	27	212 - Inaccurate Bill	4/3/2023	MISC
	28	275 - Bill Delay/Not Received	3/21/2023	PV
	29	200 - High Bill	5/23/2023	REVERSALS/ADJUSTMENTS
	30	275 - Bill Delay/Not Received	3/16/2023	DELAY IN BILLS
	31	205 - Estimated Bill	3/3/2023	ESTIMATES - cust not happy
	32	200 - High Bill	9/11/2023	ESTIMATES - multiple months
	33	200 - High Bill	10/2/2023	WEB HELP
	34	200 - High Bill	5/1/2023	PV
	35	200 - High Bill	5/11/2023	PRICING-bill is correct
	36	200 - High Bill	4/3/2023	REVERSALS/ADJUSTMENTS
	37	221 - Wants Breakdown Of Bill	4/25/2023	CDG
	38	200 - High Bill	4/17/2023	PRICING-bill is correct
	39	200 - High Bill	3/20/2023	PRICING-bill is correct
	40	200 - High Bill	*	ESTIMATES - multiple months
	41	212 - Inaccurate Bill	*	ESTIMATES - cust not happy
	42	200 - High Bill	3/8/2023	ESTIMATES - cust not happy
	43	200 - High Bill	4/6/2023	INACCURATE BILL
	44	234 - Net Metering	*	PV
	45	200 - High Bill	*	USAGE DISPUTE
	46	250 - Budget	*	PRICING-bill is correct
	47	200 - High Bill	3/10/2023	PRICING-bill is correct
March	47			
	1	205 - Estimated Bill	*	DELAY IN BILLS
	2	212 - Inaccurate Bill	3/29/2023	REFUND OF CREDIT
	3	200 - High Bill	4/12/2023	ESTIMATES - cust not happy
	4	200 - High Bill	5/15/2023	CDG
	5	205 - Estimated Bill	4/12/2023	ESTIMATES - cust not happy
	6	275 - Bill Delay/Not Received	5/16/2023	REVERSALS/ADJUSTMENTS
	7	200 - High Bill	5/19/2023	PRICING-bill is correct
	8	212 - Inaccurate Bill	4/3/2023	AUTOPAY ISSUE
	9	212 - Inaccurate Bill	5/24/2023	USAGE DISPUTE
	10	108 - Intermittent Out Of Svc.	4/3/2023	RELIABILITY
	11	212 - Inaccurate Bill	5/22/2023	CDG
	12	200 - High Bill	4/25/2023	PV
	13	200 - High Bill	4/28/2023	PRICING-bill is correct
	14	400 - Svc Class	9/20/2023	MISC
	15	205 - Estimated Bill	4/21/2023	ESTIMATES - cust not happy
	16	250 - Budget	4/21/2023	PRICING-bill is correct
	17	200 - High Bill	10/19/2023	REVERSALS/ADJUSTMENTS
	18	200 - High Bill	5/5/2023	PRICING-bill is correct
	19	212 - Inaccurate Bill	9/1/2023	MISC
	20	212 - Inaccurate Bill	12/31/2023	CDG
	21	200 - High Bill	4/11/2023	USAGE DISPUTE
	22	200 - High Bill	3/30/2023	MISC
	23	200 - High Bill	6/2/2023	PRICING-bill is correct
	24	205 - Estimated Bill	4/11/2023	ESTIMATES - cust not happy
	25	200 - High Bill	*	CDG
	26	200 - High Bill	*	ESTIMATES - cust not happy
	27	200 - High Bill	*	ESTIMATES - cust not happy
	28	200 - High Bill	4/26/2023	ESTIMATES - cust not happy
	29	200 - High Bill	4/28/2023	PRICING-bill is correct
	30	200 - High Bill	5/19/2023	ESTIMATES - cust not happy
	31	205 - Estimated Bill	4/4/2023	ESTIMATES - cust not happy
	32	212 - Inaccurate Bill	3/29/2023	REVERSALS/ADJUSTMENTS
	33	200 - High Bill	5/22/2023	CDG
	34	212 - Inaccurate Bill	*	ESTIMATES - cust not happy
	35	271 - Billed For Svc Doesn't Have/Didn't Order	4/17/2023	INACCURATE BILL
	36	200 - High Bill	4/3/2023	PRICING-bill is correct
	37	200 - High Bill	3/9/2023	USAGE DISPUTE
	38	205 - Estimated Bill	4/13/2023	CDG
	39	278 - Back Billing	5/23/2023	REVERSALS/ADJUSTMENTS

April	39	40	278 - Back Billing	8/27/2024	NEEDS HELP UNDERSTANDING BILL
		41	206 - Incorrect Reading	5/30/2023	PV
		42	200 - High Bill	3/6/2023	PRICING-bill is correct
		43	212 - Inaccurate Bill	6/13/2023	PV
		44	205 - Estimated Bill	5/29/2024	ESTIMATES - multiple months
		45	205 - Estimated Bill	5/15/2023	ESTIMATES - cust not happy
		46	200 - High Bill	5/22/2023	NEEDS HELP UNDERSTANDING BILL
		47	200 - High Bill	6/19/2024	NEEDS HELP UNDERSTANDING BILL
		1	200 - High Bill	5/11/2023	PRICING-BILL IS CORRECT
		2	200 - High Bill	7/11/2023	DELAY IN BILLS
		3	200 - High Bill	8/8/2023	PRICING - BILL IS CORRECT
		4	200 - High Bill	8/1/2023	PRICING-bill is correct
		5	200 - High Bill	6/19/2023	REFUND OF CREDIT
		6	278 - Back Billing	10/11/2023	ESTIMATES - multiple months
		7	275 - Bill Delay/Not Received	6/19/2023	PRICING-bill is correct
		8	250 - Budget	8/4/2023	CDG
		9	212 - Inaccurate Bill	6/9/2023	REFUND OF CREDIT
May	37	10	830 - Svc. Susp/Term/Block Threat	5/22/2023	MISC
		11	221 - Wants Breakdown Of Bill	7/10/2023	INACCURATE BILL
		12	205 - Estimated Bill	9/12/2023	ESTIMATES - multiple months/CH error
		13	200 - High Bill	7/14/2023	PRICING-bill is correct
		14	200 - High Bill	5/22/2023	PRICING-bill is correct
		15	236 - Smart Meters	9/18/2023	ESTIMATES - cust not happy
		16	200 - High Bill	6/8/2023	PRICING-bill is correct
		17	200 - High Bill	4/18/2023	ESTIMATES - cust not happy
		18	200 - High Bill	*	NEEDS HELP UNDERSTANDING BILL
		19	219 - Wants Refund On Overpayment	11/28/2023	REFUND OF CREDIT
		20	200 - High Bill	6/14/2023	DELAY IN BILLS
		21	200 - High Bill	8/8/2023	REVERSALS/ADJUSTMENTS
		22	212 - Inaccurate Bill	5/22/2023	PRICING-bill is correct
		23	205 - Estimated Bill	5/4/2023	ESTIMATES - cust not happy
		24	212 - Inaccurate Bill	6/22/2023	MISC
		25	402 - Disputes Special Charge on Bill	4/18/2023	MISC
		26	200 - High Bill	4/21/2023	PRICING-bill is correct
		27	234 - Net Metering	7/23/2024	PV
		28	200 - High Bill	10/19/2023	PRICING-bill is correct
		29	212 - Inaccurate Bill	4/18/2023	MISC
		30	200 - High Bill	*	PRICING-bill is correct
		31	200 - High Bill	5/31/2023	ESTIMATES - cust not happy
		32	200 - High Bill	5/30/2023	ESTIMATES - cust not happy
		33	205 - Estimated Bill	9/3/2024	INACCURATE BILL - ERROR
		34	200 - High Bill	6/9/2023	REVERSALS/ADJUSTMENTS
		35	200 - High Bill	6/9/2023	REVERSALS/ADJUSTMENTS
		36	830 - Svc. Susp/Term/Block Threat	7/14/2023	NEEDS HELP UNDERSTANDING BILL
		37	212 - Inaccurate Bill	5/5/2023	REVERSALS/ADJUSTMENTS
		38	246 - Responsibility	6/19/2023	NEEDS HELP UNDERSTANDING BILL
		39	200 - High Bill	4/4/2023	PRICING-bill is correct
		1	212 - Inaccurate Bill	11/10/2023	ESTIMATES - multiple months
		2	130 - Delayed Service - New Service	6/1/2023	MISC
		3	200 - High Bill	12/29/2023	MISC
		4	200 - High Bill	5/16/2023	PRICING-bill is correct
		5	200 - High Bill	*	REVERSALS/ADJUSTMENTS
		6	200 - High Bill	1/12/2024	INACCURATE BILL - ERROR
		7	830 - Svc. Susp/Term/Block Threat	11/8/2023	CDG
		8	200 - High Bill	5/19/2023	CDG
		9	275 - Bill Delay/Not Received	6/16/2023	DELAY IN BILLS
		10	275 - Bill Delay/Not Received	10/26/2023	ESTIMATES - multiple months
		11	205 - Estimated Bill	6/23/2023	ESTIMATES-CUST NOT HAPPY
		12	200 - High Bill	8/4/2023	PRICING-bill is correct
		13	275 - Bill Delay/Not Received	5/10/2023	DELAY IN BILLS
		14	830 - Svc. Susp/Term/Block Threat	6/28/2023	REVERSALS/ADJUSTMENTS
		15	140 - Relocation Of Facilities	5/4/2023	RELIABILITY
		16	212 - Inaccurate Bill	11/30/2023	PRICING-bill is correct
		17	200 - High Bill	9/5/2023	REVERSALS/ADJUSTMENTS
		18	200 - High Bill	11/8/2023	ESTIMATES - multiple months
		19	212 - Inaccurate Bill	*	DELAY IN BILLS
		20	275 - Bill Delay/Not Received	6/14/2023	ESTIMATES-CUST NOT HAPPY
		21	200 - High Bill	6/14/2023	PRICING-bill is correct
		22	200 - High Bill	6/30/2023	ESTIMATES - cust not happy
		23	200 - High Bill	5/22/2024	ESTIMATES - cust not happy
		24	250 - Budget	7/10/2023	NEEDS HELP UNDERSTANDING BILL
		25	200 - High Bill	1/8/2024	PRICING-bill is correct

