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March 1, 2022

Honorable Michelle L. Phillips
Secretary
State of New York
Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350

RE: CASE 18-E-0397 - Tariff filing by Consolidated Edison Company of New York, Inc. to Make Revisions to its Electric Tariff Schedule, P.S.C. No. 10, to Add New Riders Z (Residential) and AA (Small Commercial) Innovative Pricing Pilot to Implement Rate Structures for Residential and Small Commercial Customers.

Dear Secretary Phillips:

In accordance with Ordering Clause 6 of the New York State Public Service Commission's December 13, 2018 *Order Approving Tariff Amendments with Modifications*, attached for filing please find Consolidated Edison Company of New York, Inc.'s quarterly report of its Smart Energy Plan for the fourth quarter of 2021.

Please contact me if you have any questions.

Very truly yours,
/s/
Edward Sherwin
Associate Counsel

conEdison



Innovative Pricing Pilot

Quarterly Report | October 2021 - December 2021

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1.0 INTRODUCTION

1.1 Background

On December 13, 2018, the New York Public Service Commission (Commission) issued its *Order Approving Tariff Amendments with Modifications*[1] (Order) and approved Con Edison's Innovative Pricing Pilot (the Pilot), which is known publicly as the Smart Energy Plan and the Fixed Delivery Billing Plan.

The Order requires Con Edison to file quarterly reports that include the following:

- The number and percentage of customers who have opted into the Pilot;
- The number and percentage of customers who have opted out of the Pilot;
- Details on the breakdown of acceptance and attrition rates relative to the different rate structures;
- Any proposed changes to recruitment strategies; and
- On a semi-annual basis, filed with the second and fourth quarterly reports of each year, the results of customer surveys related to the Pilot.

This is the tenth of these reports. It covers the period between July 2021 and September 2021.

1.1.1 Pilot Overview

The Innovative Pricing Pilot – which consists of seven time-variant, demand-based rates – is designed to provide customers with greater control over their energy costs, as well as to test the impact of demand rates on customer acceptance, satisfaction, bill amounts and energy-use behaviors. The seven rates differ from each other in various ways, including when the customer's peak demand is measured, how demand is priced, and how electric supply is priced.

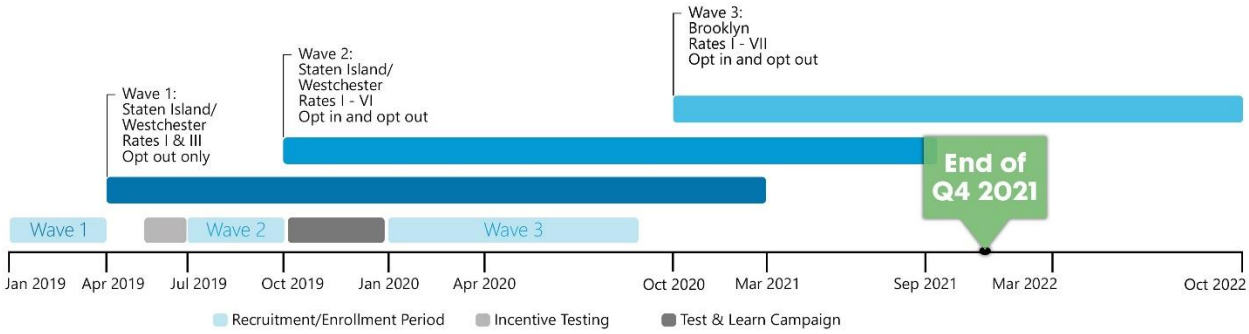
All customers who participate in the Pilot receive a one-year price guarantee,[2] with low-income and Concern customers[3] receiving a two-year guarantee. For more information on the Pilot design, including price-guarantee administration, see section 6.0.

[1] Case 18-E-0397, Tariff filing by Consolidated Edison Company of New York, Inc. to Make Revisions to its Electric Tariff Schedule, P.S.C. No. 10, to Add New Riders Z (Residential) and AA (Small Commercial) Innovative Pricing Pilot, to Implement Rate Structures for Residential and Small Commercial Customers.
[2] In response to the Coronavirus pandemic, the Company extended the price guarantee for customers enrolled in Wave 1 of the Innovative Pricing Pilot by six months, through September 30, 2020.
[3] Low-income customers are those who are enrolled in Con Edison's low-income discount program. Concern customers are those who have self-reported as elderly (62 years or older), blind and/or disabled.

1.1.2 Timeline

The Pilot was rolled out in three waves beginning in January 2019 and is scheduled to run through October 2022. Graphic 1.1.2(A) below provides a general timeline.

Graphic 1.1.2(A)



2.0 WAVE ONE

2.1 Customer Enrollment

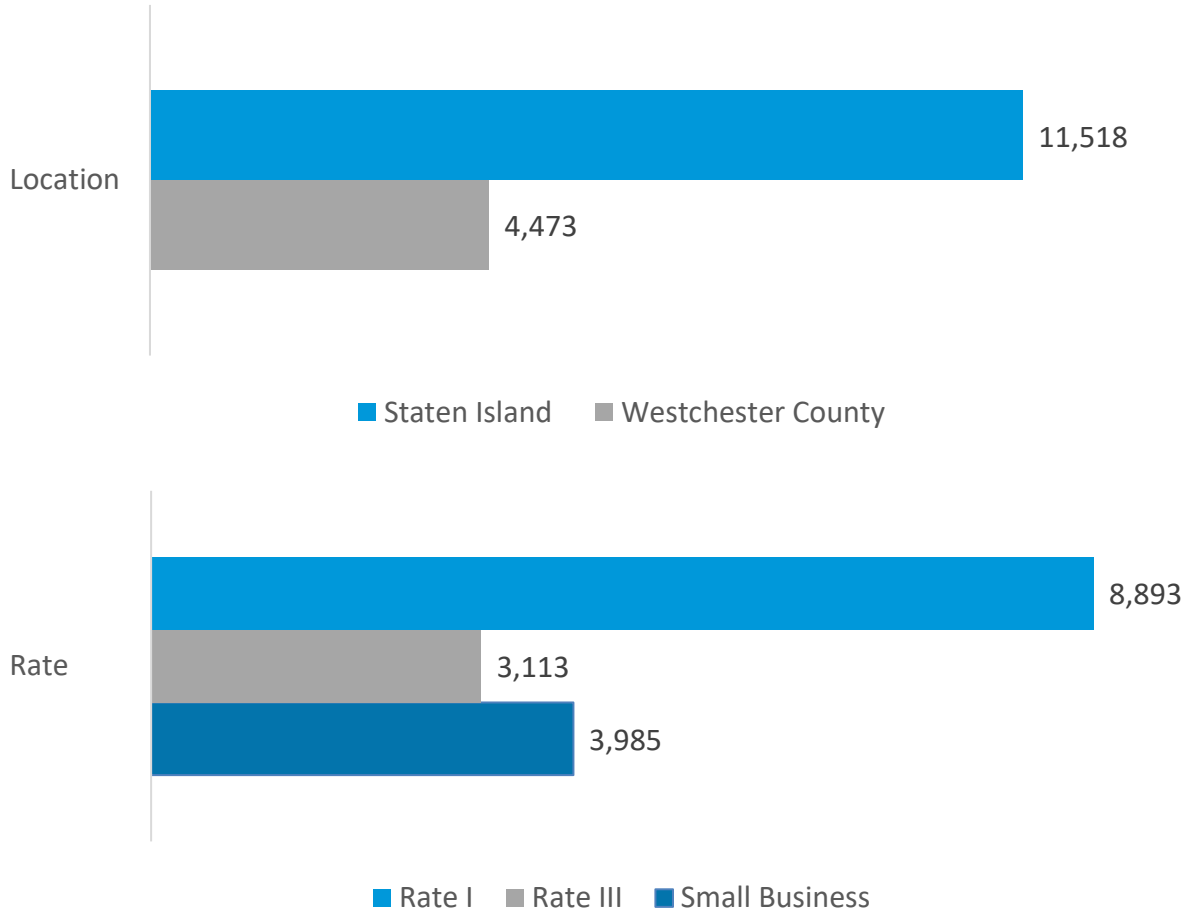
In April 2019, Con Edison began enrolling Wave 1 customers in the Smart Energy Plan.

Of the 16,369 customers who were initially recruited, 15,991 (98%) were enrolled. The remaining 378[4] (2%) chose to opt out prior to the start of the Plan. All Wave 1 customers were enrolled in either Rate I, Rate III or the small-business rate.

2.1.1 Initial Enrollment by Location and Rate

Chart 2.1.1(A) provides a breakdown of Wave 1 customers by location and rate as of April 2019.

Chart 2.1.1(A)



[4] In addition to the customers who opted out, 800 customers (5%) in the original recruitment population of 17,169 were removed due to account closures, rooftop solar installations, and small-commercial customers migrating to the large-commercial rate.

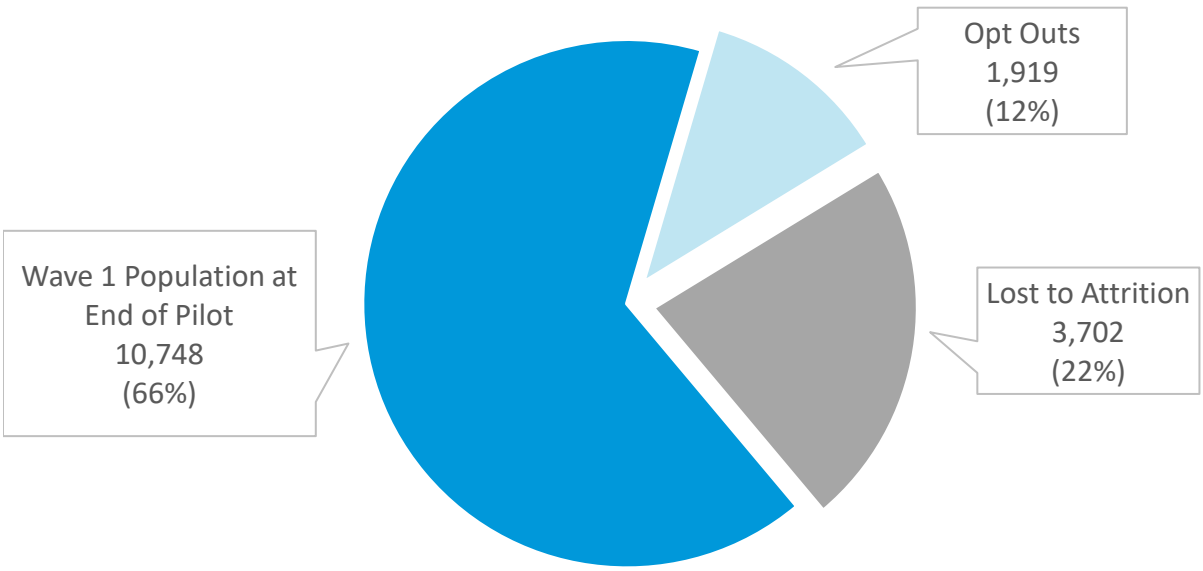
2.2 Opt Outs, Attrition and Remaining Population

Chart 2.2(A) details the number and percentage of Pilot customers who opted out or were lost to attrition[5] through March 2021, as well as the Wave 1 population at the end of the two-year Pilot period.

The first wave of the Innovative Pricing Pilot finished with an overall attrition rate of 22% – slightly less than the projected 1% per month – and an overall opt-out rate of 12% – well below the 20% that had been expected by the start of the Pilot.

Please note that the data below was included in the IPP Quarterly Report for the first quarter of 2021, which was filed in May 2021 – as that was the final reporting period prior to the end of Wave 1. Additional information on the conclusion of Wave 1 is provided in section 2.3.

Chart 2.2(A)



[5] Attrition includes account closures, rooftop solar installations, small-commercial customers who migrated to the large-commercial rate, etc.

Chart 2.2(B) provides a breakdown of the Wave 1 population at the end of the Pilot period by rate and location.

Chart 2.2(B)

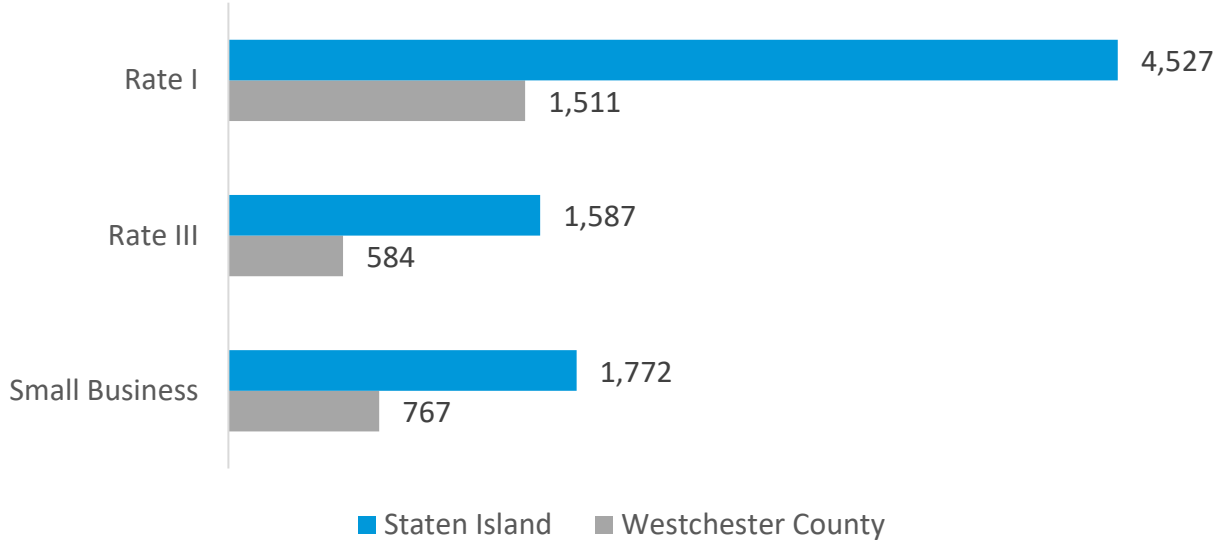
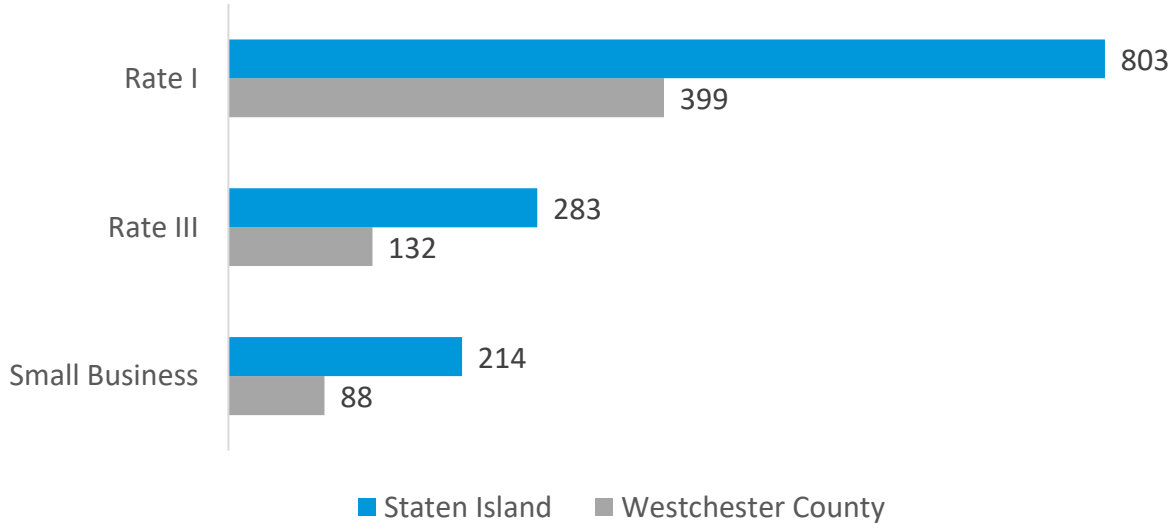


Chart 2.2(C) provides a breakdown of Wave 1 customers who opted out as of March 2021 by rate and location.

Chart 2.2(C)



2.3 Wave 1 End-of-Pilot Experience and Results

As detailed in the Public Service Commission's December 13, 2018 *Order Approving Tariff Amendments with Modifications*, The Innovative Pricing Pilot is being conducted in three waves, each of which is two years in duration. At the conclusion of each Wave, customers may continue to be billed under their Pilot rates, provided they proactively opt in to doing so via telephone or the IPP's online enrollment portal. Those who do not opt in by the deadline specified in the end-of-pilot communications are returned to their pre-Pilot rates.

2.3.1 End-of-Pilot Communications

Drawing on learnings from voice-of-the-customer research conducted prior to the start of the Pilot, the Company developed a multi-touch, multi-channel end-of-Pilot communications campaign, which ran from February 2021 through April 2021.

All Wave 1 customers were assigned to one of two groups, according to their billing trip cycles. Group A consisted of customers billed in trips 1-10; Group B consisted of customers billed in trips 11-21. The group to which a customer was assigned determined the deadline by which the customer needed to opt in to continue on their Pilot rate. Customers in Group A were given a deadline of April 15, 2021, while customers in Group B were given a deadline of April 30, 2021.

The initial communication that Wave 1 customers received as part of the End-of-Pilot Campaign was a postcard, which was sent to those in Group A on February 8th and to those in Group B on February 22nd.

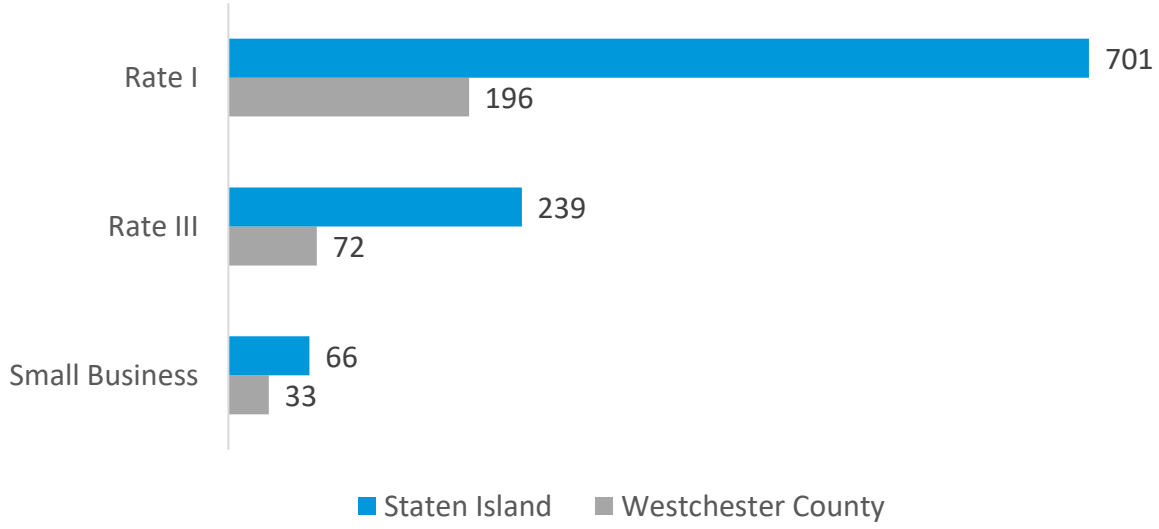
The postcard was followed by a business letter, which provided either the amount the customer saved, or the amount that they paid in excess of their prior rate, while participating in the Pilot. Group A was sent the letter on February 26th. Group B followed on March 15th.

Finally, Wave 1 customers whose email addresses the Company had on file received an email communication as a final touchpoint in advance of the opt-in deadline. Customers in Group A received the email on March 26th, while customers in Group B received it on April 16th. Customers without email addresses on file received only the first two communications.

2.3.2 Wave 1 Customers Retained

In all, 1,307 (12.2%) of the 10,748 Wave 1 customers enrolled as of March 2021 opted to continue on their Innovative Pricing Pilot rates beyond the two-year Pilot period. Chart 2.3.2(A) provides a breakdown of these customers by rate and location.

Chart 2.3.2(A)


Rate I
701
196
Rate III
239
72
Small Business
66
33
Staten Island
Westchester County

3.0 WAVE TWO

3.1 Customer Enrollment

In October 2019, Con Edison began enrolling Wave 2 customers in the Pilot.

Of the 95,442 residential customers who were initially recruited, 13,084 were recruited on a default/opt-out basis. The remaining 82,358 were recruited to opt in.

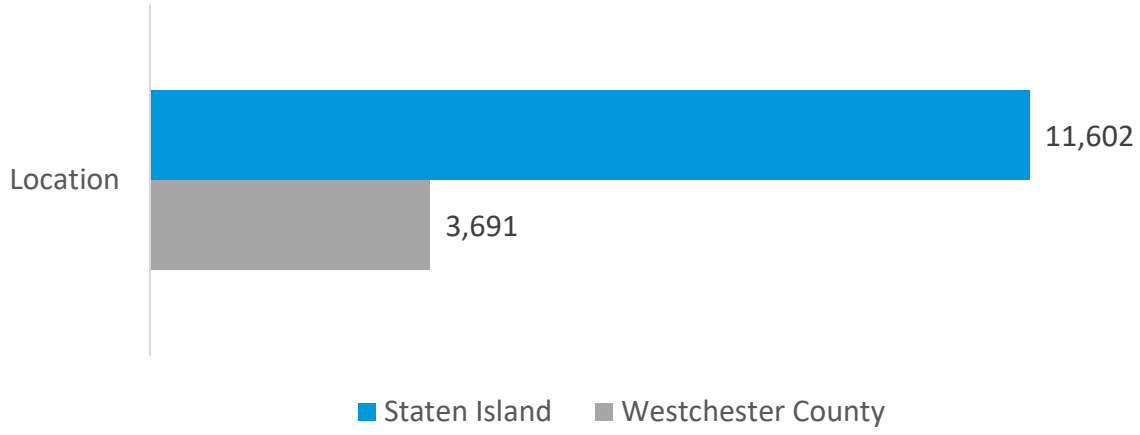
Roughly 90% of customers recruited via default – 11,817 in total – were initially enrolled in the Pilot. These customers were enrolled in either Rate I, II, III or IV. The remaining 10% either opted out prior to enrollment or were lost to attrition.[6] Another 3,476 customers (4.2% of those recruited) opted in and were enrolled in either Rate I, V or VI.

The opt in enrollment rate of 4.2% was significantly higher than the anticipated 3.5%. This was due to higher-than-expected enrollment in Rate V, as shown in chart 3.1.1(B).

3.1.1 Initial Enrollment by Location and Rate

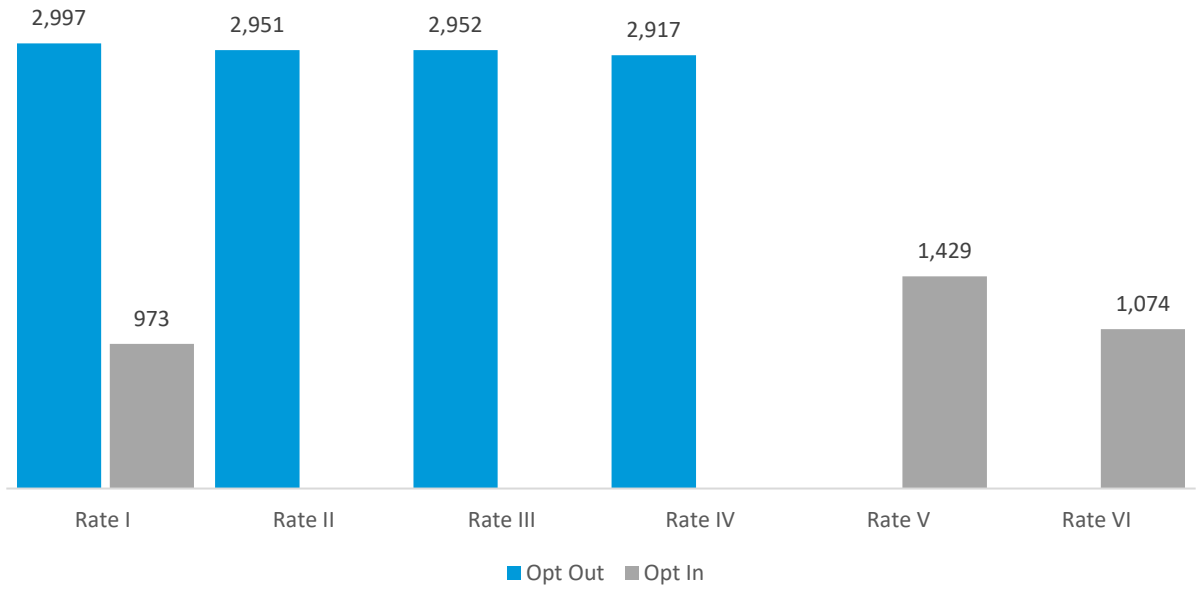
Charts 3.1.1(A) and 3.1.1(B) provide a breakdown of Wave 2 customers by location and rate as of October 2019.

Chart 3.1.1(A)



[6] Attrition includes account closures, rooftop solar installations, small-commercial customers who migrated to the large-commercial rate, etc.

Chart 3.1.1(B)



3.2 Opt Outs, Attrition and Remaining Population

A total of 406 default customers opted out prior to enrollment in October 2019 (3.1% of those recruited). Another 1,182 opted out after billing commenced.

A total of 393 opt-in customers (just under 11.3% of the opt-in population) opted out between the start of billing and the end of September 2021.

Additionally, a total of 885 customers were lost to attrition prior to enrollment, and 2,745 were lost after billing commenced.[7]

The Wave 2 attrition rate through September 2021 was 22% – slightly below the projected rate of 1% per month. The opt-out rate was also well below the 20% expected by the start of Wave 2 billing.

[7] A total of 475 customers were also lost to attrition after the recruitment sample was finalized but before recruitment actually began.

Chart 3.2(A) details the number and percentage of Wave 2 default/opt-out customers who opted out or were lost to attrition through September 2021, as well as the Wave 2 default population at the end of the two-year Pilot period.

Please note that the data below is identical to the data included in the IPP Quarterly Report for the third quarter of 2021, which was filed in November 2021. This is because the third quarter of 2021 was the final reporting period prior to the end of Wave 2. Additional information on the conclusion of Wave 2 is provided in section 3.3.

Chart 3.2(A)

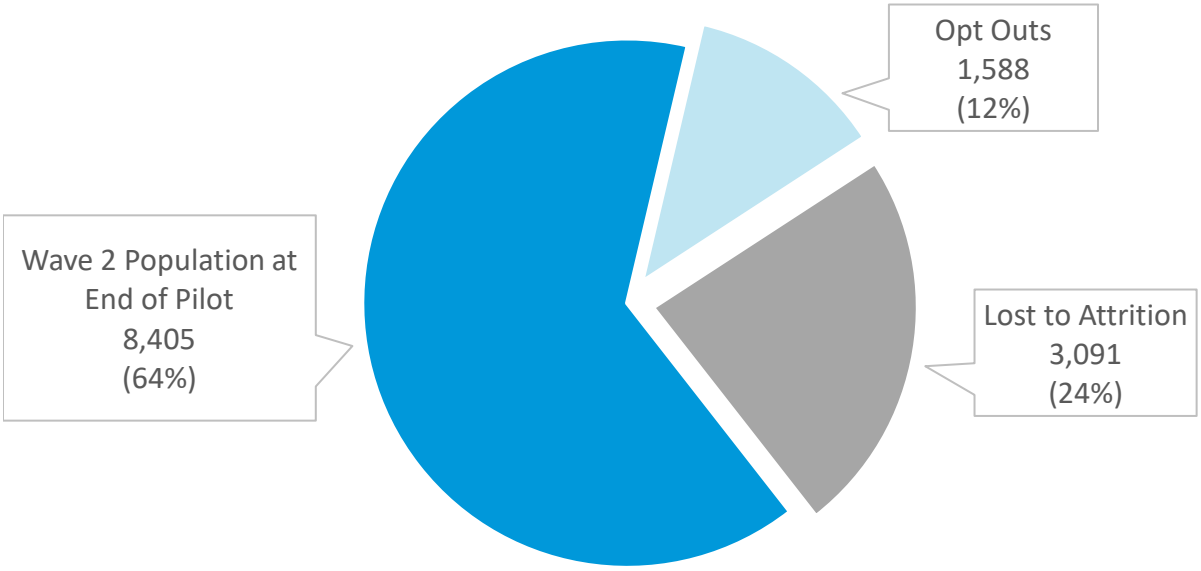


Chart 3.2(B) details the number and percentage of Wave 2 opt-in customers who opted out or were lost to attrition between enrollment and the end of September 2021, as well as the Wave 2 opt-in population at the end of the two-year Pilot period.

Chart 3.2(B)

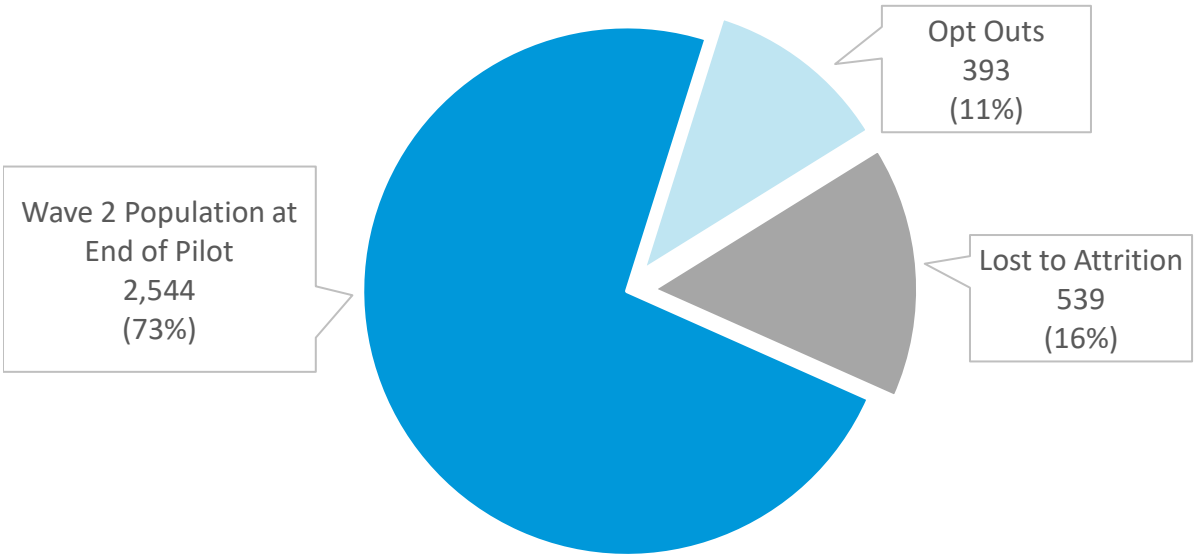


Chart 3.2(C) provides a breakdown of the Wave 2 default/opt-out population at the end of the Pilot period by rate and location.

Chart 3.2(C)

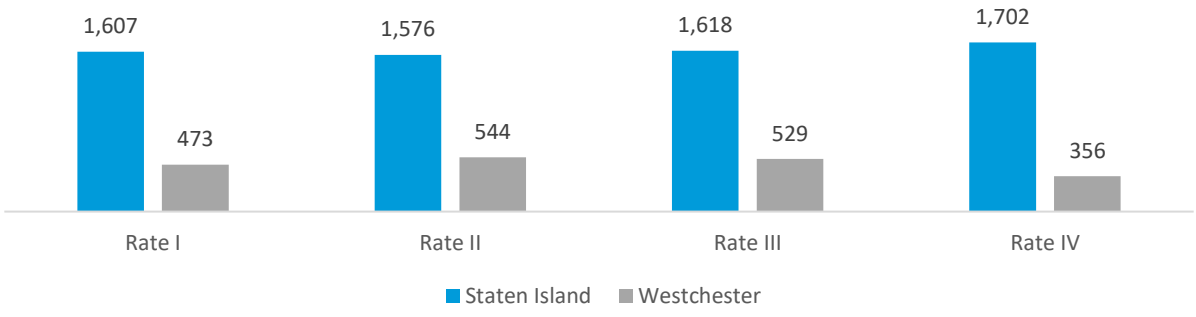


Chart 3.2(D) provides a breakdown of the Wave 2 opt-in population at the end of the Pilot period through the end of September 2021 by rate and location.

Chart 3.2(D)

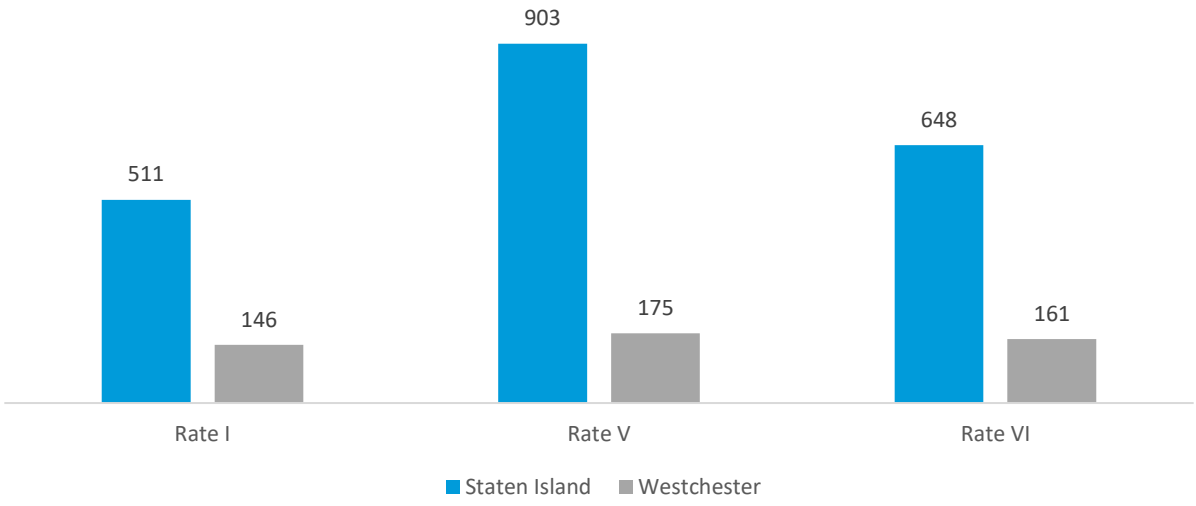


Chart 3.2(E) provides a breakdown of default/opt-out customers who opted out through the end of September 2021 by rate and location.

Chart 3.2(E)

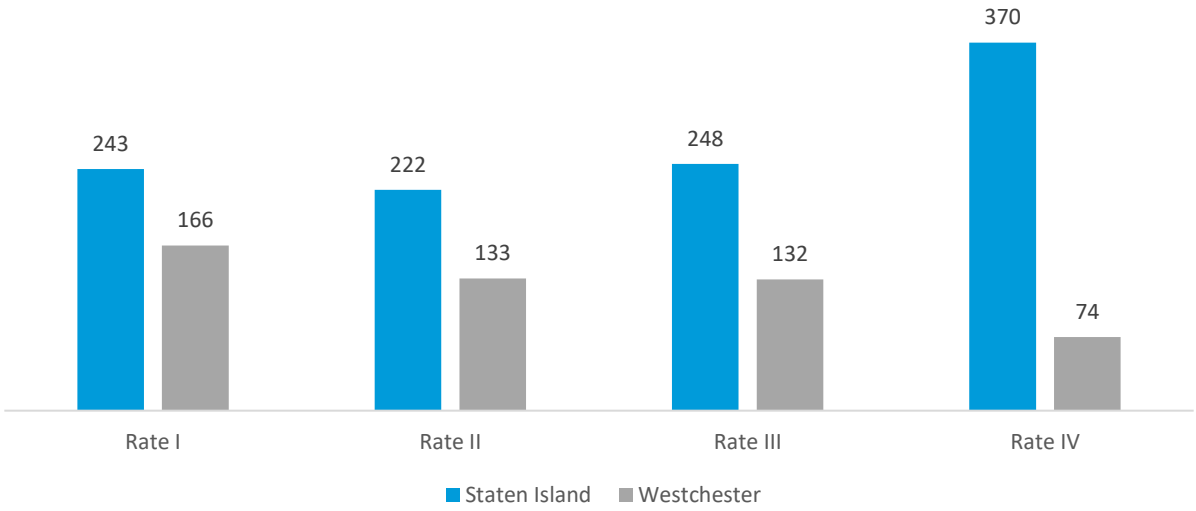
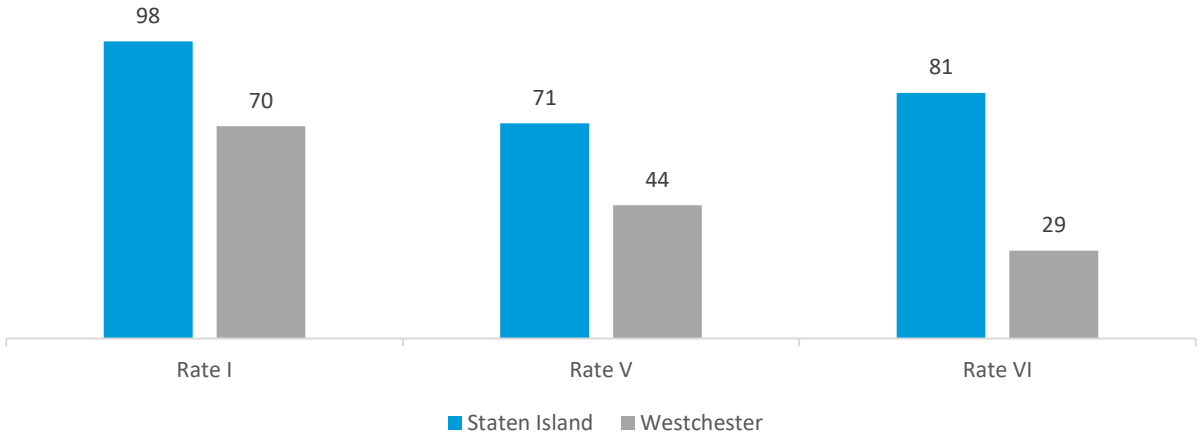


Chart 3.2(F) provides a breakdown of opt-in customers who opted out by rate and location.

Chart 3.2(F)



3.3 Wave 2 End-of-Pilot Experience and Results

As detailed in the Public Service Commission's December 13, 2018 *Order Approving Tariff Amendments with Modifications*, the Innovative Pricing Pilot is being conducted in three waves, each of which is two years in duration. At the conclusion of each Wave, customers were presented with a choice:

A. Proactively choose to remain on their IPP rates, or
B. Do nothing and be returned to their pre-IPP rates.

Customers who wished to remain on their IPP rates were able to opt in via telephone or the IPP's online enrollment portal. All customers who did not opt in by the deadline specified in the end-of-Pilot communications were subsequently returned to the rates they were billed on prior to being enrolled in the IPP.

3.3.1 End-of-Pilot Communications

Drawing on learnings from voice-of-the-customer research conducted prior to the start of the Pilot, the Company developed a multi-touch, multi-channel end-of-Pilot communications campaign, which ran from August 2021 through October 2021 and mirrored the Wave 1 end-of-Pilot campaign conducted a few months earlier.

All Wave 2 customers were assigned to one of two groups, according to their billing trip cycles. Group A consisted of customers billed in trips 1-10; Group B consisted of customers billed in trips 11-21. The group to which a customer was assigned determined the deadline for the customer to opt in to remain on their Pilot rate. Customers in Group A had to opt in by October 13, 2021 and customers in Group B had to opt in by October 27, 2021.

The initial communication that Wave 2 customers received as part of the end-of-Pilot campaign was a postcard, which was sent to those in Group A on August 6th and to those in Group B on August 17th.

The postcard was followed by a business letter, which provided either the amount that the customer saved, or the amount that they paid in excess of their prior rate while participating in the Pilot. Group A was sent the letter on September 2nd. Group B followed on September 14th.

Finally, Wave 2 customers whose email addresses the Company had on file received an email communication as a final touchpoint in advance of the opt-in deadline. Customers in Group A received the email on October 1st, and customers in Group B received it on October 9th. Customers without email addresses on file received only the first two communications.

3.3.2 Wave 2 Customers Retained

In all, 3,025 (27.4%) of the 11,022 Wave 2 customers still enrolled as of October 2021 opted to continue on their IPP rates beyond the two-year Pilot period. This was significantly more than the 12.2% of Wave 1 customers who had opted to continue on their Pilot rates just six months earlier.

While the exact reason for this increase has not been identified, it is possible that revisions recommended by DPS Staff in the text of the Wave 2 end-of-Pilot letter may have played a role. The original text is provided below, along with the revised text used for Wave 2.

Wave 1 (Original) Text

WE NEED TO HEAR FROM YOU!

Now that you have had time to get used to the Smart Energy Plan and see how it impacts your monthly bills, you can choose to either continue participating in the Plan or return to your prior rate.

Wave 2 (Revised) Text

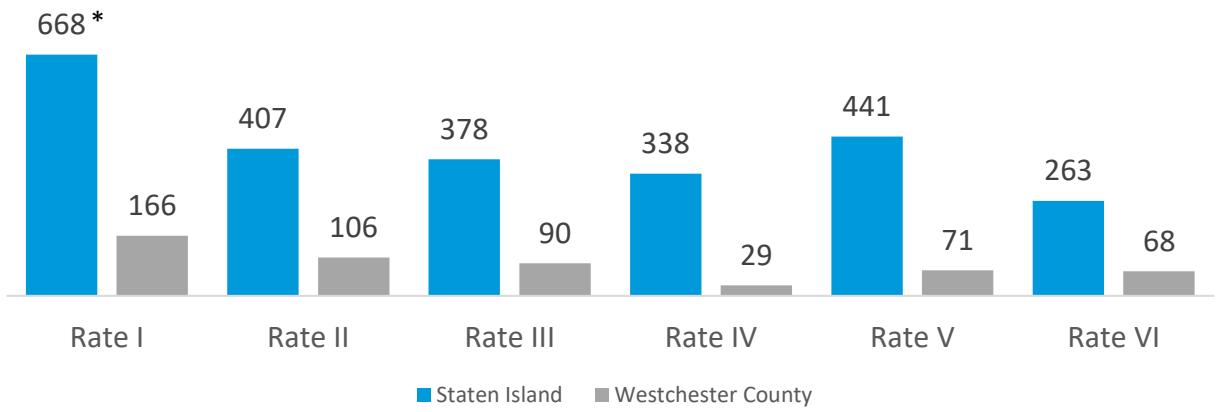
DON'T MISS THE OPPORTUNITY TO CONTINUE SAVING!

You must take action and notify us by **October 13, 2021** to remain enrolled in the Smart Energy Plan. If you do not act, you will be returned to your prior rate once the deadline has expired.

Your savings over the last 22 months indicate that the Plan is likely a good option for you. We hope you'll act now to continue your participation and avoid losing the benefits that the Plan offers, including the added control over your energy costs that you've experienced thus far.

Chart 3.3.2(A) provides a breakdown of the Wave 2 customers who were retained by rate and location.

Chart 3.3.2(A)



* 500 of the Rate I customers who were retained at the end of Wave 2 had initially been recruited by default (396 from Staten Island and 104 from Westchester County). The remaining 334 had been recruited to opt in (272 from Staten Island and 62 from Westchester County).

4.0 WAVE THREE

4.1 Customer Enrollment

Participants in the third wave of Con Edison's Innovative Pricing Pilot were enrolled beginning in October 2020. All Wave 3 customers are located exclusively in Brooklyn, making this the first wave to expand beyond Staten Island and Westchester County. In addition, Wave 3 is the first to include Rate VII, which bases customers' electric-delivery charges on both volumetric consumption (kWh) and demand (kW).

Of the roughly 159,970 residential and small-commercial customers who were initially recruited, 60,015 were recruited on a default/opt-out basis. The remaining 99,955 were recruited to opt in.

Roughly 83.4% of customers recruited via default – 50,068 in total – were initially enrolled in the Pilot. These customers were enrolled in either Rate I, II, III, IV, VII or the small-commercial rate. The remaining 16.6% either opted out prior to enrollment or were lost to attrition.[8] Attrition experienced during the recruitment period was higher than during that of prior waves, largely attributable to the extension of Wave 3 recruitment by six months due to COVID-19. Another 4,659 customers (4.7% of those recruited) opted in and were enrolled in either Rate I, III, V or VI.

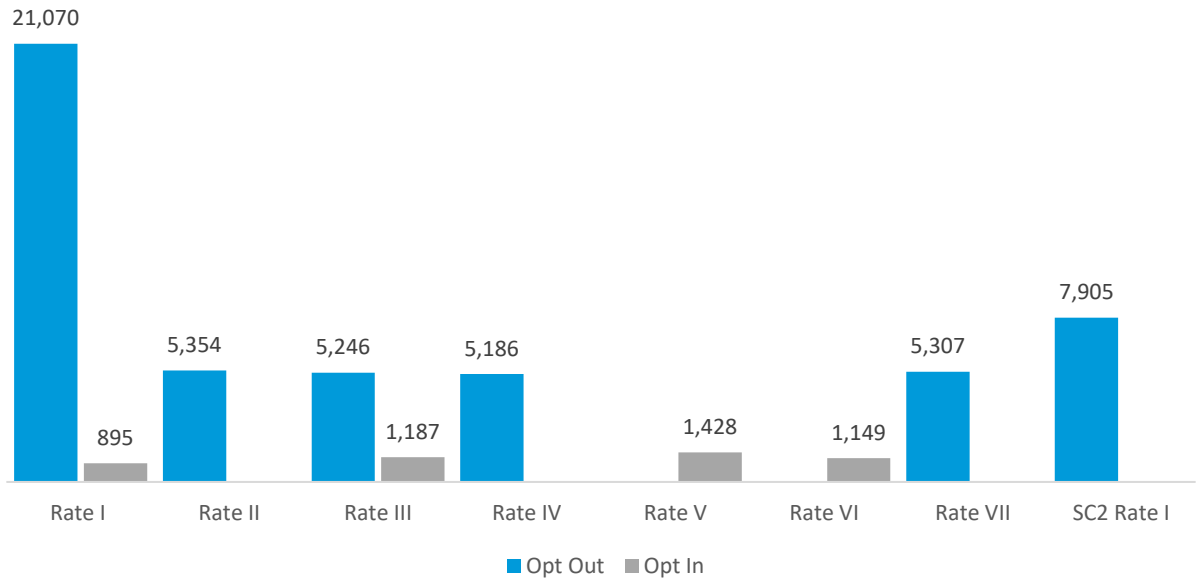
The opt-in enrollment rate of 4.7% was higher than the anticipated 3.5%. This was due to higher-than-expected enrollment in Rate V, which was offset somewhat by lower-than-expected enrollment in Rate I.

4.1.1 Initial Enrollment by Rate

Chart 4.1.1(A) provides a breakdown of Wave 3 customers by rate as of October 2020.

[8] Attrition includes account closures, rooftop solar installations, small-commercial customers who migrated to the large-commercial rate, etc.

Chart 4.1.1(A)



4.2 Opt Outs, Attrition and Remaining Population

A total of 1,429 default customers opted out prior to October enrollment (2.4% of those recruited). Another 1,540 have opted out since billing began, with 678 of these coming in the fourth quarter of 2021.

Additionally, 267 opt-in customers (5.7% of the enrolled population) have opted out since enrollment, with 114 coming in the fourth quarter of 2021.

A total of 14,170 customers (nearly 26% of the original enrolled population) have been lost to attrition since enrollment in October 2020 – 1,201 of these in the fourth quarter of 2021. Of all the customers lost to attrition, 13,592 had been default customers. The remaining 578 had opted in.

Including the fourth quarter of 2021, Wave 3 customers have been lost to attrition at a rate of nearly 1.9% per month – higher than the rates recorded for Waves 1 and 2, and the projected attrition rate of 1.5%. However, the larger sample sizes drawn for Wave 3 were in part designed to mitigate the more transient nature of customers in Brooklyn, and to ensure that statistically significant conclusions could still be made. Additionally, as we saw in Waves 1 and 2, the opt-out rate for Wave 3 has been much less than the 20% that was projected to occur prior to the enrollment date.

Chart 4.2(A) details the number and percentage of Wave 3 default/opt out customers who have opted out or been lost to attrition through December 2021, as well as the remaining Wave 3 default/opt-out population.

Chart 4.2(A)

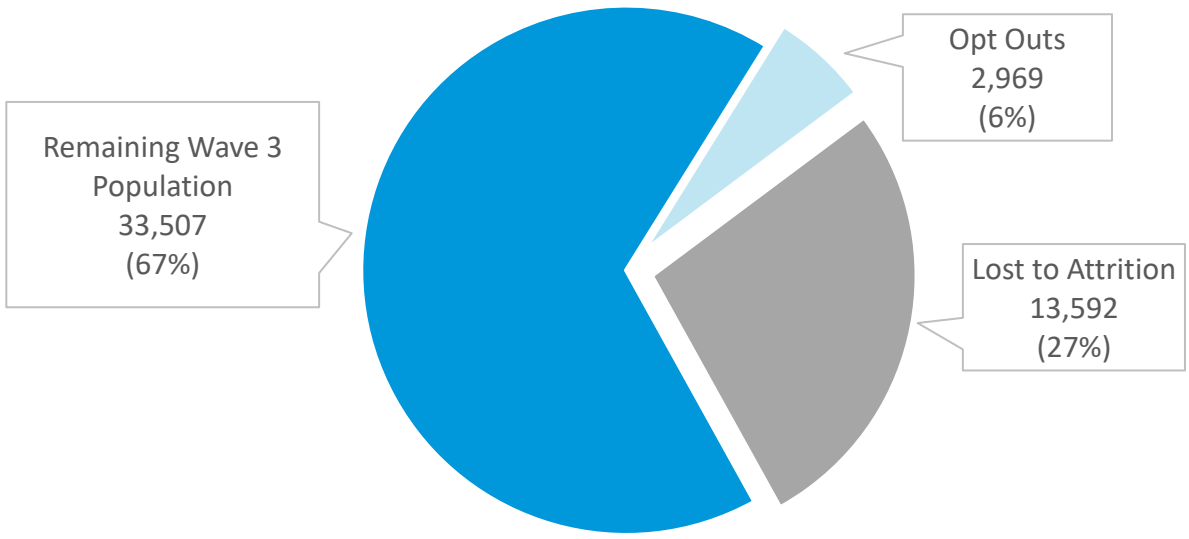


Chart 4.2(B) details the number and percentage of Wave 3 opt-in customers who have opted out or been lost to attrition between enrollment and the end of December 2021, as well as the remaining Wave 3 opt-in population.

Chart 4.2(B)

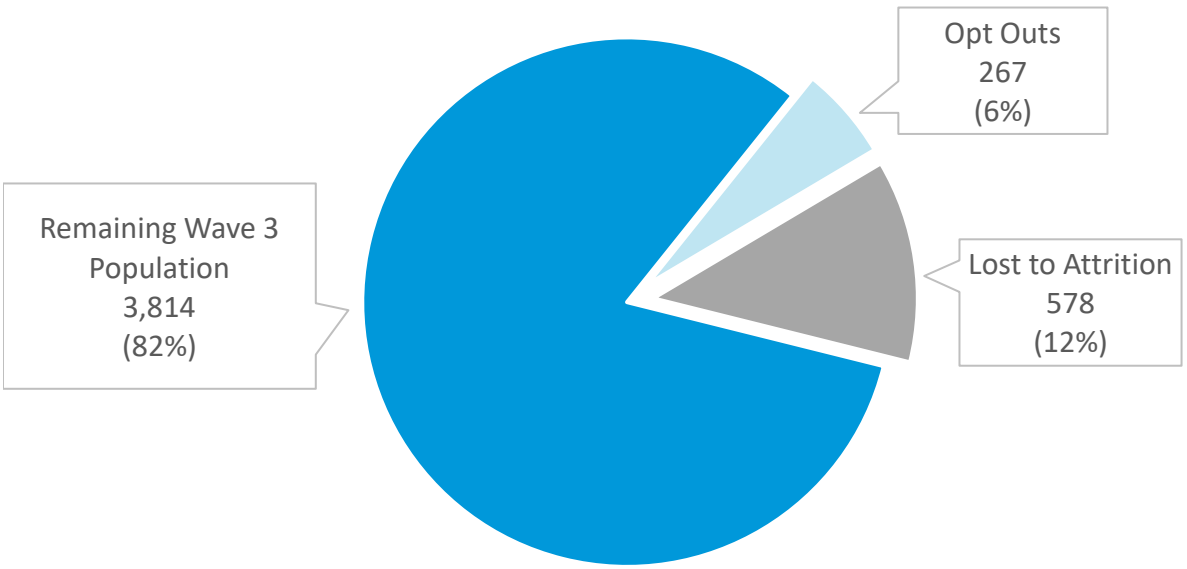


Chart 4.2(C) provides a breakdown of the remaining Wave 3 default/opt-out population by rate.

Chart 4.2(C)

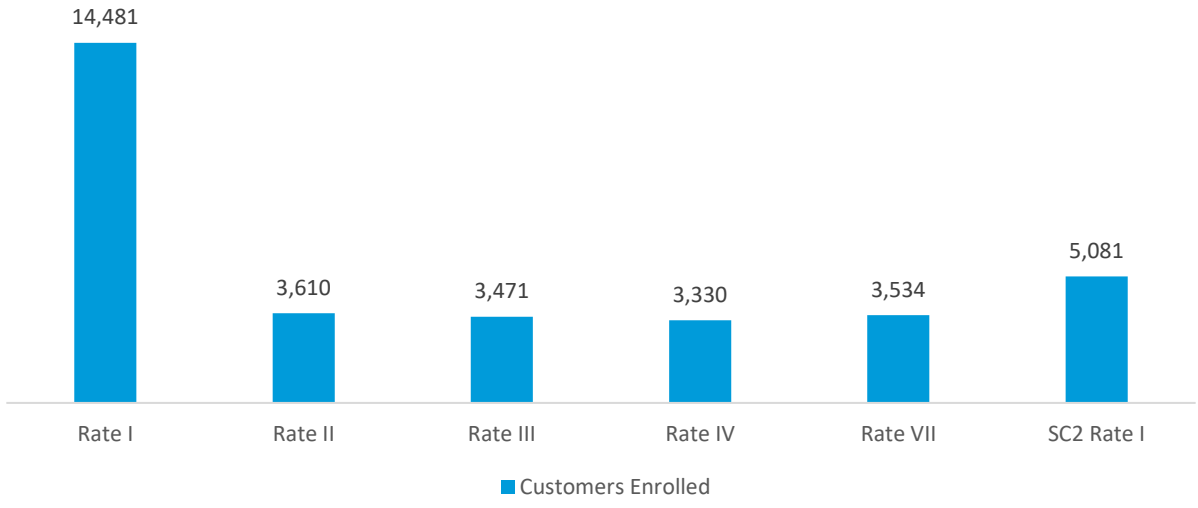


Chart 4.2(D) provides a breakdown of the remaining Wave 3 opt-in population by rate.

Chart 4.2(D)

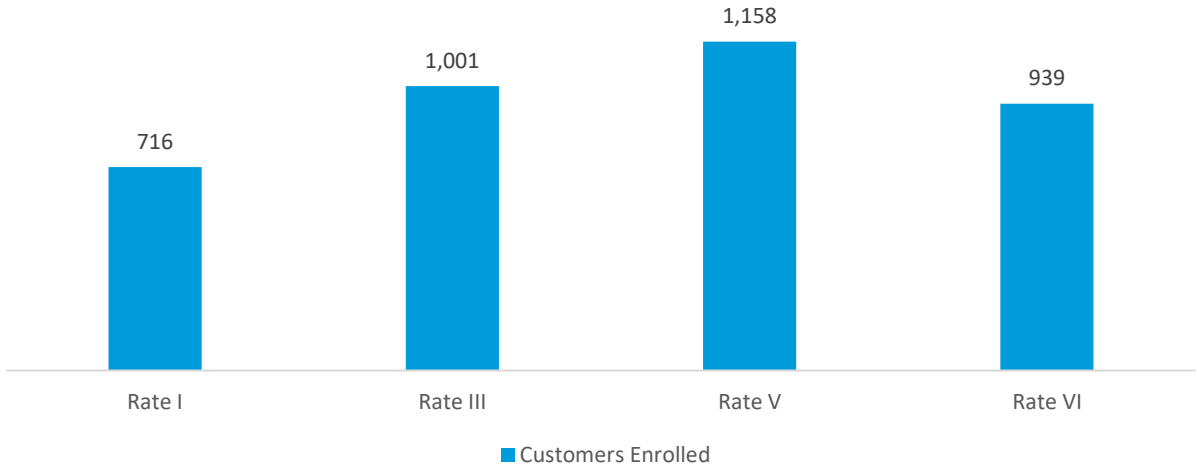


Chart 4.2(E) provides a breakdown of default/opt-out customers who opted out through the end of December 2021 by rate.

Chart 4.2(E)

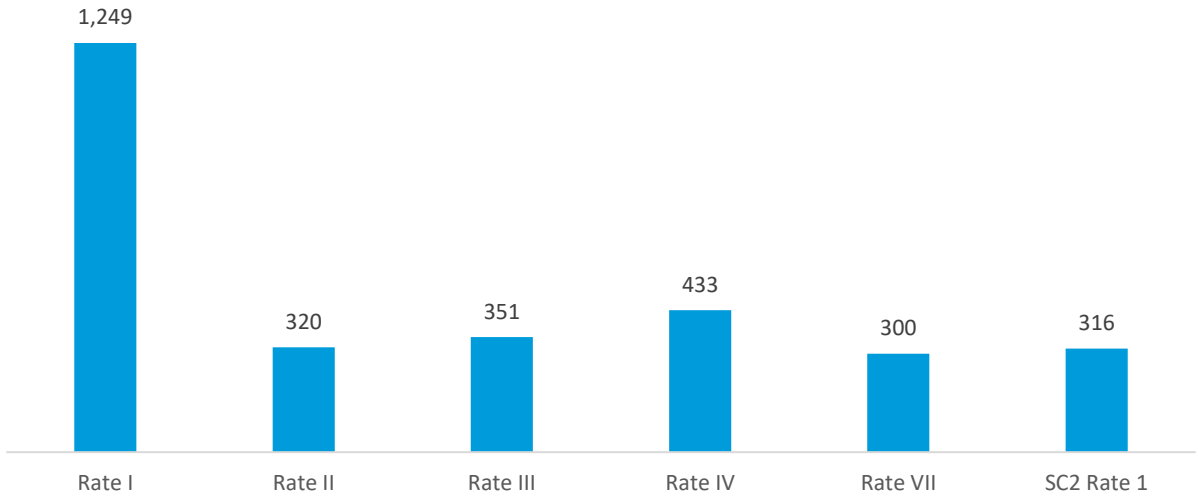
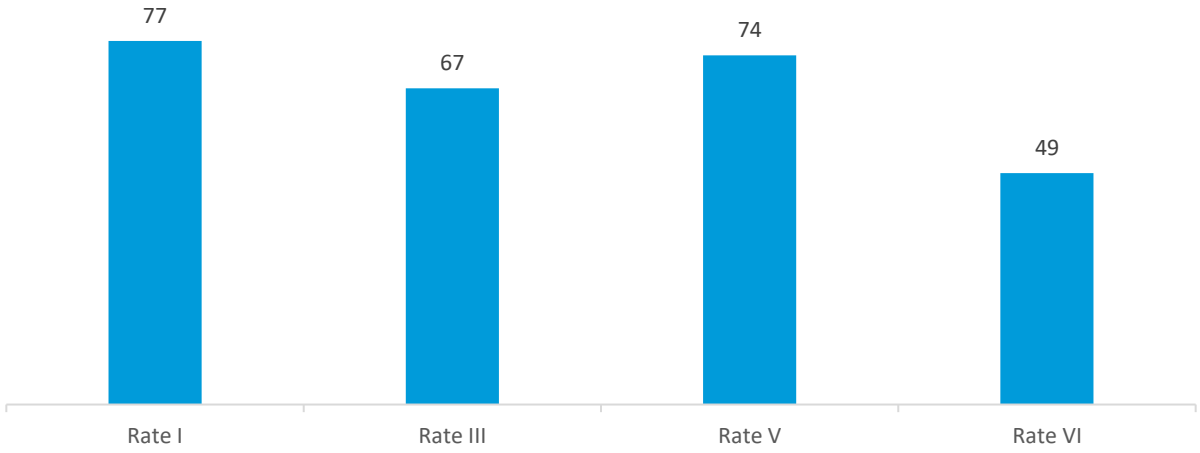


Chart 4.2(F) provides a breakdown of opt-in customers who have opted out by rate.

Chart 4.2(F)



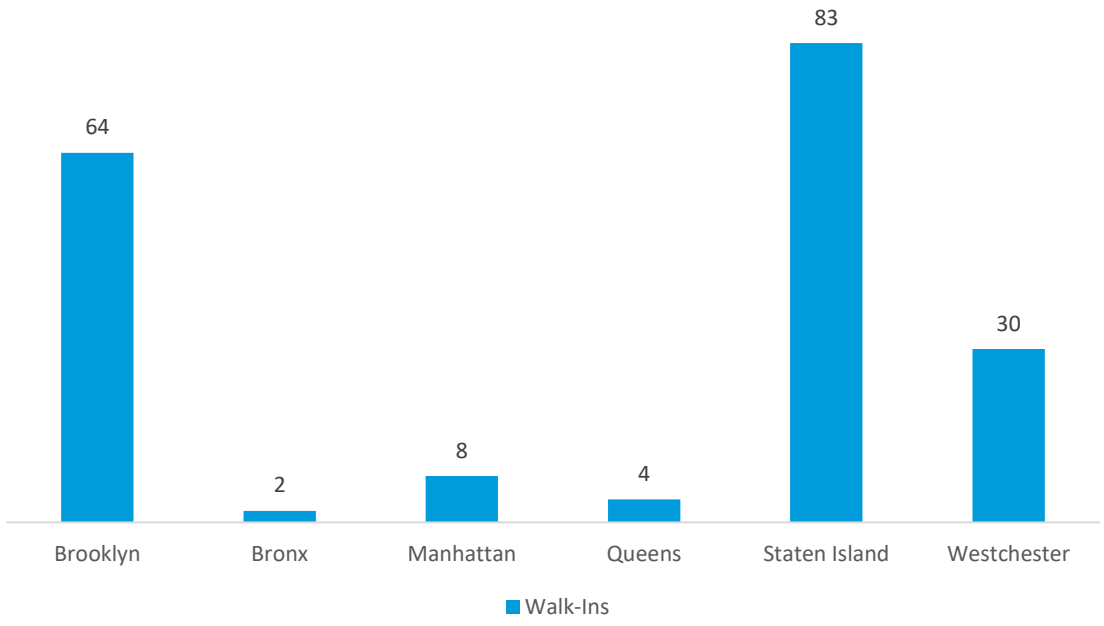
5.0 WALK-INS

5.1 Walk-Ins to Date

Through December 2021, 221[9] customers with accounts that had not been recruited for the Pilot enrolled on a walk-in basis. Eighteen of these customers subsequently opted out and 12 were lost to attrition, bringing the total number of walk-ins currently enrolled to 191. All walk-ins are enrolled on Rate I per the Con Edison tariff.

Chart 5.1(A) provides a breakdown of all walk-ins enrolled through December 2021 by geographic location.

Chart 5.1(A)



[9] Does not include customers who were previously recruited and enrolled in the IPP only to opt out and then walk back in at a later date, nor Wave 1 and 2 customers who were added as walk-ins after missing the end-of-Pilot opt-in deadline.

6.0 CHANGES IN PILOT DESIGN

No changes were made to the design of the Pilot during the fourth quarter of 2021.

7.0 PILOT DESIGN

7.1 Customer Recruitment

All customers recruited for the Pilot will have had a smart meter installed at their home or business for at least one year prior to the start of their Pilot wave (see section 1.1.2 for timeline). This baseline data is needed to establish the subscribed demand for Rates V and VI, and to evaluate the Pilot results for all rates.

The Pilot will employ both opt-in and opt-out/default recruitment strategies in order to elicit the participation of approximately 75,000 residential and small-business customers in Staten Island, Westchester County and Brooklyn. Participation is voluntary and customers may opt out of the Pilot at any time.

Every customer recruited by Con Edison to participate receives a price guarantee.[10] In administering the guarantee, Con Edison will compare the customer's bills to what they would have paid on their prior rate. All customers whose bills were higher as a result of the Pilot will receive a bill credit in the amount of the difference.

Most recruited customers will receive a one-year price guarantee, to be administered after they have been enrolled in the Pilot for 12 months. To ensure that they are not unduly burdened by the Pilot, however, low-income and Concern customers[11] who participate will receive a two-year price guarantee, and will receive a quarterly credit if their bills are higher than what they would have paid on their prior rate.

Throughout their participation, customers can view a month-by-month comparison of their bills on the Pilot versus what they would have paid on their prior rate by logging into conEd.com/MyAccount.

Table 7.1(A) provides the projected number of customers who will be recruited for the Pilot by recruitment strategy, rate and Pilot wave.

[10] All customers are notified of their respective price guarantee upon enrollment. However, a small group of customers is not told about the price guarantee during recruitment. This is done to test the impact of the guarantee on customers' willingness to enroll.

[11] Low-income customers are those who are enrolled in Con Edison's low-income discount program. Concern customers are those who have self-reported as elderly (62 years or older), blind and/or disabled.

Table 7.1(A)

TOTAL CUSTOMERS RECRUITED			294,000[12]
	Wave 1[13]	Wave 2	Wave 3[14]
Opt-Out/Default Recruitment	**16,400**	**12,800**	**54,800**
Small Business	4,000		10,000
Rate I	9,200	3,200	19,200
Rate II		3,200	6,400
Rate III	3,200	3,200	6,400
Rate IV		3,200	6,400
Rate VII			6,400
Opt-In Recruitment		**90,000**	**120,000**
Projected Opt-In Rate		**3.5%**	**3.5%**
Projected Participants		**3,150**	**4,200**
Rate I		1,050	1,050
Rate III			1,050
Rate V		1,050	1,050
Rate VI		1,050	1,050

7.2 Pilot Rates

Table 7.2(A) below details the seven Pilot rates for which customers will be recruited. Each customer is randomly assigned to one of these rates and may choose to participate or not.

All walk-in customers – i.e. those who enroll accounts that were not recruited for the Pilot – are assigned to Rate I, as specified in Rider Z of the Con Edison tariff. Walk-in customers will not be included in the Pilot evaluation, nor are they eligible for the price guarantee. Like recruited customers, however, walk-in customers can choose to opt out of the pilot at their discretion.

[12] All figures have been rounded to the nearest hundred.
[13] Waves 1 and 2 include customers in Staten Island and Westchester County.
[14] Wave 3 includes customers in Brooklyn.

Table 7.2(A)

RATE	ATTRIBUTES	OPT IN	OPT OUT
Small Business	Time-variant demand delivery rate Peak period: noon to 8 p.m., Mon-Fri[15] Peak period applies to summer and non-summer months[16]		●
Rate I	Time-variant demand delivery rate Peak period: noon to 8 p.m., Mon-Fri Peak period applies to summer and non-summer months	●	●
Rate II	Time-variant demand delivery rate Peak period: noon to 8 p.m., Mon-Fri Peak period applies only during summer months		●
Rate III	Time-variant demand delivery rate Peak period: 2 p.m. to 10 p.m., Mon-Fri Peak period applies to summer and non-summer months	●	●
Rate IV	Time-variant demand delivery rate with time-of-use supply pricing Peak period: noon to 8 p.m., Mon-Fri Peak period applies to summer and non-summer months		●
Rate V	Demand subscription delivery rate Subscription based on average demand over the 12 months prior to enrollment on the Pilot No overage charges for exceeding subscribed demand	●	
Rate VI	Demand subscription delivery rate Subscription based on average demand over the 12 months prior to enrollment on the Pilot Overage charges if subscribed demand is exceeded between noon and 8 p.m. during the summer months	●	
Rate VII	Volumetric and time-variant-demand hybrid delivery rate Peak period: noon to 8 p.m., Mon-Fri Peak period applies to summer and non-summer months		●

[15] Peak periods exclude the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas Day.
[16] Summer months are defined as June 1 through September 30.

8.0 WAVE 2: SUMMER 2/EXIT SURVEY

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Con Edison Innovative Pricing Pilot

Wave 2 Summer 2 Exit Survey Report

January 2022

1. Background

This report provides findings from Wave 2's Summer 2 Exit Survey of Pilot participants in Con Edison's Smart Energy Plan and Fixed Delivery Billing Plan. The Summer 2 Exit Survey is the third and final survey of Wave 2 Pilot participants. Participants were recruited from Staten Island and Westchester County through both opt-in and opt-out enrollment strategies. Wave 2 opt-out participants were recruited on an opt-out basis, which means they were defaulted onto the rate and given the opportunity to opt-out before billing began. Wave 2 opt-in participants voluntarily enrolled in the offered rate.

Wave 2 of the Pilot is solely comprised of residential customers, including low income[1] and non-low income residential customers. Wave 2 includes six rates, with certain rates using either opt-out or opt-in enrollment strategies (Table 1).

Table 1: Wave 2 Rates, by Enrollment Strategy

Enrollment Strategy	Rate
Opt-Out	Rate I
	Rate II
	Rate III
	Rate IV
Opt-In	Rate I
	Rate V
	Rate VI

Wave 2 Pilot participants were recruited from July to September of 2019 using a variety of communication tactics and were transitioned onto their new billing plan in October 2019. Since the transition, Pilot participants received additional information about their new billing plan through multiple channels, including postcard, letter, and email. Additionally, Fixed Delivery Billing Plan Pilot participants who exceeded their fixed kW received "High Demand Alert" emails or text messages if they had registered for Con Edison's *My Account*. Pilot participants also received a letter, a postcard, and (if they had an email on file with Con Edison) an email informing them they reached the end of their two-year tenure on the Smart Energy Plan or Fixed Delivery Billing Plan as of October 2021 and that they could re-enroll in the Smart Energy Plan or Fixed Delivery Billing Plan if they wished to stay on the billing plan.

Wave 2 Summer 1 telephone and web surveys were conducted following the second summer (June 1st through September 30th) on the new billing plan.

1.1 Research Design

Opinion Dynamics, a leading research and consulting firm in the utility industry, administered Wave 2's Summer 2 Exit Survey. The research team fielded a telephone and web survey of 543 opt-out and 346 opt-in residential Pilot participants (from a population of over 10,000 accounts) from October 14, 2021 to November 21, 2021. In addition, the research team also surveyed 70 non-participating customers (from a population of

[1] Low income customers are defined as those who are enrolled in Con Edison's Low Income Discount Program.

more than 8,800 accounts) during this period using the same fielding methods; these customers serve as the "control" group for the opt-in rates.[2]

Web respondents were offered a gift card incentive (ranging from $10 to $50) for completing the survey.[3] Phone Pilot participants were not offered an incentive as the research team's prior research found that incentives for telephone surveys are not cost effective, in that they do not significantly improve response rates yet constitute a significant cost. Pilot participants with emails on file were oversampled: approximately 63% of Pilot participants have emails on file with Con Edison, but about 80% of the survey completes were from customers targeted via email invitations to take the self-administered online version of the survey. Statistical weights were used to correct for these oversamples.[4]

Although residential Pilot participants were surveyed in both opt-in and opt-out surveys, customers that are enrolled in Con Edison's Low Income Discount Program were purposefully sampled only in the opt-out survey. Thus, opt-out results report responses separately by those enrolled in Con Edison's Low Income Discount Program and those not enrolled, while opt-in results are reported in the aggregate, regardless of enrollment in Con Edison's Low Income Discount Program.

1.2 Report Structure

This report presents results from the Wave 2 Summer 2 Exit Survey by opt-out and opt-in Pilot participant enrollment status. Survey question results are presented in the order they were asked in the survey, alternating between opt-out and opt-in versions of each question. Results are presented by rate, sector (low income, residential, small commercial; opt-out only), and at the overall pilot-level. Note, not all questions were asked of both opt-out and opt-in respondents. Also, some questions related to peak and off-peak hours were not asked of Rate V participants because Rate V does not have peak hours as part of its rate structure. Note that response categories may not always sum to 100%, due to either rounding or question format (multiple response questions are noted as such throughout this report). Additionally, for each survey question we conducted statistical testing to see if responses significantly varied between customers in different sectors (opt-out only), on different rates, and between control customers and Pilot participants (opt-in only). Throughout the report we note when there are significant differences. If a comparison is not explicitly mentioned, there is not a statistically significant difference in responses.

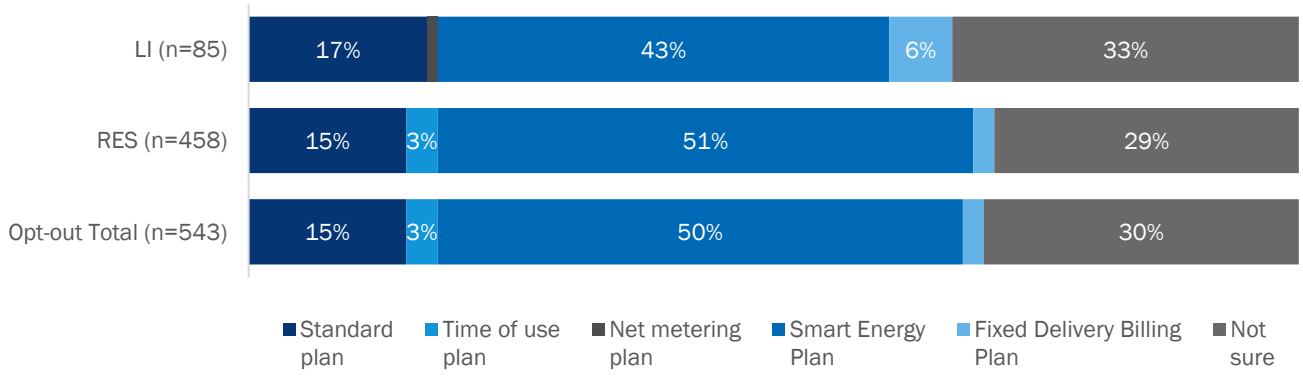
[2] See the Wave 1 Exit report for comparable Staten Island/Westchester opt-out control results.
[3] Opt-in customers who were members of the Booming with Confidence and Suburban Style Mosaic segments were offered $50 gift cards and opt-in Rate VI customers were offered $25 gift cards. Opt-out Rate IV customers, low income customers, and customers who were members of the Booming with Confidence and Suburban Style Mosaic segments were offered $25 gift cards.
[4] Questions asked to subsets of respondents may have limited representativeness for certain sub-groups due to small sample sizes. These instances are noted throughout this report.

2. Detailed Findings

Overall, half (50%) of opt-out Pilot participants correctly identified their billing plan (Smart Energy Plan). Low income participants are statistically more likely to incorrectly report having the Fixed Delivery Billing Plan than non-low income residential participants.

Opt-out by Sector

Q0. Thinking back to last year, which of the following Con Edison billing plans did you have for your home's electric service throughout 2020?*[5]



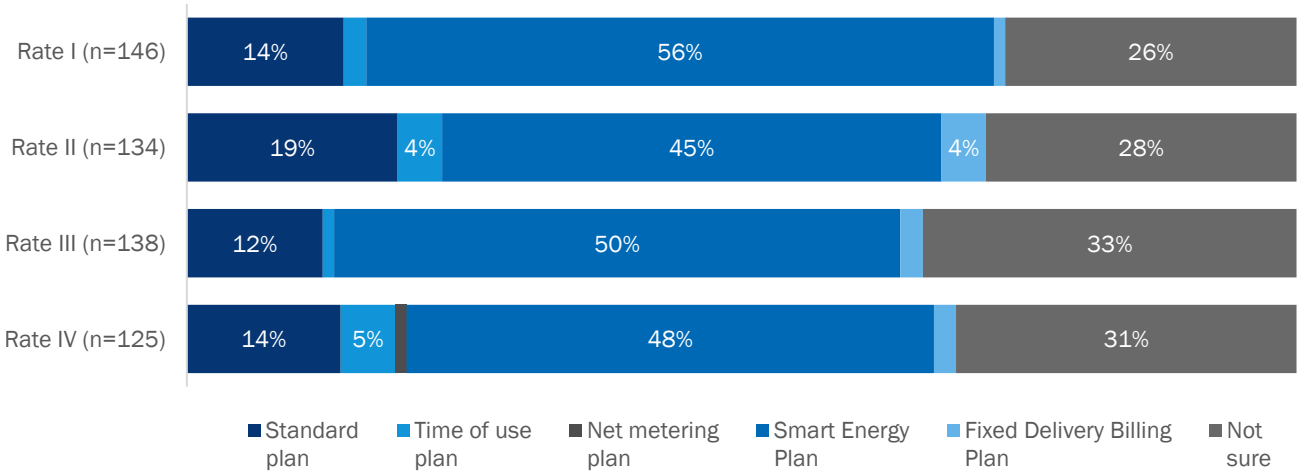
*Note: LI = Low Income, RES = Residential.

[5] In an attempt to preserve question naming conventions from the previous Surveys, all Summer 2 questions that were previously asked in the Welcome and Summer 1 Surveys retained their original question numbering convention, even if they no longer represented the actual numerical placement in the survey for that question. For example, a new question was added at the beginning of the survey for Summer 1, which we numbered as Q0 since Q1 was retained from the Welcome Survey.

Opt-out Pilot participants are similarly likely to correctly identify their billing plan type (Smart Energy Plan) across rates.

Opt-out by Rate

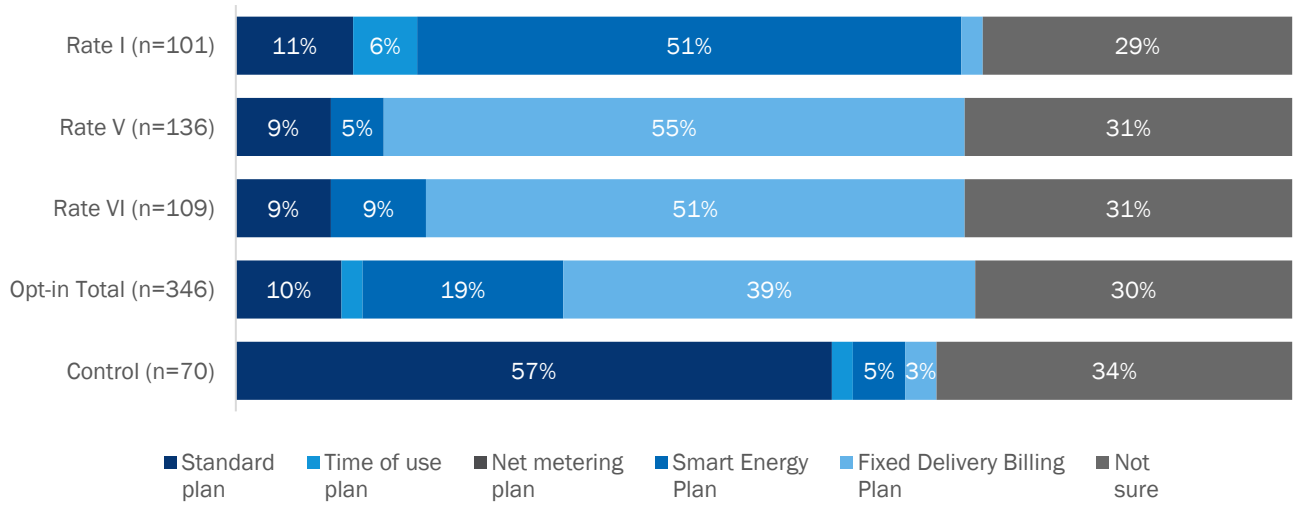
QO. Thinking back to last year, which of the following Con Edison billing plans did you have for your home's electric service throughout 2020?



Opt-in Pilot participants are similarly likely to correctly identify their billing plan type (Smart Energy Plan for Rate I and Fixed Delivery Billing Plan for Rates V and VI) compared to control customers (standard plan).

Opt-in by Rate

QO. Thinking back to last year, which of the following Con Edison billing plans did you have for your home's electric service throughout 2020?

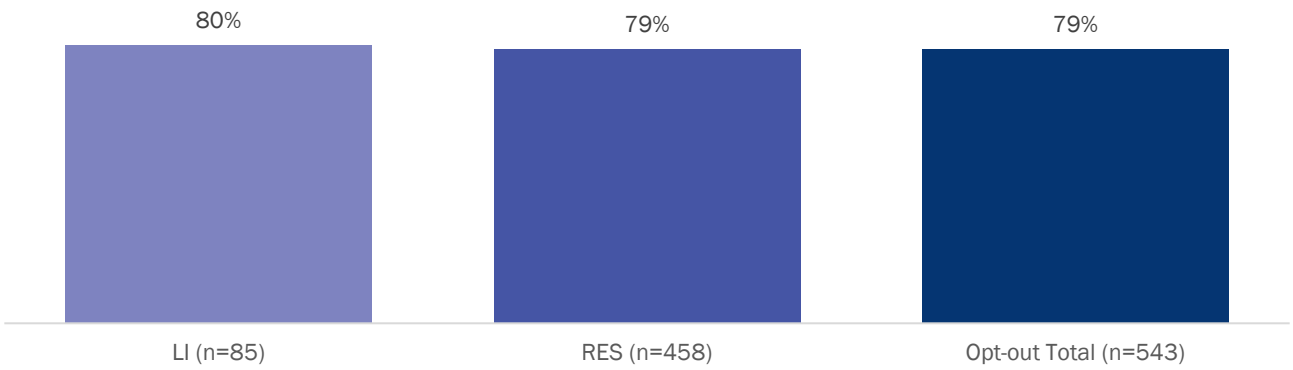


Overall, 79% of opt-out Pilot participants are aware they are enrolled in the Smart Energy Plan.

Opt-out by Sector

Q0. Thinking back to last year, which of the following Con Edison billing plans did you have for your home's electric service throughout 2020? (Selected "Smart Energy Plan;" or)

Q1. According to our records, from October 2019 to October 2021 your household was enrolled in Con Edison's Smart Energy Plan. This billing plan has peak pricing hours, where certain electricity charges are higher or lower depending on the time of day. Are you aware that your household had this billing plan during this time? (Selected "Yes")*



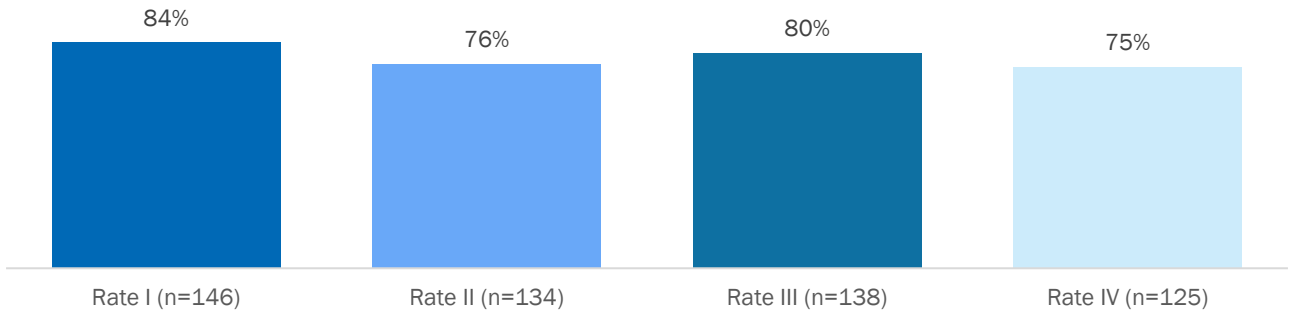
*Note: LI = Low Income, RES = Residential.