		26	830 - Svc. Susp/Term/Block Threat	6/29/2023	ESTIMATES - cust not happy
		27	278 - Back Billing	12/12/2023	PRICING-bill is correct
		28	205 - Estimated Bill	7/6/2023	USAGE DISPUTE
		29	800 - Deferred Payment Agreement	*	PRICING-bill is correct
		30	200 - High Bill	8/3/2023	PRICING-bill is correct
		31	200 - High Bill	5/8/2023	ESTIMATES - multiple months
		32	200 - High Bill	7/12/2023	PRICING-bill is correct
		33	278 - Back Billing	6/9/2023	MISC
		34	212 - Inaccurate Bill	5/30/2023	NEEDS HELP UNDERSTANDING BILL
		35	200 - High Bill	5/10/2023	PRICING-bill is correct
		36	200 - High Bill	*	PRICING-bill is correct
		37	212 - Inaccurate Bill	*	PRICING-bill is correct
June	25	1	200 - High Bill	8/31/2023	USAGE DISPUTE
		2	830 - Svc. Susp/Term/Block Threat	345377	MULTIPLE BILLS
		3	200 - High Bill	6/26/2023	PRICING-bill is correct
		4	278 - Back Billing	8/22/2023	PRICING-bill is correct
		5	219 - Wants Refund On Overpayment	7/20/2023	REVERSALS/ADJUSTMENTS
		6	271 - Billed For Svc Doesn't Have/Didn't Order	6/26/2023	REVERSALS/ADJUSTMENTS
		7	278 - Back Billing	6/7/2023	MISC
		8	205 - Estimated Bill	6/23/2023	ESTIMATES - multiple months
		9	200 - High Bill	2/6/2024	REVERSALS/ADJUSTMENTS
		10	275 - Bill Delay/Not Received	7/3/2023	DELAY IN BILLS
		11	212 - Inaccurate Bill	7/11/2023	NEEDS HELP UNDERSTANDING BILL
		12	205 - Estimated Bill	6/19/2023	MISC
		13	200 - High Bill	7/12/2023	REVERSALS/ADJUSTMENTS
		14	250 - Budget	6/20/2023	NEEDS HELP UNDERSTANDING BILL
		15	221 - Wants Breakdown Of Bill	6/22/2023	PRICING-bill is correct
		16	200 - High Bill	4/13/2023	PRICING-bill is correct
		17	200 - High Bill	4/19/2023	ESTIMATES - cust not happy
		18	200 - High Bill	7/14/2023	PRICING-bill is correct
		19	200 - High Bill	5/3/2023	REVERSALS/ADJUSTMENTS
		20	212 - Inaccurate Bill	6/21/2023	MISC
		21	200 - High Bill	*	PRICING-bill is correct
		22	200 - High Bill	10/16/2023	ESTIMATES - multiple months/CH error
		23	275 - Bill Delay/Not Received	8/17/2023	DELAY IN BILLS
		24	830 - Svc. Susp/Term/Block Threat	*	ESTIMATES - multiple months/CH error
		25	200 - High Bill	*	PRICING-bill is correct
July	26	1	278 - Back Billing	7/17/2023	MISC
		2	275 - Bill Delay/Not Received	8/25/2023	USAGE DISPUTE
		3	200 - High Bill	12/1/2023	CDG
		4	200 - High Bill	7/24/2023	INACCURATE BILL
		5	212 - Inaccurate Bill	9/15/2023	PRICING-bill is correct
		6	278 - Back Billing	8/24/2023	REVERSALS/ADJUSTMENTS
		7	250 - Budget	10/18/2023	INACCURATE BILL
		8	200 - High Bill	3/19/2024	ESTIMATES - cust not happy
		9	531 - Can Not Contact Company	7/11/2023	PRICING-bill is correct
		10	278 - Back Billing	12/8/2023	REVERSALS/ADJUSTMENTS
		11	200 - High Bill	12/1/2023	USAGE DISPUTE
		12	219 - Wants Refund On Overpayment	7/20/2023	REFUND OF CREDIT
		13	212 - Inaccurate Bill	1/18/2024	MISC
		14	212 - Inaccurate Bill	1/23/2024	CDG
		15	278 - Back Billing	7/20/2023	REVERSALS/ADJUSTMENTS
		16	205 - Estimated Bill	9/14/2023	ESTIMATES - multiple months
		17	200 - High Bill	5/28/2024	INACCURATE BILL
		18	200 - High Bill	7/14/2023	PRICING-bill is correct
		19	205 - Estimated Bill	7/17/2023	ESTIMATES - multiple months
		20	250 - Budget	11/7/2023	INACCURATE BILL
		21	205 - Estimated Bill	9/14/2023	REVERSALS/ADJUSTMENTS
		22	200 - High Bill	10/11/2023	PRICING-bill is correct
		23	212 - Inaccurate Bill	12/4/2023	PV
		24	278 - Back Billing	11/8/2023	MISC
		25	130 - Delayed Service - New Service	7/20/2023	MISC
		26	250 - Budget	10/18/2023	MISC
August	13	1	155 - Svc Disconnect Request Not Done	8/17/2023	USAGE DISPUTE
		2	200 - High Bill	1/23/2024	PV
		3	278 - Back Billing	9/7/2023	USAGE DISPUTE
		4	212 - Inaccurate Bill	12/6/2023	misc
		5	212 - Inaccurate Bill	8/24/2023	PRICING-bill is correct
		6	200 - High Bill	12/6/2023	MISC
		7	221 - Wants Breakdown Of Bill	12/5/2023	MISC

September	15	8	402 - Disputes Special Charge on Bill	8/15/2023	USAGE DISPUTE
		9	212 - Inaccurate Bill	10/25/2023	REVERSALS/ADJUSTMENTS
		10	250 - Budget	2/23/2024	PRICING-bill is correct
		11	200 - High Bill	8/31/2023	PRICING-bill is correct
		12	250 - Budget	10/20/2023	PRICING-bill is correct
		13	200 - High Bill	10/4/2023	USAGE DISPUTE
October	13	1	212 - Inaccurate Bill	12/27/2023	USAGE DISPUTE
		2	212 - Inaccurate Bill	12/22/2023	USAGE DISPUTE
		3	212 - Inaccurate Bill	12/22/2023	USAGE DISPUTE
		4	200 - High Bill	12/18/2023	ESTIMATES - cust not happy
		5	250 - Budget	12/6/2023	PRICING-bill is correct
		6	278 - Back Billing	10/12/2023	DELAY IN BILLS
		7	278 - Back Billing	12/7/2023	PRICING-bill is correct
		8	212 - Inaccurate Bill	12/14/2023	CDG
		9	278 - Back Billing	12/12/2023	NEEDS HELP UNDERSTANDING BILL
		10	278 - Back Billing	5/21/2024	PRICING-bill is correct
		11	212 - Inaccurate Bill	5/30/2024	MISC
		12	212 - Inaccurate Bill	11/30/2023	AUTOPAY ISSUE
		13	278 - Back Billing	12/22/2023	MISC
		14	234 - Net Metering	9/19/2024	PV
		15	200 - High Bill	12/12/2023	PRICING-bill is correct
November	14	1	278 - Back Billing	1/5/2024	REVERSALS/ADJUSTMENTS
		2	100 - Svc Outage	10/27/2023	MISC
		3	278 - Back Billing	12/5/2023	INACCURATE BILL
		4	212 - Inaccurate Bill	2/22/2024	USAGE DISPUTE
		5	278 - Back Billing	11/3/2023	DELAY IN BILLS
		6	590 - Other	11/22/2023	MISC
		7	212 - Inaccurate Bill	1/5/2024	ESTIMATES - cust not happy
		8	200 - High Bill	1/5/2024	PRICING-bill is correct
		9	250 - Budget	12/21/2023	PRICING-bill is correct
		10	830 - Svc. Susp/Term/Block Threat	10/30/2023	USAGE DISPUTE
		11	212 - Inaccurate Bill	12/11/2023	CDG
		12	234 - Net Metering	6/13/2024	USAGE DISPUTE
		13	200 - High Bill	3/29/2024	USAGE DISPUTE
December	16	1	200 - High Bill	1/4/2024	USAGE DISPUTE
		2	212 - Inaccurate Bill	1/4/2024	NEEDS HELP UNDERSTANDING BILL
		3	200 - High Bill	12/6/2023	PRICING-bill is correct
		4	250 - Budget	1/4/2024	PRICING-bill is correct
		5	200 - High Bill	1/3/2024	NEEDS HELP UNDERSTANDING BILL
		6	278 - Back Billing	12/1/2023	MISC
		7	212 - Inaccurate Bill	11/29/2023	NEEDS HELP UNDERSTANDING BILL
		8	200 - High Bill	12/20/2023	PRICING-bill is correct
		9	400 - Svc Class	1/8/2024	NEEDS HELP UNDERSTANDING BILL
		10	830 - Svc. Susp/Term/Block Threat	11/14/2023	PRICING-bill is correct
		11	200 - High Bill	1/4/2024	ESTIMATES - cust not happy
		12	830 - Svc. Susp/Term/Block Threat	11/29/2023	PRICING-bill is correct
		13	234 - Net Metering	12/27/2023	PV
		14	212 - Inaccurate Bill	1/4/2024	PV
		1	200 - High Bill	12/27/2023	REVERSALS/ADJUSTMENTS
		2	200 - High Bill	12/29/2023	NEEDS HELP UNDERSTANDING BILL
		3	234 - Net Metering	12/27/2023	PV
		4	250 - Budget	12/27/2023	MISC
		5	200 - High Bill	12/12/2023	PRICING-bill is correct
		6	278 - Back Billing	12/27/2023	NEEDS HELP UNDERSTANDING BILL
		7	830 - Svc. Susp/Term/Block Threat	1/3/2024	MISC
		8	200 - High Bill	12/27/2023	PRICING
		9	140 - Relocation Of Facilities	12/29/2023	MISC
		10	800 - Deferred Payment Agreement	12/29/2023	NEEDS HELP UNDERSTANDING BILL
		11	212 - Inaccurate Bill	12/13/2023	PV
		12	275 - Bill Delay/Not Received	1/16/2024	AUTOPAY ISSUE
		13	200 - High Bill	12/27/2023	NEEDS HELP UNDERSTANDING BILL
		14	278 - Back Billing	12/27/2023	MISC
		15	212 - Inaccurate Bill	12/29/2023	REVERSALS/ADJUSTMENTS
		16	200 - High Bill	1/3/2024	NEEDS HELP UNDERSTANDING BILL

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Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-35, IR-563
 Requested By: DPS - Tom Kaczmarek
 Information Requested Of: Customer Experience Panel and Technology
Capital and Operations Panel
 Date of Request: October 7, 2024
 Response Due Date: October 17, 2024
 Date of Response: October 17, 2024
 Response By: Customer Experience Panel and Technology
Capital and Operations Panel
 Subject: Customer Web and Mobile Technology

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to the proposed Customer Web and Mobile Technology interface enhancements described on pages 15-16 of the Customer Experience Panel's direct testimony and Exhibit__(CEP-1).