Rate I opt-out Pilot participants are statistically more aware of their enrollment in the Smart Energy Plan than Rate IV participants.

Opt-out by Rate

Q0. Thinking back to last year, which of the following Con Edison billing plans did you have for your home's electric service throughout 2020?? (Selected "Smart Energy Plan;" or)

Q1. According to our records, from October 2019 to October 2021 your household was enrolled in Con Edison's new Smart Energy Plan in October 2019. This billing plan has peak pricing hours, where certain electricity charges are higher or lower depending on the time of day. Are you aware that your household had this billing plan during this time? (Selected "Yes")

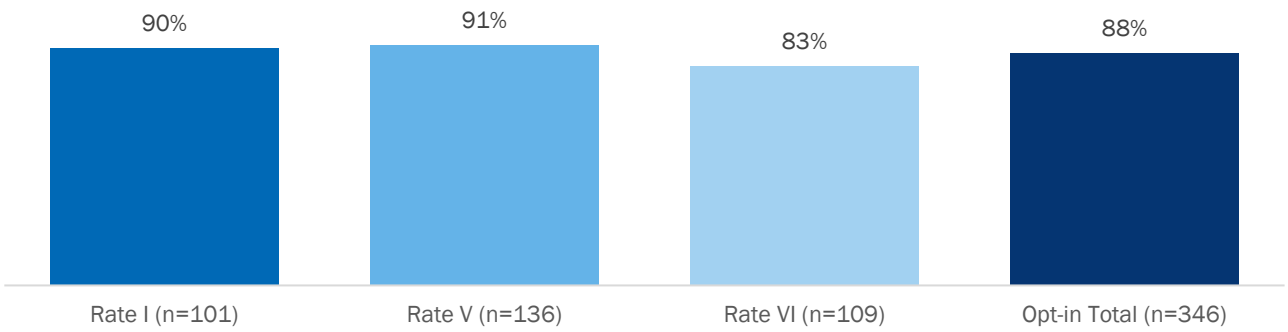


Opt-in Pilot participant awareness of enrollment in the Smart Energy Plan of Fixed Delivery Billing Plan is similar across rates.

Opt-in by Rate

Q0. Thinking back to last year, which of the following Con Edison billing plans did you have for your home's electric service throughout 2020? (Selected *Correct Billing Plan Response*; or)

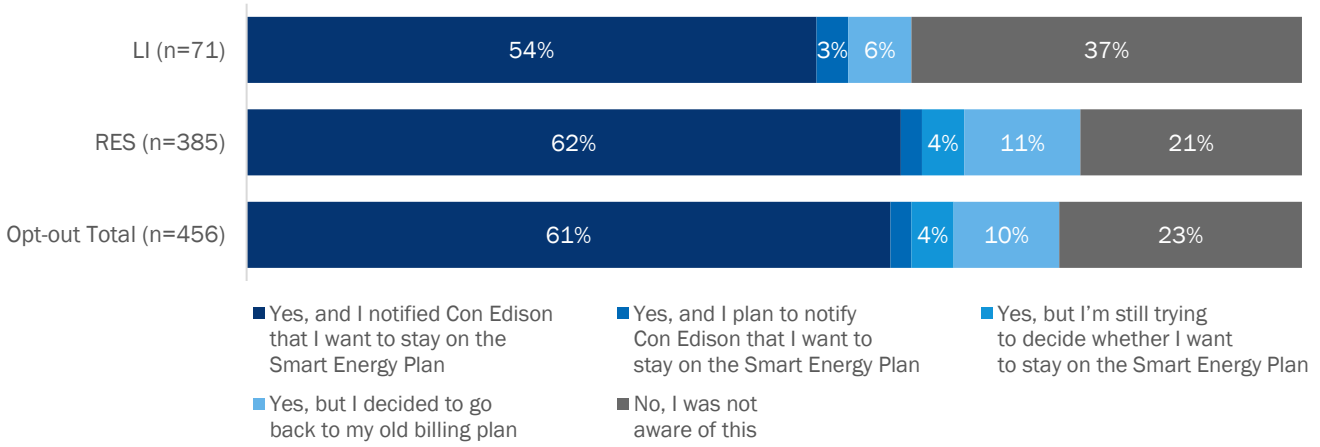
Q1. According to our records, from October 2019 to October 2021 your household enrolled in Con Edison's [Smart Energy Plan/Fixed Delivery Billing Plan]. [Displayed to RATE I: This billing plan has peak pricing hours, where certain electricity charges are higher or lower depending on the time of day. Displayed to RATE V or VI: On this billing plan, a portion of your monthly bill is a fixed price, based on how you've used energy in the past.] Are you aware that your household had this billing plan during this time? (Selected "Yes")



About two-thirds (61%) of opt-out Pilot participants (of those aware of their enrollment in the Smart Energy Plan) report being aware that their enrollment would end in October 2021 and having notified Con Edison that they wanted to stay on the Smart Energy Plan. About one-quarter (23%) of participants report they were not aware of the end of their enrollment, with low income participants being statistically more likely to indicate so than non-low income residential participants.

Opt-out By Sector

Q1_Exit. Are you aware that your enrollment in Con Edison's Smart Energy Plan ends in October 2021, unless you took further action to remain enrolled?*

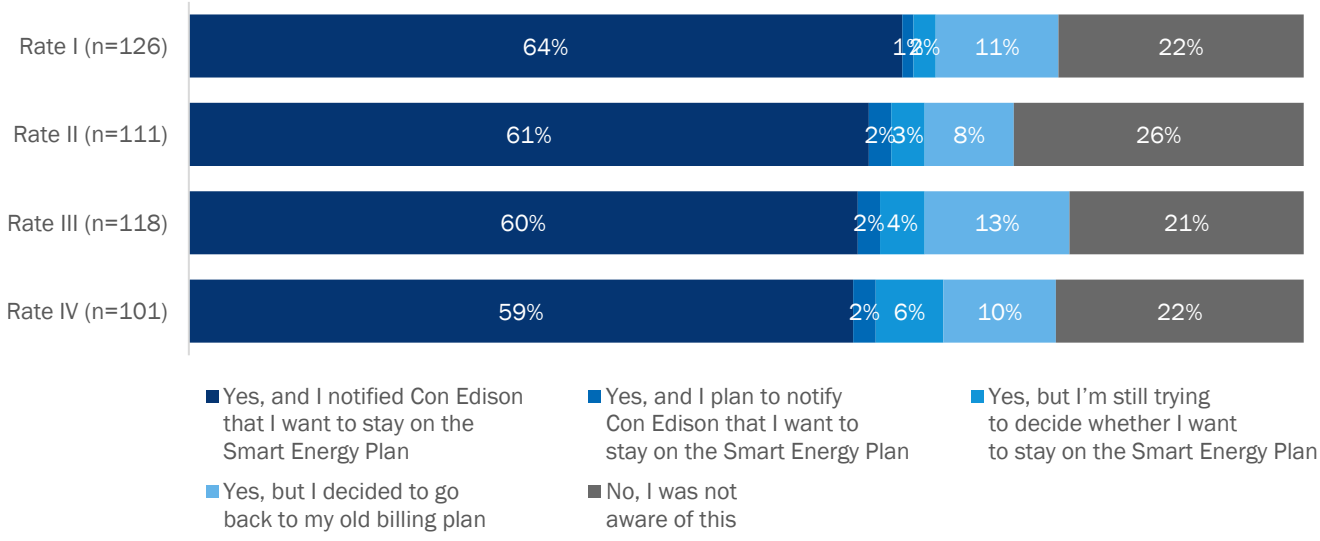


*Note: LI = Low Income, RES = Residential. Responses among those who are aware of their enrollment in the Smart Energy Plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Across all opt-out rates, Pilot participants (of those aware of their enrollment in the Smart Energy Plan) are similarly likely to report being aware that their enrollment would end in October 2021 and having notified Con Edison that they wanted to stay on the Smart Energy Plan.

Opt-out By Rate

Q1_Exit. Are you aware that your enrollment in Con Edison's Smart Energy Plan ends in October 2021, unless you took further action to remain enrolled?*

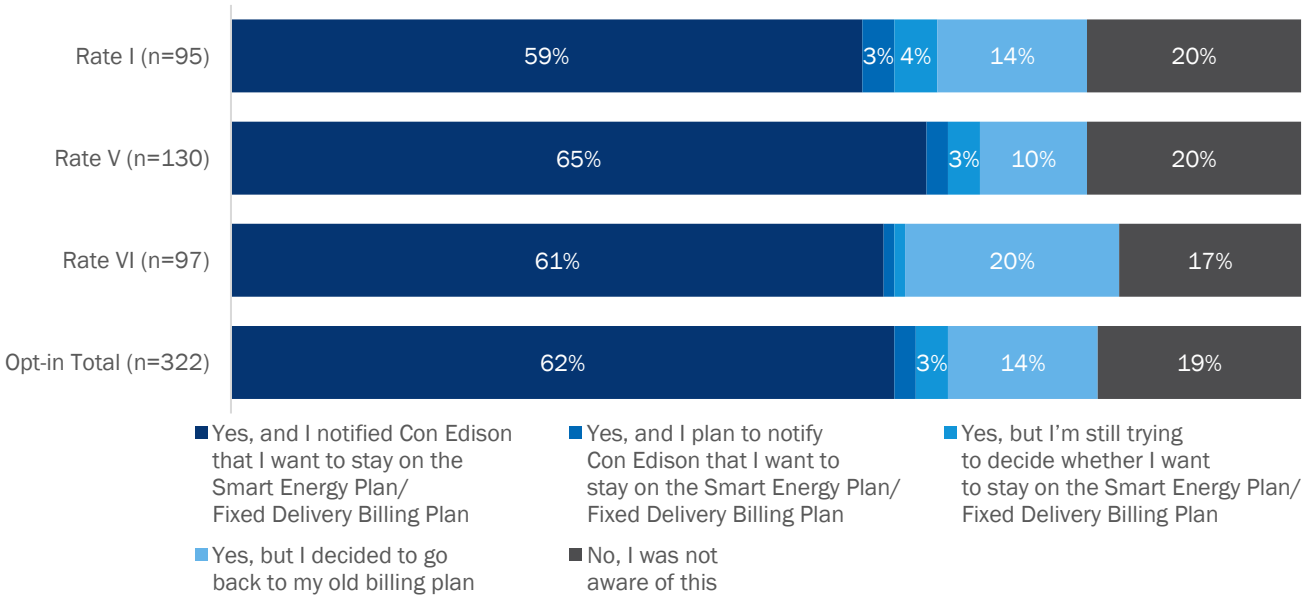


*Note: Responses among those who are aware of their enrollment in the Smart Energy Plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

About two-thirds (62%) of opt-in Pilot participants (of those aware of their enrollment in the new plan) report being aware that their enrollment would end in October 2021 and having notified Con Edison that they wanted to stay on the Smart Energy Plan/Fixed Delivery Billing plan. Rate VI participants are statistically more likely to report being aware of the end of their enrollment and having decided to go back to their old billing plan compared to Rate V participants.

Opt-in By Rate

Q1_Exit. Are you aware that your enrollment in Con Edison's [Smart Energy Plan/Fixed Delivery Billing Plan] ends in October 2021, unless you took further action to remain enrolled?*

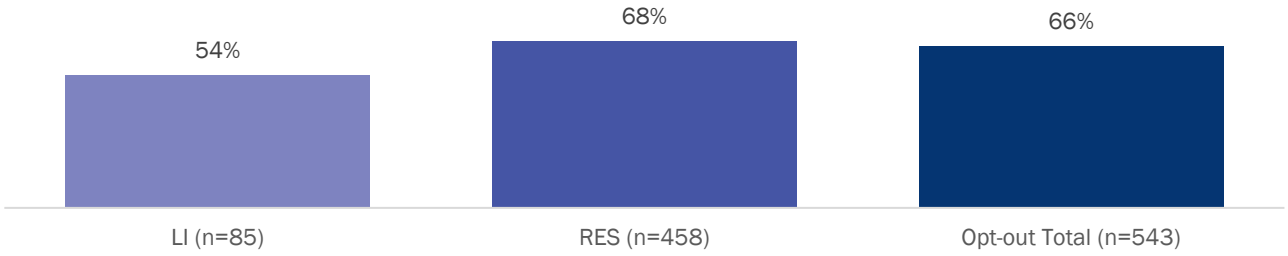


*Note: Responses among those who are aware of their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes").

Overall, about two-thirds (66%) of opt-out Pilot participants report being aware that delivery charges are a component of their bill, with non-low income residential participants being statistically more likely to indicate being aware of delivery charges than low income participants.

Opt-out by Sector

Q4. Your Con Edison electric bill has three parts: a supply charge (costs for the electricity supplied to your home), a delivery charge (costs to deliver electricity to your home), and taxes. Prior to today, did you know your Con Edison billing plan included a delivery charge? (Selected "Yes")*

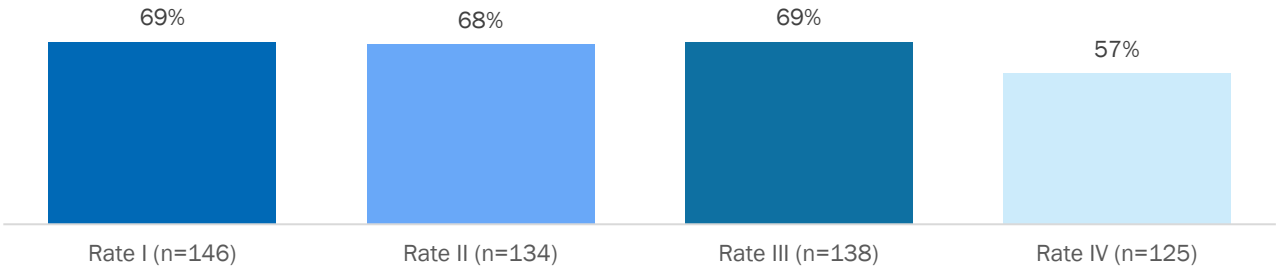


*Note: LI = Low Income, RES = Residential.

Opt-out Pilot participants on Rate I and Rate III are statistically more aware that delivery charges are a component of their bill compared to those on Rate IV.

Opt-out by Rate

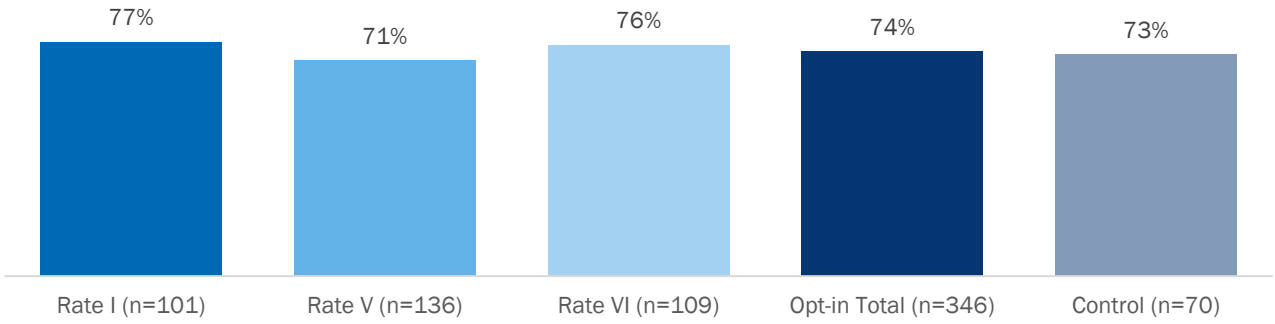
Q4. Your Con Edison electric bill has three parts: a supply charge (costs for the electricity supplied to your home), a delivery charge (costs to deliver electricity to your home), and taxes. Prior to today, did you know your Con Edison billing plan included a delivery charge? (Selected "Yes")



Across all opt-in rates, Pilot participants are similarly aware that delivery charges are a component of their bill. Control customers were similarly aware as Pilot participants.

Opt-in by Rate

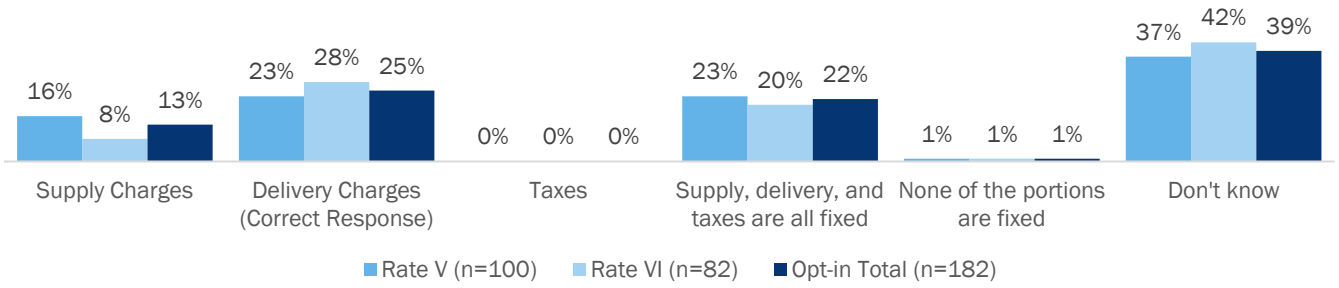
Q4. Your Con Edison electric bill has three parts: a supply charge (costs for the electricity supplied to your home), a delivery charge (costs to deliver electricity to your home), and taxes. Prior to today, did you know your Con Edison billing plan included a delivery charge? (Selected "Yes")



Of subscription rate opt-in Pilot participants who are aware of their enrollment in the new billing plan and delivery charges, one-quarter (25%) are aware their delivery charge is the fixed portion of their bill.

Opt-in by Rate

Q4_FDBP. What portion of the Con Edison electric bill is fixed under the Fixed Delivery Billing Plan?*

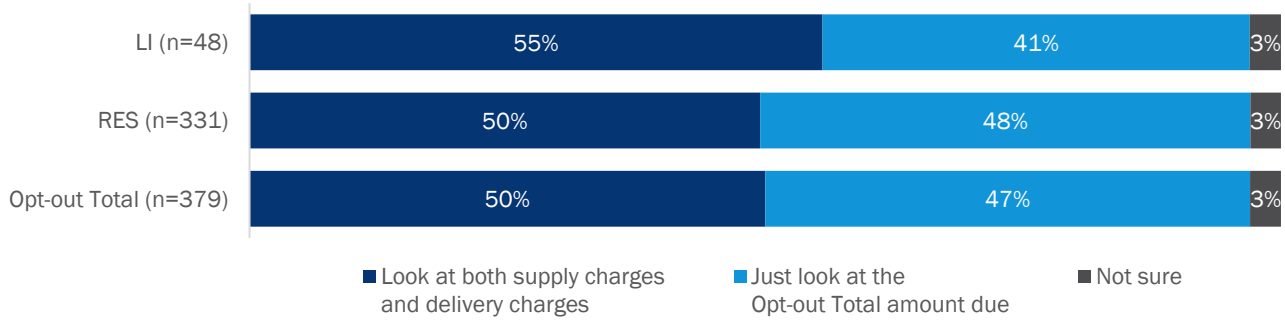


*Note: Responses among those who are aware of who are aware of their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes") and aware of delivery charges (Q4 = "Yes"). Not asked to opt-in Pilot participants on Rate I, as there is no fixed component to their billing plan.

Of opt-out Pilot participants who indicated they are aware that delivery charges are a component of their bill, half (50%) report they typically look at both supply and delivery charges when reviewing their Con Edison bill.

Opt-out by Sector

Q4a. When you review your Con Edison electric bill, do you typically look at both supply charges and delivery charges, or just the total bill due?*

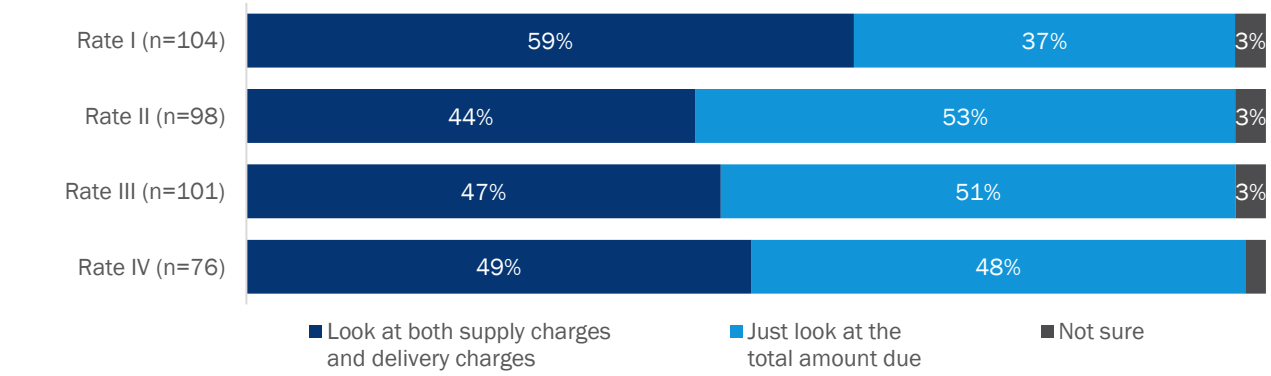


*Note: LI = Low Income, RES = Residential. Responses among those who were aware that delivery charges are a component of their bill (Q4 = "Yes").

Compared to Rate II opt-out Pilot participants, Rate I participants (of those who indicated they are aware that delivery charges are a component of their bill) are statistically more likely to report typically looking at both supply and delivery charges when reviewing their Con Edison bill. Conversely, Rate II participants are statistically more likely to indicate just looking at the total amount due than Rate I participants.

Opt-out by Rate

Q4a. When you review your Con Edison electric bill, do you typically look at both supply charges and delivery charges, or just the total bill due?*

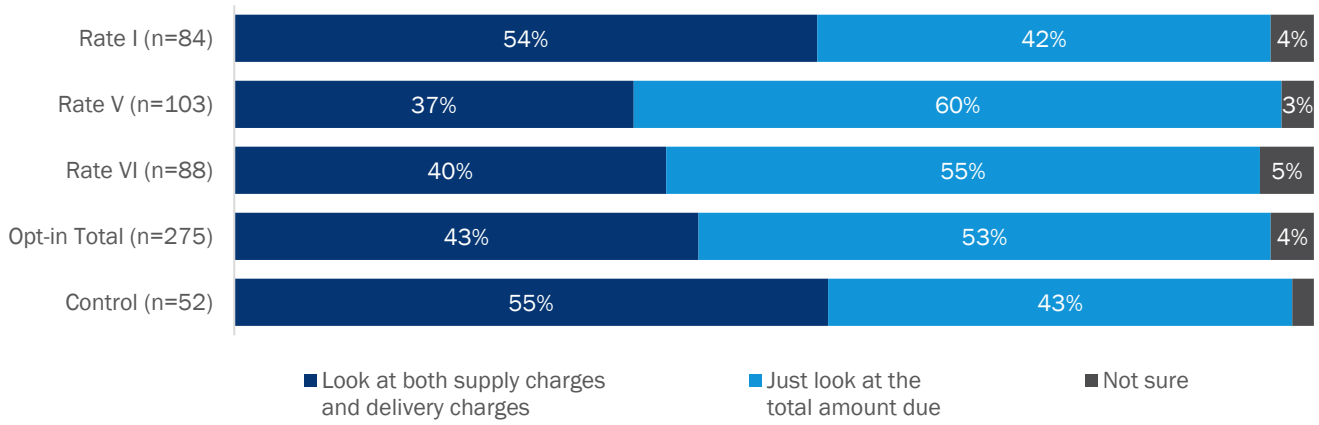


*Note: Responses among those who were aware that delivery charges are a component of their bill (Q4 = "Yes").

Opt-in Pilot participants and control customers who indicated they were aware that delivery charges are a component of their bill are statistically similarly likely to report typically looking at both supply and delivery charges when reviewing their Con Edison bill. However, those on Rate I are statistically more likely to do so than those on Rate V. Rate V participants are statistically more likely to indicate only looking at the total amount due compared to Rate I participants.

Opt-in by Rate

Q4a. When you review your Con Edison electric bill, do you typically look at both supply charges and delivery charges, or just the total bill due?*

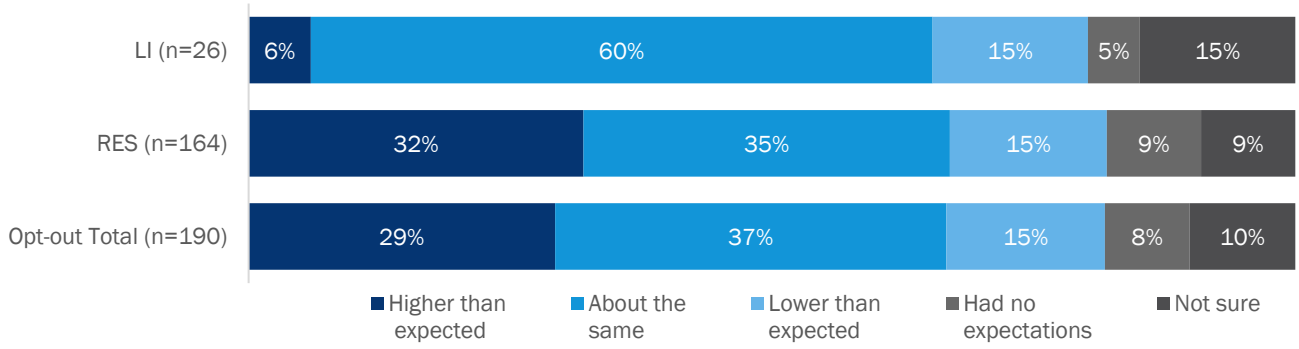


*Note: Responses among those who were aware that delivery charges are a component of their bill (Q4 = "Yes").

Overall, over one-third (37%) of opt-out Pilot participants who indicated they typically look at both supply and delivery charges when reviewing their bill report that the delivery charges over the last two years had been about the same as what they expected. Low income participants are statistically more likely to report their supply and delivery charges were about the same as expected, while non-low income residential participants are statistically more likely to report these charges were higher than expected.[6]

Opt-out by Sector

Q4b. [Displayed to those aware of transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Thinking back to your time on the Smart Energy Plan from October 2019 to October 2021] [Displayed to those not aware of transition to the new billing plan (Q0 ≠ "Smart Energy Plan" and Q1 = "No"): Over the last two years], have your household's delivery charges for electricity been higher, lower, or about the same as you expected?*



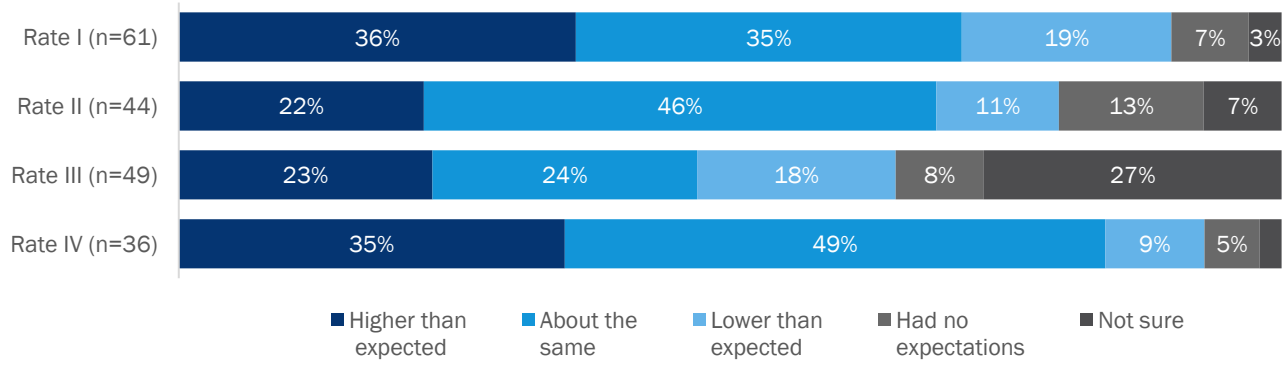
*Note: LI = Low Income, RES = Residential. Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes") and indicated they typically look at both supply and delivery charges when reviewing their bill (Q4a = "Look at both supply charges and delivery charges").

[6] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Among opt-out Pilot participants who indicated they typically look at both supply and delivery charges when reviewing their bill, Rate II and Rate IV participants are statistically more likely than Rate III participants to report that their supply and delivery charges over the last two years had been about the same as what they expected. Rate III participants are statistically most likely to indicate not being sure.

Opt-out by Rate

Q4b. [Displayed to those aware of transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Thinking back to your time on the Smart Energy Plan from October 2019 to October 2021] [Displayed to those not aware of transition to the new billing plan (Q0 ≠ "Smart Energy Plan" and Q1 = "No"): Over the last two years], have your household's delivery charges for electricity been higher, lower, or about the same as you expected?*

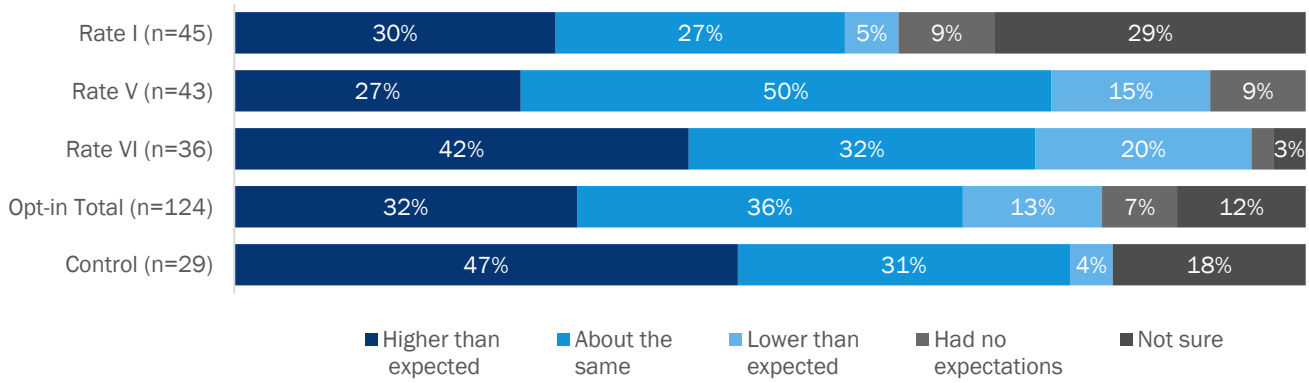


*Note: Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes") and indicated they typically look at both supply and delivery charges when reviewing their bill (Q4a = "Look at both supply charges and delivery charges").

Overall, about one-third of opt-in Pilot participants (36%) and control customers (31%) who indicated they typically look at both supply and delivery charges when reviewing their bill report that the delivery charges had been about the same as what they expected over the last two years (a statistically indistinguishable difference). Compared to Rate I participants, those on Rate V are statistically more likely to indicate that delivery charges had been about the same as what they expected, while those on Rate VI are statistically more likely to report delivery charges had been lower than expected. Further, Rate I participants are statistically more likely to report not being sure compared to Rate VI participants.[7]

Opt-in by Rate

Q4b. [Displayed to those aware of transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"): Thinking back to your household's time on the [Smart Energy Plan/Fixed Delivery Billing Plan] from October 2019 to October 2021] [Displayed to those not aware of transition to the new billing plan (Q0 ≠ *Correct Billing Plan Response* and Q1 = "No") and control customers: Over the last two years], have your household's delivery charges for electricity been higher, lower, or about the same as you expected?*



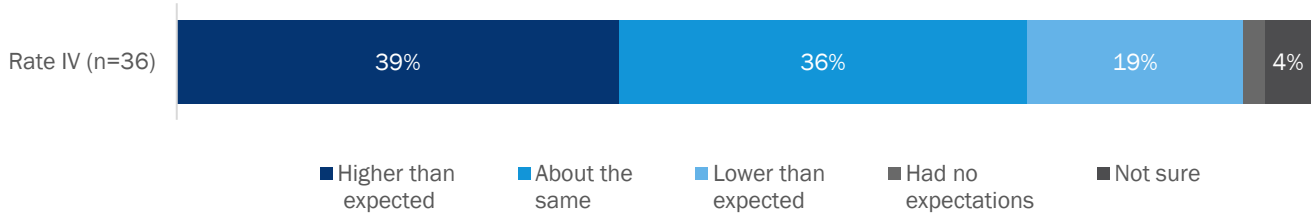
*Note: Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes") and indicated they typically look at both supply and delivery charges when reviewing their bill (Q4a = "Look at both supply charges and delivery charges").

[7] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Among Rate IV opt-out Pilot participants who indicated they typically look at both supply and delivery charges when reviewing their bill, about one-third report that their supply charges over the last two years had been higher than (39%) or about the same (36%) as what they expected.

Opt-out by Rate

Q4b2. [Displayed to those aware of transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Thinking back to your time on the Smart Energy Plan from October 2019 to October 2021] [Displayed to those not aware of transition to the new billing plan (Q0 ≠ "Smart Energy Plan" and Q1 = "No"): Over the last two years], have your household's supply charges for electricity been higher, lower, or about the same as you expected?*

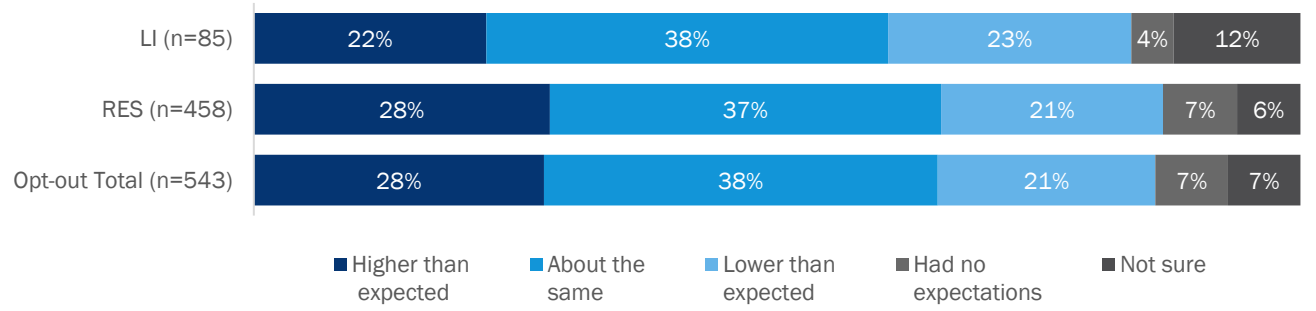


*Note: Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes") and indicated they typically look at both supply and delivery charges when reviewing their bill (Q4a = "Look at both supply charges and delivery charges"). Question only asked of Rate IV Pilot participants as this is the only opt-out rate that includes time-varying supply charges.

Over one-third (38%) of opt-out Pilot participants indicate that their total electric bills over the last two years had been about the same as what they expected.

Opt-out by Sector

Q4c. [Displayed to those aware of transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Thinking back to your time on the Smart Energy Plan from October 2019 to October 2021] [Displayed to those not aware of transition to the new billing plan (Q0 ≠ "Smart Energy Plan" and Q1="No"): Over the last two years], have your household's total Con Edison electric bills been higher, lower, or about the same as you expected?*

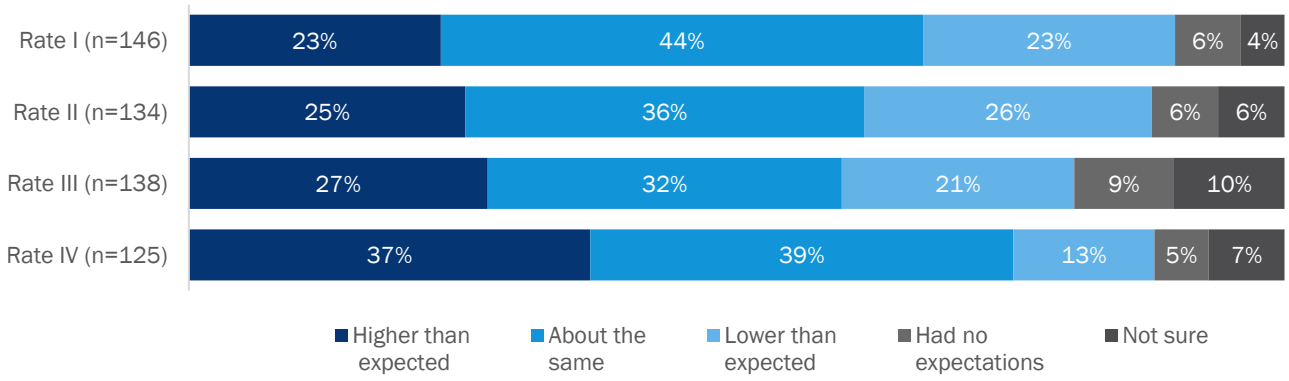


*Note: LI = Low Income, RES = Residential.

Rate IV opt-out Pilot participants are statistically more likely to indicate that their total electric bills over the last two years had been higher than what they expected compared to Rate I and Rate II participants. Rate I participants, however, are statistically more likely to report that their total electric bills had been about the same as expected and are statistically less likely to indicate not being sure compared to Rate III participants.

Opt-out by Rate

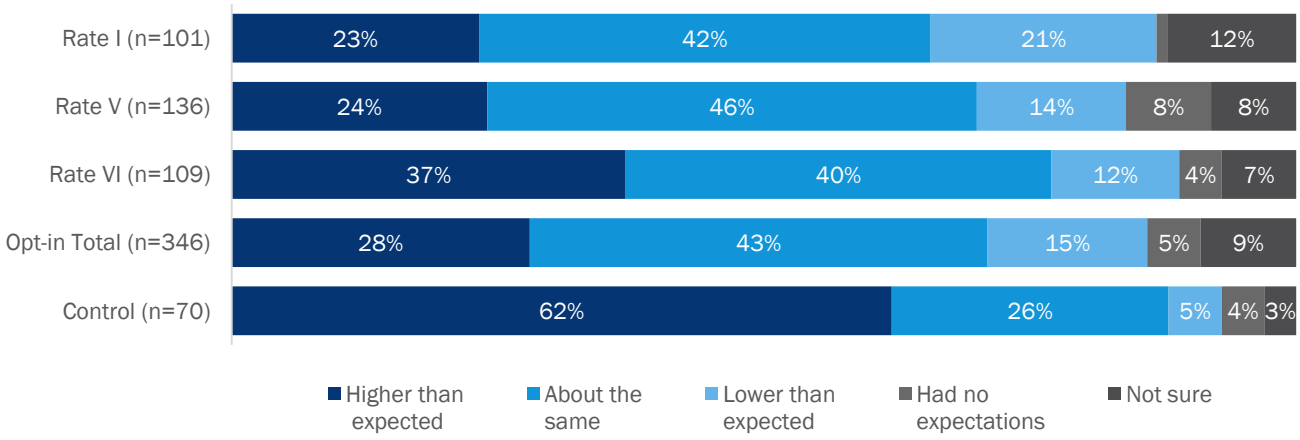
Q4c. [Displayed to those aware of transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Thinking back to your time on the Smart Energy Plan from October 2019 to October 2021] [Displayed to those not aware of transition to the new billing plan (Q0 ≠ "Smart Energy Plan" and Q1 = "No"): Over the last two years], have your household's total Con Edison electric bills been higher, lower, or about the same as you expected?



Overall, about half (43%) of opt-in Pilot participants and one-quarter (26%) of control customers report that their total electric bills had been about the same as they expected over the last two years (a statistically significant difference). Additionally, participants are statistically more likely than control customers to report that their total electric bills had been lower than what they expected. Among participants, those on Rate V are statistically more likely to report not having any expectations compared to those on Rate I.

Opt-in by Rate

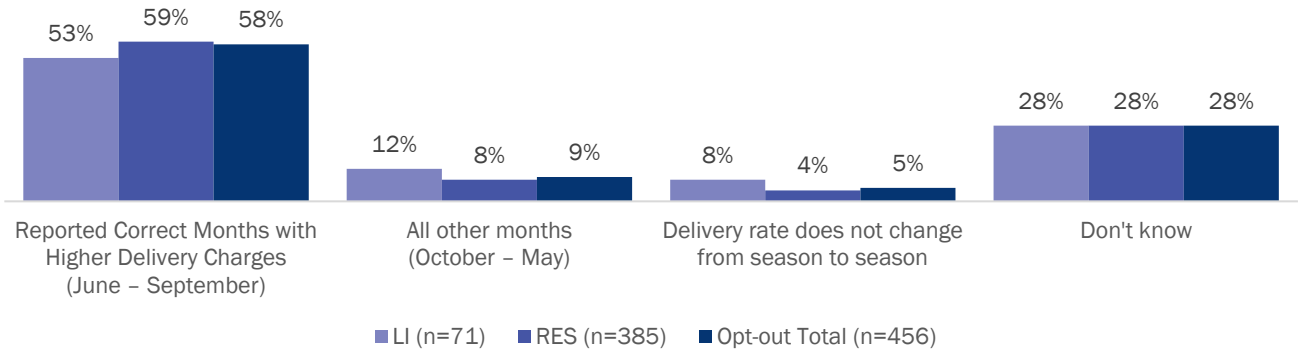
Q4c. [Displayed to those aware of transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"): Thinking back to your time on the [Smart Energy Plan/Fixed Delivery Billing Plan] from October 2019 to October 2021] [Displayed to those not aware of transition to the new billing plan (Q0 ≠ *Correct Billing Plan Response* and Q1 = "No") and control customers: Over the last two years], have your household's total Con Edison electric bills been higher, lower, or about the same as you expected?



Of the opt-out Pilot participants who are aware of their enrollment in the new billing plan, over half (58%) understand the correct months with higher delivery charges.

Opt-out by Sector

Q6. To the best of your knowledge, what months are delivery rates highest on the Smart Energy Plan?*

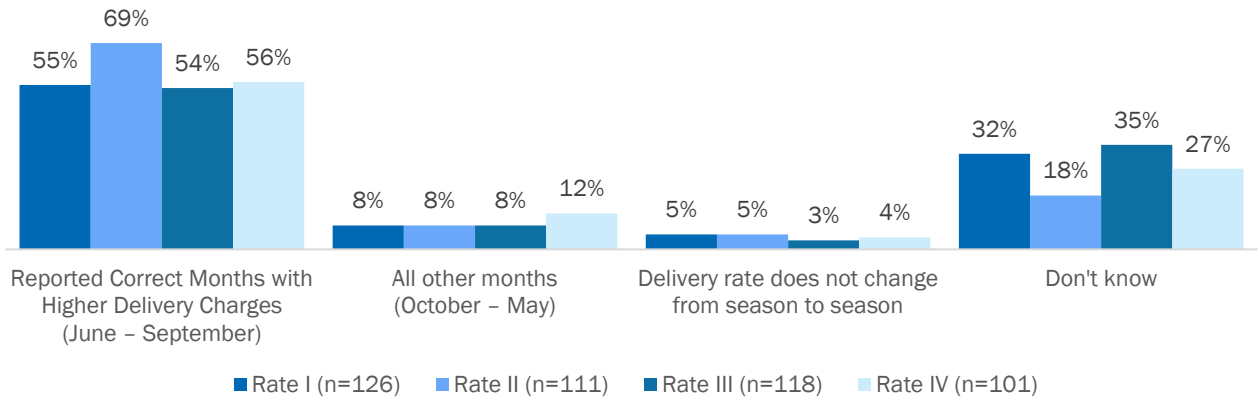


*Note: LI = Low Income, RES = Residential. Responses among those who are aware of their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Rate II opt-out Pilot participants who are aware of their enrollment in the new billing plan are statistically more likely than those on Rate I or Rate III to report the correct months with higher delivery charges. Compared to Rate II participants, Rate I and Rate III participants are statistically more likely to report not knowing what months delivery charges are higher on the Smart Energy Plan.

Opt-out by Rate

Q6. To the best of your knowledge, what months are delivery rates highest on the Smart Energy Plan?*

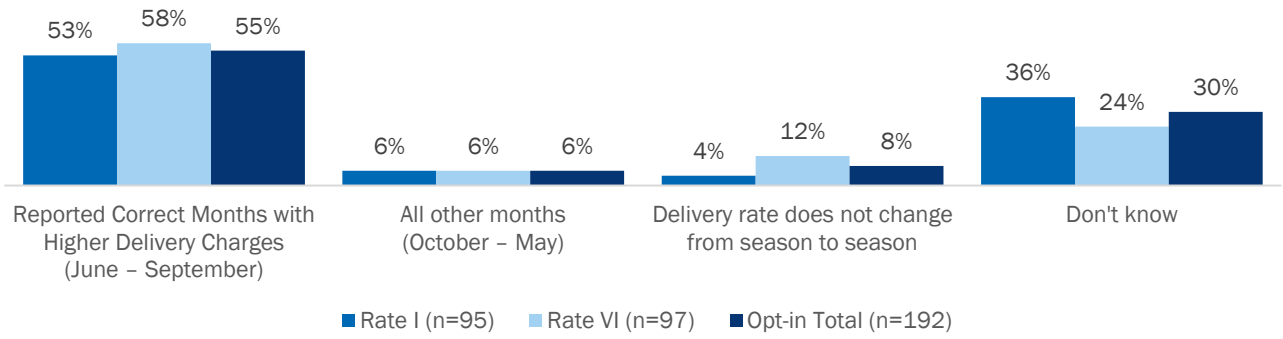


*Note: Responses among those who are aware of their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-in Pilot participants who are aware of their enrollment in the new billing plan, Rate I and Rate VI participants are similarly likely to select the correct months with higher delivery charges.

Opt-in by Rate

Q6. [Displayed to Rate I participants:] To the best of your knowledge, what months are delivery rates highest on the Smart Energy Plan?
[Displayed to Rate VI participants:] To the best of your knowledge, if you exceed your delivery level, which months would be subject to overage chargers on the Fixed Delivery Billing Plan?*

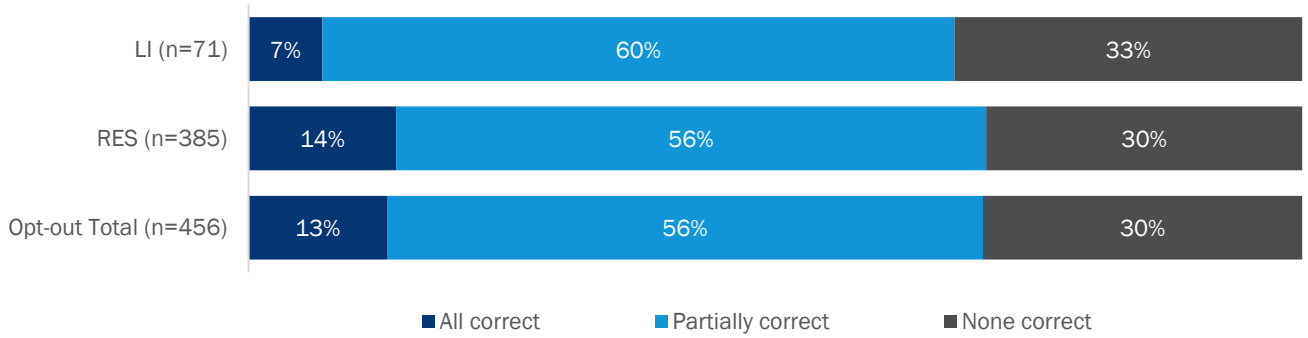


*Note: Responses among those who are aware of their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes"). Rate V opt-in Pilot participants were not asked this question as there is no seasonality on their billing plan.

Among opt-out Pilot participants who are aware of their enrollment in the new billing plan, about two-thirds (69%) identified some or all of the correct peak hours.

Opt-out by Sector

Q5. To the best of your knowledge, , when are electric delivery rates highest on [Displayed to Rate II participants: summer (June-September)] weekdays under the Smart Energy Plan? These are also called "peak hours." Choose all times when electricity is most expensive to use.*

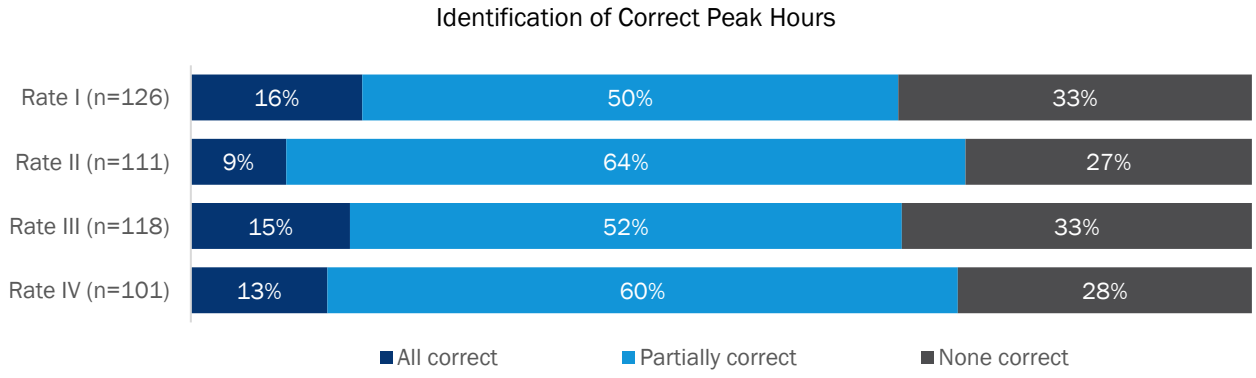


*Note: LI = Low Income, RES = Residential. Responses among those who are aware of their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes").

Among opt-out Pilot participants who are aware of their enrollment in the new billing plan, ability to identify some correct peak hours was statistically higher among Rate II participants compared to those on Rate I.

Opt-out by Rate

Q5. To the best of your knowledge, when are electric delivery rates highest on [Displayed to Rate II participants: summer (June-September)] weekdays under the Smart Energy Plan? These are also called "peak hours." Choose all times when electricity is most expensive to use.*



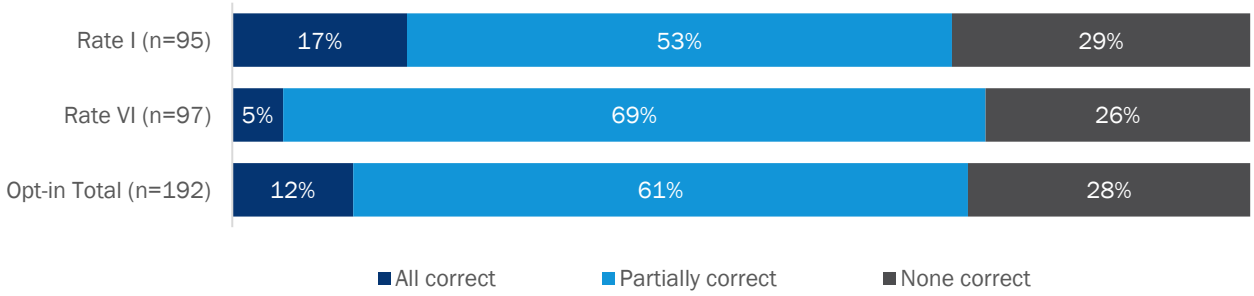
*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Overall, about three-quarters (73%) of opt-in Pilot participants who are aware of their enrollment in the new billing plan identified some or all of the correct peak hours. Rate I participants are statistically more likely to identify all correct peak hours compared to Rate VI participants. Conversely, Rate VI Pilot participants are statistically more likely to identify some of the correct peak hours that those on Rate I.

Opt-in by Rate

Q5. [Displayed to Rate I participants:] To the best of your knowledge, when are electric delivery rates highest on weekdays under the Smart Energy Plan? These are also called "peak hours." Choose all times when electricity is most expensive to use.

[Displayed to Rate VI participants:] To the best of your knowledge, when are overages applied for exceeding delivery levels during the summer months (June – September) under the Fixed Delivery Billing Plan? These are also called "peak hours." Choose all times when electricity is most expensive to use.*

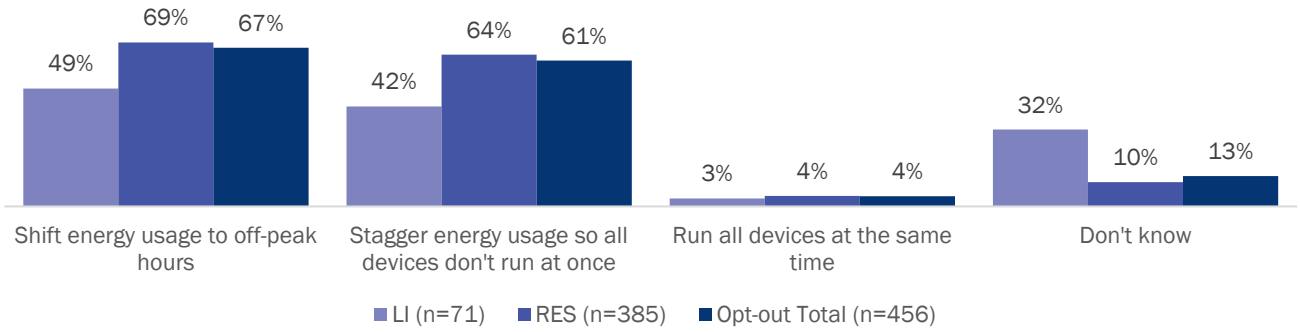


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes"). Rate V opt-in Pilot participants were not asked this question as peak hours do not apply to Rate V.

Of all opt-out Pilot participants who are aware of their enrollment in the new billing plan, about two-thirds understand that shifting their energy use to off-peak hours (67%) or staggering energy usage (61%) can help them save money on the Smart Energy Plan. However, low income participants are statistically less likely to understand the benefits of shifting and staggering and are statistically more likely to report not knowing how to save money.

Opt-out by Sector

Q7. Which of the following are ways to save money on the Smart Energy Plan? (Multiple Responses Allowed)*

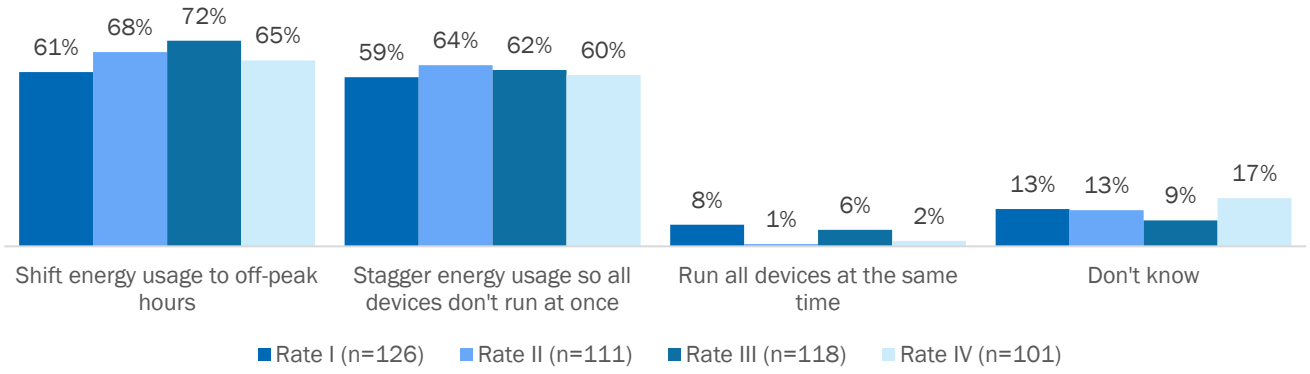


*Note: LI = Low Income, RES = Residential. Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-out participants who are aware of their enrollment in the new billing plan, Rate I and Rate III participants are statistically more likely than Rate II participants to incorrectly indicate that running all devices at the same time could save them money on the Smart Energy Plan.

Opt-out by Rate

Q7. Which of the following are ways to save money on the Smart Energy Plan? (Multiple Responses Allowed)*

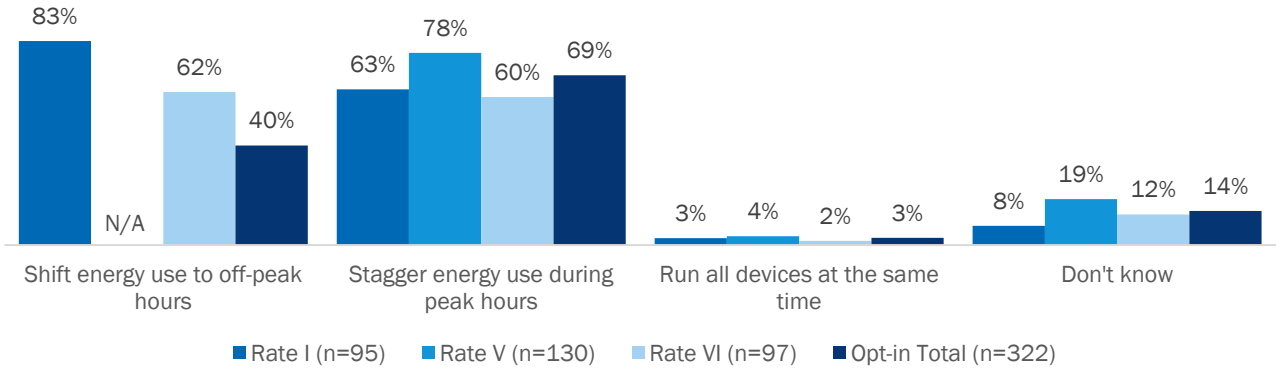


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Of opt-in Pilot participants who are aware of their enrollment in their new billing plan, those on Rate I are statistically more likely than those on Rate VI to understand that shifting energy use to off-peak hours can help them save money. About two-thirds (69%) understand that staggering energy use during peak hours can help save them money, with Rate V participants being statistically more likely than others to understand the benefits of staggering. Additionally, Rate I participants are statistically more likely than Rate VI participants to report that shifting energy use to off-peak hours would save them money. Further, those on Rate V are statistically more likely than those on Rate I to indicate not knowing how to save money on the new billing plan.

Opt-in by Rate

Q7. Which of the following are ways to save money on the [Smart Energy Plan/Fixed Delivery Billing Plan]? (Multiple Responses Allowed)*

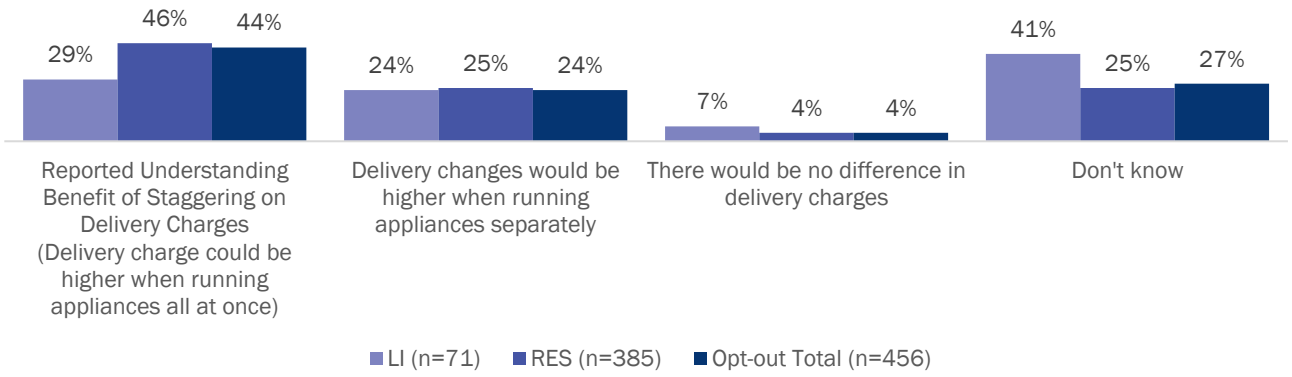


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"). The item "Shift my energy use to off-peak hours" was not displayed to Rate V opt-in Pilot participants as peak hours do not apply to Rate V.

Of the opt-out Pilot participants who are aware of their enrollment in the new billing plan, less than half (44%) correctly indicated that running appliances simultaneously would result in higher delivery charges, with low income participants being statistically less likely to provide this correct answer and more likely to report "don't know."

Opt-out by Sector

Q8. Under Con Edison's Smart Energy Plan, which of the following two scenarios could result in higher delivery costs? If you are not confident in your answer, please reply "I don't know."*

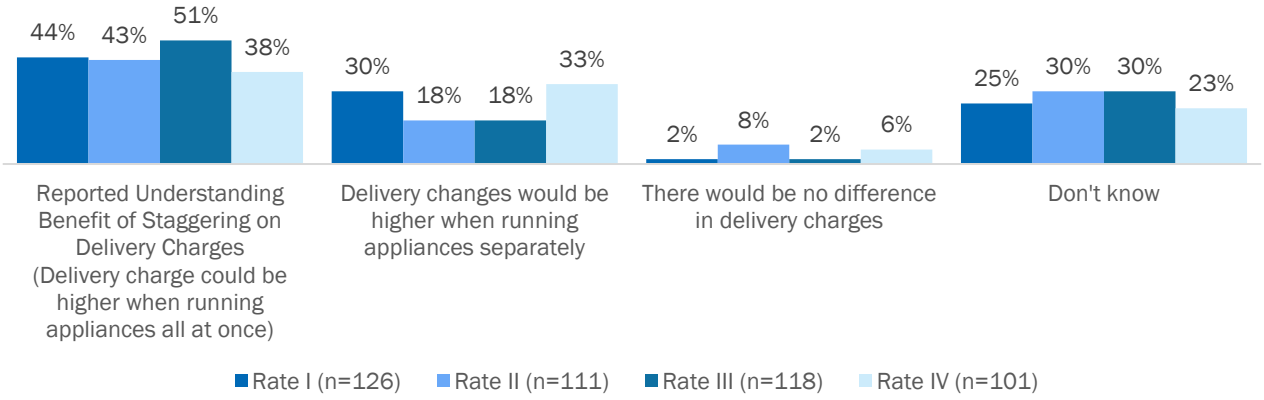


*Note: LI = Low Income, RES = Residential. Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Of opt-out Pilot participants who are aware of their enrollment in the new billing plan, Rate I and Rate IV participants are statistically more likely to incorrectly indicate that delivery charges would be higher when running appliances separately compared to participants on other rates. Further, Rate II participants are statistically more likely to report that there is no difference in delivery charges than Rate I and Rate III participants.

Opt-out by Rate

Q8. Under Con Edison's Smart Energy Plan, which of the following two scenarios could result in higher delivery costs? If you are not confident in your answer, please reply "I don't know."*

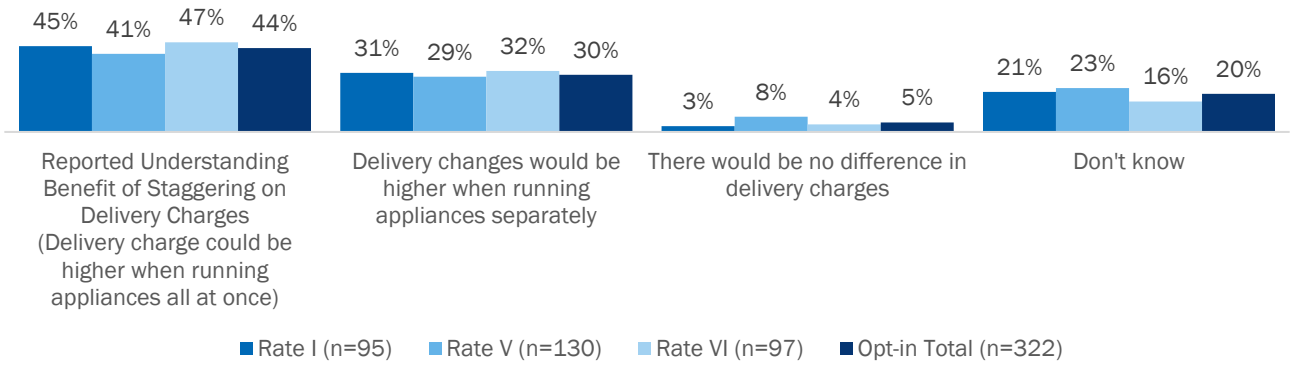


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Overall, less than half (44%) of opt-in Pilot participants who are aware of their enrollment in the new billing plan correctly indicated that running appliances simultaneously would result in higher delivery charges. Understanding is statistically similar across rates.

Opt-in by Rate

Q8. Under Con Edison's [Smart Energy Plan/Fixed Delivery Billing Plan], which of the following two scenarios could result in higher delivery costs [Displayed to Rate V-VI participants: on the following year's Con Edison bills]? If you are not confident in your answer, please reply "I don't know"]*

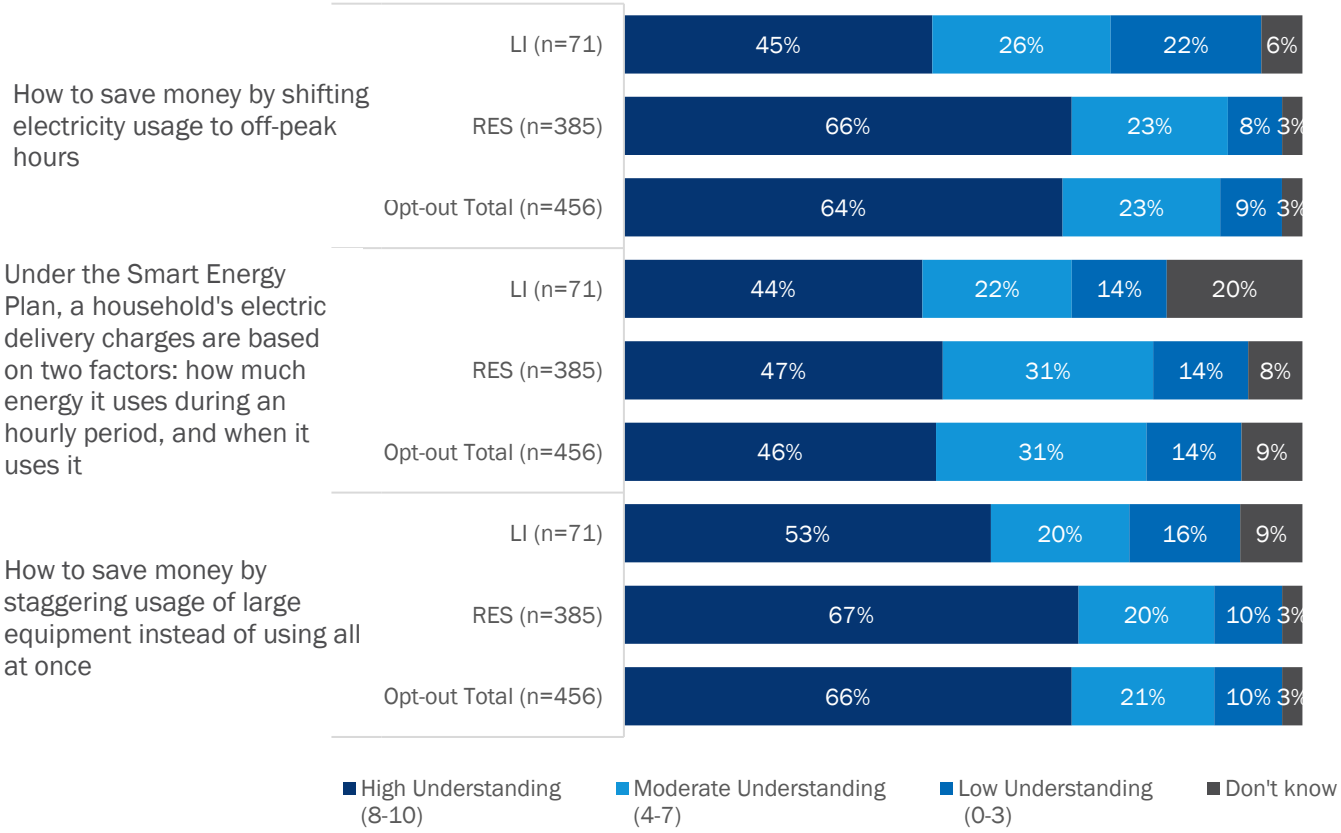


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0= *Correct Billing Plan Response* or Q1 = "Yes").

Among opt-out Pilot participants who are aware of their enrollment in the new billing plan, most report moderate to high understanding of concepts related to their plan, with non-low income residential participants demonstrating statistically greater understanding of the benefits of shifting electricity use to off-peak hours compared to low income participants.

Opt-out by Sector

Q8a. How well would you say you understand each of the following concepts of the Smart Energy Plan? Use a scale of 0 to 10, where 0 means you do not understand at all and 10 means you understand very well. How well do you understand...*

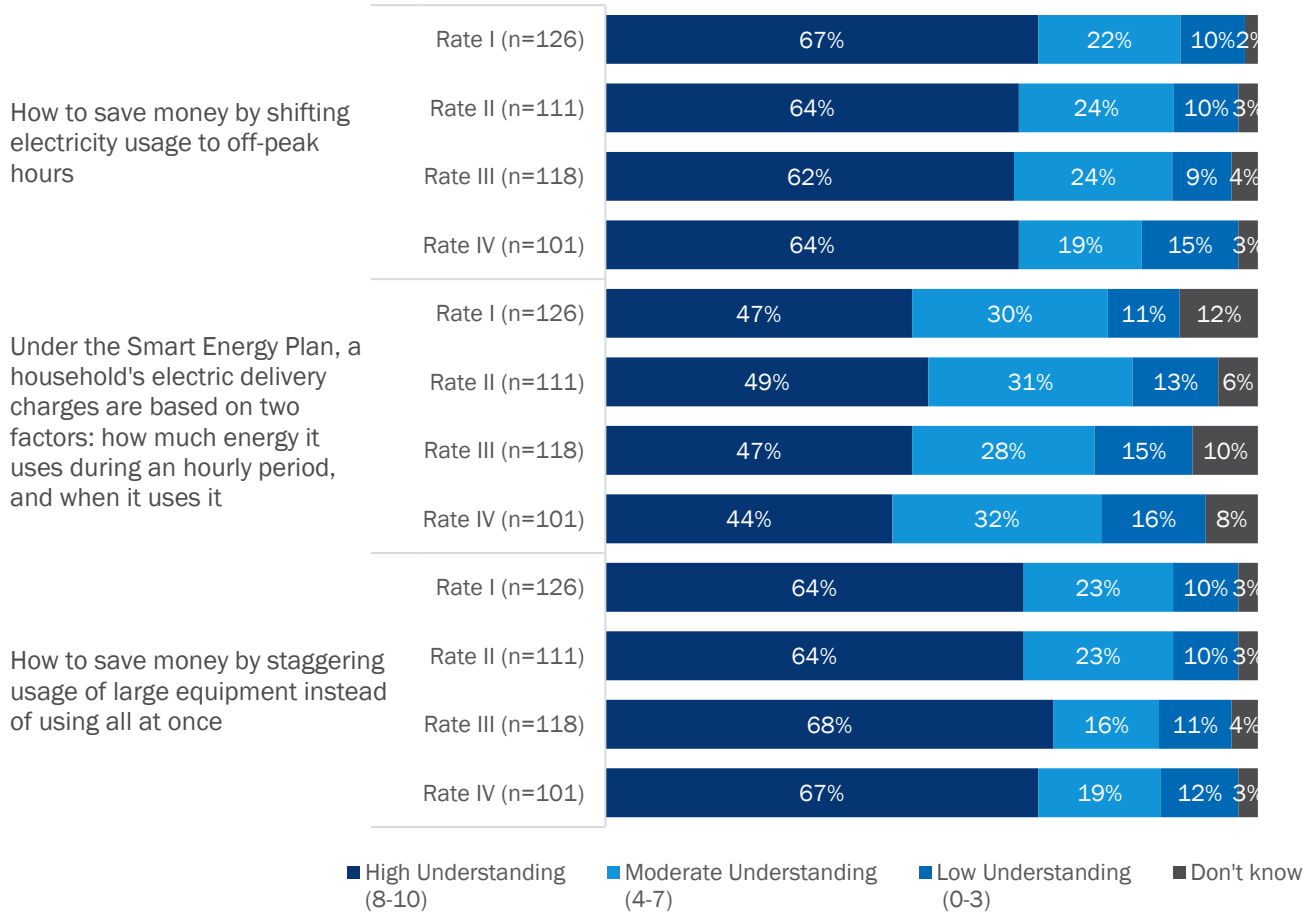


*Note: LI = Low Income, RES = Residential. Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes").

Among all opt-out Pilot participants who are aware of their enrollment in the new billing plan, understanding of concepts related to their new billing plan is similar across rates, with most customers reporting moderate to high understanding of all concepts.

Opt-out by Rate

Q8a. How well would you say you understand each of the following concepts of the Smart Energy Plan? Use a scale of 0 to 10, where 0 means you do not understand at all and 10 means you understand very well. How well do you understand...*

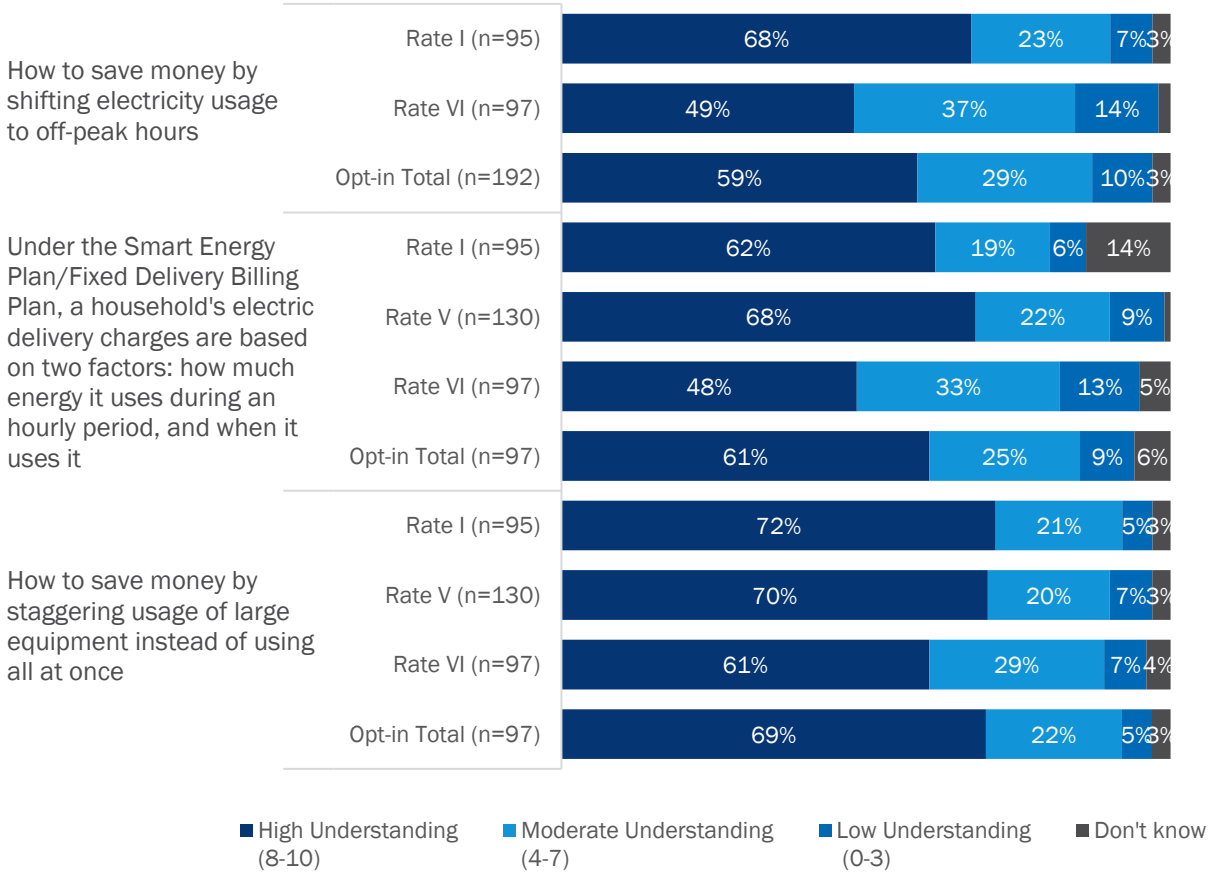


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = “Smart Energy Plan” or Q1= “Yes”).

Among all opt-in Pilot participants who are aware of their enrollment in the new billing plan, most report high understanding of concepts related to their plan. Compared to Rate VI participants, Rate I and Rate V participants demonstrate statistically greater understanding of what delivery charges are based on. Additionally, Rate I participants show statistically greater understanding of the benefits of shifting electricity use to off-peak hours compared to Rate VI participants.

Opt-in by Rate

Q8a. How well would you say you understand each of the following concepts of the [Smart Energy Plan/Fixed Delivery Billing Plan]? Use a scale of 0 to 10, where 0 means you do not understand at all and 10 means you understand very well. How well do you understand...*

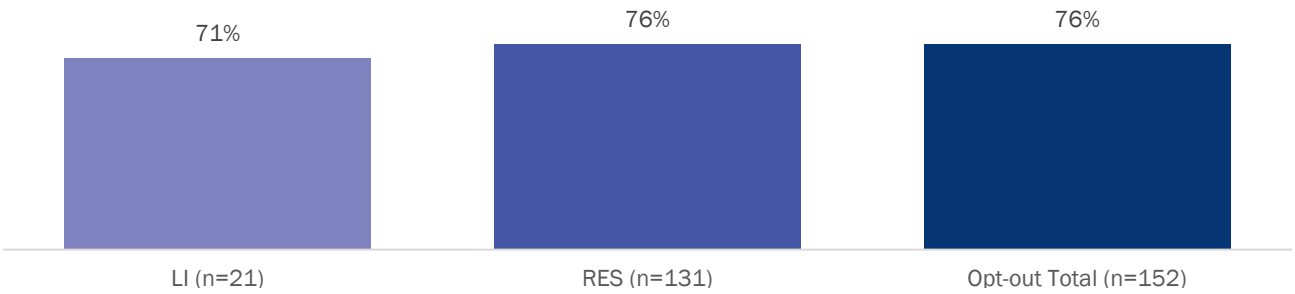


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes"). The item "How to save money by shifting electricity usage to off-peak hours" was not displayed to Rate V opt-in Pilot participants as peak hours do not apply to Rate V.

Of opt-out Pilot participants who are aware of their enrollment in the new billing plan and who were sent a High Demand Alert email notifying them they had gone over their average peak demand from that time last year, about three-quarters (76%) recall receiving the email.[8]

Opt-out by Sector

Q9c1. Do you recall receiving an email from Con Edison alerting you went over your average peak demand from this time last year? (Selected "Yes")*

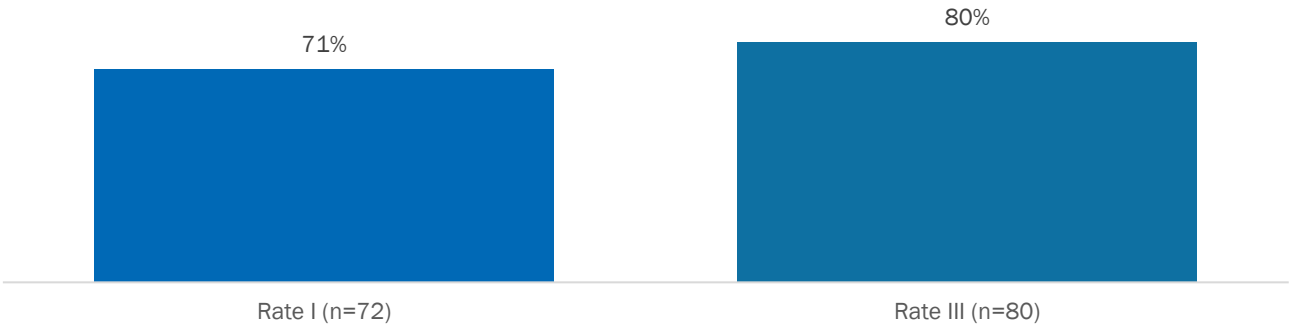


*Note: LI = Low Income, RES = Residential. Responses among those who are aware their enrollment in the new billing plan (Q0 = Smart Energy Plan or Q1= "Yes") and were sent a High Demand Alert email.

Rate I and Rate III Pilot participants (who are aware of their enrollment in the new billing plan and who were sent a High Demand Alert email) are similarly likely to indicate recalling that they received an email that alerted them that they had gone over their average peak demand from that time last year.

Opt-out by Rate

Q9c1. Do you recall receiving an email from Con Edison alerting you went over your average peak demand from this time last year? (Selected "Yes")*



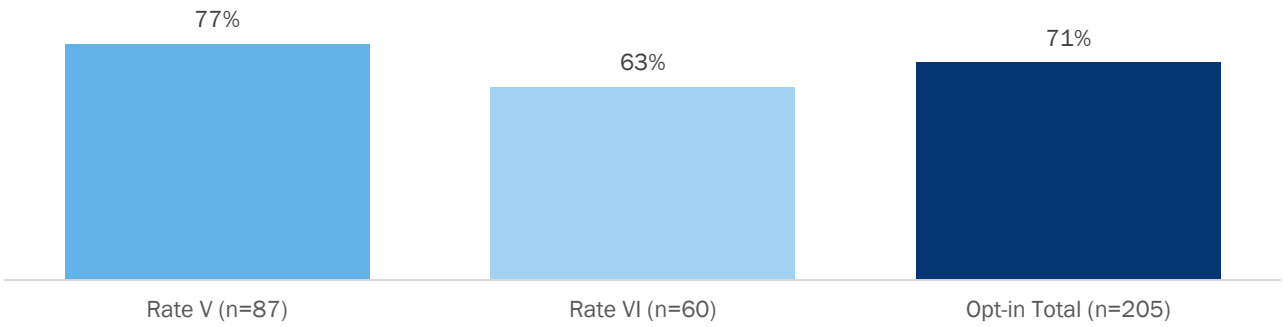
*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = Smart Energy Plan or Q1= "Yes") and were sent a High Demand Alert email.

[8] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Rate V and VI Pilot participants (who are aware of their enrollment in the new billing plan and received a High Demand Alert email) are similarly likely to indicate recalling that they received an email that alerted them that they had exceeded their fixed kW amount.