The following customer web and mobile technology projects, which the Company proposed in the Customer Experience Panel's Exhibit__(CEP-2), filed on July 31, 2023, in Case 23-E-0418 and 23-G-0419 (2023 Rate Cases), but agreed to remove by Stipulation Regarding Customer Experience Capital Projects (Stipulation) [Exhibit 515 filed January 24, 2024] in those cases, appear to be proposed as capital projects for the Rate Year in the current proceedings.

PROJECT REMOVED FROM RY IN 2023 RATE CASES	PROJECT FOR RY ENDING 6/30/26 IN CURRENT CASES	CAPEX FOR RY IN 2023 RATE CASES	CAPEX FOR RY ENDING 6/30/26 IN CURRENT CASES	DIFFERENCE
Mobile App Upgrades – DPA Application	Mobile App Upgrades - Improvement to Deferred Payment Agreement (Installment Plan)	\$213,000	\$238,000	+\$25,000 (+12%)
Mobile App Upgrades – Push & Email Notifications	Mobile App Upgrades – Push Notifications to Customer	\$135,000	\$145,000	+\$10,000 (+7%)

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Web Upgrades - Digital Welcome Kit For New Customers	Web Upgrades – Digital Welcome Kit for New Customers	\$54,000	\$291,000	+\$237,000 (+439%)
Web Upgrades - Landlord, Business, Contractor, Developer Experience	Web Upgrades - Landlord, Business, Contractor, Developer Experience	\$108,000	\$231,000	+\$123,000 (+114%)
Muni Portal Upgrade & Enhancements	Muni Portal Upgrade & Enhancements	\$161,000	\$54,000	-\$107,000 (-66%)
More Online Energy Calculators	Web High Bill Investigations Calculator	\$108,000	\$108,000	\$0 (0%)
Customer Bill Redesign	Customer Bill Redesign	\$158,000	\$172,000	+\$14,000 (+9%)
Kubra Replacement – Payment Experience Vendor, eBill, Bill Presentment and Bill Print	Kubra Enhancements – eBill, Bill Presentment and Bill Print (Interactive bills), iDocs Document Management Upgrade	\$538,000	\$798,000	+\$260,000 (+48%)

1. Clarify whether the scope of each project is the same or different from the project under the same or similar name that the Company had proposed in the 2023 Rate Cases. Describe how the scope of each project differs, as applicable.
2. Explain the cost drivers resulting in the difference in capital expenditures from what the Company proposed in the 2023 Rate Cases to what the Company proposes in the current cases for each project included in the above table. Provide supporting documentation and workpapers to support the proposed costs in the current rate cases and any changes from what the Company proposed in the 2023 Rate Cases.

Response:

Please see DPS-563 Attachment 1.

Documents Attached:

DPS-563 Attachment 1

DPS-563 Attachment 1
Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462

<u>Project removed from RY in 2023 Rate Cases</u>	<u>Project for RY ending 6/30/26 in current cases</u>	<u>CapEx for RY in 2023 rate cases</u>	<u>CapEx for RY ENDING 6/30/26 in current cases</u>	<u>Difference</u>	<u>% Difference</u>	<u>Note</u>	<u>Scope</u>
Mobile App Upgrades – DPA Application	Mobile App Upgrades - Improvement to Deferred Payment Agreement (Installment Plan)	\$213,000	\$238,000	\$25,000	12%	Changes related to inflation and updated AFUDC	No Change
Mobile App Upgrades – Push & Email Notifications	Mobile App Upgrades – Push Notifications to Customer	\$135,000	\$145,000	\$10,000	7%	Changes related to inflation and updated AFUDC	No Change
Web Upgrades - Digital Welcome Kit For New Customers	Web Upgrades – Digital Welcome Kit for New Customers	\$54,000	\$291,000	\$237,000	439%	Timing; Total project spend was projected to be \$134,000 (2025), \$54,000 in 1H 2025 (current RY1). Since the \$54,000 was not invested in current RY1, the total investment was moved to proposed RY1. The intent was to add inflation and updated AFUDC for a total of \$145,000. The remaining difference of \$146,000 was in error and can be removed from the projection	No Change
Web Upgrades - Landlord, Business, Contractor, Developer Experience	Web Upgrades - Landlord, Business, Contractor, Developer Experience	\$108,000	\$231,000	\$123,000	114%	Timing; Total project spend was projected for \$214,000 (2025). Since the \$108,000 was not invested in current RY1, the total investment was moved to 1H 2026 (proposed RY1). The 8% increase from \$214,000 to \$231,000 is due to updated AFUDC.	No Change
Muni Portal Upgrade & Enhancements	Muni Portal Upgrade & Enhancements	\$161,000	\$54,000	-\$107,000	-66%	Timing; Project timeline was altered to push the project costs from 2025 to a phased approach in years 2026 and 2029.	No Change
More Online Energy Calculators	Web High Bill Investigations Calculator	\$108,000	\$108,000	\$0	0%	NA	No Change
Customer Bill Redesign	Customer Bill Redesign	\$158,000	\$172,000	\$14,000	9%	Changes related to inflation and updated AFUDC	No Change
Kubra Replacement – Payment Experience Vendor, eBill, Bill Presentment and Bill Print	Kubra Enhancements – eBill, Bill Presentment and Bill Print (Interactive bills), iDocs Document Management Upgrade	\$538,000	\$798,000	\$260,000	48%	Timing; Project timeline was altered to move total spend through 2027 versus ending in 2026. 2023 Rate Case had \$1.071M projected spend for 2025. Current plan has total 2025 projected spend of \$518,000, moving spend into later years.	No Change

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Response to Interrogatory / Document Request

Request No.: DPS-36, IR-567
Requested By: DPS – Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: October 8, 2024
Response Due Date: October 18, 2024
Date of Response: October 18, 2024
Response By: Customer Experience Panel
Subject: Salesforce Project

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

Referring to the proposed Replacement of Salesforce Software enhancement listed on the Customer Experience Panel's Exhibit__ (CEP-1):

1. Provide a detailed breakdown of the capital expenditure costs, by category (e.g., hardware, software, consulting contracts, support contracts, equipment, etc.), projected for the Rate Year ending June 30, 2026.
2. Provide a detailed breakdown of the operations and maintenance costs, by category (e.g., internal labor, external labor, software updates, consulting contracts, support contracts, etc.), projected for the Rate Year ending June 30, 2026.
3. Provide a detailed timeline, with specific or estimated dates, to implement each proposed enhancement.
4. Provide a detailed description of how the existing customer experience will change after each proposed enhancement is implemented.
5. Provide screenshots of prototypes, internal research, and proposals developed by and/or for the Company to support the enhancement.
6. Describe what resources the Company will provide to inform customers of each enhancement and how the customer can utilize the enhancement.
7. Describe in detail if the Company has identified any resourcing constraints for this project. If so, explain how such identified constraints will be addressed. As part of your response, for each proposed enhancement, explain the Company's strategy for ensuring adequate resources are available to work on the project during the Rate Year through 2029.

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Response to Interrogatory / Document Request

8. Describe in detail any risks that the Company has identified and explain how the Company will manage and mitigate those risks. As part of your response, provide the Company's risk management plan developed as part of the project.
9. Explain in detail if this project shares any interdependencies with other projects and systems. Include a description of the required sequence for implementing such projects and systems, and how the Company will address such sequencing of projects/systems for the proposed enhancement.
10. Provide the Company's governance structure for implementing the project, including the names and titles of the people who will be implementing the project, as well as the executive sponsor for the enhancement.
11. Provide a specific description of the technology utilized, including whether it is a custom-built or a commercial off-the-shelf solution.
12. Provide the Company's cost analysis for the project. Describe the Company's approach for developing the cost estimates, and provide supporting documentation, assumptions, and methodology used.
13. Explain whether the Company evaluated any alternatives and include an explanation of why the Company ultimately chose the proposed enhancement versus an alternative.
14. Explain in detail how the Company's selected solution compares with other utilities' solutions, and with industry standards.

Response:

1. Capital costs projected for the Rate Year for the proposed Replacement of Salesforce Software is internal and contract development work. The estimate for this project is directional, derived from a high-level estimate of the efforts needed.
2. The Replacement of Salesforce Software project involves retirement of the existing Salesforce platform and building Customer Relationship Management (CRM) functionality on one of the Company's existing technology platforms. For this reason, this project requires internal resources only to support or upgrade existing systems with no additional incremental O&M required. The internal resources needed to support these systems are included in the level of FTEs approved in Cases 23-E 0418 and 23-G-0419. As such, the forecast of the resources are included in the determination of labor costs included in the development of revenue requirements but are not specifically identifiable.
3. Detailed timelines are not available at this time.

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Cases 24-E-0461 & 24-G-0462
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4. Salesforce is a Customer Relationship Management software tool previously used for marketing natural gas to the Company's customers. As marketing for natural gas customers has changed directions, a Customer Relationship Management (CRM) tool is still required as we are faced with identifying and optimizing customer interactions and relationships throughout the customer journey in a centralized way. Customer outreach and results of outreach for weatherization, clean heat, electrical vehicle, electric vehicle charging, and other energy efficiency programs are currently managed and tracked in separate systems. As an opportunity to streamline outreach, tracking and reporting, the Company will develop an internal replacement CRM solution for this with SAP C4C enhancements. This was the original plan when SAP went live, however, due to previous priorities, time, and budgetary constraints, the enhancements to include marketing functionality were not developed. The building of this CRM solution gives the Company the ability to tailor communications and provide a personalized customer experience, by tracking customer engagement and participation in energy efficiency programs. Users of this CRM system will be able to search for an individual customer and determine which energy efficiency programs they are enrolled in, or have participated in and which programs they are eligible or not eligible for. These abilities can increase the potential for outreach to engaged customers and clean energy technology adoption.

Functionality enhancement will include the ability to create, track and modify queries, execute internal and external marketing campaigns, and track success. Customer participation in energy efficiency programs will be flagged in the customer database in SAP/C4C.