Opt-in by Rate

Q9c1. Do you recall receiving an email from Con Edison alerting you that you had exceeded your fixed kW amount? (Selected "Yes")*

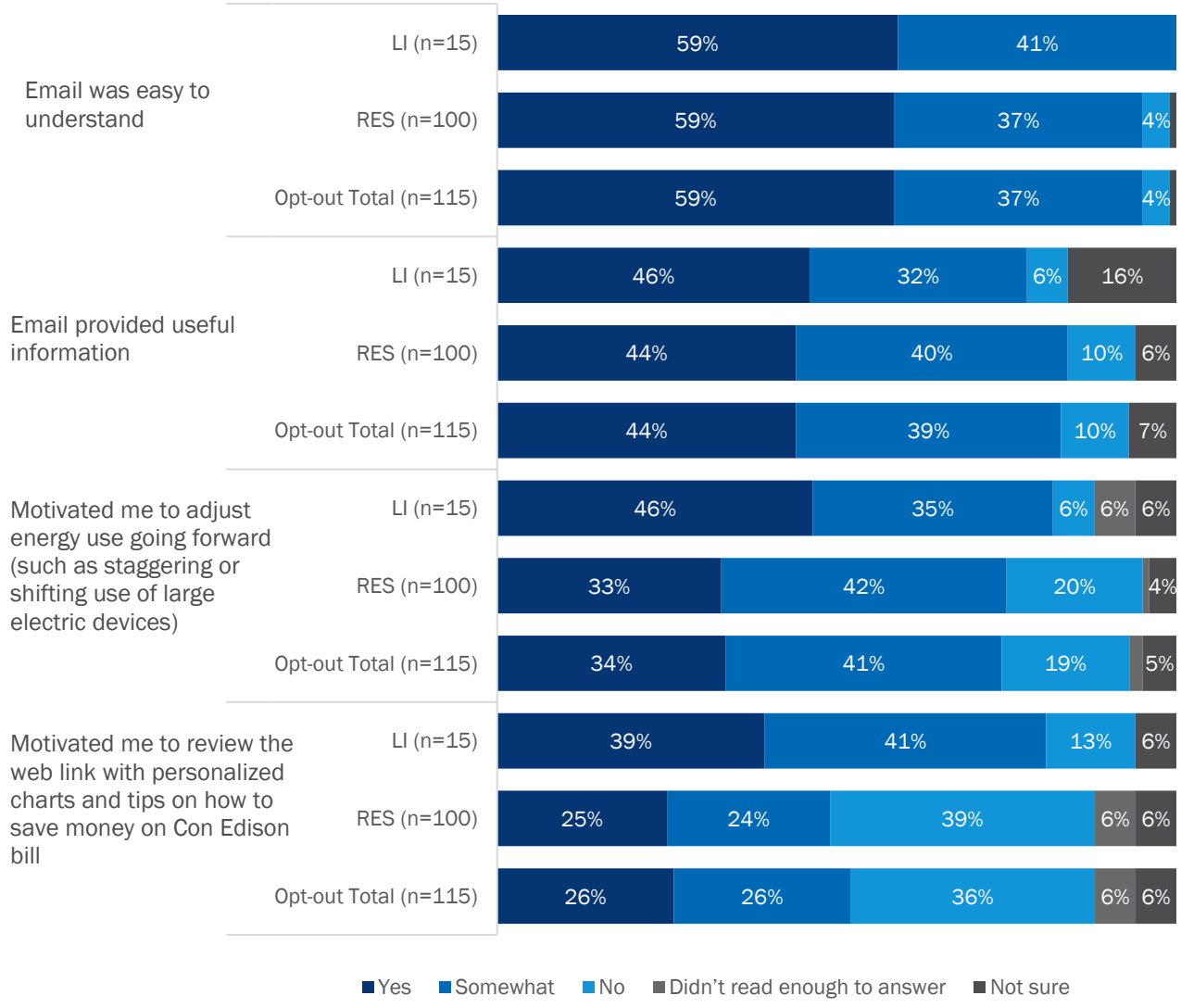


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes") and were sent a High Demand Alert email. Rate I opt-in participants were not sent an email because fixed delivery amounts are not a component of Rate I.

Of all opt-out Pilot participants who reported receiving a High Demand Alert email, about half indicate that the email was easy to understand (59%) and provided useful information (44%). About one-third (34%) of participants report that the email motivated them to adjust energy use going forward and fewer (26%) report that the email motivated them to review the web link with personalized charts and tips on how to save money on their bill.[9]

Opt-out by Sector

Q9c2. Would you say that the email...*



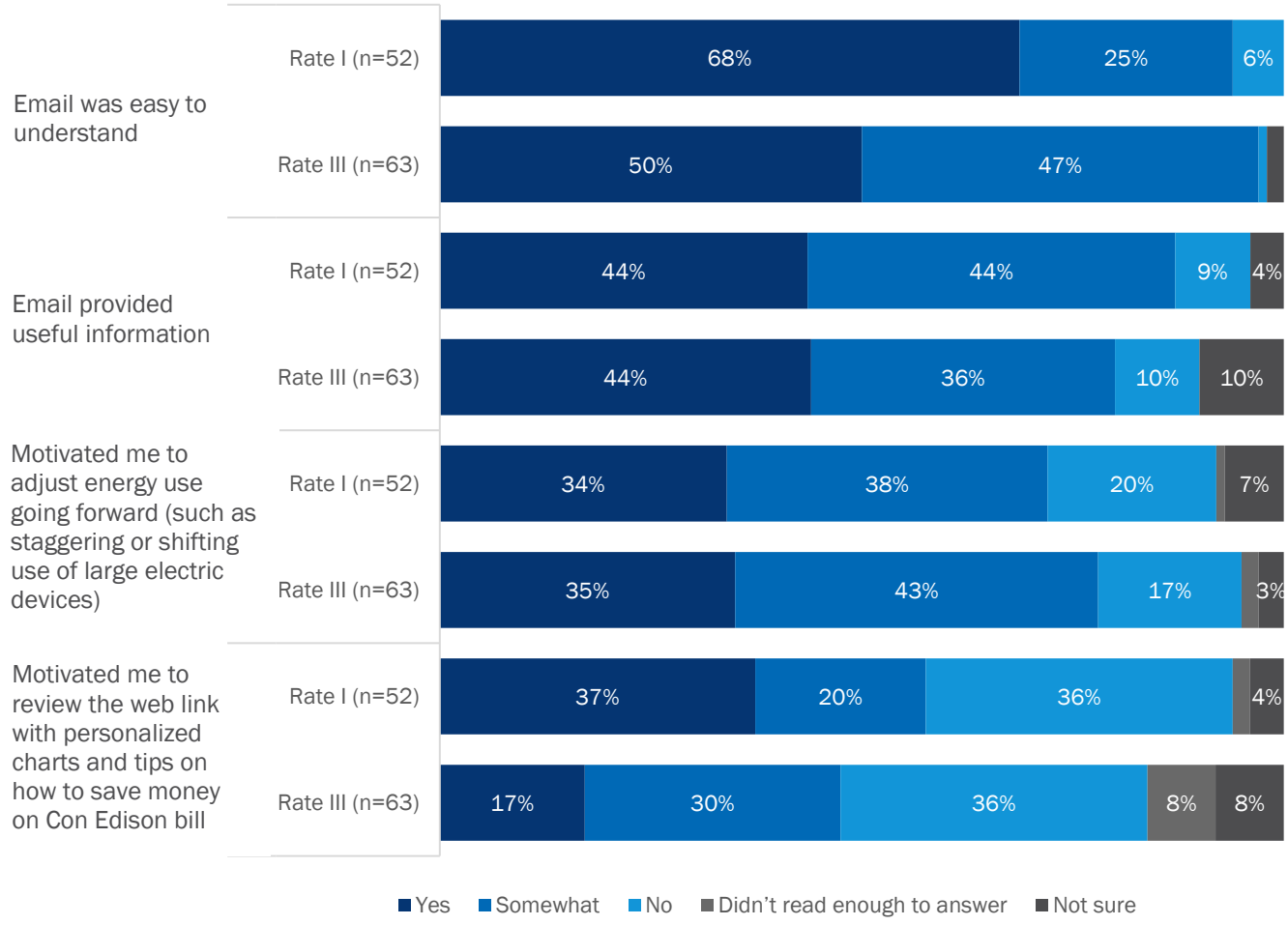
*Note: LI = Low Income, RES = Residential. Responses among those who reported receiving a High Demand Alert email (Q9c1 = "Yes").

[9] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Of opt-out Pilot participants who reported receiving a High Demand Alert email, Rate III participants are statistically more likely to indicate that the email was somewhat easy to understand than Rate I participants. Compared to those on Rate III, Rate I participants are statistically more likely to report that the email motivated them to review the web link with personalized charts and tips on how to save money on their bill.

Opt-out by Rate

Q9c2. Would you say that the email...*

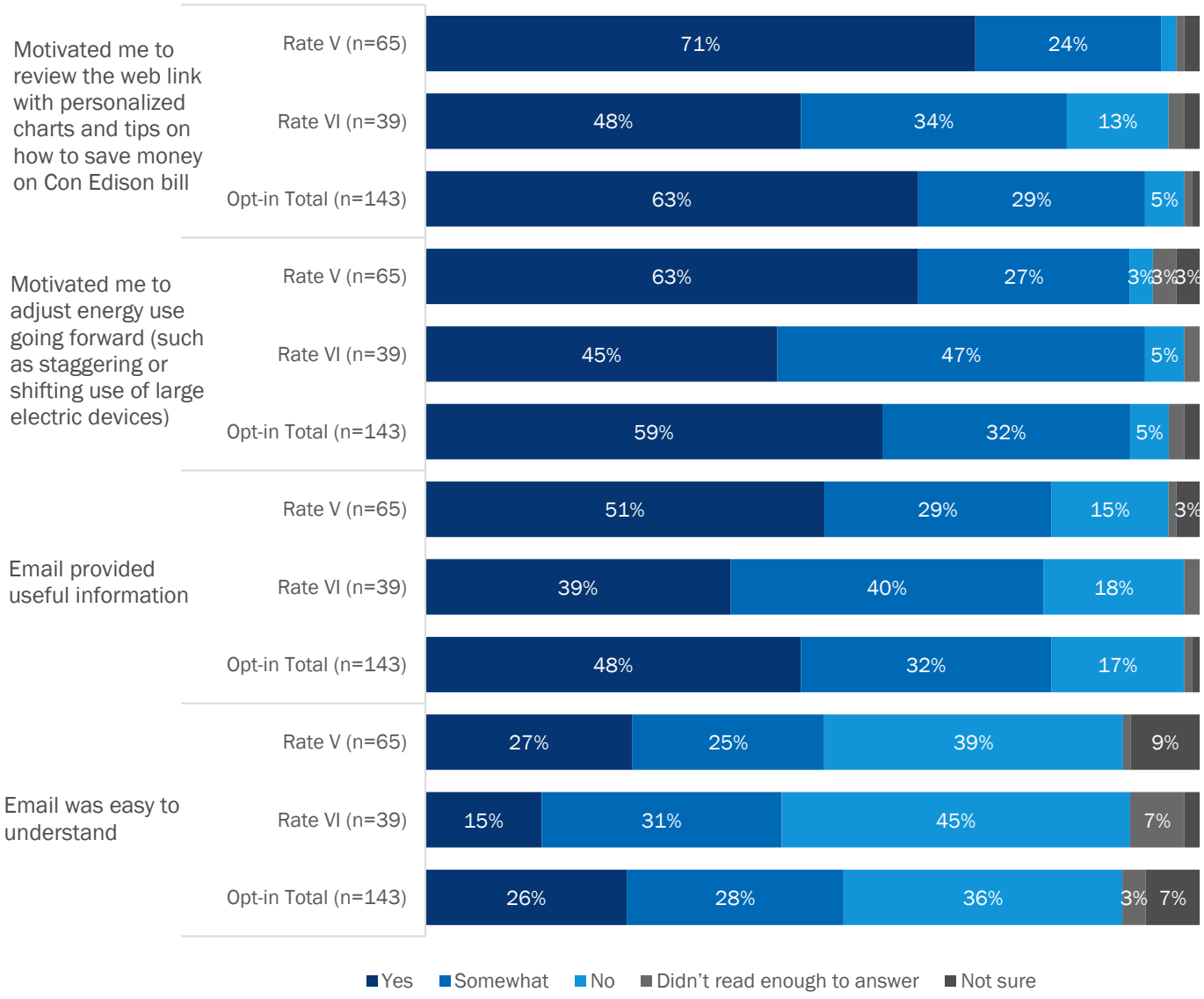


*Note: Responses among those who reported receiving a High Demand Alert email (Q9c1 = "Yes").

About two-thirds (61%) of opt-in Pilot participants who reported receiving the High Demand Alert email indicate the email motivated them to review the web link with personalized charts and tips and about half report that the email motivated them to adjust energy use going forward (59%) and provided useful information (48%). Rate V participants are statistically more likely to indicate that the email they received was easy to understand compared to Rate VI participants.

Opt-in by Rate

Q9c2. Would you say that the email...*

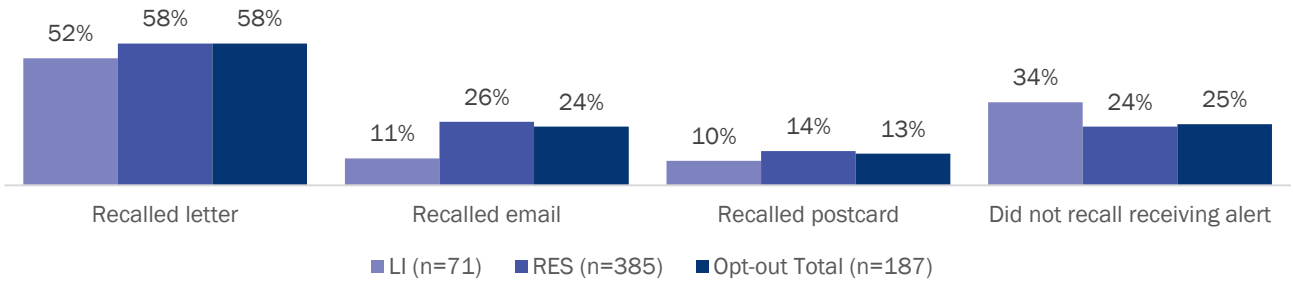


*Note: Responses among those who reported receiving a High Demand Alert email (Q9c1 = "Yes"). Rate I opt-in participants did not receive an email as fixed delivery amounts are not a component of Rate I.

Three-quarters (75%) of opt-out Pilot participants recall receiving at least one type of notification from Con Edison alerting them of the end of their two-year tenure on the Smart Energy Plan, with letters being the most commonly recalled.

Opt-out by Sector

Q9d1. Do you recall receiving a letter [Displayed for those who received a web email invite: ", email,"] or postcard from Con Edison alerting you that your household is reaching the end of its two year tenure on the Smart Energy Plan as of your bill ending in October 2021, and that your household could re-enroll in the Smart Energy Plan if you wish to continue on the Plan? Let us know if you recall receiving the... (Multiple Responses Allowed)*

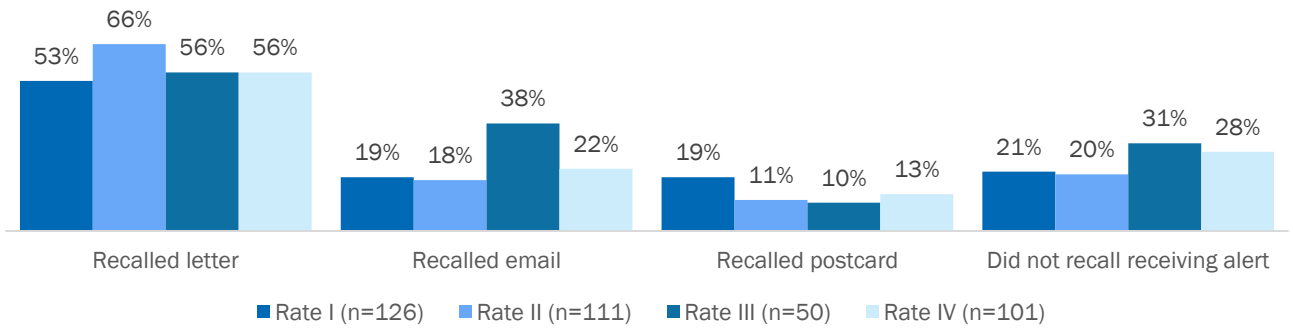


*Note: LI = Low Income, RES = Residential

Rate III opt-out Pilot participants are statistically more likely than Rate I and Rate II participants to recall seeing an email from Con Edison alerting them about the end of the two-year tenure on the Smart Energy Plan.

Opt-out by Rate

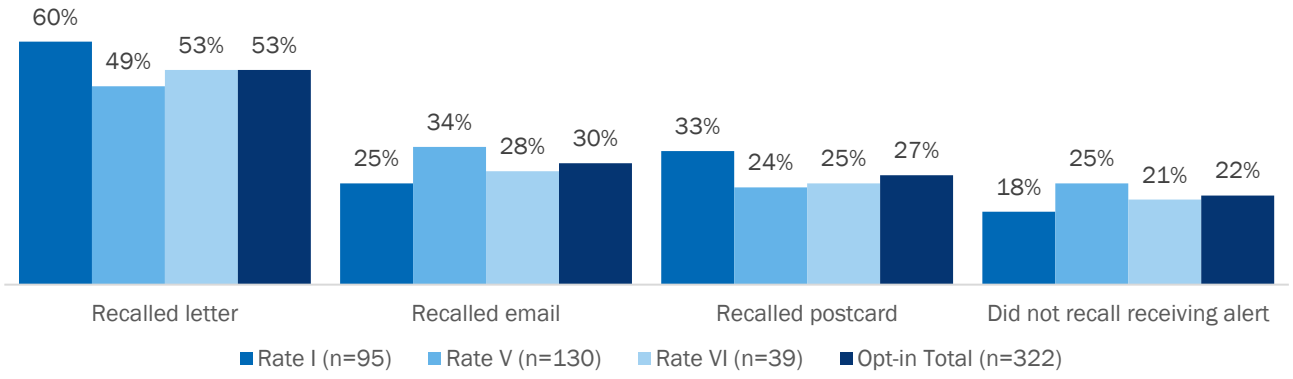
Q9d1. Do you recall receiving a letter [Displayed for those who received a web email invite: ", email,"] or postcard from Con Edison alerting you that your household is reaching the end of its two year tenure on the Smart Energy Plan as of your bill ending in October 2021, and that your household could re-enroll in the Smart Energy Plan if you wish to continue on the Plan? Let us know if you recall receiving the... (Multiple Responses Allowed)



About three-quarters (78%) of opt-in Pilot participants recall receiving at least one type of notification from Con Edison alerting them about the end of their two-year tenure on the Smart Energy Plan/Fixed Delivery Billing Plan.

Opt-in by Rate

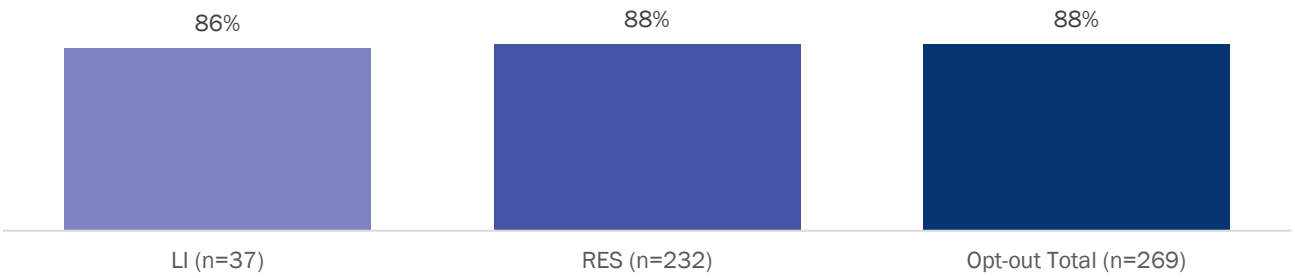
Q9d1. Do you recall receiving a letter [Displayed for those who received a web email invite: ", email,"] or postcard from Con Edison alerting you that your household is reaching the end of its two year tenure on the [Smart Energy Plan/Fixed Delivery Billing Plan] as of your bill ending in October 2021, and that your household could re-enroll in the [Smart Energy Plan/Fixed Delivery Billing Plan] if you wish to continue on the Plan? Let us know if you recall receiving the... (Multiple Responses Allowed)



Among opt-out Pilot participants who recalled receiving a letter from Con Edison, most (88%) report that the letter provided enough information to make an informed decision about staying on the Smart Energy Plan.

Opt-out by Sector

Q9d2. Did the letter provide you with enough information so you could make an informed decision as to whether you would like to stay on the Smart Energy Plan? (Selected "Yes")*

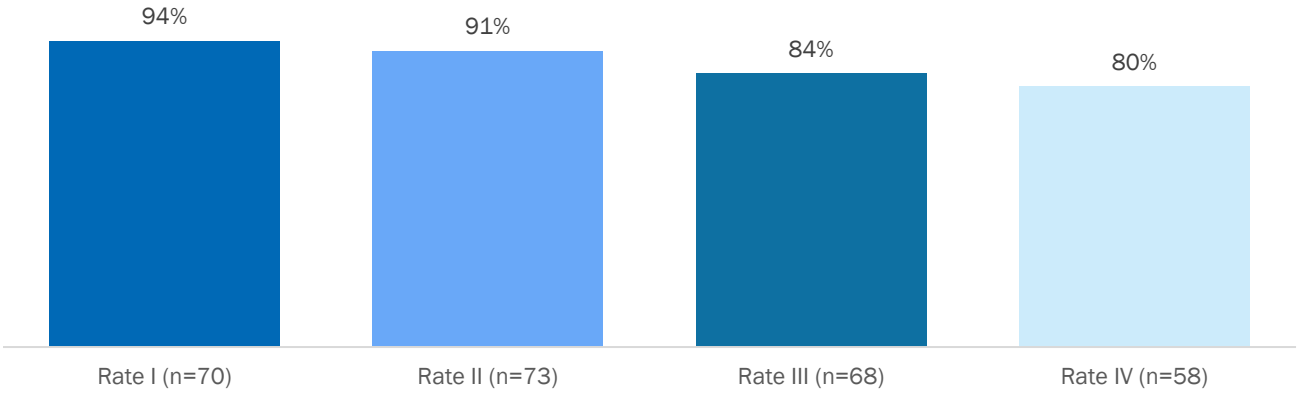


*Note: LI = Low Income, RES = Residential. Responses among participants only and who recalled receiving a letter (Q9d1 = "Letter")

Among opt-out Pilot participants who recalled receiving a letter from Con, Rate I participants are statistically more likely than Rate IV participants to indicate that the letter provided enough information to make an informed decision about staying on the Smart Energy Plan.

Opt-out by Rate

Q9d2. Did the letter provide you with enough information so you could make an informed decision as to whether you would like to stay on the Smart Energy Plan? (Selected "Yes")*

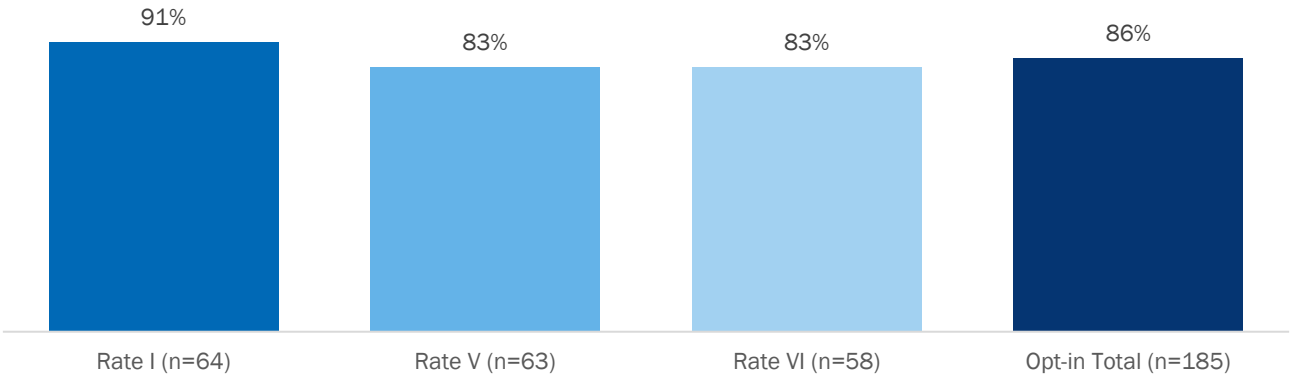


*Note: Responses among participants only and who recalled receiving a letter (Q9d1 = "Letter")

Among opt-in Pilot participants who recalled receiving a letter from Con Edison, most (86%) report that the letter provided enough information to make an informed decision about staying on the Smart Energy Plan/Fixed Delivery Billing Plan.

Opt-in by Rate

Q9d2. Did the letter provide you with enough information so you could make an informed decision as to whether you would like to stay on the [Smart Energy Plan/Fixed Delivery Billing Plan]? (Selected "Yes")*

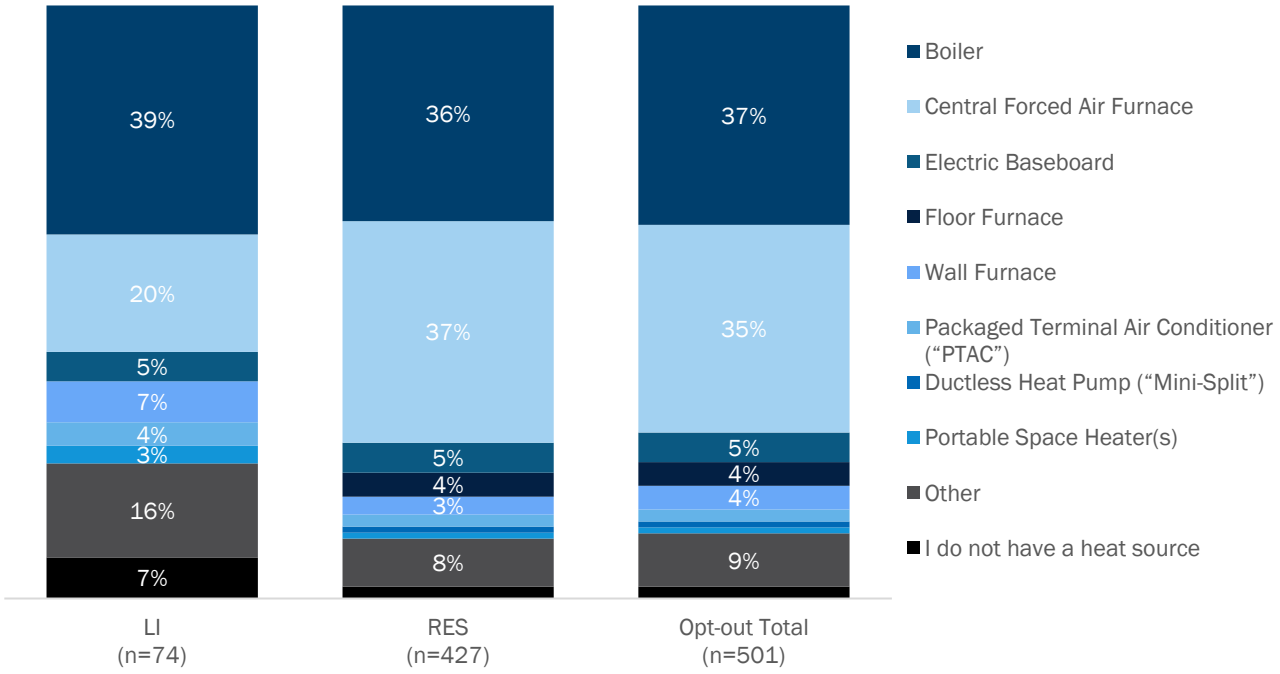


*Note: Responses among participants only and who recalled receiving a letter (Q9d1 = "Letter")

Opt-out Pilot participants typically report having either a boiler (37%) or a central forced air furnace (35%) as the main heating source in their home. However, non-low income residential participants are statistically more likely to have a central-forced air furnace than low income participants. Additionally, low income participants are statistically more likely to report having other type of heating system and more likely to not having a heat source at all compared to non-low income residential participants.

Opt-out by Sector

BA_Heat. What type of heating system is primarily used as the main heating source in your home?*

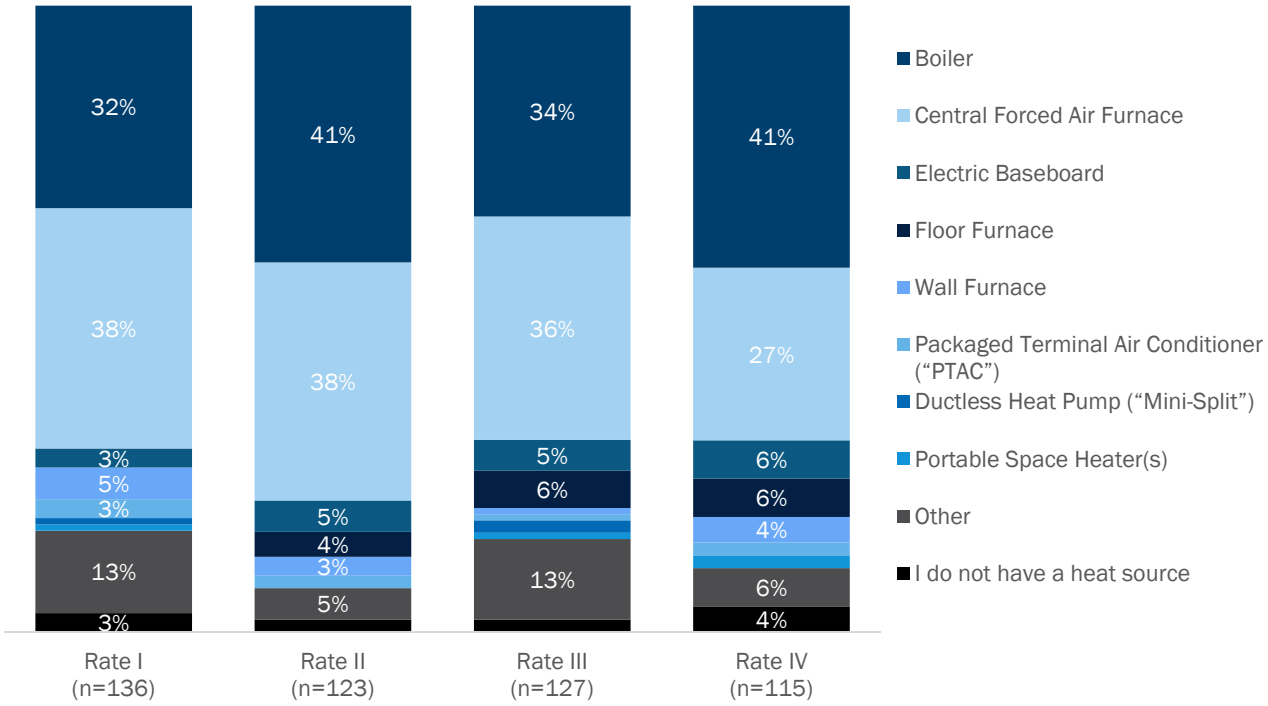


*Note: LI = Low Income, RES = Residential. Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating system types. The following percentages of Pilot participants said "Unsure" to the question above: LI=12%, RES=8%, Total=8%. Web respondents were shown images of each device to ensure accuracy of responses.

Among opt-out Pilot participants, the type of heating equipment used as the main heating source in the home is statistically similar across rates.

Opt-out by Rate

BA_Heat. What type of heating system is primarily used as the main heating source in your home?*

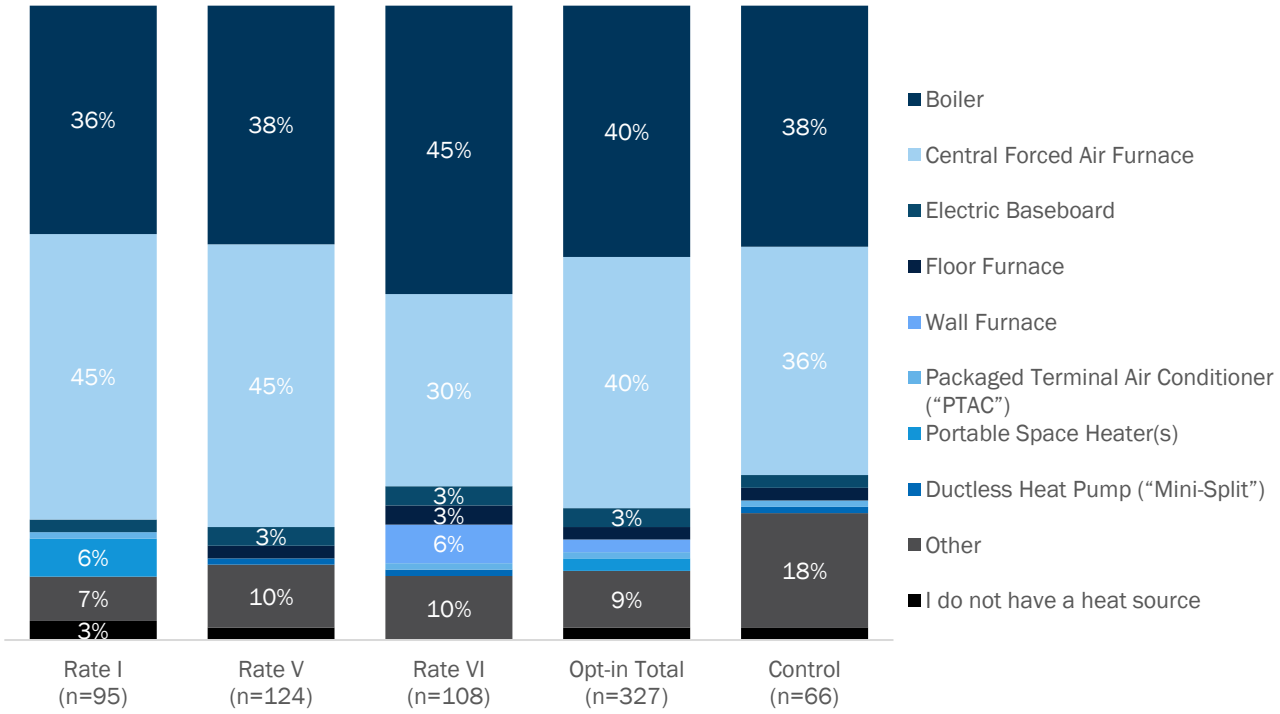


*Note: Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating system types. The following percentages of Pilot participants said "Unsure" to the question above: Rate I=8%, Rate II=10%, Rate III=7%, Rate IV=8%, Total=8%. Web respondents were shown images of each device to ensure accuracy of responses.

Primary heating systems are statistically similar across opt-in rates and treatment statuses, with most indicating either having a boiler or a central forced air furnace.

Opt-in by Rate

BA_Heat. What type of heating system is primarily used as the main heating source in your home?*

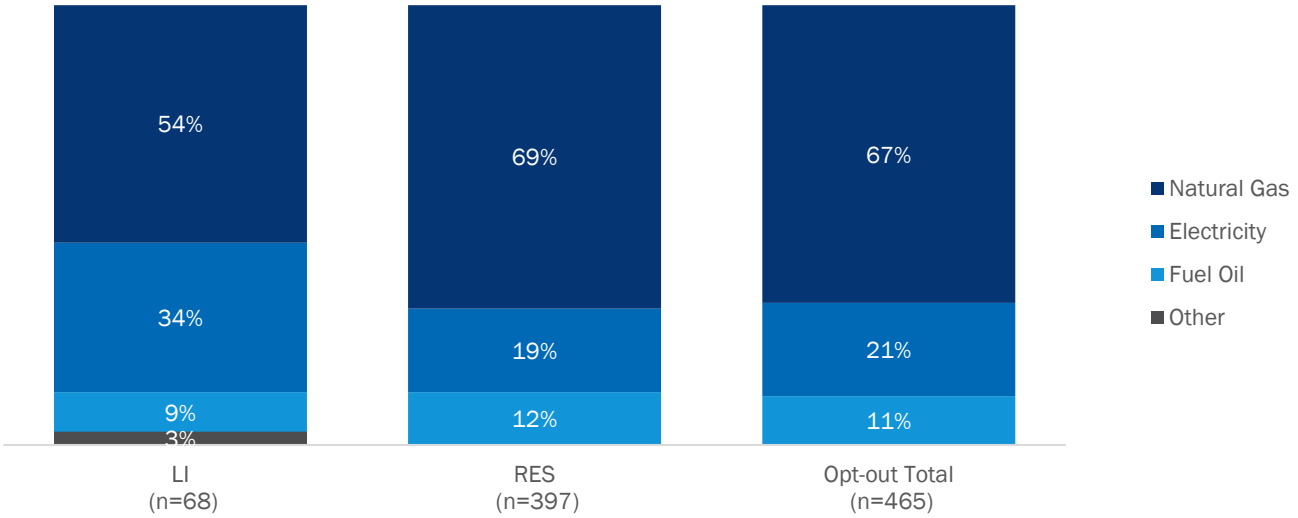


*Note: Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating system types. The following percentages of Pilot participants and control customers said "Unsure" to the question above: Rate I=6%, Rate V=10%, Rate VI=1%, Opt-in Total=6%, Control=6%. Web respondents were shown images of each device to ensure accuracy of responses.

About three-quarters (76%) of all opt-out Pilot participants use natural gas to fuel their primary heating system. Low income residential participants are statistically less likely to report using natural gas to fuel their primary heating system compared to non-low income residential participants.

Opt-out by Sector

BA_Fuel. What fuel does your primary heating system use to produce heat?*

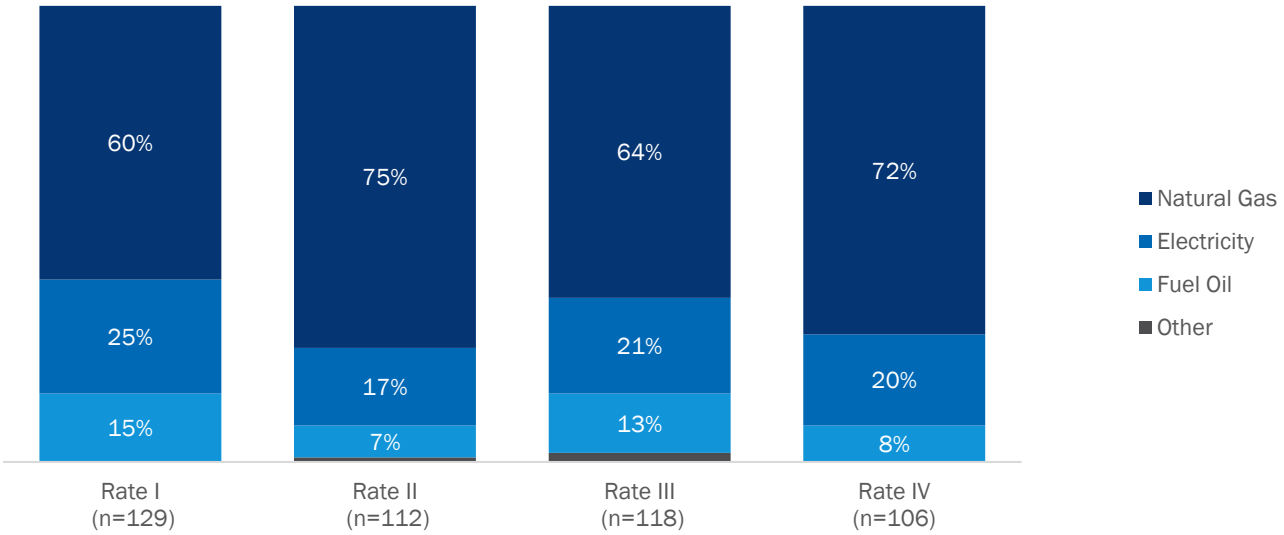


*Note: LI = Low Income, RES = Residential. Responses among those who reported having a central forced air furnace, portable space heater, wall furnace, floor furnace or boiler as their main heating source (BA_Heat = "central forced air furnace", "portable space heater", "wall furnace", "floor furnace" or "boiler"). Those who had electric heating equipment (BA_Heat = "Electric Baseboard", "Electric Wall Heater", "Ground-Source/Geothermal Heat Pump", "Ductless Heat Pump ("Mini-Split")", and "Packaged Terminal Air Conditioner ("PTAC")" were coded as using electricity. Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating fuel types. The following percentages of Pilot participants said "Unsure" to the question above: LI=3%, RES=7%, Total=6%.

Heating fuel use is statistically similar across rates among opt-out Pilot participants.

Opt-out by Rate

BA_Fuel. What fuel does your primary heating system use to produce heat?*

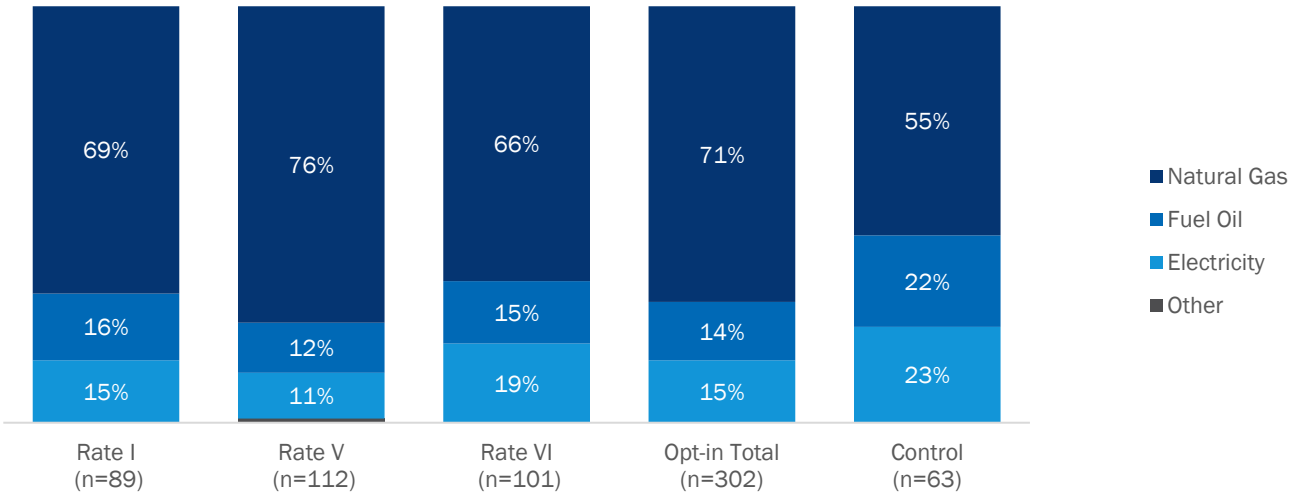


*Note: Responses among those who reported having a central forced air furnace, portable space heater, wall furnace, floor furnace or boiler as their main heating source (BA_Heat = "central forced air furnace", "portable space heater", "wall furnace", "floor furnace" or "boiler"). Those who had electric heating equipment (BA_Heat = "Electric Baseboard", "Electric Wall Heater", "Ground-Source/Geothermal Heat Pump", "Ductless Heat Pump ("Mini-Split")", and "Packaged Terminal Air Conditioner ("PTAC")" were coded as using electricity. Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating fuel types. The following percentages of Pilot participants said "Unsure" to the question above: Rate I=5%, Rate II=8%, Rate III=8%, Rate IV=4%, Total=6%.