5. Prototypes are not available at this time. Detailed requirements identification, including prototypes, will be performed closer to when the project is scheduled to start.
6. Customers will not need to be informed of the CRM enhancement. The tool will be used by the Company to identify and optimize customer interactions and relationships throughout the customer journey in a centralized way.
7. The Company has not identified any resource constraints related to this project.
8. The Company has not identified any risks related to this project.
9. This project may have overlapping resources with SAP Enhancement projects due to the integration between SAP S/4 HANA and SAP C4C. The Company will evaluate these interdependencies and resource demands, but there are no significant concerns with interdependencies.
10. The executive sponsor for the project will be the Manager of Customer Experience and named project resources by role will be established during the project initiation

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Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

request and Work Order authorization process closer to when the project is scheduled to kick-off approximately 3 months prior to project start.

11. The Replacement of Salesforce Software project involves retirement of the existing Salesforce platform and building CRM functionality on our existing SAP C4C technology platform. SAP C4C is a commercial off the shelf CRM solution that provides robust tools for multi-channel customer campaigns and data-driven optimization, enabling personalized and consistent messaging across touchpoints.
12. The estimates for this project are directional, derived from a high-level estimate of development and testing efforts needed to deliver the requested functionality. In the context of estimating governance, there are three levels of estimation used throughout a project's lifecycle. As a project progresses, the understanding of project requirements and scope becomes clearer, leading to more precise estimates. Directional estimates are initial estimates based on the project's stated business objective and scope statement during the strategic 5-year capital prioritization and planning process outlined on pages 7-8 of the Technology Capital and Operations Panel Testimony and as noted within the Company's Project Management Manual: Procedures and Best Practices provided in DPS-124 Attachment 2.
13. Alternative solutions were not investigated in detail as this project provides an opportunity to remove an application from the Company's application portfolio. SAP C4C is an existing application in the Company's application portfolio.
14. SAP C4C is a leading industry solution for optimizing customer relationship management. SAP C4C is an existing CRM application in the Company's application portfolio.

Documents Attached:

N/A

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Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-36, IR-568
Requested By: DPS – Tom Kaczmarek
Information Requested Of: Customer Experience Panel and Technology Capital and Operations Panel
Date of Request: October 8, 2024
Response Due Date: October 18, 2024
Date of Response: October 18, 2024
Response By: Customer Experience Panel and Technology Capital and Operations Panel
Subject: Interactive Voice Response (IVR) Modernization

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

Referring to the Company's response to DPS-407, included in the Staff Consumer Services Panel's Exhibit__ (SCSP-1), filed January 16, 2024, in Case 23-E-0418, the Company indicated project milestone dates for the Go Live and Project Close phases of the IVR Modernization Program are scheduled to occur June 13, 2025 and June 30, 2025, respectively.

Referring to the Company's response to DPS-357 in these proceedings, the Company indicated target project milestone dates for the Go Live and Project Close phases of the IVR Modernization Program are scheduled to occur December 18, 2026, and December 31, 2026, respectively.

1. Provide a detailed explanation for the delays in the Company's initial implementation timeline for this project. Indicate how this slippage has impacted other key milestones for the project implementation.
2. Explain why capital expenditures beyond the \$1.7 million reflected in the Commission's Order Establishing Rates for Electric and Gas Service, issued July 18, 2024, in Case 23-E-0418, are necessary to complete this project.
3. Provide justification for the timing of these two critical project milestones, with specific consideration of coincidence with the heating season and the holiday season.
4. Describe the Company's strategy to maintain its performance on its Percent of Calls Answered by a Representative within 30 Seconds metric in the event implementation issues emerge during the Go Live phase. If no strategy exists, explain why not.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Response:

1. The Company's response to DPS-407, included in the Staff Consumer Services Panel's Exhibit__ (SCSP-1), filed January 16, 2024, in Cases 23-E-0418 and 23-G-0419, was provided on September 22, 2023. Following the submission of the response to DPS-407, a Stipulation Regarding Billing Reporting Requirements was signed by DPS Staff, the Utility Intervention Unit, and the Company on January 24, 2024. The Stipulation stated that the IVR Modernization project would commence but that associated capital expenditures would be limited to \$1.7M within the period 7/1/2024 to 6/30/2025. Additionally, the Recommended Decision in Cases 23-E-0418 and 23-G-0419 recognized the Company's statements that the manufacturer is requiring a technical upgrade to the current IVR software in order for it to remain supported by the vendor and that the upgrade must be performed to prevent cybersecurity and functional risk to the organization. The Stipulation was adopted by the Commission, which allowed the IVR Modernization project to commence. Given limitations regarding capital expenditures for the full project and the need for the upgrade, the scope of the project was adjusted to allow the technical portion of the upgrade to move forward to mitigate cybersecurity and functional risk in the near term.
2. Please see the response to Part 1, above. Additionally, as discussed within the Company's response to PULP-020, the scope of this project remains unchanged and was included within the Company's 5-year capital plan presented within Cases 23-E-0418 and 23-G-0419; however, the associated capital expenditures within the rate year ending June 30, 2025, were limited to \$1.7M per the Stipulation Regarding Billing Reporting Requirements signed by DPS Staff, the Utility Intervention Unit, and the Company on January 24, 2024, which was subsequently adopted by the Commission.
3. Please see the response to DPS-15, IR-357. Furthermore, project costs, schedule, and milestones are based on a directional estimate for this project and have no correlation to heating or holiday seasons.
4. Central Hudson's third-party contact center would continue to operate using their own IVR without any potential impacts from the upgrade. The third-party contact center would also be available as part of a contingency plan if necessary. If there are any issues uncovered during cutover, the ability to revert back to the original IVR and Contact Center system is available.

Documents Attached:

N/A

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-36, IR-570
Requested By: DPS – Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: October 8, 2024
Response Due Date: October 18, 2024
Date of Response: October 18, 2024
Response By: Customer Experience Panel and Technology Capital and Operations Panel
Subject: Complex Billing Project

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

Referring to the proposed Replacement of Complex Billing and Other Regulatory Requirements enhancement listed on the Customer Experience Panel's Exhibit_(CEP-1):

1. For each proposed enhancement, provide a detailed breakdown of the capital expenditure costs, by category (e.g., hardware, software, consulting contracts, support contracts, equipment, etc.), projected for the Rate Year ending June 30, 2026.
2. For each proposed enhancement, provide a detailed breakdown of the operations and maintenance costs, by category (e.g., internal labor, external labor, software updates, consulting contracts, support contracts, etc.), projected for the Rate Year ending June 30, 2026.
3. Provide a detailed timeline, with specific or estimated dates, to implement each proposed enhancement of this project.
4. Provide a detailed description of how the existing customer experience will change after each proposed enhancement is implemented.
5. Provide screenshots of prototypes, internal research, and proposals developed by and/or for the Company to support each enhancement.
6. For each proposed enhancement, describe what resources the Company will provide to inform customers of the enhancement and how the customer can utilize the enhancement.
7. Has the Company identified any resourcing constraints for this project? If so, explain how such identified constraints will be addressed. As part of your response, explain the Company's strategy for ensuring adequate resources are

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

available to work on the project during the Rate Year through 2029, separately for each year.

8. Describe in detail any risks that the Company has identified and explain how the Company will manage and mitigate those risks. As part of the response, provide the Company's risk management plan developed as part of the project.
9. Explain in detail if this project shares any interdependencies with other projects or systems. Include a description of the required sequence for implementing such projects or systems, and how the Company will address such sequencing of projects/systems for each proposed enhancement.
10. Provide the Company's governance structure for implementing the project, including the names and titles of the people who will be implementing the project, as well as the executive sponsor for each enhancement.
11. Provide descriptions of the specific technologies utilized, including whether it is a custom built or a commercial off-the-shelf solution.
12. Provide the Company's cost analysis for the proposed project. Describe the Company's approach for developing the cost estimates, and provide supporting documentation, assumptions, and methodology used.
13. Explain whether the Company evaluated any alternatives and include an explanation of why the Company ultimately chose the proposed enhancement versus an alternative.
14. Explain in detail how the Company's selected solution compares with other utilities' solutions, and with industry standards.

Response:

1. This project estimate consists completely of capital labor costs. The work needed to implement each of these enhancements is internal and contract SAP development work. The estimates for these enhancements are directional, derived from a high-level estimate of efforts needed to deliver the requested functionality.
2. Some of these enhancements require the support of internal resources while other enhancements involve upgrades to existing systems with no additional incremental O&M required. The internal resources needed to support these systems are included in the level of FTEs approved in Cases 23-E 0418 and 23-G-0419. As such, the forecast of the resources is included in the labor costs which are included in the development of revenue requirements but are not specifically identifiable.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

3. Detailed timelines are not available at this time. Requested enhancements are identified by the business and operating units based on directives and requirements from regulatory orders and/or proceedings. These enhancements are then prioritized and identified for rate year inclusion based on relative priority. During this planning stage, high-level requirements, the corresponding resourcing (staffing) needed to implement, and target in-service dates are identified. More detailed requirements identification and planning is performed closer to when the respective projects are scheduled to kickoff; approximately 1 year to 3 months prior to project start, depending on the size and magnitude of the respective project. Such ongoing Commission proceedings specifically intended to lead to complex billing changes which may result in enhancements during the Rate Year include but aren't limited to: EV Phase in rates, the hydroelectric component of VDER Value Stack, Volumetric Net Crediting for Community Distributed Generation ("CDG") and CDG billing and crediting metrics, in addition to any new proceedings instituted prior to or during the Rate Year.
4. These proposed changes are new billing rate structures as determined by specific regulatory orders and/or proceedings. Once these mandatory enhancements are delivered, customers will be able to enroll in specific rate structures and programs as offered in the Company's tariffs.
5. There are no screenshots of prototypes, internal research, and proposals developed by and/or for the Company at this time. The requirements for these changes will be determined by the specific tariff language as approved by the Commission.
6. The Company will inform affected customers through channels best suited for a particular project, taking into consideration the number of customers impacted. The Company will provide steps to eligible customers on how to enroll in each program as applicable.
7. There are no specific resources constraints identified as part of these enhancements at this time. For each specific enhancement, the requirements will be evaluated, and the Company will leverage existing or new staff augmentation partners for specific skills required to complete each enhancement. As these estimates are directional and dependent on orders for specific timing and requirements, this answer is applicable to each rate year through 2029.
8. There are no key risks related to these projects identified at this time.
9. The primary interdependencies of these enhancements are any projects that require development work in SAP's billing schema. For this reason, enhancement releases are planned and prioritized to minimize these interdependencies. Larger projects are planned in series rather than in parallel to avoid these conflicts and minimize the change impact to end users and customers.