Opt-in Pilot participants are statistically more likely to report using natural gas to heat their home compared to control customers (55% and 71%, respectively).

Opt-in by Rate

BA_Fuel. What fuel does your primary heating system use to produce heat?*

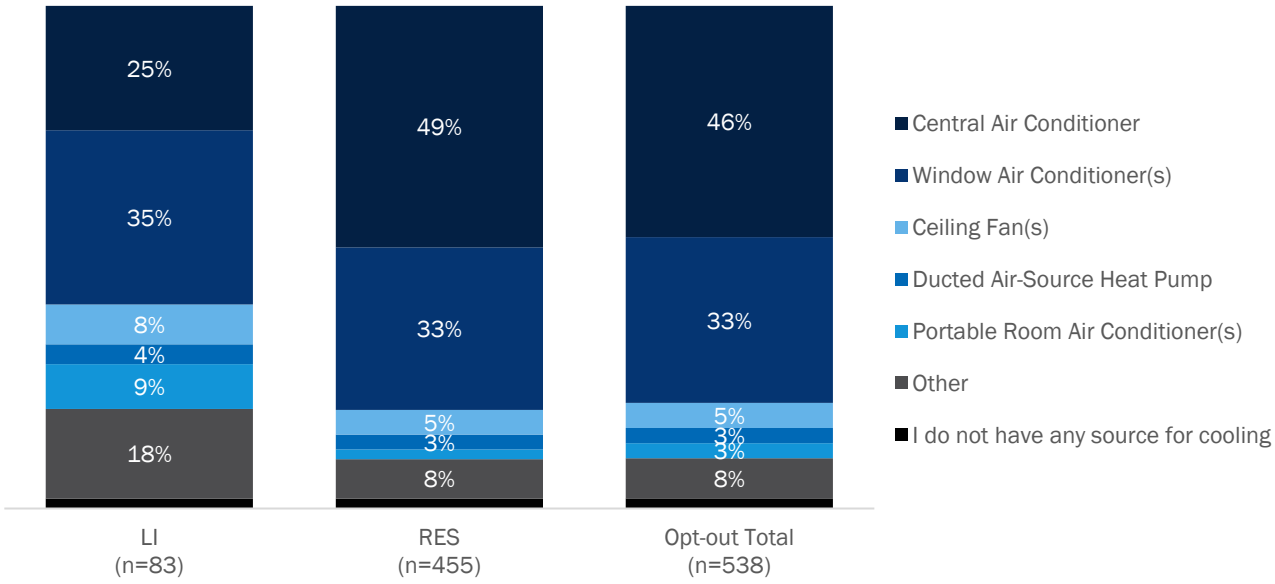


*Note: Responses among those who reported having a central forced air furnace, portable space heater, wall furnace, floor furnace or boiler as their main heating source (BA_Heat = "central forced air furnace", "portable space heater", "wall furnace", "floor furnace" or "boiler"). Those who had electric heating equipment (BA_Heat = "Electric Baseboard", "Electric Wall Heater", "Ground-Source/Geothermal Heat Pump", "Ductless Heat Pump ("Mini-Split")", and "Packaged Terminal Air Conditioner ("PTAC")" were coded as using electricity. Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating fuel types. The following percentages of Pilot participants and control customers said "Unsure" to the question above: Rate I=7%, Rate V=8%, Rate VI=8%, Opt-in Total=8%, Control=2%.

About half (46%) of all opt-out Pilot participants report using a central air conditioner as their main cooling source. Non-low income residential participants are statistically more likely to report using a central air conditioner, while low income participants are statistically more likely to report using a portable air conditioner or other cooling equipment as their main cooling source.

Opt-out by Sector

BA_Cool. What is normally used as the main cooling source in your home?*

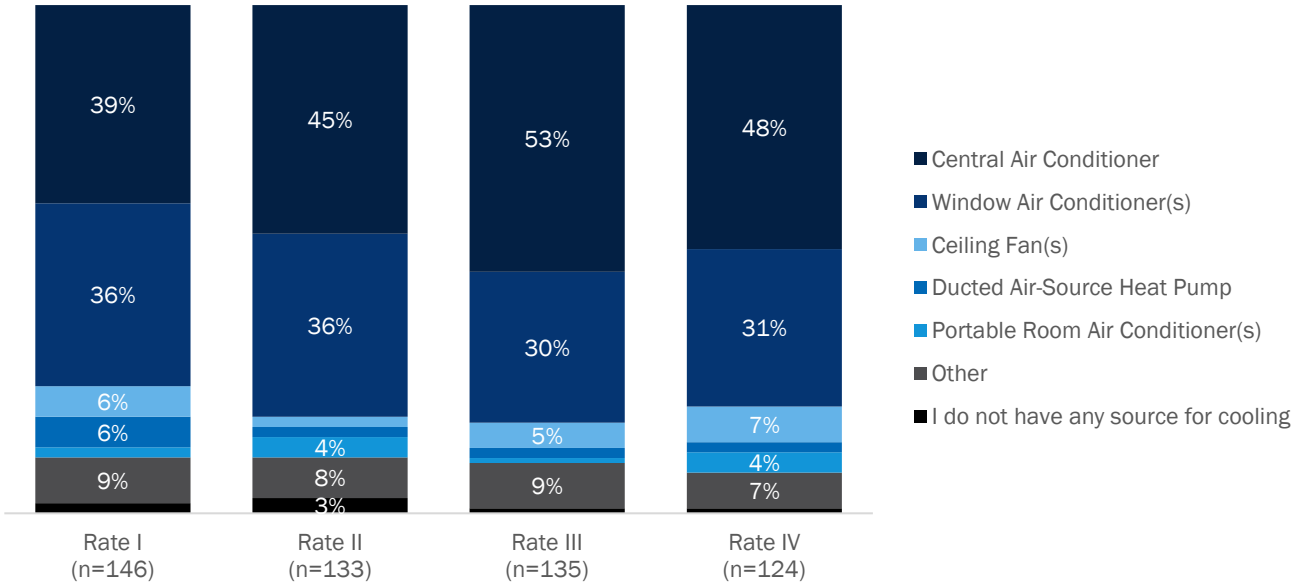


*Note: LI = Low Income, RES = Residential. Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating fuel types. The following percentages of Pilot participants said "Unsure" to the question above: LI=3%, RES=1%, Total=1%.

Among opt-out Pilot participants, main cooling source in the home is statistically similar across rates.

Opt-out by Rate

BA_Cool. What is normally used as the main cooling source in your home?*

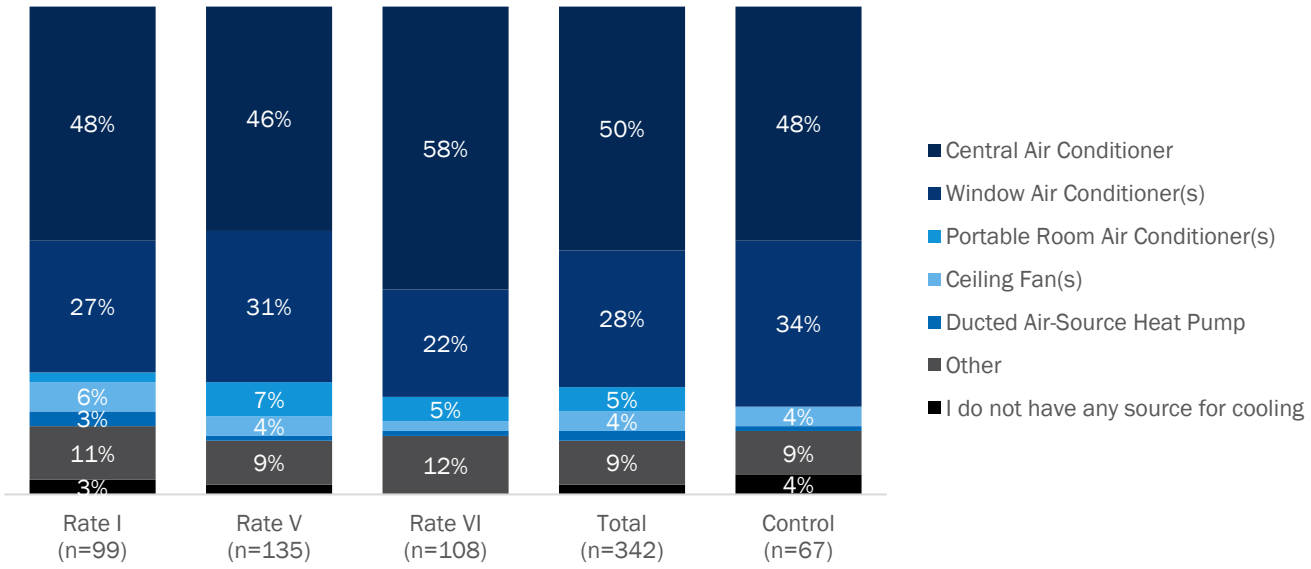


*Note: Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating fuel types. The following percentages of Pilot participants said "Unsure" to the question above: Rate I=0%, Rate II=2%, Rate III=2%, Rate IV=1%, Total=1%.

About half of opt-in Pilot participants (50%) and control customers (48%) report using a central air conditioner as their main cooling source. The type of equipment used by opt-in Pilot participants to cool their home is statistically similar across rates.

Opt-in by Rate

BA_Cool. What is normally used as the main cooling source in your home?*



*Note: Figure excludes "Unsure" responses; responses sum to 100% as to eliminate the impact of uncertainty on the reported incidence of heating fuel types. The following percentages of Pilot participants said "Unsure" to the question above: Rate I=3%, Rate V=2%, Rate VI=3%, Total=2%, Control=5%.

The most common type of energy efficient or smart technologies installed in opt-out Pilot participants' homes is LED lighting, with about two-thirds (67%) of participants reporting that they have standard LED light bulbs installed in their homes.

Opt-out by Sector

BA4. What energy efficient or smart technologies do you currently have installed in your home? Please only count modern energy efficient technologies or "smart" versions that connect to the internet. (Multiple Responses Allowed)

Energy Efficient or Smart Technologies Installed	LI (n=85)	RES (n=458)	Opt-out Total (n=543)
Standard LED light bulbs	73%	67%	67%
Energy efficient or internet-connected smart clothes washer	21%	16%	16%
Energy efficient central heating or air conditioning system	10%	15%	14%
Energy efficient or internet-connected smart clothes dryer	16%	14%	14%
Newer energy efficient windows	16%	14%	14%
Internet-connected smart thermostat	13%	13%	13%
Internet-connected smart lighting or Wi-Fi lighting controls	10%	10%	10%
Energy efficient or internet-connected smart dishwasher	11%	9%	9%
Smart outlets or other electronics controls	8%	8%	8%
Energy efficient or internet-connected smart hot water heater	7%	7%	7%
We participate in energy management programs	4%	5%	5%
We manage or automate energy use with an app, smart speaker, or other smart device	5%	3%	3%
Internet-connected smart window air conditioner	2%	3%	3%
None of these	19%	24%	23%

Energy efficient or smart technology that opt-out Pilot participants have installed in their homes is statistically similar across rates.

Opt-out by Rate

BA4. What energy efficient or smart technologies do you currently have installed in your home? Please only count modern energy efficient technologies or "smart" versions that connect to the internet. (Multiple Responses Allowed)

Energy Efficient or Smart Technologies Installed	Rate I (n=146)	Rate II (n=134)	Rate III (n=138)	Rate IV (n=125)
Standard LED light bulbs	63%	69%	66%	73%
Energy efficient or internet-connected smart clothes washer	17%	18%	13%	17%
Energy efficient or internet-connected smart clothes dryer	17%	16%	12%	13%
Energy efficient central heating or air conditioning system	17%	15%	12%	12%
Newer energy efficient windows	14%	14%	12%	17%
Internet-connected smart thermostat	14%	11%	16%	13%
Internet-connected smart lighting or Wi-Fi lighting controls	8%	11%	11%	10%
Energy efficient or internet-connected smart dishwasher	11%	7%	9%	9%
Smart outlets or other electronics controls	8%	11%	5%	9%
Energy efficient or internet-connected smart hot water heater	8%	6%	7%	5%
We participate in energy management programs	4%	7%	4%	4%
We manage or automate energy use with an app, smart speaker, or other smart device	2%	3%	5%	4%
Internet-connected smart window air conditioner	1%	3%	5%	3%
None of these	27%	22%	23%	20%

The most common type of energy efficient or smart technologies installed in opt-in Pilot participants' and control customers' homes is LED lighting. Control customers were just as likely as opt-in Pilot participants to report having any energy efficient or smart technologies in their home.

Opt-in by Rate

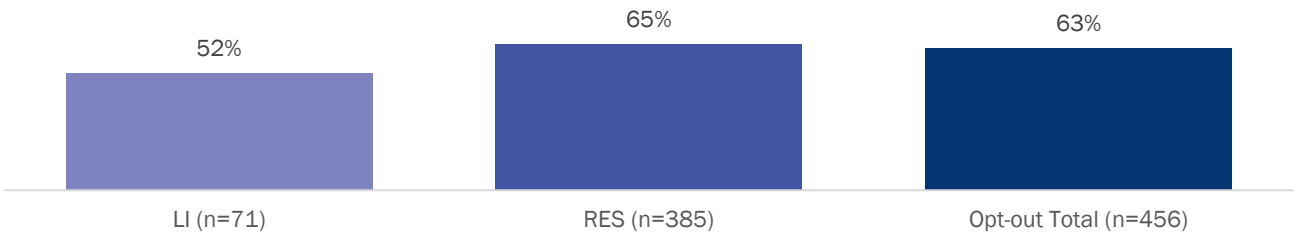
BA4. What energy efficient or smart technologies do you currently have installed in your home? Please only count modern energy efficient technologies or "smart" versions that connect to the internet. (Multiple Responses Allowed)

Energy Efficient or Smart Technologies Installed	Rate I (n=101)	Rate V (n=136)	Rate VI (n=109)	Opt-in Total (n=346)	Control (n=70)
Standard LED light bulbs	64%	66%	62%	64%	69%
Internet-connected smart thermostat	21%	19%	17%	19%	16%
Newer energy efficient windows	18%	15%	19%	17%	20%
Energy efficient or internet-connected smart clothes washer	19%	14%	16%	16%	17%
Energy efficient or internet-connected smart clothes dryer	20%	13%	12%	14%	13%
Energy efficient central heating or air conditioning system	15%	13%	8%	12%	16%
Internet-connected smart lighting or Wi-Fi lighting controls	10%	9%	16%	12%	12%
Energy efficient or internet-connected smart dishwasher	13%	9%	12%	11%	9%
Smart outlets or other electronics controls	11%	9%	10%	10%	11%
Energy efficient or internet-connected smart hot water heater	9%	5%	9%	7%	4%
We participate in energy management programs	10%	3%	3%	5%	4%
Internet-connected smart window air conditioner	2%	3%	6%	4%	1%
We manage or automate energy use with an app, smart speaker, or other smart device	3%	6%	3%	4%	5%
None of these	23%	23%	28%	25%	26%

About two-thirds (63%) of opt-out Pilot participants who are aware of their enrollment in the new billing plan report taking efforts to stagger electricity usage or shift usage to off-peak hours in the last six months. Low income participants are statistically more likely to report not knowing whether they or anyone in their household had taken any actions compared to non-low income residential participants.

Opt-out by Sector

BA1. In the last six months, have you (or anyone in your household) taken any efforts to stagger electricity usage or shift usage to off-peak hours? (Selected "Yes")*

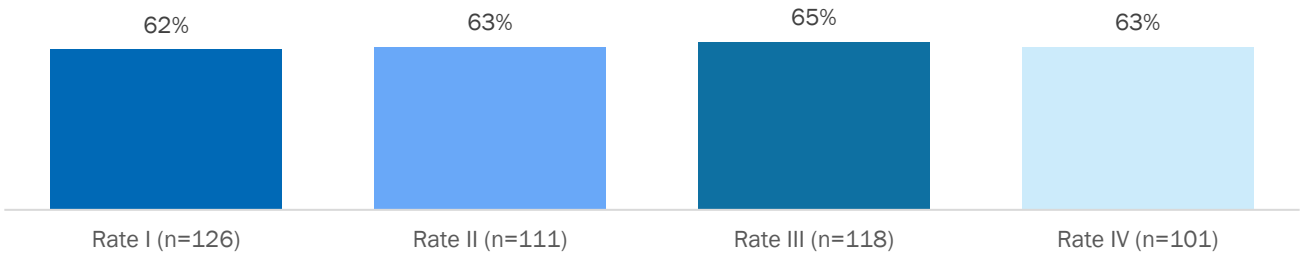


*Note: LI = Low Income, RES = Residential. The following percentages of opt-out Pilot participants said "No" to the question above: LI=22%, RES=26%, Opt-out Total=25%. The following percentages of opt-out Pilot participants said "Don't know" to the question above: LI=27%, RES=10%, Opt-out Total=12%. Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes").

Of opt-out Pilot participants who are aware of their enrollment in the new billing plan, reports of taking efforts to stagger electricity usage or shift usage to off-peak hours in the last six months is statistically similar across rates.

Opt-out by Rate

BA1. In the last six months, have you (or anyone in your household) taken any efforts to stagger electricity usage or shift usage to off-peak hours? (Selected "Yes")*

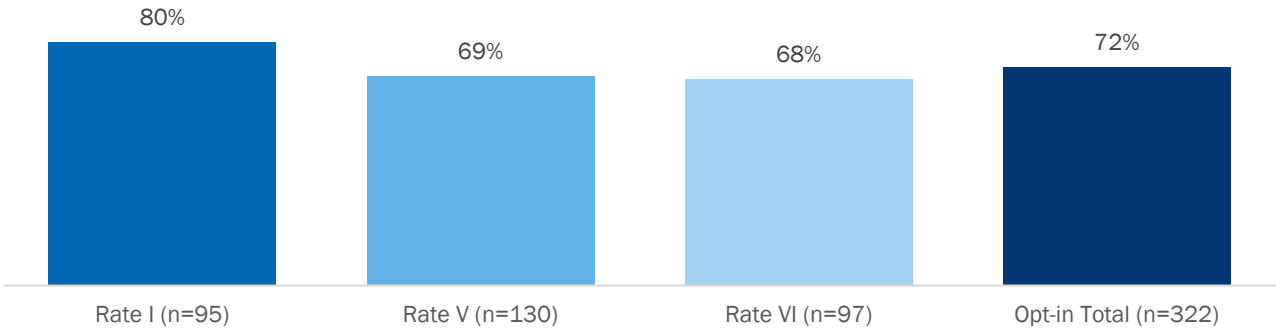


*Note: The following percentages of opt-out Pilot participants said "No" to the question above: Rate I=27%, Rate II=27%, Rate III=26%, Rate IV=18%. The following percentages of opt-out Pilot participants said "Don't know" to the question above: Rate I=11%, Rate II=9%, Rate III=9%, Rate IV=19%. Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes").

About two-thirds (72%) of opt-in Pilot participants who are aware of their enrollment in the new billing plan report taking efforts to stagger electricity usage or shift usage to off-peak hours in the last six months.

Opt-in by Rate

BA1. In the last six months, have you (or anyone in your household) taken any efforts to stagger electricity usage [Displayed to all but Rate V participants: "or shift usage to off-peak hours"]? (Selected "Yes")*



*Note: The following percentages of opt-in Pilot participants said "No" to the question above: Rate I=10%, Rate V=19%, Rate VI=22%, Opt-in Total=17%. The following percentages of opt-in Pilot participants said "Don't know" to the question above: Rate I=10%, Rate V=13%, Rate VI=10%, Opt-in Total=11%. Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes").

Among opt-out Pilot participants who are aware of their enrollment in the new billing plan and reported taking any action to shift or stagger their electricity usage in the last six months, shifting the use of clothes washers, dishwashers, and electric clothes dryers, and staggering the use of air conditioning, entertainment systems, and lighting are the most common actions taken. Non-low income residential participants are statistically more likely than low income participants to report shifting the use of clothes washers, dishwashers, and electric clothes dryers. Further, low income participants are statistically more likely to indicate not having a dishwasher in their home.

Opt-out by Sector

BA2. Which of the following actions have you taken to stagger your household's electricity usage or shift its usage to off-peak hours? For each specific activity, let us know if your household staggered or shifted the activity. If you don't have a particular feature in your home, please select "not applicable." (Multiple Responses Allowed)*

Activity and Action Taken		LI (n=38)	RES (n=259)	Opt-out Total (n=297)
Using a clothes washer	Shifted	30%	57%	54%
	Staggered	38%	26%	27%
	N/A	16%	9%	10%
Using a dishwasher	Shifted	21%	55%	52%
	Staggered	11%	19%	18%
	N/A	39%	17%	19%
Using an electric clothes dryer	Shifted	20%	42%	40%
	Staggered	14%	18%	17%
	N/A	30%	27%	27%
Running air conditioning	Shifted	29%	22%	22%
	Staggered	29%	40%	39%
	N/A	3%	5%	5%
Using lighting	Shifted	22%	21%	21%
	Staggered	31%	35%	35%
	N/A	13%	8%	8%
Using entertainment systems	Shifted	15%	18%	18%
	Staggered	35%	35%	35%
	N/A	13%	10%	11%
Cooking with electric appliances	Shifted	15%	15%	15%
	Staggered	20%	23%	23%
	N/A	20%	28%	28%
Using office equipment	Shifted	19%	11%	12%
	Staggered	32%	24%	25%
	N/A	21%	21%	21%
Using a hot tub or pool pump	Shifted	5%	8%	8%
	Staggered	2%	7%	7%
	N/A	58%	57%	57%
Charging electric vehicles	Shifted	3%	5%	5%
	Staggered	3%	5%	5%
	N/A	58%	61%	60%

*Note: LI = Low Income, RES = Residential. Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes") and reported they had taken actions to shift or stagger their usage in the last six months (BA1 = "Yes"). The item "Running air conditioning" was only displayed to customers who had reported having an air conditioning equipment in question BA_Cool (BA_Cool <> "Ceiling Fan", "Portable Fan", "Other" or "I do not have any source for cooling").

Among opt-out Pilot participants who are aware of their enrollment in the new billing plan and reported taking any action to shift or stagger their electricity usage in the last six months, those on Rate I are statistically more likely than those on Rate III to report shifting using a hot tub or pool pump, while those on Rate IV are statistically more likely than those on Rate III to report shifting using office equipment. Rate III participants are statistically more likely to indicate not knowing whether they had staggered or shifted the use of lighting compared to Rate II participants.

Opt-out by Rate

BA2. Which of the following actions have you taken to stagger your household's electricity usage or shift its usage to off-peak hours? For each specific activity, let us know if your household staggered or shifted the activity. If you don't have a particular feature in your home, please select "not applicable." (Multiple Responses Allowed)*

Activity and Action Taken		Rate I (n=81)	Rate II (n=74)	Rate III (n=78)	Rate IV (n=64)
Using a clothes washer	Shifted	55%	47%	60%	53%
	Staggered	29%	28%	24%	27%
	N/A	9%	15%	8%	8%
Using a dishwasher	Shifted	50%	60%	55%	40%
	Staggered	19%	19%	21%	13%
	N/A	24%	13%	17%	22%
Using an electric clothes dryer	Shifted	47%	27%	45%	38%
	Staggered	19%	18%	16%	15%
	N/A	22%	39%	26%	23%
Running air conditioning	Shifted	21%	29%	12%	30%
	Staggered	33%	41%	49%	33%
	N/A	7%	0%	4%	8%
Using lighting	Shifted	19%	24%	15%	28%
	Staggered	32%	40%	35%	33%
	N/A	15%	5%	6%	7%
Using entertainment systems	Shifted	19%	19%	11%	25%
	Staggered	39%	34%	34%	30%
	N/A	13%	6%	11%	12%
Cooking with electric appliances	Shifted	21%	13%	13%	13%
	Staggered	20%	28%	26%	16%
	N/A	29%	25%	25%	32%
Using office equipment	Shifted	16%	7%	5%	20%
	Staggered	23%	29%	20%	30%
	N/A	21%	21%	28%	13%
Using a hot tub or pool pump	Shifted	14%	5%	2%	13%
	Staggered	9%	7%	4%	6%
	N/A	53%	58%	66%	50%
Charging electric vehicles	Shifted	7%	1%	5%	6%
	Staggered	9%	2%	3%	3%
	N/A	56%	63%	66%	56%

*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes") and reported they had taken actions to shift or stagger their usage in the last six months (BA1 = "Yes"). The item "Running air conditioning" was only displayed to customers who had reported having an air conditioning equipment in question BA_Cool (BA_Cool <> "Ceiling Fan", "Portable Fan", "Other" or "I do not have any source for cooling").

Among opt-in Pilot participants who were aware of their enrollment in the new billing plan and reported taking any action to shift or stagger their electricity usage in the last six months, the most common actions taken are shifting or staggering the use of clothes washers and dishwashers, and staggering the use of air conditioning, entertainment systems, and lighting. Rate I participants are statistically more likely to indicate shifting the use of clothes washers and air conditioners compared to Rate VI participants. Additionally, Rate V participants are statistically more likely than Rate I participants to report staggering the use of air conditioners, clothes dryers, and lighting. Those on Rate V are also the most likely to report staggering the use of clothes washers and dishwashers and to indicate not having electric appliances for cooking.

Opt-in by Rate

BA2. Which of the following actions have you taken to stagger your household's electricity usage [Displayed to all but Rate V participants: "or shift its usage to off-peak hours? For each specific activity, let us know if your household staggered or shifted the activity."] If you don't have a particular feature in your home, please select "not applicable." (Multiple Responses Allowed)*

Activity and Action Taken		Rate I (n=68)	Rate V (n=82)	Rate VI (n=61)	Opt-in Total (n=211)
Using a clothes washer	Shifted	64%	N/A	35%	29%
	Staggered	29%	68%	42%	49%
	N/A	10%	16%	12%	13%
Using a dishwasher	Shifted	44%	N/A	33%	22%
	Staggered	11%	60%	24%	35%
	N/A	32%	23%	24%	26%
Running air conditioning	Shifted	41%	N/A	21%	18%
	Staggered	36%	58%	39%	47%
	N/A	3%	4%	4%	3%
Using an electric clothes dryer	Shifted	32%	N/A	31%	18%
	Staggered	14%	39%	24%	27%
	N/A	37%	38%	21%	34%
Using entertainment systems	Shifted	22%	N/A	22%	13%
	Staggered	32%	38%	34%	35%
	N/A	11%	5%	9%	8%
Using lighting	Shifted	19%	N/A	16%	10%
	Staggered	29%	51%	33%	39%
	N/A	13%	10%	14%	12%
Cooking with electric appliances	Shifted	24%	N/A	15%	11%
	Staggered	29%	20%	21%	23%
	N/A	26%	44%	24%	33%
Using office equipment	Shifted	16%	N/A	14%	9%
	Staggered	22%	38%	26%	29%
	N/A	27%	18%	11%	19%
Using a hot tub or pool pump	Shifted	6%	N/A	7%	4%
	Staggered	4%	11%	8%	8%
	N/A	61%	53%	52%	55%
Charging electric vehicles	Shifted	2%	N/A	5%	2%
	Staggered	2%	1%	5%	2%
	N/A	69%	66%	53%	64%

*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes") and reported they had taken actions to shift or stagger their usage in the last six months (BA1 = "Yes"). Items related to "shifting usage to off-peak hours" were not displayed to Rate V opt-in Pilot participants as peak hours do not apply to Rate V. The item "Running air conditioning" was only displayed to customers who had reported having an air conditioning equipment in question BA_Cool (BA_Cool <> "Ceiling Fan", "Portable Fan", "Other" or "I do not have any source for cooling").

When asked what, if anything, had kept them from staggering or shifting their electricity use, about one-quarter of opt-out Pilot participants who are aware of their enrollment in the new billing plan report they had done all they can do (27%) or that nothing keeps them from shifting or staggering their usage (22%), whereas one-quarter (25%) indicate that working or being at home makes it difficult to shift or stagger usage. While non-low income residential Pilot participants are statistically more likely to report their schedule as a barrier to shifting or staggering, low income Pilot participants are statistically more likely to report disabled household members as a barrier.

Opt-out by Sector

BA3. Which of the following, if any, has kept you from staggering electricity usage or shifting usage to off-peak hours in the last six months? (Multiple Responses Allowed)*

Barrier to Taking Action	LI (n=49)	RES (n=380)	Opt-out Total (n=429)
Done all we can do	25%	27%	27%
Working or being at home makes it difficult to shift or stagger usage	17%	25%	24%
Schedule doesn't allow me to shift or stagger my usage	11%	16%	16%
Children in home make it difficult to change routines	6%	13%	12%
Home gets uncomfortable if we try to shift or stagger usage	10%	10%	10%
Elderly household members make it difficult to change routines	8%	11%	10%
Already uses very little electricity	13%	8%	8%
Did not know when to shift or stagger usage	14%	5%	6%
Have old appliances/equipment that use a lot of energy	6%	6%	6%
It would be impractical or unreasonable to shift or stagger usage	2%	7%	6%
Did not know what actions to take to shift or stagger usage	4%	4%	4%
Did not know why we needed to shift or stagger usage	4%	3%	3%
Disabled household members make it difficult to change routines	12%	2%	3%
Potential savings aren't worth the effort	1%	4%	3%
Nothing	22%	22%	22%

*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes").

Rate III opt-out Pilot participants who are aware of their enrollment in their new billing plan are statistically more likely than Rate I participants to report that their home gets uncomfortable as the reason that kept them from staggering or shifting their electricity use.

Opt-out by Rate

BA3. Which of the following, if any, has kept you from staggering electricity usage or shifting usage to off-peak hours in the last six months? (Multiple Responses Allowed)*

Barrier to Taking Action	Rate I (n=126)	Rate II (n=111)	Rate III (n=118)	Rate IV (n=101)
Done all we can do	34%	28%	25%	19%
Working or being at home makes it difficult to shift or stagger usage	21%	21%	29%	27%
Schedule doesn't allow me to shift or stagger my usage	13%	15%	21%	14%
Children in home make it difficult to change routines	8%	12%	19%	10%
Home gets uncomfortable if we try to shift or stagger usage	4%	9%	18%	9%
Elderly household members make it difficult to change routines	11%	11%	12%	7%
Already uses very little electricity	10%	6%	9%	9%
Did not know when to shift or stagger usage	6%	5%	5%	9%
Have old appliances/equipment that use a lot of energy	8%	5%	6%	4%
It would be impractical or unreasonable to shift or stagger usage	5%	8%	8%	4%
Did not know what actions to take to shift or stagger usage	5%	2%	4%	6%
Did not know why we needed to shift or stagger usage	3%	3%	3%	5%
Disabled household members make it difficult to change routines	3%	3%	4%	2%
Potential savings aren't worth the effort	3%	6%	2%	2%
Nothing	19%	25%	16%	29%

*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes").

When asked what, if anything, had kept them from staggering or shifting their electricity use, opt-in Pilot participants who were aware of their enrollment in the new billing plan most commonly indicate that nothing keeps them from shifting or staggering their usage (30%). Additionally, one-quarter (25%) report that they have done all they can do and about one-fifth (22%) said that working or being at home makes it difficult to shift or stagger usage. Rate V participants are statistically more likely to report already using very little electricity than Rave VI participants.

Opt-in by Rate

BA3. Which of the following, if any, has kept you from staggering electricity usage [Displayed to all but Rate V participants: "or shifting usage to off-peak hours"] in the last six months? (Multiple Responses Allowed)*

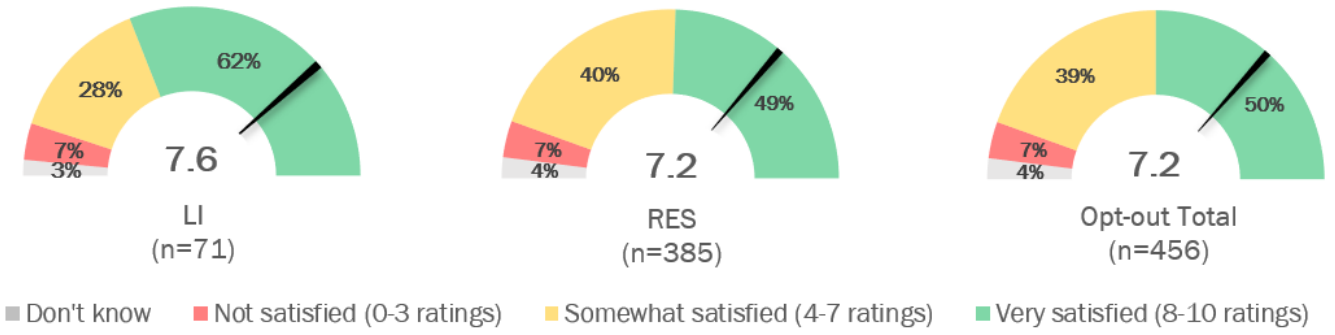
Barrier to Taking Action	Rate I (n=95)	Rate V (n=130)	Rate VI (n=97)	Opt-in Total (n=322)
Done all we can do	28%	27%	19%	25%
Working or being at home makes it difficult to shift or stagger usage	26%	18%	24%	22%
Children in home make it difficult to change routines	12%	9%	12%	11%
Schedule doesn't allow me to shift or stagger my usage	13%	8%	15%	11%
Home gets uncomfortable if we try to shift or stagger usage	11%	6%	9%	8%
Elderly household members make it difficult to change routines	11%	7%	6%	8%
Already uses very little electricity	9%	6%	8%	7%
Did not know what actions to take to shift or stagger usage	6%	5%	8%	6%
Did not know when to shift or stagger usage	9%	N/A	3%	6%
Have old appliances/equipment that use a lot of energy	5%	5%	4%	5%
Did not know why we needed to shift or stagger usage	1%	6%	3%	4%
It would be impractical or unreasonable to shift or stagger usage	6%	2%	4%	4%
Disabled household members make it difficult to change routines	5%	3%	0%	3%
Potential savings aren't worth the effort	1%	2%	<1%	2%
Nothing	26%	33%	29%	30%

*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes"). The item "Did not know when to shift of stagger usage" was not displayed to Rate V opt-in Pilot participants as peak hours do not apply to Rate V.

Of the opt-out Pilot participants who are aware of their enrollment in the new billing plan, half (50%) are very satisfied with their new billing plan.

Opt-out by Sector

Q18. Using a scale of 0 to 10, where 0 means you are "extremely dissatisfied" and 10 means you are "extremely satisfied," how would you rate your satisfaction with your experience on the Smart Energy Plan from Con Edison?*

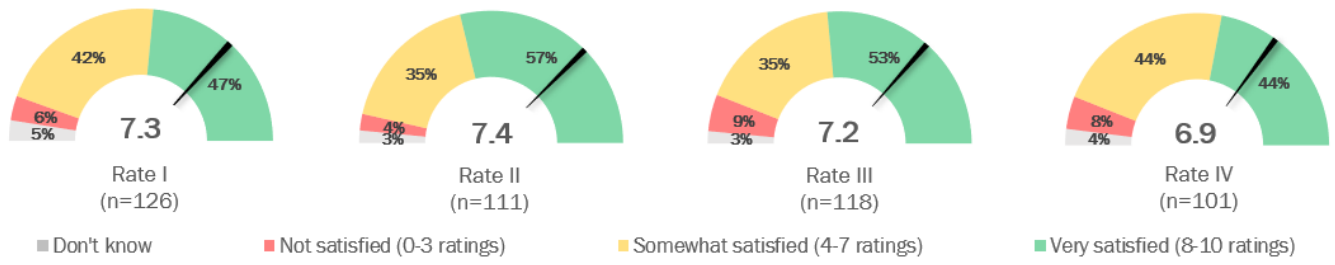


*Note: LI = Low Income, RES = Residential. Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes").

New billing plan satisfaction among opt-out Pilot participants who are aware of their new plan is statistically similar across rates.

Opt-out by Rate

Q18. Using a scale of 0 to 10, where 0 means you are "extremely dissatisfied" and 10 means you are "extremely satisfied," how would you rate your satisfaction with your experience on the Smart Energy Plan from Con Edison?*

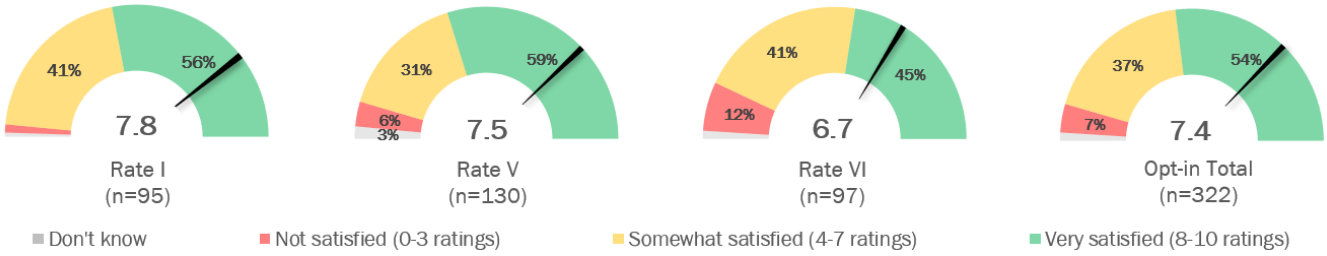


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes").

Over half (54%) of all opt-in Pilot participants (of those who are aware of their new billing plan) are very satisfied with their new plan. Rate VI participants are statistically more likely to report not being satisfied than Rate I participants.

Opt-in by Rate

Q18. Using a scale of 0 to 10, where 0 means you are "extremely dissatisfied" and 10 means you are "extremely satisfied," how would you rate your satisfaction with your experience on the [Smart Energy Plan/Fixed Delivery Billing Plan] from Con Edison?*

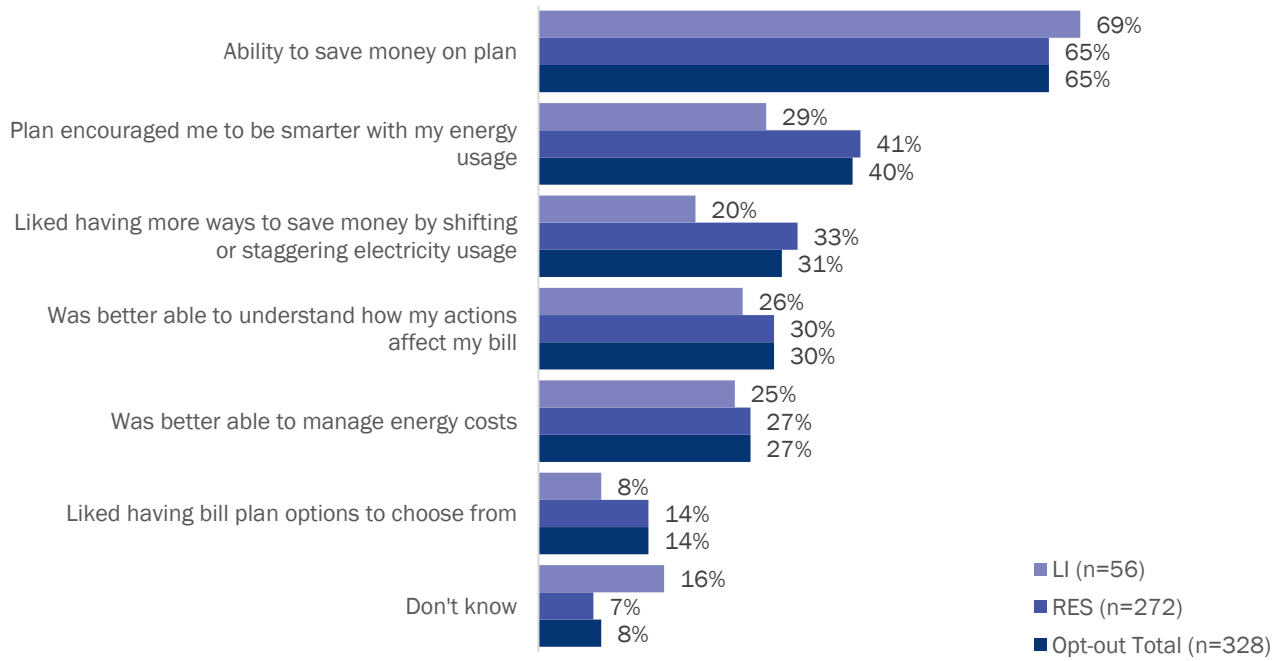


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes").

Of all opt-out Pilot participants who reported being satisfied with their new billing plan, about two-thirds (65%) indicate they are satisfied because of their ability to save money on the plan. Low income participants are statistically more likely to report not knowing why they are satisfied than non-low income residential participants.