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Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

10. The executive sponsor for these enhancements will be the Manager of Customer Experience and named project resources by role will be established during the project initiation request and Work Order authorization process closer to when the respective projects are scheduled to kick-off; approximately 1 year to 3 months prior to project start, depending on the size and magnitude of the project.
11. These billing enhancements will be configurations within SAP and any third-party vendor infrastructure, such as bill print functionality, as applicable.
12. The estimates for this initiative are directional, derived from a high-level estimate of development and testing efforts needed to deliver the requested functionality. In the context of estimating governance, there are three levels of estimation used throughout a project's lifecycle. As a project progresses, the understanding of project requirements and scope becomes clearer, leading to more precise estimates. Directional estimates are initial estimates based on the project's stated business objective and scope statement during the strategic 5-year capital prioritization and planning process outlined on pages 7-8 of the Technology Capital and Operations Panel Testimony and as noted within the Company's Project Management Manual: Procedures and Best Practices provided in DPS-124 Attachment 2.
13. These enhancements are directly related to rate changes and billing programs mandated by tariff, there have been no alternative solutions evaluated.
14. These enhancements are dependent on the specific billing solution needs of each utility. These enhancements will be configured in accordance with the specific Order establishing the structure of these rates and the functionality of the system. It is the Company's expectation that while the configuration of these rates may vary from other utilities (as solutions are utility specific), the output will align with other utilities subject to the tariff defining each rate structure.

Documents Attached:

N/A

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-40, IR-608
Requested By: DPS - Adam Polmateer
Information Requested Of: Customer Experience Panel
Date of Request: October 15, 2024
Response Due Date: October 25, 2024
Date of Response: October 25, 2024
Response By: Customer Experience Panel
Subject: Economic Development in Disadvantaged Communities

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. How does the Company track economic development grant program activity in disadvantaged communities? Explain and provide any data the company collects and tracks for economic development grants in disadvantaged communities for the past five calendar years (2019, 2020, 2021, 2022, and 2023).
2. Is economic development grant activity in disadvantaged communities reflected in the Company's annual economic development report? If so, provide an example of what is included. If not, explain why not.
3. Does the Company give any priority treatment to economic development applications received for projects located in disadvantaged communities (e.g., larger grants or expedited processing of the grant applications)? If so, explain what priority treatment is provided. If not, explain why not.

Response:

1. Central Hudson reviewed its historical economic development grants from 2018-2023 to identify which recipients are located in a disadvantaged community ("DAC"), using a geospatial analysis and DAC census tract data published on the New York State's climate website. More detail is included within DPS-608 Attachment 1.
2. Central Hudson has not historically included whether grant recipients are located within a DAC in its annual reports, primarily because the report template was developed prior to passage of the CLCPA and subsequent definition of DAC locations. The Company is willing to refine the report to include such information in future years.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

3. Central Hudson has not historically given priority treatment to economic development project applications located in a DAC, but would be open to considering how this could be made part of the decision criteria.

Documents Attached:

DPS-608 Attachment 1

DPS-608 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

July 2018-June 2019

					Economic Development Programs					
COMPLETED:	City	DAC	Address	Description of Project	Shovel Ready Sites	Wired Innovation Centers	Job Creation-Attraction/Expansion	Revitalization of Buildings	Business Retention for Manufacturers	Regional Marketing
1 Kingston Main Street Revitalization	City of Kingston		City Hall, located at 420 Broadway, Kingston NY 12401	Partnership between City of Kingston, Ulster Performing Arts Center and Rural Ulster Preservation Corp revitalize Broadway and Cornell Street				\$275,000		
2 New Paltz Advanced Manf Center	New Paltz	Yes	1 Hawk Drive, New Paltz, NY 12561	Purchase of 3d printer	\$0	\$200,000	\$0	\$275,000	\$0	\$0

\$200,000	TOTAL INVESTMENTS IN DACs
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\$475,000 TOTAL INVESTMENT

DPS-608 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

July 2019-June 2020

COMPLETED:	City	DAC	Address	Description of Project	Economic Development Programs						
					Shovel Ready Sites	Wired Innovation Centers	Job Creation-Attraction/Expansion	Revitalization of Buildings	Business Retention for Manufacturers	Regional Marketing	Back to Business Funding Program
1	CREPINI	East Fishkill	Yes	700 South Dr Ste 105, Hopewell Junction, Ny 12533	relocation of operations			\$100,000			
2	Kora Components	Ellenville	Yes	240 Chestnut St, Liberty, New York 12754	rehabilitation of manf building			\$100,000			
3	Sono Tek	Milton	Yes	2012 Rte 9W, Milton, NY 12547	Expansion of facility	\$100,000					
4	Hudson Valley Pattern for Progress	?	Yes	3 Washington Ctr Ste 2, Newburgh, NY 12550	Out of Alignment Study					\$250,000	
5	Back to Business Funding Program	Banks		Rhinebeck Bank; Ulster Savings Bank; Walden Savings Bank; Walkill Valley Federal Savings and Loan; Bank of Greene County; Bank of Millbrook; Sawyer Savings Bank; Rondout Savings Bank and Orange Bank and Trust.							\$575,000
					\$0	\$100,000	\$0	\$200,000	\$0	\$250,000	\$575,000

\$550,000 TOTAL INVESTMENT IN DACs

\$1,125,000 TOTAL INVESTMENT

DPS-608 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

July 2020-June 2021

NEW 2020-2026 DATA					Economic Development Programs							
COMPLETE:	City	DAC	Address	Description of Project	Shovel Ready Sites	Wired Innovation Centers	Job Creation-Attraction/Expansion	Revitalization of Buildings	Business Retention for Manufacturers	Regional Marketing	Back to Business Funding Program	
1	Uptiver Studios	Saugerties	No	1 Tompoms Rd, Saugerties, NY 12477			\$100,000					
2	Catsmo Artisan Smokehouse	Town of Shawangunk	No	25 Myers Rd, Walkill, NY 12589					\$200,000			
3	USA	New Windsor	Yes	11256 River Rd, New Windsor, NY, 12553, USA	Walkill							
4	Rustlake Village	Town of Poughkeepsie	Yes	348 Dutchess Pkwy, Poughkeepsie, NY 12603	Completed phase 2 of expansion	\$200,000						
5	ABW Lighting	Kingston	Yes	675-Bowen Lane, Kingston, NY 12404								
6	Orange		Yes	700 South Dr Ste 105, Hopewell Junction, NY 12533				\$24,000				
7	Back to Business Funding Program	Banks									\$264,000	
					\$200,000	\$100,000	\$24,000	\$0	\$200,000	\$0		
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DPS-608 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

July 2021-June 2022

					Economic Development Programs						
COMPLETED:	City	DAC	Address	Description of Project	Shovel Ready Sites	Wired Innovation Centers	Job Creation-Attraction/Expansion	Revitalization of Buildings	Business Retention for Manufacturers	Regional Marketing	Back to Business Funding Program
1 Catsmo (second half)	Town of Shawangunk	No	25 Myers Rd, Wallkill, NY 12589						\$100,000		
2 Eastdale	Town of Poughkeepsie	Yes	949 Dutchess Tpke, Poughkeepsie, NY 12603		\$200,000						
3 RBW	Kingston	Yes	575 Boices Lane, Kingston, NY 12401					\$100,000			
4 USAI	New Windsor	Yes	1126 River Rd, New Windsor, NY, 12553, USA						\$200,000		
					\$200,000	\$0	\$0	\$100,000	\$300,000	\$0	\$0
					\$600,000 TOTAL INVESTMENT						

\$500,000 TOTAL INVESTMENT IN DACs

PAID DECEMBER 2021

DPS-608 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

January 1, 2022-December 31, 2022

Economic Development Programs											
COMPLETED:	City	DAC	Address	Description of Project	Shovel Ready Sites	Wired Innovation Centers	Job Creation-Attraction/Expansion	Revitalization of Buildings	Business Retention for Manufacturers	Regional Marketing	Back to Business Funding Program
1	Hudson Valley Additive Manufacturing Center @ SUNY New Paltz	New Paltz	Yes	1 Hawk Dr, New Paltz, NY, 12561, USA			\$50,000				
2											
3											
4											
					\$0	\$0	\$50,000	\$0	\$0	\$0	\$0
\$50,000 TOTAL INVESTMENT											

\$50,000 TOTAL INVESTMENT IN DACs

DPS-608 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

January 2023-December 2023

						Economic Development Programs				
	<u>COMPLETED:</u>	<u>City</u>	<u>DAC</u>	<u>Address</u>	<u>Description of Project</u>	<u>Wired Innovation Centers</u>	<u>Job Creation-Attraction/Expansion</u>	<u>Infrastructure for manufacturers</u>	<u>Manufacturing Productivity</u>	<u>Expansion and Retention for Manufacturer</u>
1	Cafe Spice	City of Beacon	Yes	511 Fishkill Avenue, Beacon NY						\$200,000
2										
3										
4										
						\$0	\$0	\$0	\$0	\$200,000
										\$200,000 TOTAL INVESTMENT

\$200,000 TOTAL INVESTMENT IN DACs

\$1,724,000 2018-2023 TOTAL INVESTMENTS IN BUSINESSES LOCATED IN DACs

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-40, IR-609
Requested By: DPS - Chelsea Laquitara
Information Requested Of: Customer Experience Panel
Date of Request: October 15, 2024
Response Due Date: October 25, 2024
Date of Response: October 25, 2024
Response By: Customer Experience Panel
Subject: Customer Service Performance Indicators

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

For each month from January through September 2024, provide the number of incoming calls during call center business hours that the caller abandoned before reaching a representative in the following timeframes:

- a. Within 30 seconds;
- b. Between 31 and 60 seconds;
- c. Between 61 and 120 seconds;
- d. Over two minutes but less than five minutes;
- e. Five minutes and over, but less than 15 minutes;
- f. 15 minutes and over, but less than 30 minutes;
- g. 30 minutes and over, but less than 60 minutes; and
- h. 60 minutes and over.

Response:

Please see DPS-609 Attachment 1 for the number of calls received between the hours of 8 a.m. and 4:30 p.m. that were abandoned before reaching a representative. Note these are the live call queues measured against the Company's service level and exclude callback queues.

The data within Attachment 1 was produced by a customized query and is not available through a standard report within the current IVR system. This information will be available at the completion of the IVR Modernization project.

Documents Attached:

DPS-609 Attachment 1

DPS-609 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

Abandoned								
Date	A - UNDER 30 SECONDS	B - 31 TO 60 SECONDS	C - 1 min to 2 mins	D - 2 MINS TO 5 MINS	E - 5 mins to 15 MINS	F - 15 mins to 30 MINS	G - 30 MINS TO 60 MINS	H- GREATER THAN 1 HOUR
2024-01	826	147	188	264	431	226	90	17
2024-02	447	134	195	312	508	243	194	37
2024-03	660	130	191	275	419	252	145	46
2024-04	1015	122	207	295	522	233	146	43
2024-05	768	95	137	156	237	129	57	7
2024-06	934	103	160	214	208	78	34	5
2024-07	1177	116	172	247	293	124	62	16
2024-08	979	122	123	168	209	67	20	4
2024-09	999	121	113	173	159	52	14	

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-40, IR-611
 Requested By: DPS - Chelsea Laquitará
 Information Requested Of: Customer Experience Panel
 Date of Request: October 15, 2024
 Response Due Date: October 25, 2024
 Date of Response: October 25, 2024
 Response By: Customer Experience Panel
 Subject: Customer Service Performance Indicators – PSC Complaint Rate

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

On page 11 of the Direct Testimony of the Customer Experience Panel, the Company proposes to exclude complaints regarding the Energy Cost Adjustment Mechanism and/or Gas Supply Charge from the Public Service Commission (PSC) Complaint Rate metric.

For each month of calendar year 2023, provide the following:

- a. The number of complaints that the Company would have excluded from the PSC Complaint Rate based on the proposed calculation.
- b. The Company's monthly PSC Complaint Rate based on the proposed calculation.

Response:

- a. Please see the table below.

2023 Supply Rate complaints	COUNT
JAN	10
FEB	12
MAR	6
APR	12
MAY	12
JUN	7
JUL	4
AUG	4
SEP	3
OCT	2
NOV	5
DEC	2

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

b. Please see the table below for the current calculation.

2023		CHARGEABLE COMPLAINTS					
Goal: less than 0.85							
		2023 #Month	2023 YTD		Monthly Perf.Ind.		YTD Target Report
Jan	1	35	35		10.9		10.87
Feb	2	47	82		14.6		12.74
Mar	3	47	129		14.6		13.36
Apr	4	39	168		12.1		13.05
May	5	37	205		11.5		12.74
Jun	6	25	230		7.8		11.91
Jul	7	26	256		8.1		11.36
Aug	8	13	269		4.0		10.45
Sept	9	15	284		4.7		9.80
Oct	10	13	297		4.0		9.23
Nov	11	14	311		4.3		8.78
Dec	12	16	327		5.0		8.47

Please see the table below for the proposed calculation.

2023		CHARGEABLE COMPLAINTS				PROPOSED	
Goal: less than 0.85							
		2023 #Month	2023 YTD		Monthly Perf.Ind.		YTD Target Report
Jan	1	25	25		7.7		7.71
Feb	2	35	60		10.8		9.26
Mar	3	41	101		12.6		10.39
Apr	4	27	128		8.3		9.87
May	5	25	153		7.7		9.44
Jun	6	18	171		5.6		8.79
Jul	7	22	193		6.8		8.51
Aug	8	9	202		2.8		7.79
Sept	9	12	214		3.7		7.34
Oct	10	11	225		3.4		6.94
Nov	11	9	234		2.8		6.56
Dec	12	14	248		4.3		6.38

Documents Attached:

N/A

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-43, IR-628
Requested By: DPS - Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: October 18, 2024
Response Due Date: October 28, 2024
Date of Response: October 28, 2024
Response By: Customer Experience Panel and Technology Capital and Operations Panel
Subject: Customer Web and Mobile Technology – Enhancement Volume and Resource Adequacy

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to all 11 proposed Customer Web and Mobile Technology interface enhancements described on pages 15-16 of the Direct Testimony of the Customer Experience Panel, listed as having requested capital expenditures during RY1 in the Web/Mobile category in Exhibit__(CEP-1), or discussed in the Company's response to DPS-353.

In response to DPS-353, the Company indicated (1) detailed timelines for the proposed enhancements are not available at this time, and (2) all "proposed enhancements will be completed using 100% internal resources, except for the Municipal Portal upgrade and the ADA assessment enhancements." Demonstrate how the Company determined it has adequate time and resources required to complete all proposed projects for the Rate Year. Include applicable studies, any research conducted on comparable projects, and other supporting documentation.

Response:

All projects undergo broader portfolio prioritization, as detailed in the response DPS-352 part 2. In line with the Company Project Management Manual: Procedures & Best Practices (please refer to DPS-124 Attachment 2), conceptual estimates are often developed using high-level methods like unit pricing (e.g., cost-per-mile) or by comparing similar, completed projects. For the proposed Customer Web and Mobile Technology interface enhancements, a top-down estimating technique called analogous estimating was used. This approach relies on subject matter resources experience or historical data from similar projects to derive cost, duration, and resource needs. Based on the resource needs of similar projects, which utilized 100% internal resources, the Company determined internal resources would be sufficient for these projects as well.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Documents Attached:

N/A

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-43, IR-629
Requested By: DPS - Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: October 18, 2024
Response Due Date: October 28, 2024
Date of Response: October 28, 2024
Response By: Customer Experience Panel and Technology Capital and Operations Panel
Subject: Customer Web and Mobile Technology – Customer Need

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to all 11 proposed Customer Web and Mobile Technology interface enhancements described on pages 15-16 of the Direct Testimony of the Customer Experience Panel or listed as having requested capital expenditures during RY1 in the Web/Mobile category in Exhibit__(CEP-1).

For each line item referenced above, provide documentation supporting customer need or desire for the proposed enhancement. Include applicable customer surveys, survey results, and other supporting documentation.

Response:

In 2024 JD Power completed the U.S. Electric Utility Residential Customer Satisfaction Study. Please see DPS-629 Attachment 1, which details the points difference of Central Hudson compared to the segment average of key activities when interacting with said utility. The items labeled 'DIGITAL' highlight the need for enhancements to the customer web and mobile technology.

The need for upgrades to the mobile application is demonstrated through customer feedback provided within the Apple application store. Below is a table comparing customer ratings (out of 5) of Central Hudson's mobile application to other New York State utilities:

Central Hudson Gas & Electric Corporation
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Utility	Mobile Application Rating (out of 5)
Central Hudson	3.3
National Grid	1.5
Con Edison	4.8
NYSEG	4.5
Orange & Rockland	4.8
PSEG LI	4.4
RG&E	4.4

Documents Attached:

DPS-629 Attachment 1

J.D. POWER

DPS-629 Attachment 1 Public Redacted
Central Hudson Gas and Electric
Corporation Cases 24-E-0461 and 24-
G-0462

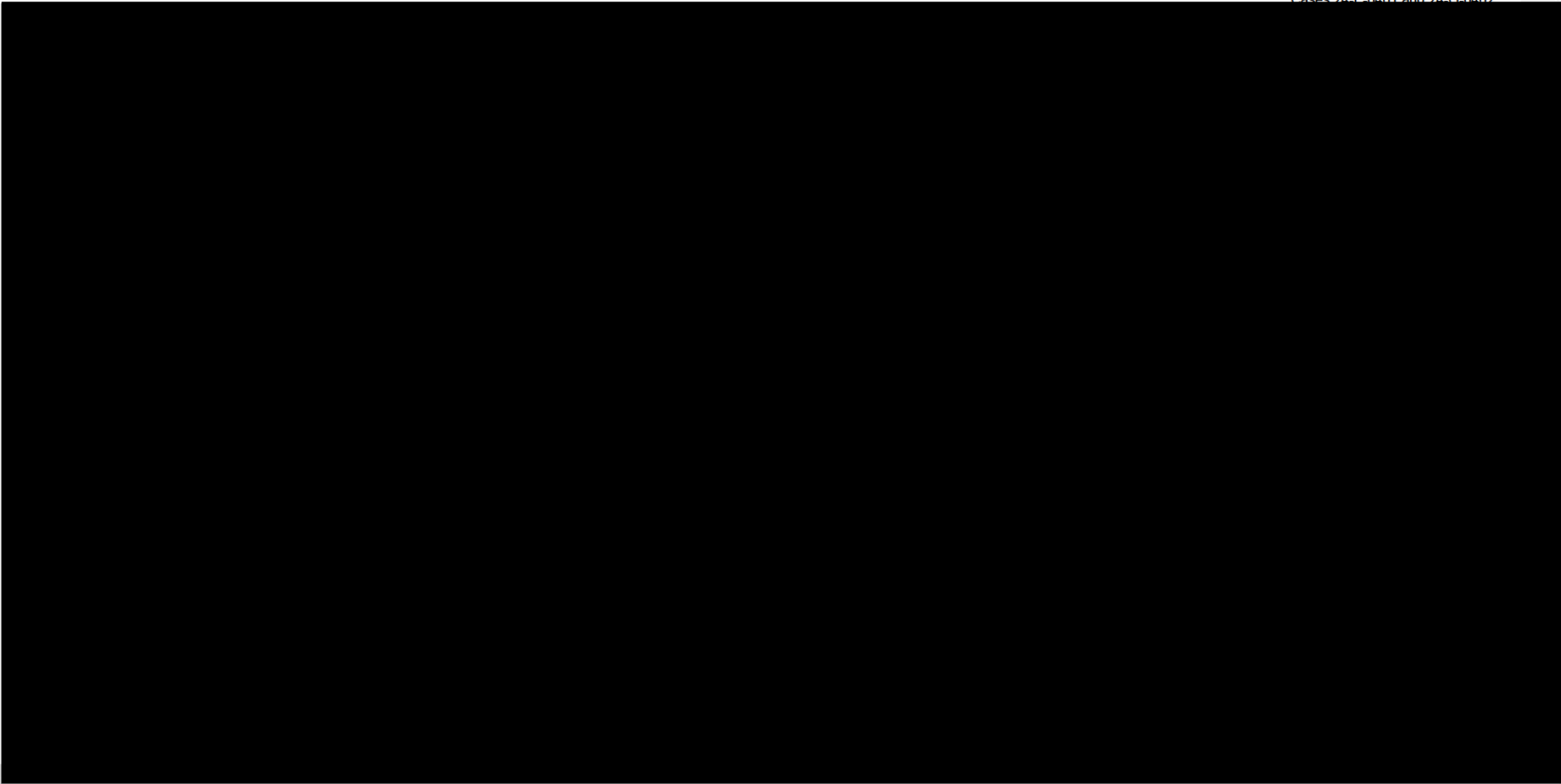
U.S. Electric Utility Residential Customer Satisfaction Study

2024

PowerSource Export

Attribute Gaps - Central Hudson Gas & Electric vs. Segment Average

DPS-629 Attachment 1 Public Redacted
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462



N

Filters Applied: East Midsize: Central Hudson Gas & Electric 2024

*Small sample | Insufficient data suppressed | © J.D. Power. All Rights Reserved. CONFIDENTIAL & PROPRIETARY.