Opt-out by Sector

Q18a. Why are you satisfied with your experience on the Smart Energy Plan? (Multiple Responses Allowed)*

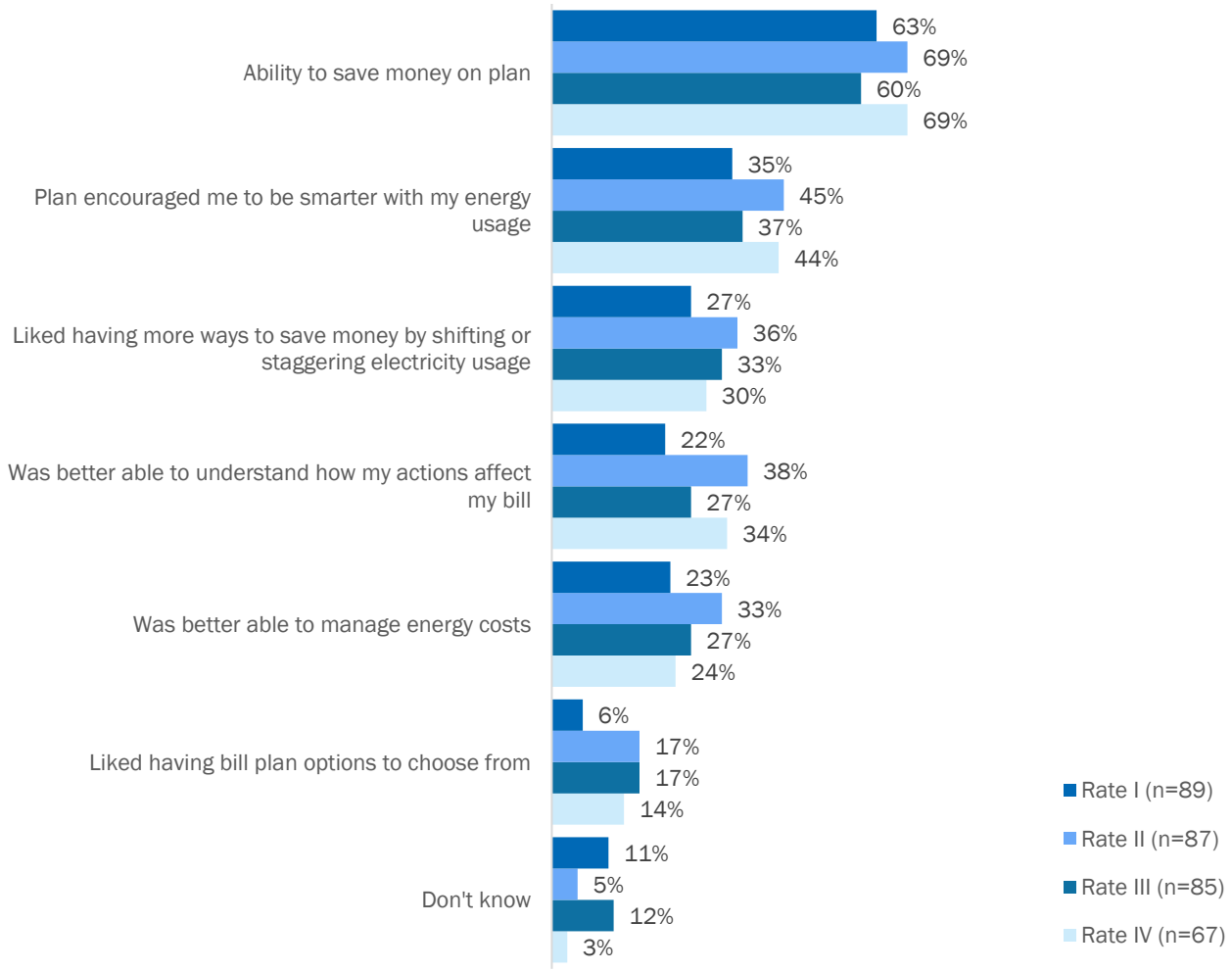


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes") and provided a rating of 6-10 when asked how satisfied they were with their new billing plan (Q18).

Among opt-out Pilot participants who reported being satisfied with their new billing plan, reasons why they are satisfied with the plan are statistically similar across rates.

Opt-out by Rate

Q18a. Why are you satisfied with your experience on the Smart Energy Plan? (Multiple Responses Allowed)*

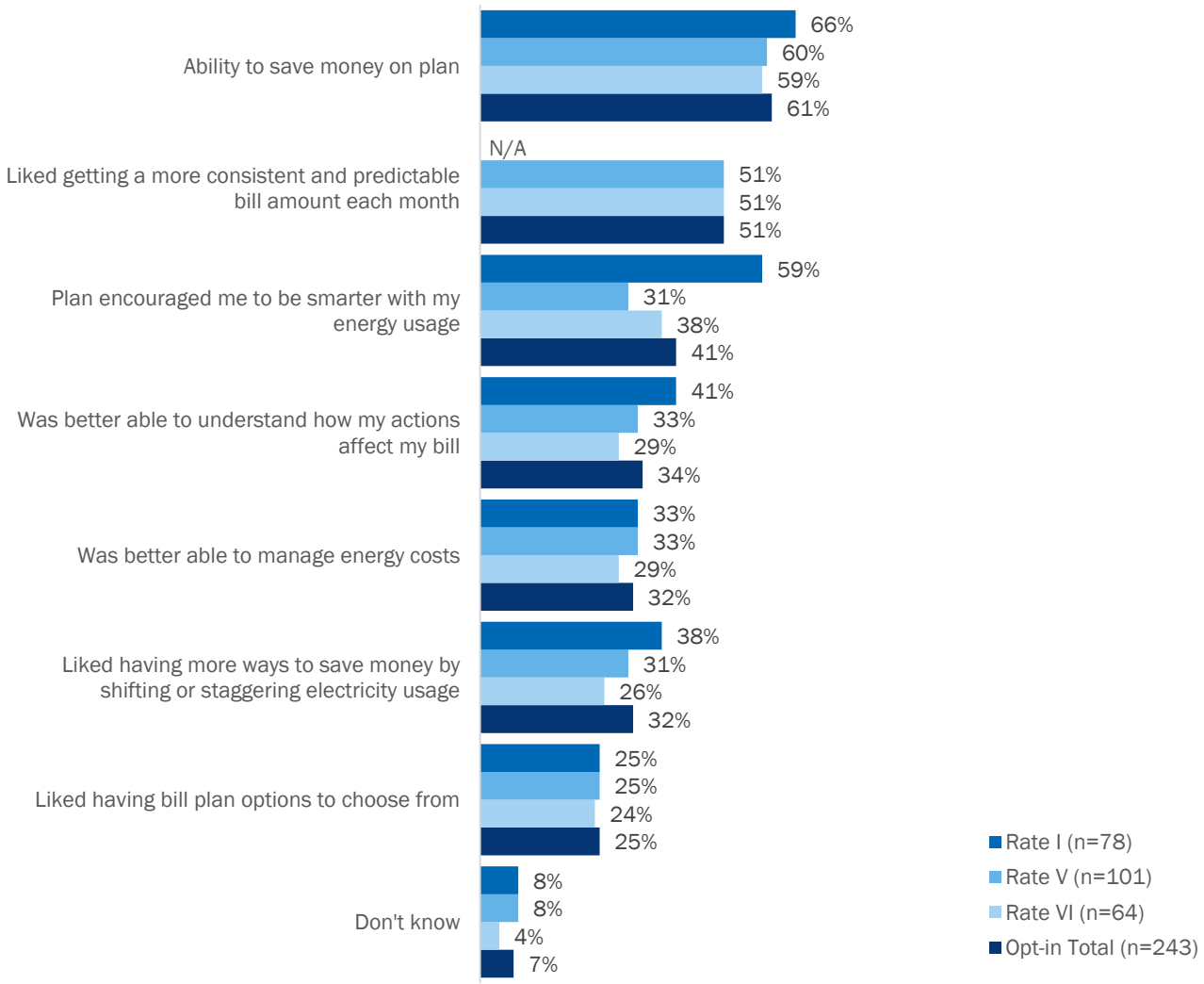


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes") and provided a rating of 6-10 when asked how satisfied they were with their new billing plan (Q18).

Of opt-in Pilot participants who reported being satisfied with their new billing plan, about two-thirds (61%) report they are satisfied because of their ability to save money on the plan and about half (51%) of subscription rate participants indicate they are satisfied because they like having a more consistent and predictable bill each month. Rate I participants are statistically more likely to report that their plan encourages them to be smarter with their energy usage compared to Rate V participants.

Opt-in by Rate

Q18a. Why are you satisfied with your experience on the [Smart Energy Plan/Fixed Delivery Billing Plan]? (Multiple Responses Allowed)*

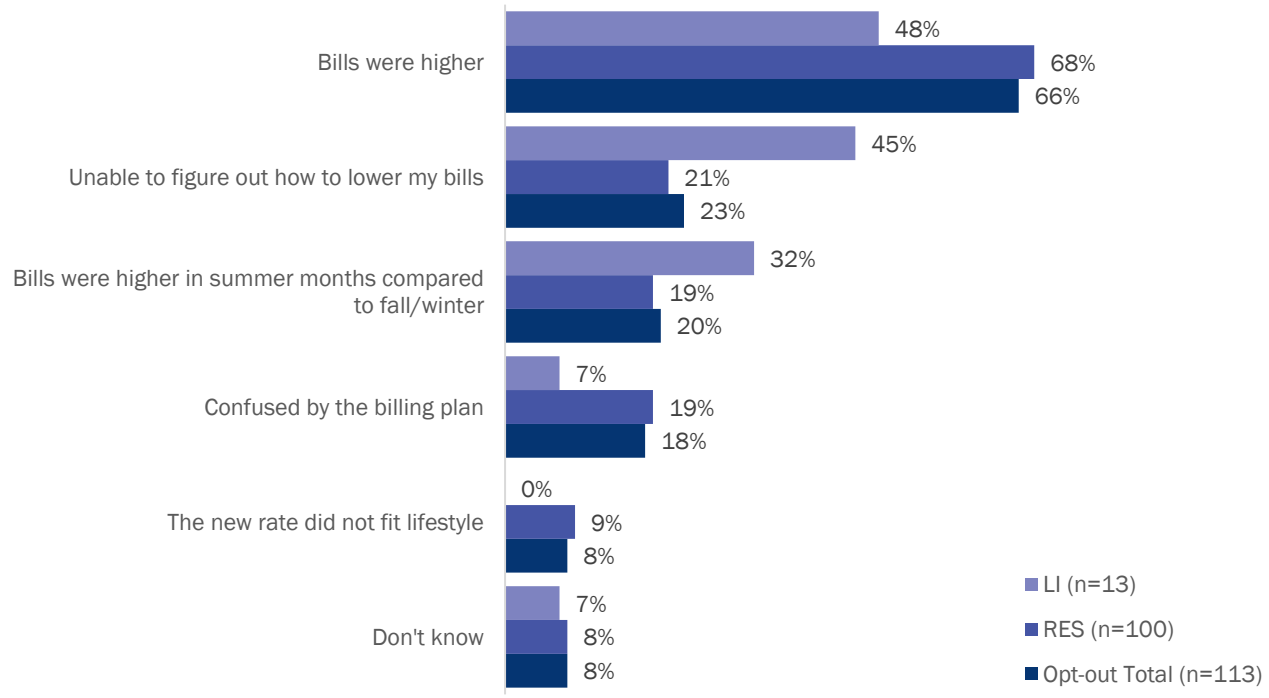


*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes") and provided a rating of 6-10 when asked how satisfied they were with their new billing plan (Q18). The second item is only relevant for the Fixed Delivery Billing Plan, so it was not asked of Rate I Pilot participants.

Of opt-out Pilot participants who reported low to moderate satisfaction with their new billing plan, about two-thirds (66%) indicate they are not totally satisfied because their bills are higher.[10]

Opt-out by Sector

Q18b. Why are you not totally satisfied with your experience on the Smart Energy Plan? (Multiple Responses Allowed)*



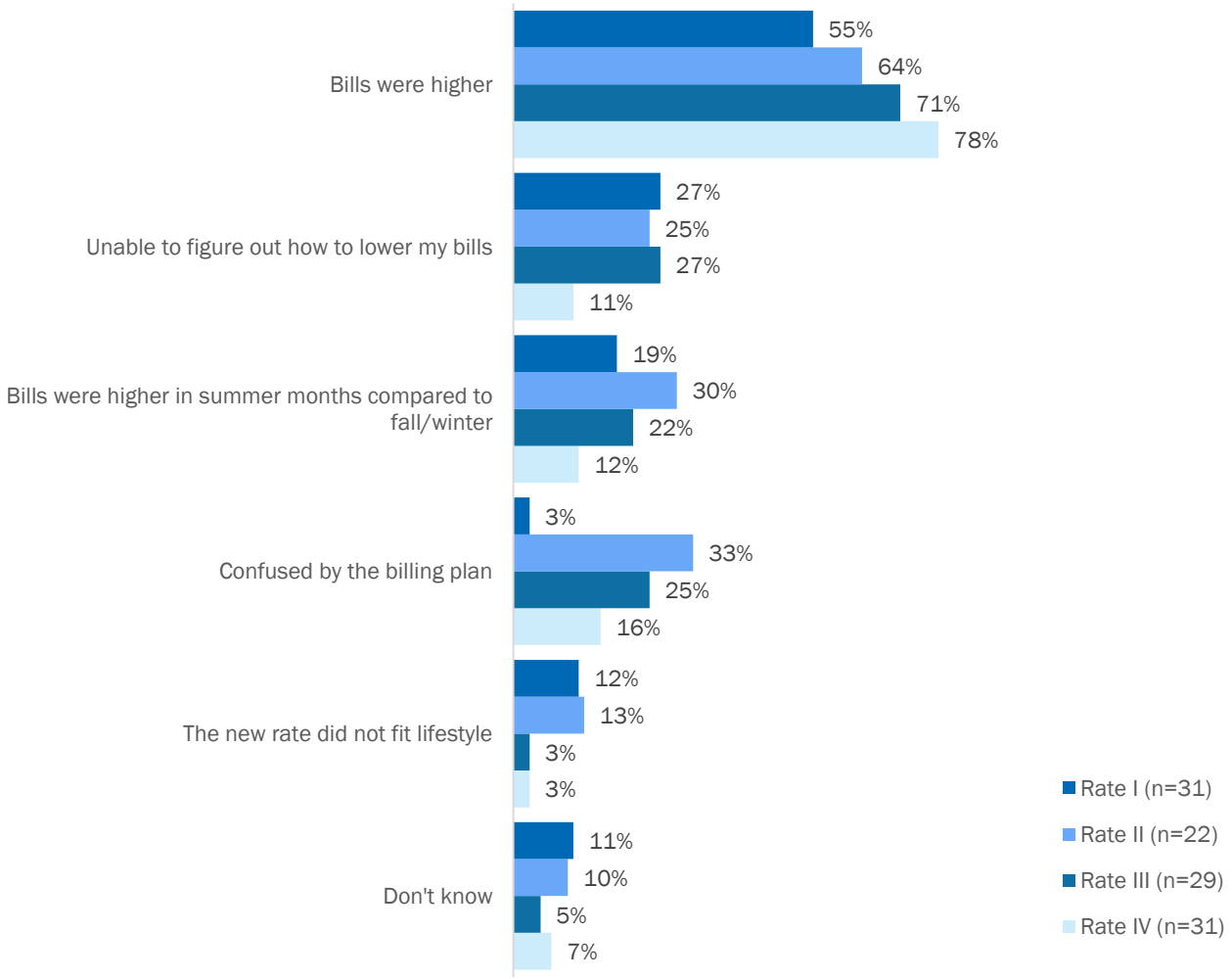
*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes") and provided a rating of 0-5 when asked how satisfied they were with their new billing plan (Q18).

[10] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Among opt-out Pilot participants who reported low to moderate satisfaction with their new billing plan, those on Rate II are statistically more likely than those on Rate I to indicate they are not satisfied because they are confused by the billing plan.[11]

Opt-out by Rate

Q18b. Why are you not totally satisfied with your experience on the Smart Energy Plan? (Multiple Responses Allowed)*



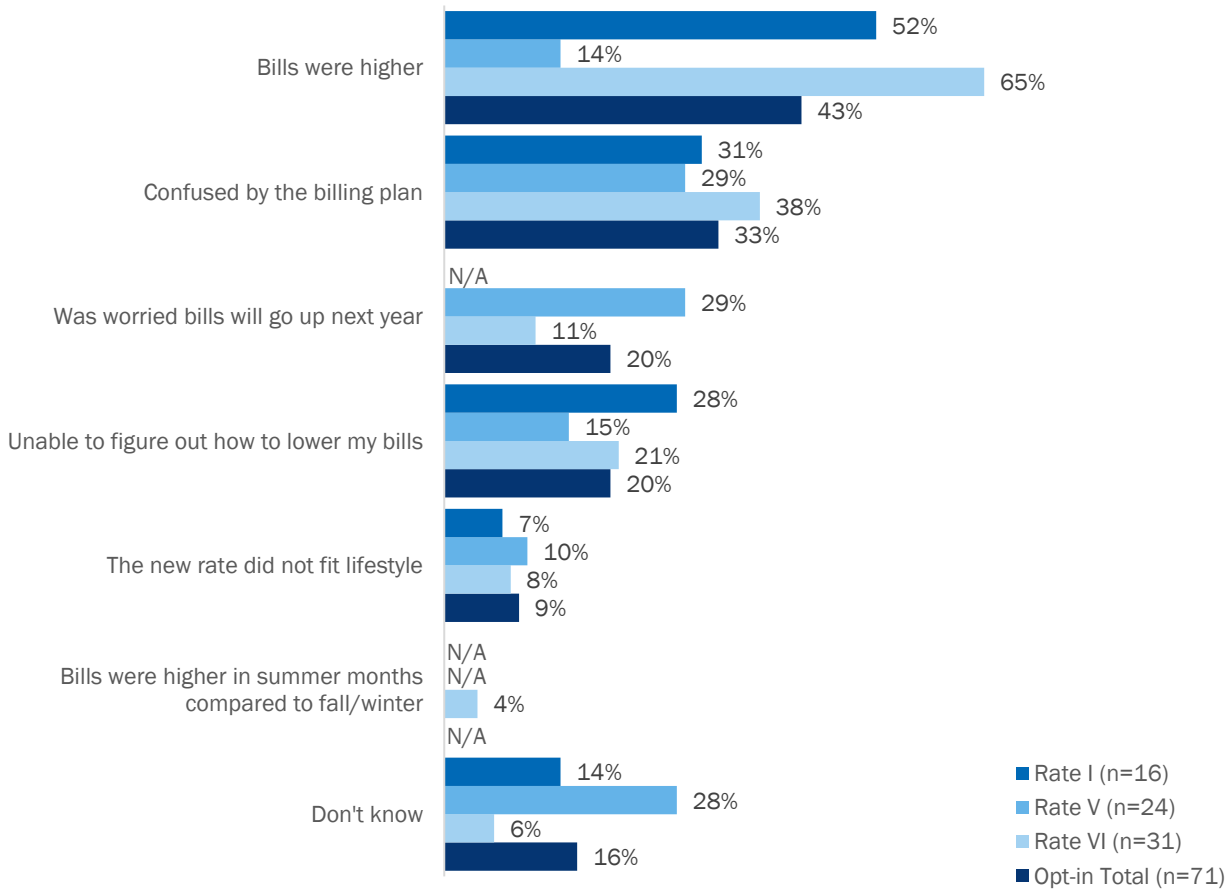
*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = "Smart Energy Plan" or Q1= "Yes") and provided a rating of 0-5 when asked how satisfied they were with their new billing plan (Q18).

[11] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Of all opt-in Pilot participants who reported low to moderate satisfaction with their new billing plan, nearly half (43%) indicate that they are not satisfied because their bills were higher than they used to be, with Rate I and Rate VI participants being statistically more likely to report this than Rate V participants.[12]

Opt-in by Rate

Q18b. Why are you not totally satisfied with your experience on the [Smart Energy Plan/Fixed Delivery Billing Plan]? (Multiple Responses Allowed)*



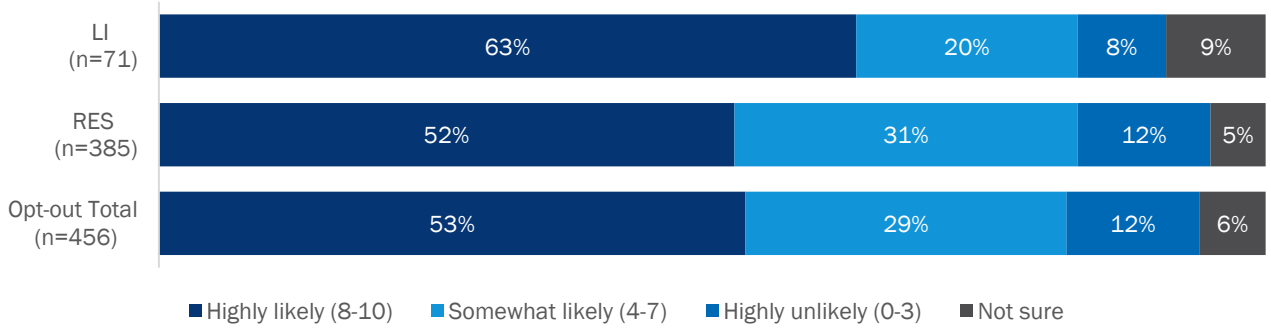
*Note: Responses among those who are aware their enrollment in the new billing plan (Q0 = *Correct Billing Plan Response* or Q1= "Yes"). and provided a rating of 0-5 when asked how satisfied they were with their new billing plan (Q18). The third item is only relevant for the Fixed Delivery Billing Plan, so was not asked of Rate I Pilot participants. The sixth item was only displayed to Rate VI Pilot participants as they are the only rate subject to potential overages for exceeding their delivery level during summer months.

[12] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

About half (53%) of opt-out Pilot participants say they are highly likely to recommend their current Con Edison billing plan to a friend, family member, or colleague.

Opt-out by Sector

Q17. On a scale from 0 to 10, where 0 means "not likely" and 10 means "very likely", how likely are you to recommend the Smart Energy Plan to a friend, family member, or colleague?*

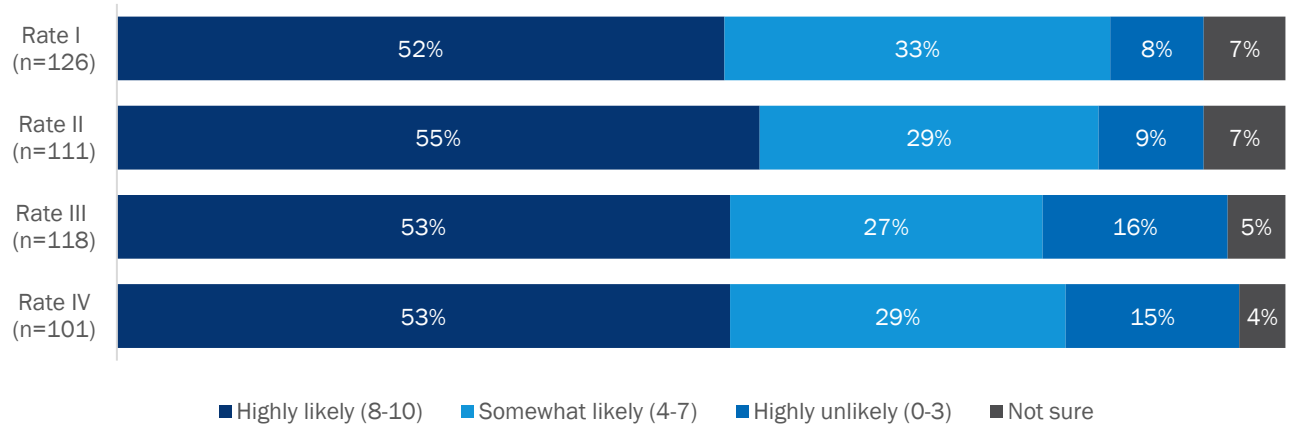


*Note: LI = Low Income, RES = Residential.

Opt-out Pilot participants' likelihood to recommend their current Con Edison billing plan is similar across rates.

Opt-out by Rate

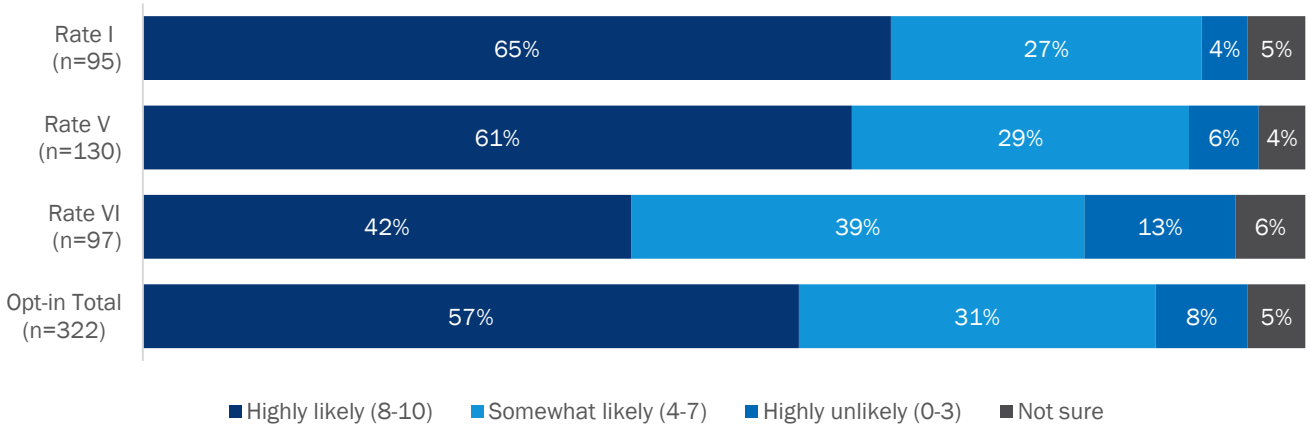
Q17. On a scale from 0 to 10, where 0 means "not likely" and 10 means "very likely", how likely are you to recommend The Smart Energy Plan to a friend, family member, or colleague?



About half (57%) of opt-in Pilot participants report they are highly likely to recommend their current Con Edison billing plan, with Rate I and Rate V participants being statistically the most likely to do so.

Opt-in by Rate

Q17. On a scale from 0 to 10, where 0 means "not likely" and 10 means "very likely", how likely are you to recommend [Displayed for all participants: "[the Smart Energy Plan / the Fixed Delivery Billing Plan]"] [Displayed to control customers: ["your current Con Edison billing plan"] to a friend, family member, or colleague?

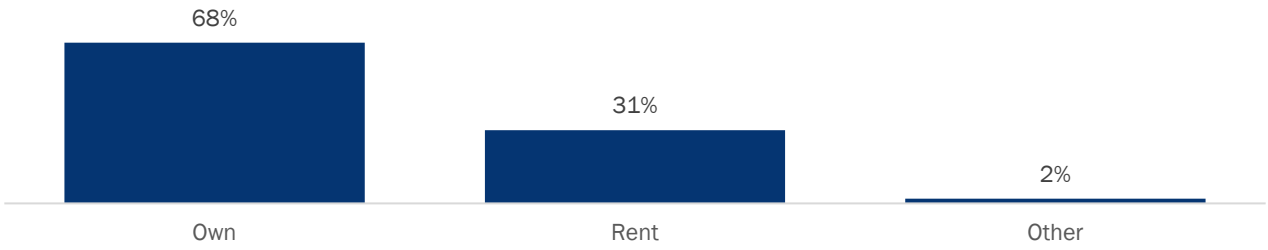


3. Demographics

Most (68%) opt-out Pilot participants report owning their home.

Opt-out

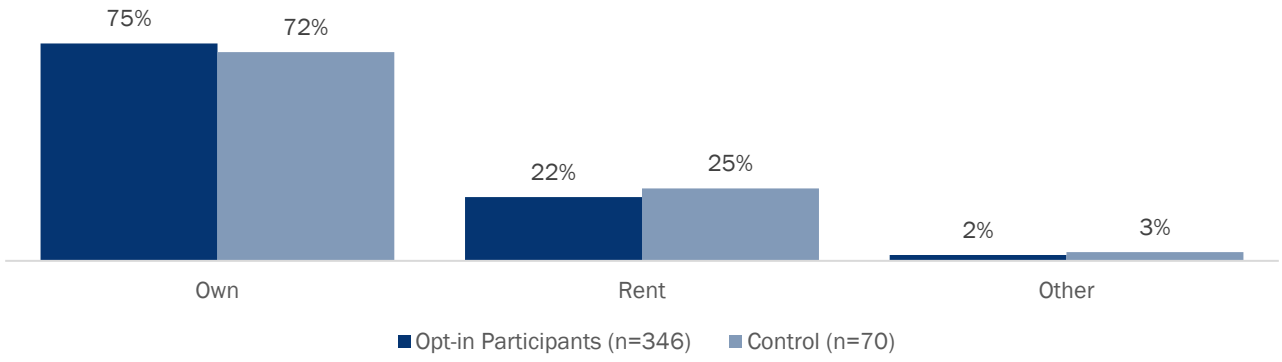
Q20. Do you own or rent the home at [Address]? (n=543)



Opt-in Pilot participants and control customers are similarly likely to report owning their home.

Opt-in

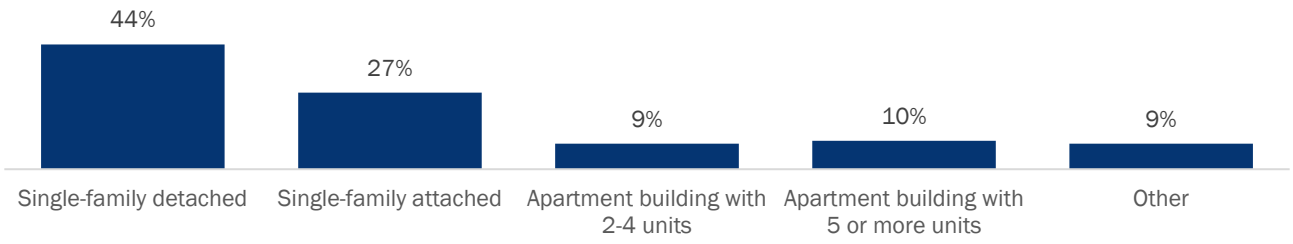
Q20. Do you own or rent the home at [Address]?



Almost three-quarters (71%) of opt-out Pilot participants report living in a single-family detached or single-family attached home.

Opt-out

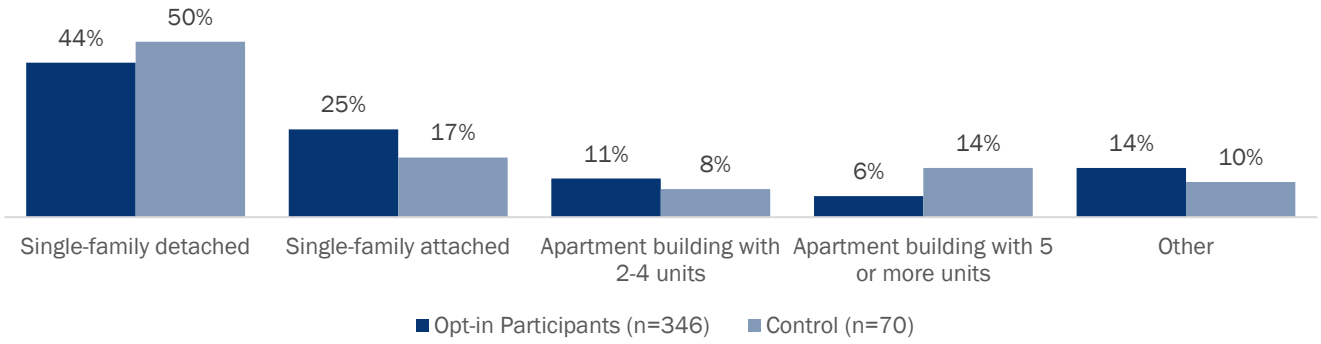
Q20a. What type of home is [Address]? (n=543)



Most opt-in Pilot participants (69%) and control customers (67%) report living in a single-family detached or single-family attached home. Control customers are statistically more likely to report living in an apartment building with five or more units than Pilot participants.

Opt-in

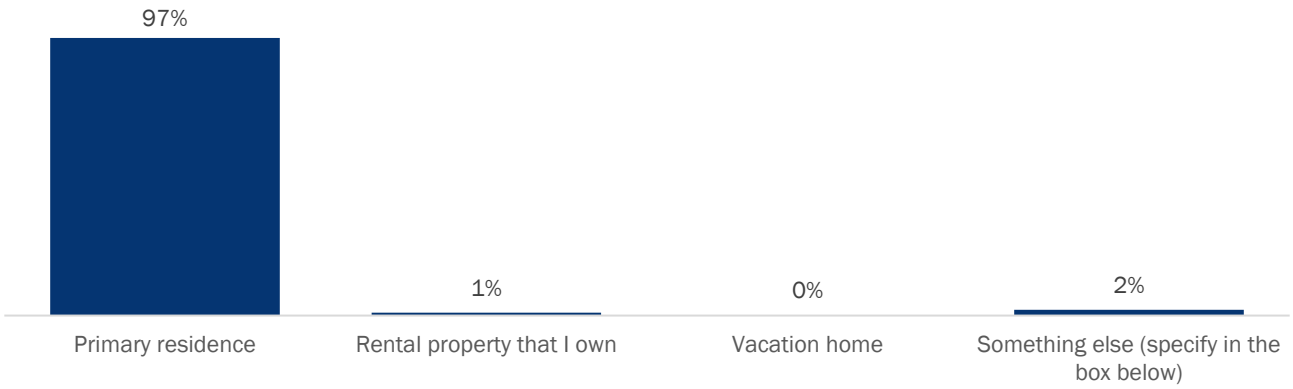
Q20a. What type of home is [Address]?



Of opt-out Pilot participants who reported owning their home, most (97%) indicate that it is their primary residence.

Opt-out

Q20b. Is [Address], your primary residence, a rental that you own, a vacation home, or something else? (n=365)*

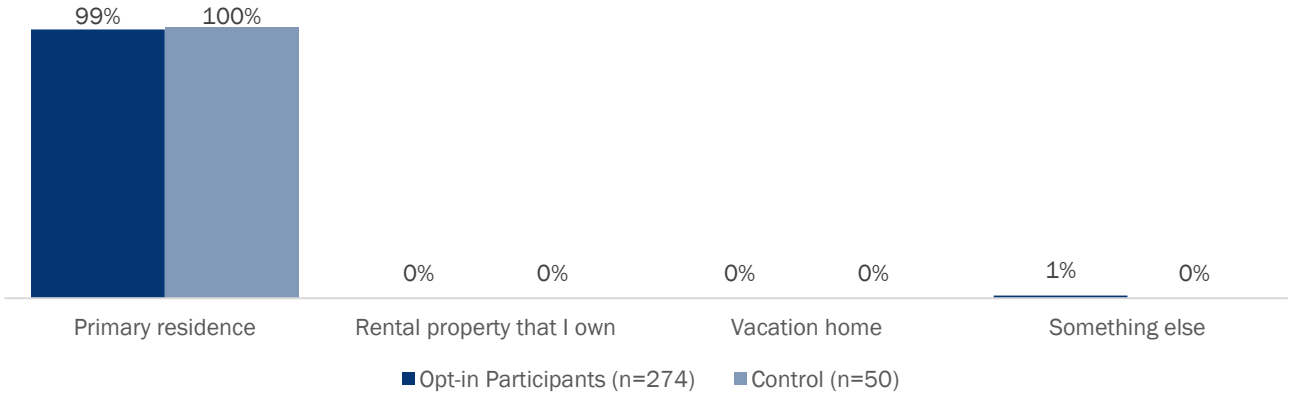


*Note: Only asked of customers who reported owning their home (Q20 = "Own").

Nearly all opt-in Pilot participants (99%) and all control customers (100%) who reported owning their home indicate that it is their primary residence, a statistically undistinguishable difference.

Opt-in

Q20b. Is [Address], your primary residence, a rental that you own, a vacation home, or something else?*

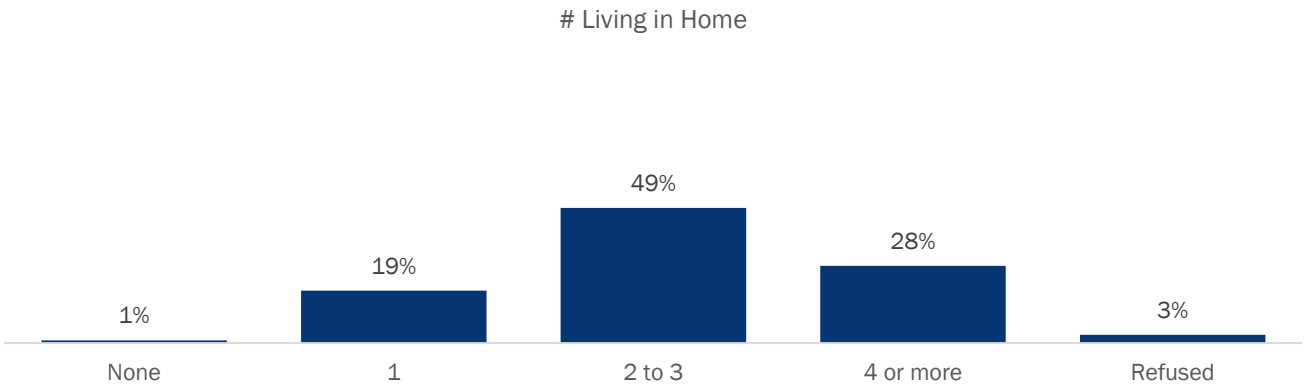


*Note: Only asked of customers who reported owning their home (Q20 = "Own").

About half (49%) of opt-out Pilot participants report having two to three household members that live in their home year-round.

Opt-out

Q21. Including you, how many people live in your home year-round? (n=540)*

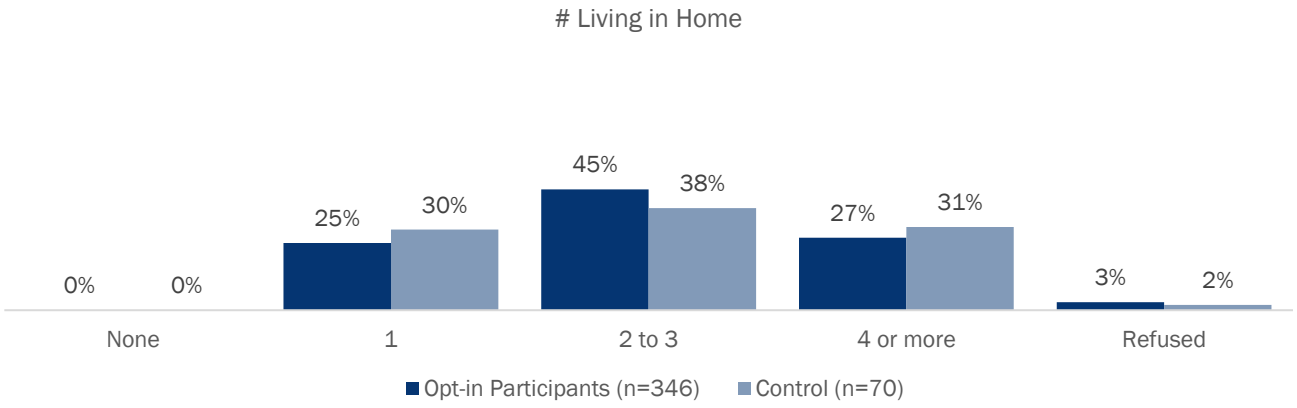


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

Less than half (45%) of opt-in Pilot participants and more than one-third (38%) of control customers report having two to three household members, a statistically indistinguishable difference.

Opt-in

Q21. Including you, how many people live in your home year-round?*

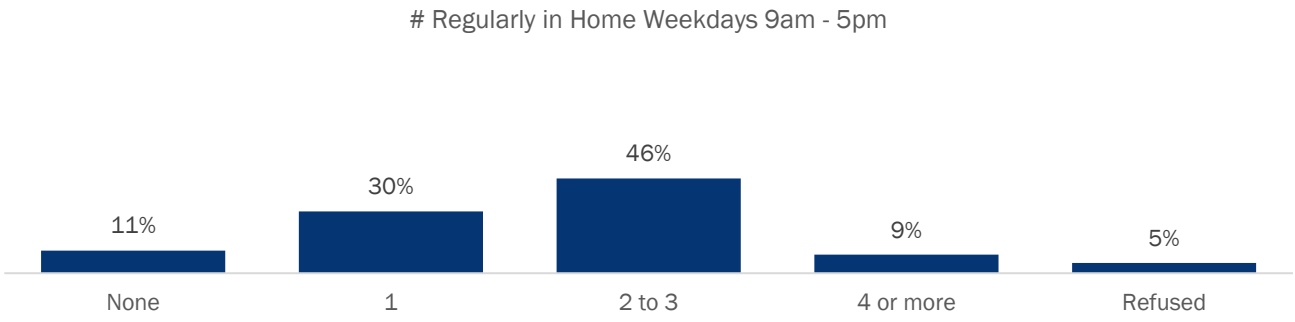


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

Most (85%) opt-out Pilot participants report having at least one household member home on weekdays between 9:00 AM and 5:00 PM.

Opt-out

Q22. How many people are regularly in your home during weekday business hours (9am to 5pm)? (n=540)*

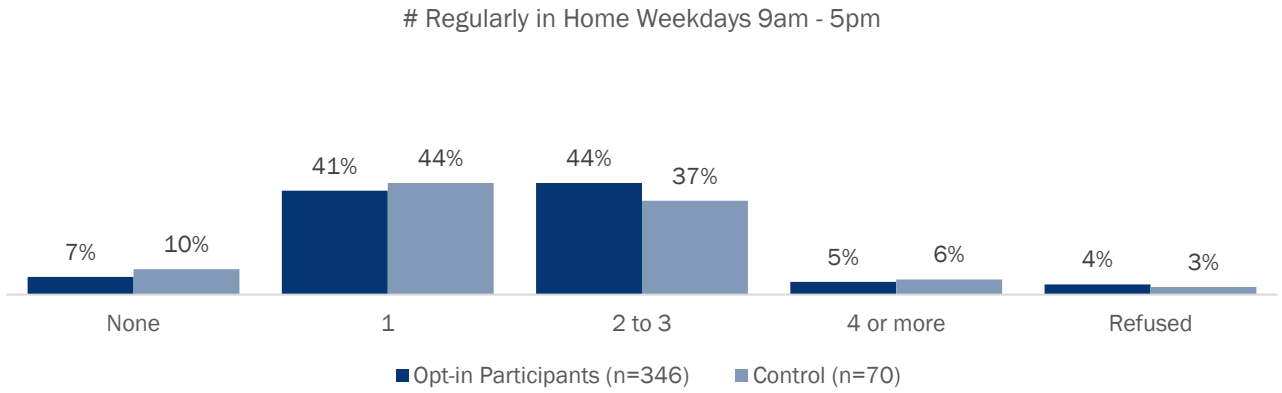


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

Most opt-in Pilot participants (90%) and control customers (87%) report having at least one household member home on weekdays between 9:00 AM and 5:00 PM.