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Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-43, IR-630
Requested By: DPS - Tom Kaczmarek
Information Requested Of: Customer Experience Panel
Date of Request: October 18, 2024
Response Due Date: October 28, 2024
Date of Response: October 28, 2024
Response By: Customer Experience Panel and Technology Capital and Operations Panel
Subject: Customer Web and Mobile Technology – Regulatory Requirements

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

This request refers to all 11 proposed Customer Web and Mobile Technology interface enhancements described on pages 15-16 of the Direct Testimony of the Customer Experience Panel or listed as having requested capital expenditures during RY1 in the Web/Mobile category in Exhibit__(CEP-1).

For each line item referenced above, identify and explain the existing regulatory requirement (i.e., case number and page of applicable Commission Order and/or Public Service Law) mandating the proposed enhancement. State whether the proposed items are upgrades or new projects intended to meet existing regulations.

Response:

The Company objects to this request because it calls for a legal conclusion. Subject to and without waiving the foregoing objection, the Company provides the following response:

Under Public Service Law Section 65, the Company must “furnish and provide such service, instrumentalities and facilities as shall be safe and adequate and in all respects just and reasonable.” The Customer Web and Mobile Technology interface enhancements will facilitate the Company’s ability to continue to provide safe and adequate customer service, meet customer service performance indicator targets established by the Commission, and meet customer expectations.

Investing in website and mobile application upgrades is essential for enhancing the customer experience through easier account management, bill payments, outage reporting, and strengthened cybersecurity. These upgrades boost self-service capabilities, reduce contact center calls, and improve operational efficiency. Real-time

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Response to Interrogatory / Document Request

notifications about outages or billing updates provide greater transparency and increase customer choice particularly during emergencies. Additionally, these investments align with customer expectations that have been formed through common interactions with other industries, such as e-commerce, banking, and travel.

Documents Attached:

N/A

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-47, IR-665
Requested By: DPS - Adam Polmateer
Information Requested Of: Customer Experience Panel
Date of Request: October 24, 2024
Response Due Date: November 4, 2024
Date of Response: November 8, 2024 :
Response By: Customer Experience Panel
Subject: Outreach and Education

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. In the Company's "Outreach and Education Plan 2024" (Outreach Plan), filed in Case 17-M- 0475 on April 1, 2024, the Company states that its total 2024 outreach and education estimated budget to be \$741,181.
 - a. To date, how much of that budget has the Company spent? Provide a breakdown of expenses spent, broken down by month.
 - b. Does the Company anticipate that it will utilize the entire budget in 2024?
 - c. If the Company anticipates it will spend below the estimated budget, how does the Company plan to treat the underspent amount?
 - d. If the Company anticipates it will spend above the estimated budget, how does the Company plan to treat the shortfall amount?
2. What does the Company anticipate the necessary budget for outreach and education will be in 2025 and in 2026?
3. Have there been, or does the Company anticipate including, any additional outreach efforts beyond what is described in the Outreach Plan since the Company filed that plan in April 2024? If so, describe any efforts not outlined in the Outreach Plan, and explain why they were not included in that plan.
4. What methods does the Company use to determine the success of its outreach and education efforts?
5. Are outreach materials available in additional languages for Limited English Proficiency customers? If so, describe these materials. If not, explain why the Company does not offer these materials.

Response:

- 1.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

- a. See DPS-665 Attachment 1.
 - b. Yes. Projections through December 2024 are presented in DPS-665 Attachment 1.
 - c. Not applicable.
 - d. Please refer to the response to part 1b. Where possible, we anticipate adjusting projected expenses to remain on budget.
2. Please refer to DPS-665 Attachment 1 for the 2025 bridge period projection and the requested rate year allowance for each of the outreach and education expenses. These projections were developed based on growth the Company's historic year expense at inflation.
 3. No additional Outreach efforts are planned beyond what was described in the 2024 Outreach and Education Plan.
 4. For in person events, the Company determines success of the efforts by the number of events booked and planned as well as the customers in attendance. Digital outreach efforts are tracked and results for open rates, page views and click rates are measured for engagement. An effective call-to-action is measured through a campaign's click-through and conversion rates.
 5. Information is available anytime in Spanish via the Company's website and mobile application. The Company's currently used printed outreach materials are translated, printed and distributed in Spanish. The Company also airs Spanish language radio outreach spots on a local Spanish-only radio station.

Documents Attached:

DPS-665 Attachment 1

Outreach & Education - 2024 Expense Compared to Annual Plan (Actuals/Projections)

Outreach & Educational Materials Function 92040, Area 505											Projection		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actuals	-	-	-	41	-	-	8,020	-	-	660	-	-	8,721

Consumer Outreach Function 92060, Areas 501 & 505

											Projection		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actuals	5,531	88	2,610	187	11,846	5,411	(60)	77	43	142	160	160	26,195

Public Awareness & Communication Function 92160, Area 137

											Projection		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actuals	(213)	6,974	-	-	46,353	-	15,414	-	-	89,242	-	-	157,770

Consumer Information Function 92170, Areas 502 & 505

											Projection		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actuals	755	-	-	-	-	-	-	-	-	-	1,083	1,083	2,921

Exhibits 92180, Area 731

											Projection		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actuals	-	65	4,670	-	-	68	6,483	3,625	-	(29)	-	2,989	17,871

Bill Inserts - Educational Function 94190, Area 731

											Projection		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actuals	-	-	-	4,260	6,410	-	6,410	17,000	-	-	-	4,463	38,543

Outreach - Education Function 94210, Area 731

											Projection		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Actuals	60,660	54,412	55,327	44,051	51,544	39,264	50,607	51,782	78,363	29,011	44,089	45,010	604,119

	Actuals @ 10/31/2024	Projection @ 12/31/2024	AS PER REVENUE REQUIREMENTS				RRP Workpaper Reference
			2025	2026	RYE 6/30/2026	RYE 6/30/2027	
	8,721	8,721	-	-	-	-	N/A - No costs incurred in the Historic Year
	25,875	26,195	53,365	54,602	54,006	55,197	Miscellaneous Charges
	157,770	157,770	101,735	104,089	102,956	105,221	Miscellaneous Charges
	755	2,921	(2,214)	(2,265)	(2,240)	(2,290)	Miscellaneous Charges
	14,882	17,871	23,831	24,383	24,117	24,648	Miscellaneous Charges
	34,080	38,543	67,622	69,186	68,433	69,939	Miscellaneous Charges
	515,020	604,119	651,468	666,538	659,286	673,790	Miscellaneous Charges
Totals	757,103	856,140	895,807	916,532			

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Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-48, IR-671
Requested By: DPS - Chelsea Laquitara
Information Requested Of: Customer Experience Panel
Date of Request: October 25, 2024
Response Due Date: November 5, 2024
Date of Response: November 5, 2024
Response By: Customer Experience Panel
Subject: Customer Service Performance Indicators – Call Answer Rate

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

The following questions reference the Public Service Commission's Order Establishing Rates for Electric and Gas Service, issued July 18, 2024 in Cases 23-E-418 and 23-G-0419 (2024 Rate Order). On page 86 of the 2024 Rate Order, the Commission states, "the calculation for the Call Answer Rate metric applicable for calendar years 2024, 2025, and until modified by the Commission shall use the definition included in the CSPI Order rather than the definition included in the 2021 Rate Plan."

1. Provide the specific calculation for Call Answer Rate that the Company will use to comply with the 2024 Rate Order in calendar years 2024 and 2025.
2. For each month from January through September 2024, provide the following information related to incoming customer calls requesting a representative during regular call center hours:
 - a. The total number of calls, including abandoned calls; and
 - b. The number of calls redirected/transferred to another queue.
3. For each month from January through September 2024, provide the number of calls addressed/actioned outside regular call center hours.
4. For each month from January through September 2024, provide the number of incoming calls during regular call center hours that were answered by a representative in the following timeframes:
 - a. 30 seconds or less;
 - b. Between 31 and 60 seconds;
 - c. Between 61 and 120 seconds;
 - d. Over two minutes but less than five minutes;
 - e. Five minutes and over, but less than 15 minutes;

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Response to Interrogatory / Document Request

- f. 15 minutes and over, but less than 30 minutes;
- g. 30 minutes and over, but less than 60 minutes; and
- h. 60 minutes and over.

Response:

1. The service level calculation was modified as directed in the Commission's July 18, 2024 Order in Cases 23-E-0418 and 23-G-0419. As stated in the Order, "we clarify that the calculation for the Call Answer Rate metric applicable for calendar years 2024, 2025, and until modified by the Commission shall use the definition included in the CSPI Order rather than the definition included in the 2021 Rate Plan." It further states, "For reporting this metric, Central Hudson shall continue to define its business hours as between 8:00 a.m. and 4:30 p.m. Monday through Friday, excluding holidays. We further clarify our agreement with the Judges that there is no rational basis to include calls routed to virtual hold and callback queues as having satisfied the metric. Therefore, if customers routed to virtual hold and callback queues have not been connected with a representative within 30 seconds of their initial call, Central Hudson cannot treat those calls as having satisfied the metric."

Our September 2024 version of the CSPI Manual was updated to include the following language based on the above-referenced Order: The Service Level Calculation is the percent of the total incoming calls requesting a representative that are answered within 30 seconds of entering the queue (excluding call back queues) divided by total incoming calls requesting a representative (excluding the calls that were abandoned within 30 seconds). The count of seconds starts the moment the customer exits the IVR and enters the queue. This data is captured for Monday-Friday 8:00am-4:30pm.

$$\frac{\text{Number of total calls answered within 30 seconds (excluding callback queues)}}{\text{Number of total calls requesting a representative (including callback queues) - all calls abandoned within 30 seconds}} \times 100$$

2. Please see DPS-671 Attachment 1.
3. Please see DPS-671 Attachment 1.
4. Please see DPS-671 Attachment 1.

Documents Attached:

DPS-671 Attachment 1

DPS-671 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

2.)

Date	Total Calls Received	Calls Answered	Calls Abandoned	Calls Redirected
Jan-24	35,636	31,345	2,110	1,937
Feb-24	33,813	30,445	1,969	1,084
Mar-24	35,004	30,857	1,997	1,854
Apr-24	38,955	33,566	2,435	2,671
May-24	32,881	29,168	1,501	2,041
Jun-24	31,558	27,409	1,721	2,329
Jul-24	36,296	31,355	2,137	2,584
Aug-24	34,983	31,043	1,674	2,201
Sep-24	31,766	27,335	1,622	2,759

3.)

Number of calls addressed/actioned between:

Date	12AM to 6AM	430PM to 6PM	6AM to 8AM	6PM to 12AM	8AM to 430PM
Jan-24	195	3,663	336	1,093	35,636
Feb-24	253	3,708	571	1,378	33,813
Mar-24	94	3,790	388	1,185	35,004
Apr-24	138	4,386	605	1,306	38,955
May-24	141	3,385	514	1,175	32,881
Jun-24	616	3,360	1,076	2,956	31,558
Jul-24	334	3,762	746	2,536	36,296
Aug-24	180	3,742	731	1,852	34,983
Sep-24	74	3,125	346	783	31,766

4.)

Date	A - UNDER 30 SECONDS	B - 31 TO 60 SECONDS	C - 1 min to 2 mins	D - 2 MINS TO 5 MINS	E - 5 mins to 15 MINS	F - 15 mins to 30 MINS	G - 30 MINS TO 60 MINS	H- GREATER THAN 1 HOURS
Jan-24	21,793	1,626	1,581	1,628	2,044	1,094	590	38
Feb-24	24,441	634	661	913	1,369	661	457	120
Mar-24	24,765	672	688	942	1,329	646	291	81
Apr-24	27,462	601	559	920	1,502	736	305	74
May-24	25,137	503	476	836	911	312	164	16
Jun-24	22,903	609	687	932	1,003	331	94	15
Jul-24	26,199	663	691	1,007	1,151	440	169	36
Aug-24	26,074	801	779	919	1,029	400	86	10
Sep-24	23,195	788	715	946	673	145	33	4

*Note the calls answered in these increments are based off of live voice queues and not inclusive of callback queues as their service levels are calculated differently

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

Request No.: DPS-51, IR-685
Requested By: DPS - Chelsea Laquitar
Information Requested Of: Customer Experience Panel
Date of Request: October 30, 2024
Response Due Date: November 12, 2024
Date of Response: November 12, 2024
Response By: Customer Experience Panel and Workforce,
Compensation and Benefits Panel
Subject: Customer Service Performance Indicators – Public
Service Commission Complaints

Question:

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

The following questions reference Exhibit__(CEP-2).

1. Provide the title of the position(s) who perform the root cause analysis of Public Service Commission complaints. Include the following information in your response:
 - a. A list of job duties for each position; and
 - b. The number of full-time equivalents for the positions.
2. As of December 31, of each of the past five calendar years (2019, 2020, 2021, 2022, and 2023), provide the minimum, average, and maximum length of time served in the positions included in response to question 1, above.
3. Provide the title of the position that would designate a customer complaint in the "PRICING – BILL IS CORRECT" category within the root cause analysis, if different from the positions provided in response to question 1, above. Include the following information in your response:
 - a. A list of job duties for each position; and
 - b. The number of full-time equivalents for the positions.
4. On page 11 of 12, the definition for the "PRICING – BILL IS CORRECT" states: "If there is something out of the ordinary (out of line with historical patterns) due to customer-initiated change and the account is correct, this category is used."
 - a. Provide a detailed explanation of the specific circumstances where the Company would use the "PRICING – BILL IS CORRECT" category.
 - b. Does the Company have sub-categories within the "PRICING – BILL IS CORRECT" category? If so, provide a list of these sub-categories and explain what the Company includes within each sub-category.

Central Hudson Gas & Electric Corporation
Cases 24-E-0461 & 24-G-0462
Response to Interrogatory / Document Request

5. How does the Company determine whether a complaint is due to the commodity cost or the delivery cost on the customer's bill?

Response:

1.
 - a. Please see DPS-685 Attachment 1 for Consumer Outreach Representative and Consumer Outreach Supervisor job descriptions.
 - b. Currently, the Outreach organization has 1 Consumer Outreach Supervisor and 6 Consumer Outreach Representatives.
2. Please see the below tables.

Consumer Outreach Supervisor						Consumer Outreach Representative					
	2019	2020	2021	2022	2023		2019	2020	2021	2022	2023
min	*	6 yrs, 1 mo	3 mos	NA	2 yrs	min	*	3 yrs, 1 mo	1 month	6 mos	1 yr, 6 mos
avg	*	6 yrs, 1 mo	3 mos	NA	2 yrs	avg	*	3 yrs, 1 mo	1 yr, 8 mos	1 yr, 2 mos	9 mos
max	*	6 yrs, 1 mo	3 mos	NA	2 yrs	max	*	3 yrs, 1 mo	4 yrs	1 yr, 11 mos	2 mos

* The Company has not maintained this information to the level of granularity requested for 2019 as the Company changed Human Resources Information Systems in 2020 and information prior to that time is not readily available.

3. Consumer Outreach Supervisor and Consumer Outreach Representatives would designate such customer complaints.
4.
 - a. A PSC case may be categorized as "PRICING – BILL IS CORRECT" if the complaint received is solely based on commodity pricing or if a high bill complaint is received and it is discovered that the increase in usage is due to a change in the household (change in heat source, EV, etc.). It is also verified that the account has been billed on actual meter reads (monthly or bimonthly) and there are minimal adjustments to the billing (cancel/rebill).
 - b. There are no sub-categories within the "PRICING-BILL IS CORRECT" category.
5. The Company determines whether the root cause of a complaint is due to commodity or delivery by the complaint details as stated to the PSC when filing and by having a discussion with the customer. Cases are categorized "PRICING-BILL IS CORRECT" if the complaint specifically mentions cost per kwh or ccf for full service customers. Complaints that mention delivery pricing are categorized as "NEEDS HELP UNDERSTANDING BILL".

Documents Attached:

DPS-685 Attachment 1

DPS-685 Attachment 1
Central Hudson Gas and Electric Corporation
Cases 24-E-0461 and 24-G-0462

Position Title: Consumer Outreach Representative
Job Number: 70050
Group: Customer Services
Reports to: Supv Consumer Outreach
Job Family: Customer Services
Date: April 16, 2024

Family Contribution / Customer Service: Communicate with customers by phone, in writing, or in person regarding products, services, operations and maintenance. Interviews customer to obtain information and explain available services. Receives and processes orders, provides information concerning pricing, changes in service, collection and discontinuance of service. May solicit sale of new or additional services or products. Answers customer questions and investigates and corrects errors, following customer and company records. Investigates and resolves complaints concerning billing or services rendered. Refers complaints of service or product failure to appropriate departments for investigation and correction. Coordinates customer service needs with other departments as required ensuring highly satisfied customers. May visit customer premises to obtain order or resolve customer problems.

Individual Contribution: In support of the Family Contribution; Promote high-level customer service and customer satisfaction by administering Company outreach programs as they relate to and meet the needs of all consumers; but most specifically consumers with special needs; such as: low-income, senior, Spanish-speaking customers, etc. Develop an awareness and understanding of consumer HEFPA rights and protections and intervene on their behalf to ensure those rights are not compromised. Become familiar with the services and benefits provided by local community service agencies and be the primary liaison between Central Hudson and these agencies. Comply with the Company's internal procedures to ensure timely and accurate posting of benefits to customer accounts from all State and local funding sources. Represent the Company before selected audiences to develop public understanding, acceptance and support of sensitive and varied Company programs and services. Responsible for the integrity of the Customer Information System as it relates to special needs' customers. Monitor and control budget allowances for outreach materials and Salvation Army account reconciliations for the Good Neighbor Fund.

Position Title: Supervisor Consumer Outreach
Job Number: 83175
Group: Customer Services
Reports to: Public Relations Manager
Job Family: Customer Services
Date: April 16, 2024

Family Contribution / Customer Service: Communicate with customers by phone, in writing, or in person regarding products, services, operations and maintenance. Interviews customer to

obtain information and explain available services. Receives and processes orders, provides information concerning pricing, changes in service, collection and discontinuance of service. May solicit sale of new or additional services or products. Answers customer questions and investigates and corrects errors, following customer and company records. Investigates and resolves complaints concerning billing or services rendered. Refers complaints of service or product failure to appropriate departments for investigation and correction. Coordinates customer service needs with other departments as required ensuring highly satisfied customers. May visit customer premises to obtain order or resolve customer problems.

Individual Contribution: In support of the Family Contribution; Formulate, coordinate, implement and evaluate all activities that are part of the Company's Community Relations and Consumer Outreach Programs. Establish effective contacts as the Company's primary liaison with the Public Service Commission (PSC) and the New York State Consumer Protection Board (CPB) and Office of Temporary and Disability Assistance (OTDA) for issues relating to Outreach, Home Energy Assistance Program (HEAP) and Energy Affordability Program (EAP). Through administration of the Company's PSC complaint procedure, ensure Company compliance to HEFPA and other regulatory orders as they pertain to customers' rights and responsibilities. Supervise and direct the activities of the Consumer Outreach Representatives as well as associated support staff. Represent the Company before selected audiences to develop public understanding, acceptance and support of Company policies. Through customer and state and local agency interactions, become aware of, and recommend to Senior Management, policies and programs that address the changing attitudes and needs of Central Hudson's customers to foster and maintain the highest level of customer satisfaction and public good will. Ensures timely and accurate posting of benefits to customer accounts from all State and local funding sources.

Staff's Proposed Customer Service Performance Targets
and Negative Revenue Adjustments

PSC Complaint Rate	NRA
≤ 1.0	0 Basis Points
> 1.0	5 Basis Points
≥ 1.1	10 Basis Points
≥ 1.2	15 Basis Points

Customer Satisfaction Survey	NRA
≥ 89.0%	0 Basis Points
< 89.0%	5 Basis Points
≤ 87.1%	10 Basis Points
≤ 85.3%	15 Basis Points

Call Answer Rate	NRA
≥ 67.0%	0 Basis Points
< 67.0%	4 Basis Points
≤ 61.4%	8 Basis Points
≤ 55.8%	12 Basis Points