Opt-in

Q22. How many people are regularly in your home during weekday business hours (9am to 5pm)?*

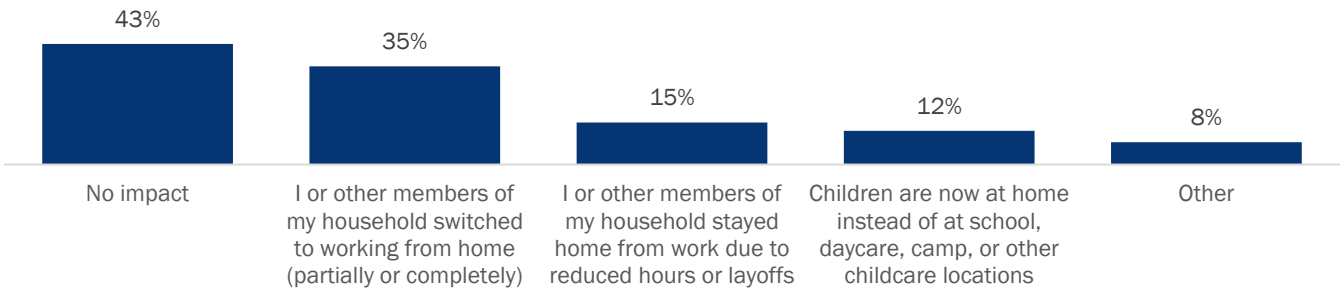


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

When asked about how the COVID-19 pandemic has impacted the amount of time spent at home during weekday business hours, about half (57%) of opt-out Pilot participants report some specific type of impact.

Opt-out

Q22a. How has the COVID-19 pandemic impacted the amount of time you or others spend in your home during weekday business hours (9am to 5pm)? (Multiple Responses Allowed; n=543)*

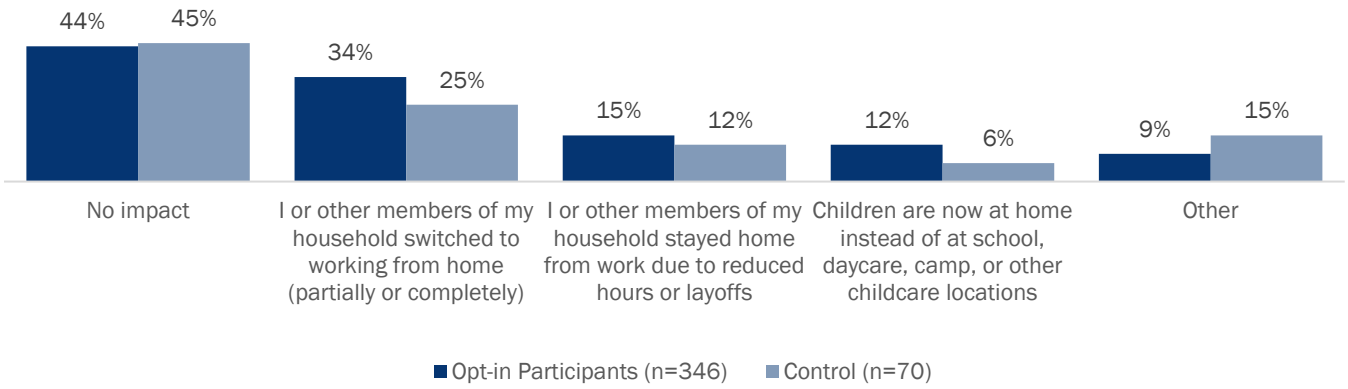


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

When asked about how the COVID-19 pandemic has impacted the amount of time spent at home during weekday business hours, about half of opt-in Pilot participants (56%) and control customers (55%) reported some type of impact.

Opt-in

Q22a. How has the COVID-19 pandemic impacted the amount of time you or others spend in your home during weekday business hours (9am to 5pm)? (Multiple Responses Allowed)*

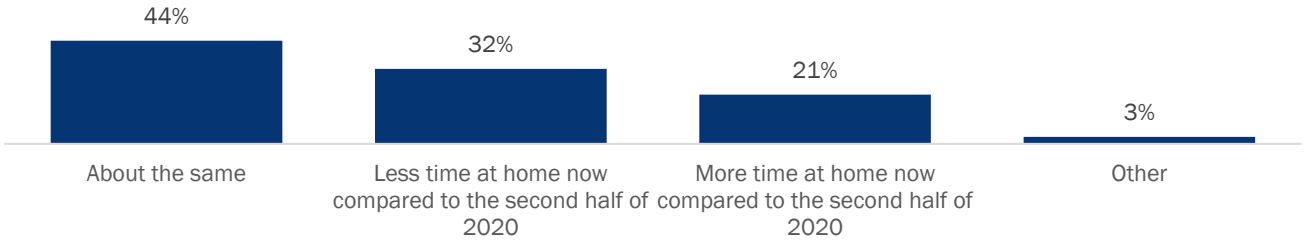


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

About half (44%) of opt-out Pilot participants report that the time they or others in their household spend at home now is about the same compared to the second half of 2020.

Opt-out

Q22b. How would you compare the amount of time that you and others in your household are spending at home now compared to the second half of 2020? (n=331)*

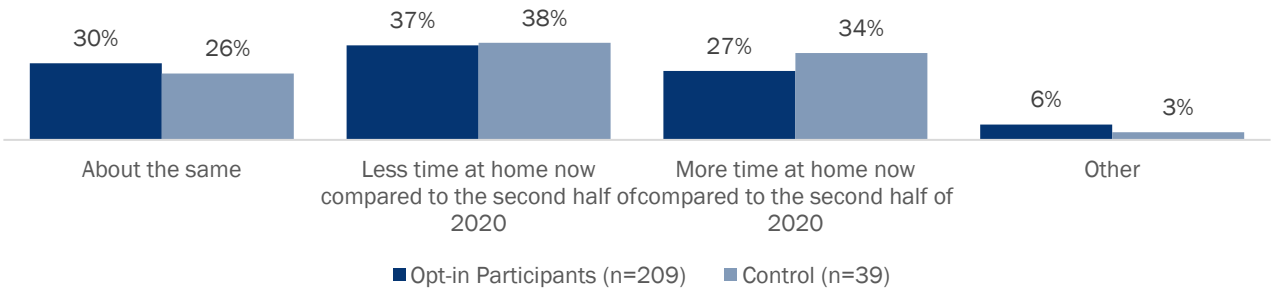


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other"), those who owned their home (Q20 = "Own"), indicated the home was their primary residence (Q20b = "Primary Residence"), and who indicated the COVID-19 has impacted the time they spend in their home during weekday business hours (Q22a <> "No impact").

About one-third of opt-in Pilot participants (37%) and control customers (38%) report that they or others in their household spend less time at home now as compared to the second half of 2020, a statistically indistinguishable difference.

Opt-in

Q22b. How would you compare the amount of time that you and others in your household are spending at home now compared to the second half of 2020?*

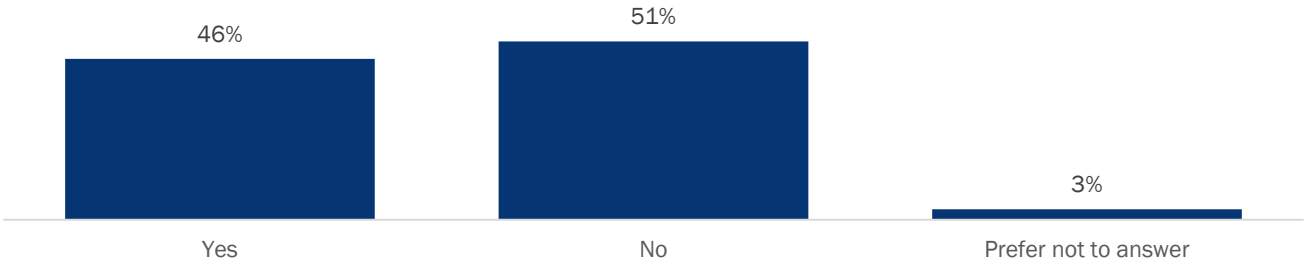


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other"), those who owned their home (Q20 = "Own"), indicated the home was their primary residence (Q20b = "Primary Residence"), and who indicated the COVID-19 has impacted the time they spend in their home during weekday business hours (Q22a <> "No impact").

About two-fifths (46%) of opt-out Pilot participants report having a senior in the home.

Opt-out

Q23. Are you, or is anyone in your household, 65 or older? (n=540)*

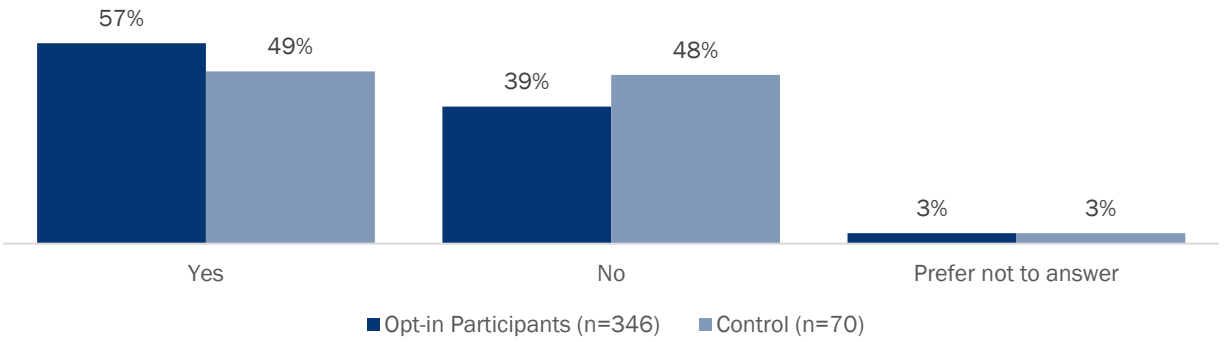


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

About half of opt-in Pilot participants (57%) and control customers (49%) report having a senior in the home, a statistically indistinguishable difference.

Opt-in

Q23. Are you, or is anyone in your household, 65 or older?*

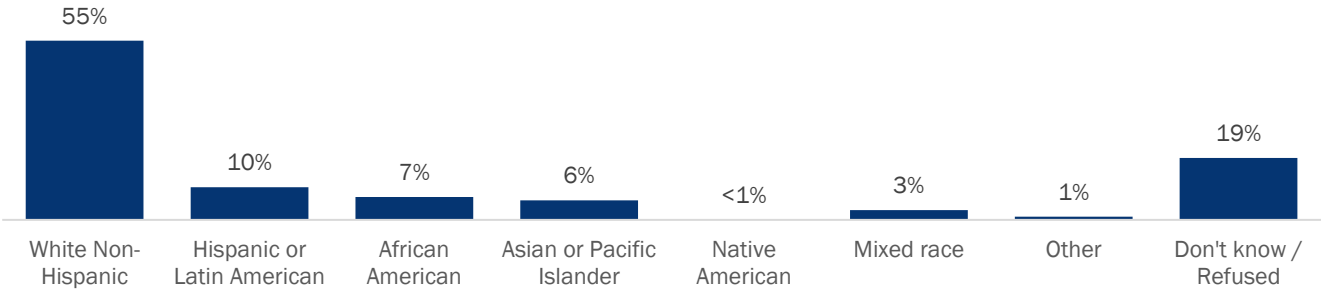


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

About half (55%) of opt-out Pilot participants report they are white non-Hispanic.

Opt-out

Q24. What do you consider your ethnicity to be? (n=540)*

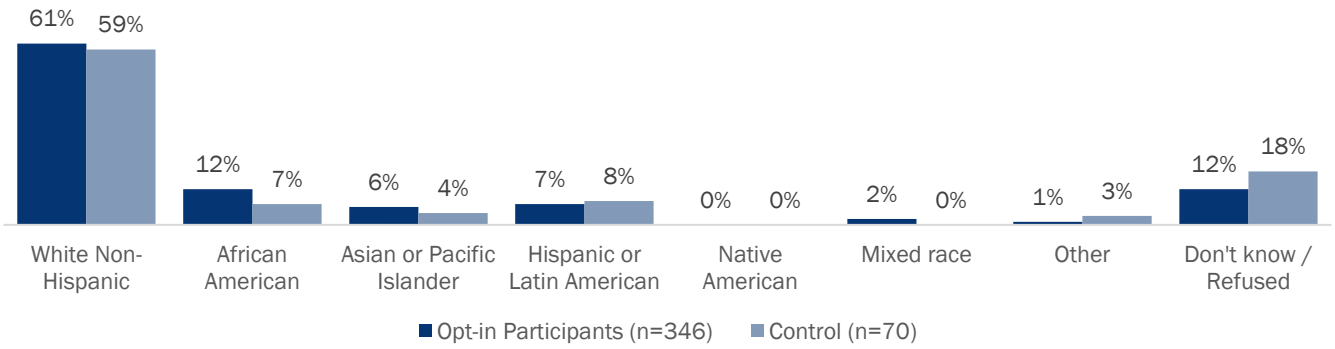


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

Opt-in Pilot participants (61%) and control customers (59%) typically identify as white non-Hispanic.

Opt-in

Q24. What do you consider your ethnicity to be?*



*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

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9.0 WAVE 3: SUMMER 1 SURVEY

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Con Edison Innovative Pricing Pilot

Wave 3 Summer Survey Report

January 2022

1. Background

This report provides findings from Wave 3's Summer Survey of Pilot participants in Con Edison's Smart Energy Plan and Fixed Delivery Billing Plan. Wave 3 participants were recruited from Brooklyn through both opt-in and opt-out enrollment strategies. Wave 3 opt-out participants were recruited on an opt-out basis, which means they were defaulted onto the rate and given the opportunity to opt-out before billing began. Wave 3 opt-in participants voluntarily enrolled in the offered rate.

Wave 3 of the Pilot is comprised of both small commercial and residential customers, including low income[1] and non-low income residential customers. Wave 3 includes seven rates, with certain rates associated with either opt-out or opt-in enrollment strategies (Table 1).

Table 1: Wave 3 Rates, by Enrollment Strategy

Rate	Enrollment Strategy	
	Opt-Out	Opt-in
Rate I – Residential and Small Commercial (opt-out only)	✓	✓
Rate II – Residential	✓	
Rate III – Residential	✓	✓
Rate IV – Residential	✓	
Rate VII – Residential	✓	
Rate V – Residential		✓
Rate VI – Residential		✓

Wave 3 Pilot participants were recruited from February 11 to September 22, 2020 (with a pause from March to August due to COVID-19) using a variety of communication tactics. They were transitioned onto their new billing plan in October 2020. Wave 3 summer telephone and web surveys were conducted following the summer on the new billing plan.

1.1 Research Design

Opinion Dynamics, a leading research and consulting firm in the utility industry, administered Wave 3's Summer Survey. The research team fielded a telephone and web survey of 1,047 opt-out and 385 opt-in residential Pilot participants (from a population of over 45,000 accounts) from October 4, 2021 to December 16, 2021. In addition, the research team also surveyed 221 non-participating "control" customers (from a population of over 29,000 accounts) during this period using the same fielding methods.

Web respondents were offered a gift card incentive (ranging from $10 to $50) for completing the survey.[2] Phone respondents were not offered an incentive as the research team's prior research found that incentives

[1] Low income customers are defined as those who are enrolled in Con Edison's Low Income Discount Program.

[2] To help increase response rates among small populations of customers, the following customers received $50 gift cards: opt-out Rate II, Rate III, Rate IV, and Rate VII low income, customers who were members of the Booming with Confidence Mosaic segment, low income control group customers, opt-in Rate III, Rate V, and Rate VI customers, opt-in customers who were members of the Cultural Connections Mosaic Segment, and opt-in customers who received High Demand Alert notifications. The following customers received $25 gift cards: opt-out Rate I low income, small commercial, Rate II, Rate III, Rate IV, and Rate VII, opt-in customers who were members of the Cultural Connections Mosaic Segment, and Rate I customers. Opt-out customers who were members of the Suburban Style Mosaic segment were initially offered $25 gift cards but then offered $50 mid-field. All other opt-in and opt-out customers were offered $10 gift cards.

for telephone surveys are not cost effective, in that they do not significantly improve response rates yet constitute a significant cost. Customers with emails on file were oversampled: approximately 67% of Pilot customers have emails on file with Con Edison, but about 85% of the survey completes were from customers targeted via email invitations to take the self-administered online version of the survey. Statistical weights were used to correct for these oversamples.[3]

Although residential Pilot participants were surveyed in both opt-in and opt-out surveys, customers

enrolled in Con Edison's Low Income Discount Program were purposefully sampled only in the opt-out survey. Thus, opt-out results report responses separately by those enrolled in Con Edison's Low Income Discount Program and those not enrolled, while opt-in results are reported overall in the aggregate, regardless of enrollment in Con Edison's Low Income Discount Program.

1.2 Report Structure

This report presents results from the Wave 3 Summer survey by opt-out and opt-in Pilot participant enrollment status. Survey question results are presented in the order asked in the survey, alternating between opt-out and opt-in versions of each question. Results are presented by rate, sector (low income, residential, small commercial; opt-out only), and overall pilot-level. Not all questions were asked of both opt-out and opt-in respondents. Also, some questions related to peak and off-peak hours were not asked of opt-in Rate V participants because Rate V does not have peak hours as part of its rate structure. Additionally, for each survey question, we conducted statistical testing to see if responses significantly varied between customers in different sectors (opt-out only) and different rates. Throughout the report, we note when there are significant differences. If a comparison is not explicitly mentioned, there is not a statistically significant difference in responses.

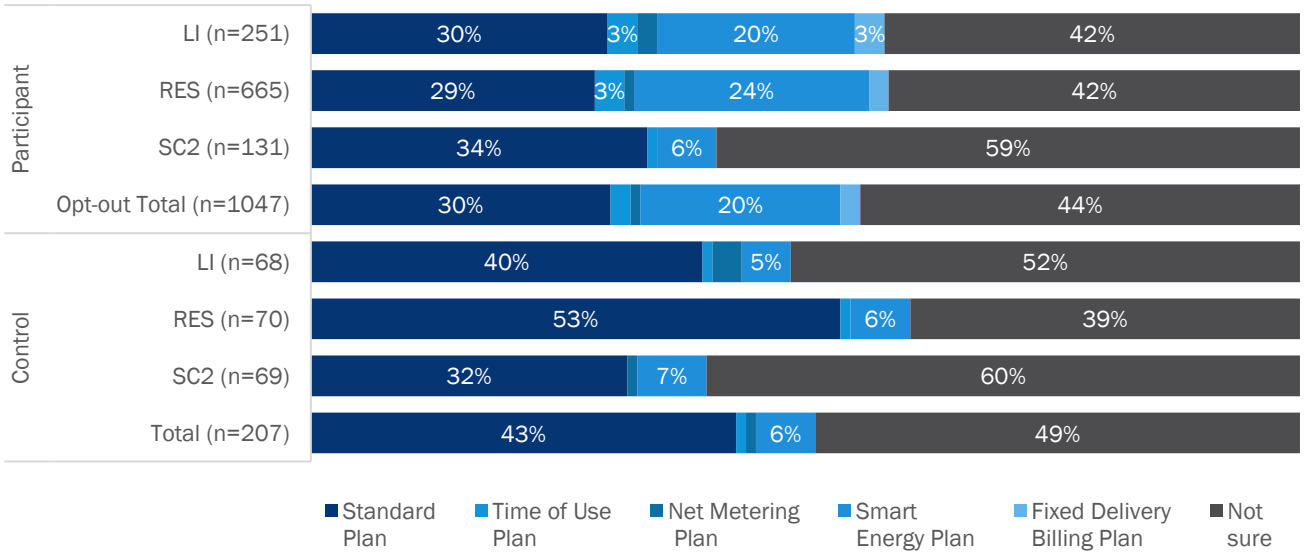
[3] Questions asked to subsets of respondents may have limited representativeness for certain sub-groups due to small sample sizes. These instances are noted throughout this report.

2. Detailed Findings

Overall, one-fifth (20%) of opt-out Pilot participants correctly identified their billing plan by name (Smart Energy Plan) compared to about two-fifths (43%) of control customers (standard plan), a statistically significant difference. Residential participants (both low income and non-low income) are statistically more likely to correctly identify their billing plan than small commercial participants, who are statistically more likely to report not recalling or not knowing their current billing plan's name.

Opt-out by Sector

Q0. Which of the following Con Edison billing plans do you currently have for your [home's/organization's] electric service?[4]



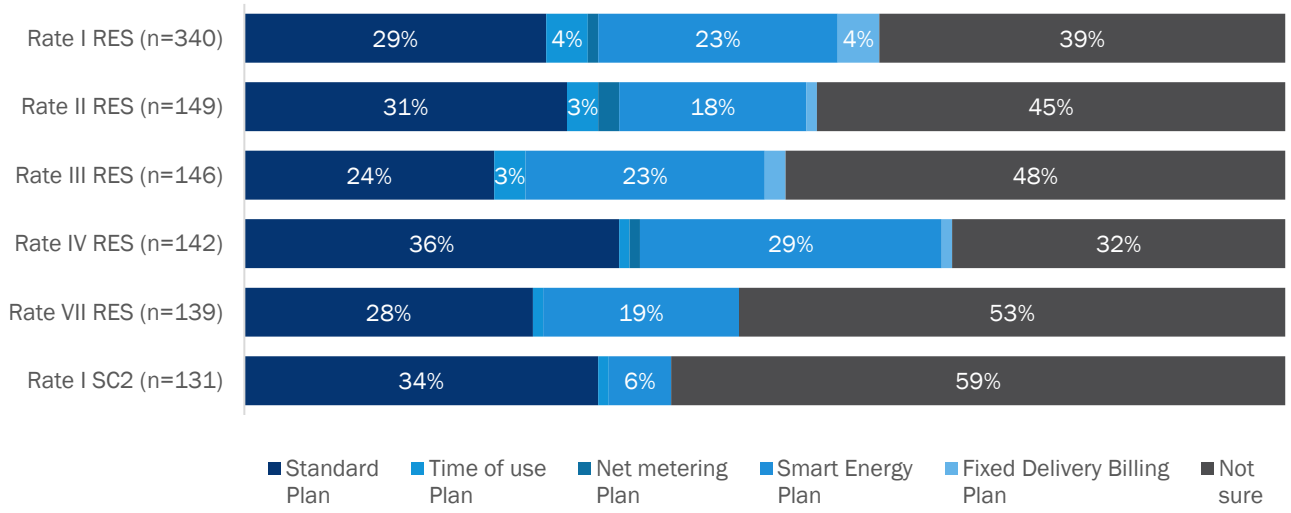
*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial.

[4] In an attempt to preserve question naming conventions from the previous Wave 1 and Wave 2 surveys and allow for comparisons between surveys, all Wave 3 questions that were asked in surveys for other waves retained their original question numbering convention, even if they no longer represented the actual numerical placement in the Wave 3 survey for that question. For example, Q3 was moved to later in the Wave 3 Summer survey but retained its original question number label from the Wave 1 Welcome Survey despite no longer being the third question asked.

Residential opt-out Pilot participants are statistically more likely to correctly identify their billing plan by name (Smart Energy Plan) compared to Rate I small commercial participants. Rate II, Rate III, and Rate IV opt-out residential participants are statistically more likely to report not being sure of their billing plan's name than Rate I and Rate VII residential participants. Similarly, Rate I small commercial participants are statistically more likely to indicate not being sure of their billing plan's name compared to Rate I, Rate II, and Rate VII residential participants.

Opt-out by Rate

Q0. Which of the following Con Edison billing plans do you currently have for your [home's/organization's] electric service?*

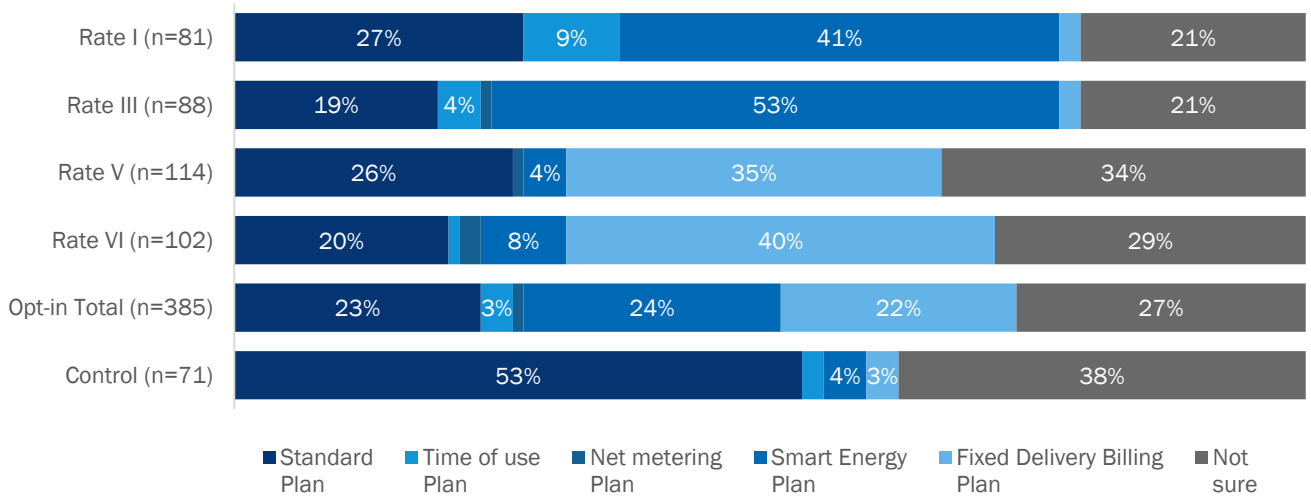


*Note: RES = Residential, SC2 = Small Commercial.

Overall, about half of opt-in Pilot participants (46%) and control customers (53%) correctly identified their billing plan type (Smart Energy Plan for participants on Rate I and Rate III, Fixed Delivery Billing Plan for participants on Rate V and Rate VI, and standard plan for control customers), a statistically indistinguishable difference. Rate V opt-in participants are statistically more likely than Rate III participants to indicate not being sure of their billing plan's name.

Opt-in by Rate

Q0. Which of the following Con Edison billing plans do you currently have for your home's electric service?

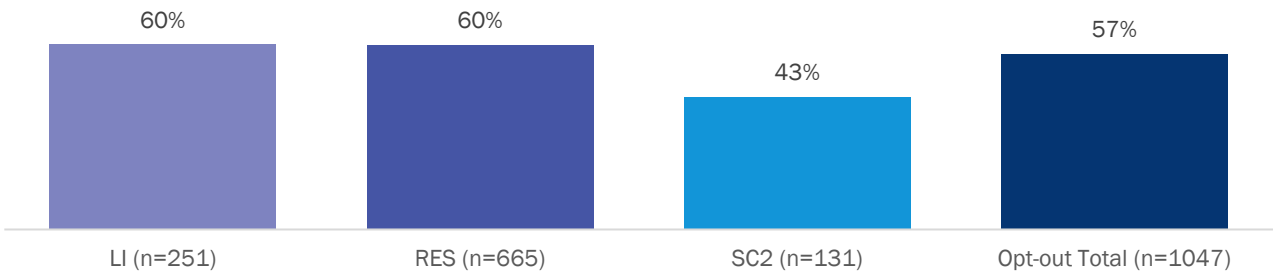


Overall, 57% of opt-out Pilot participants are aware they were enrolled in a new billing plan, with low income and non-low income residential participants being statistically more likely to be aware of enrollment than small commercial participants.

Opt-out by Sector

Q0. Which of the following Con Edison billing plans do you currently have for your home's electric service? (Selected "Smart Energy Plan;" or)

Q1. According to our records, your [household/organization] enrolled in Con Edison's new Smart Energy Plan in October 2020. This billing plan has peak pricing hours, where certain electricity charges are higher or lower depending on the time of day. Are you aware that your [household/organization] is on this billing plan? (Selected "Yes")*



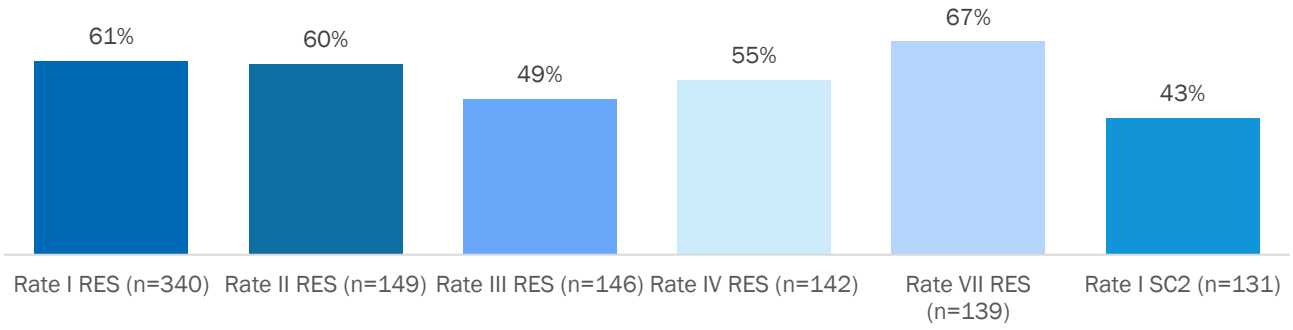
*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial.

Rate I, Rate II, and Rate VII residential opt-out Pilot participants are statistically more likely to be aware they are enrolled in a new billing plan than Rate I small commercial participants. Rate I and Rate VII residential opt-out participants are also statistically more likely to be aware of their enrollment than Rate III residential participants.

Opt-out by Rate

Q0. Which of the following Con Edison billing plans do you currently have for your home's electric service? (Selected "Smart Energy Plan;" or)

Q1. According to our records, your [household/organization] enrolled in Con Edison's new Smart Energy Plan in October 2020. This billing plan has peak pricing hours, where certain electricity charges are higher or lower depending on the time of day. Are you aware that your [household/organization] is on this billing plan? (Selected "Yes")*



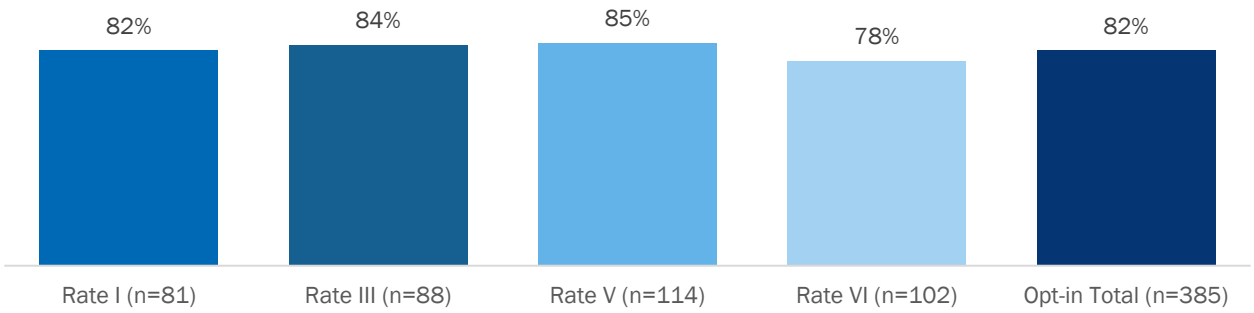
*Note: RES = Residential, SC2 = Small Commercial.

Opt-in Pilot participant awareness of enrollment in a new billing plan is statistically similar across rates.

Opt-in by Rate

Q0. Which of the following Con Edison billing plans do you currently have for your home's electric service? (Selected *Correct Billing Plan Response*; or)

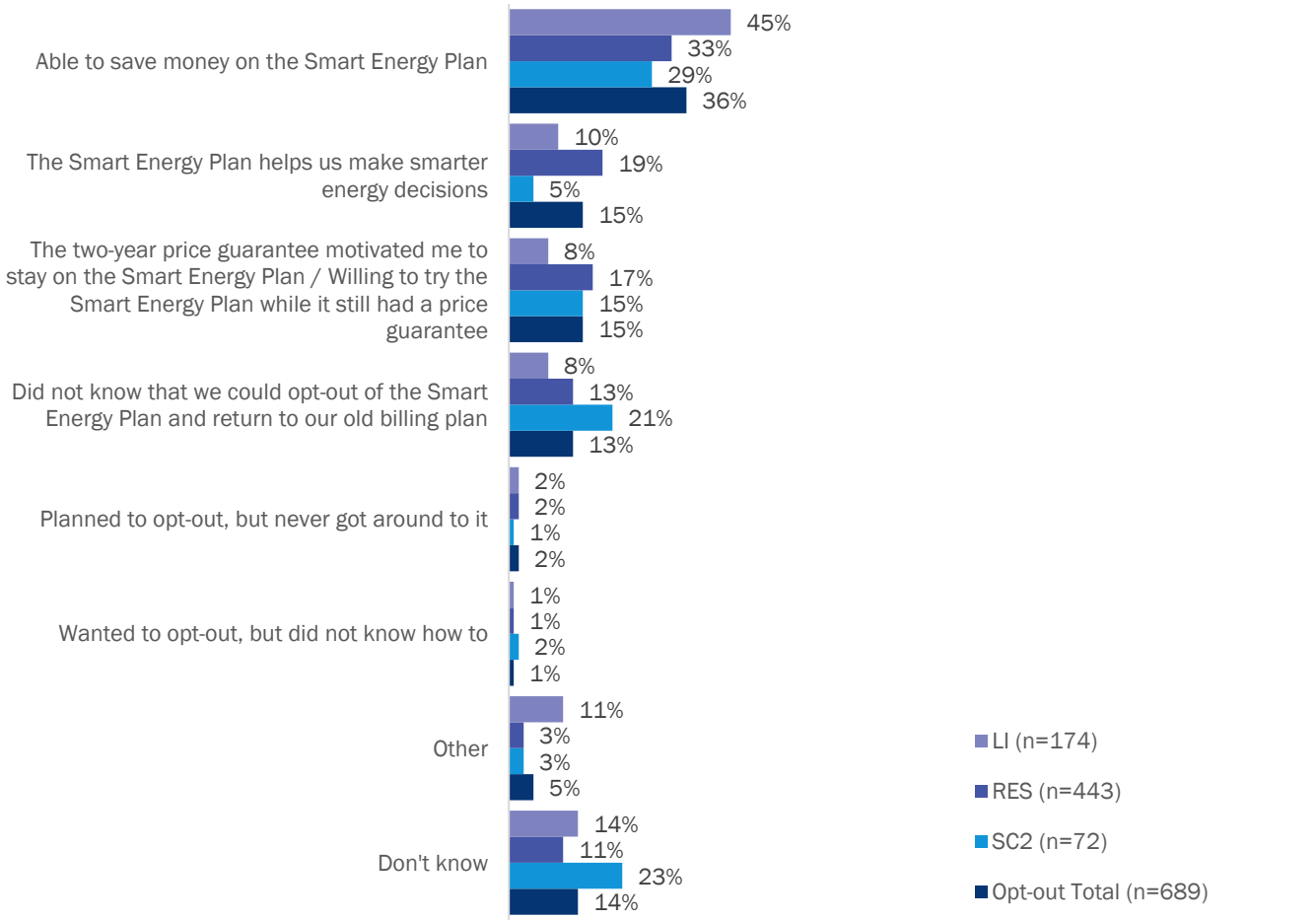
Q1. According to our records, your household enrolled in Con Edison's new [Smart Energy Plan/Fixed Delivery Billing Plan] in October 2020. [Displayed to Rate I and Rate III customers: This billing plan has peak pricing hours, where certain electricity charges are higher or lower depending on the time of day. Displayed to Rate V and Rate VI customers: On this billing plan, a portion of your monthly bill is a fixed price, based on how you've used energy in the past.] Are you aware that your household is on this billing plan? (Selected "Yes")



Overall, about one-third (36%) of opt-out Pilot participants (who are aware of the transition to the new billing plan) indicate that the most important reason for staying on the Smart Energy Plan is the ability to save money, with low income and non-low income residential participants being statistically more likely to indicate this than small commercial participants. Moreover, non-low income residential participants are statistically more likely to report that the Smart Energy Plan helped them make smarter energy decisions compared to low income and small commercial participants. Non-low income residential participants are also statistically more likely to mention the price guarantee as a reason for staying on the Smart Energy Plan compared to low income participants. Further, small commercial participants are statistically more likely to report not knowing that they could opt-out of the Smart Energy Plan and return to their old billing plan than low income and non-low income residential participants.

Opt-out by Sector

Q2. [Your household/Your organization] has been on the Smart Energy Plan for over a year now. Which of the following best describes your most important reason for staying on the Smart Energy Plan?*

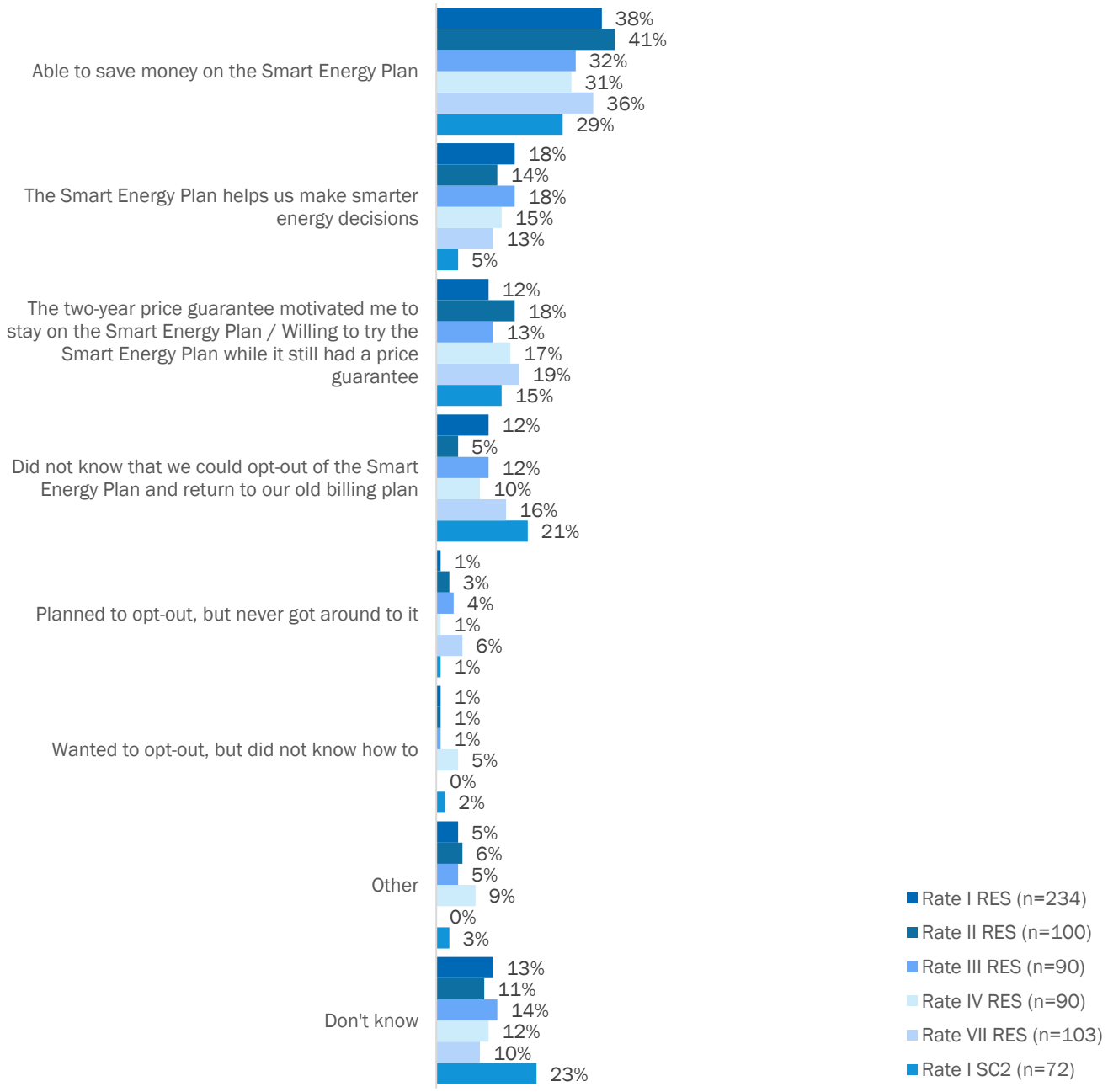


*Note: Responses among Pilot participants who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-out Pilot participants, Rate I and Rate III residential participants are statistically more likely to indicate that the Smart Energy Plan helped them make smarter energy decisions as a reason to stay on the plan compared to Rate I small commercial participants. Rate I small commercial participants are statistically more likely to report not knowing that they could opt-out of the Smart Energy Plan and return to their old billing plan than Rate II residential participants and are statistically more likely to indicate not being sure of the most important reason to stay on the plan compared to Rate I and Rate VII residential participants. Further, compared to Rate I residential participants, Rate VII residential participants are statistically more likely to indicate that they planned to opt-out but never got around to do it, and Rate IV residential participants are statistically more likely to report they wanted to opt-out but did not know how to.

Opt-out by Rate

Q2. [Your household/Your organization] has been on the Smart Energy Plan for over a year now. Which of the following best describes your most important reason for staying on the Smart Energy Plan?*

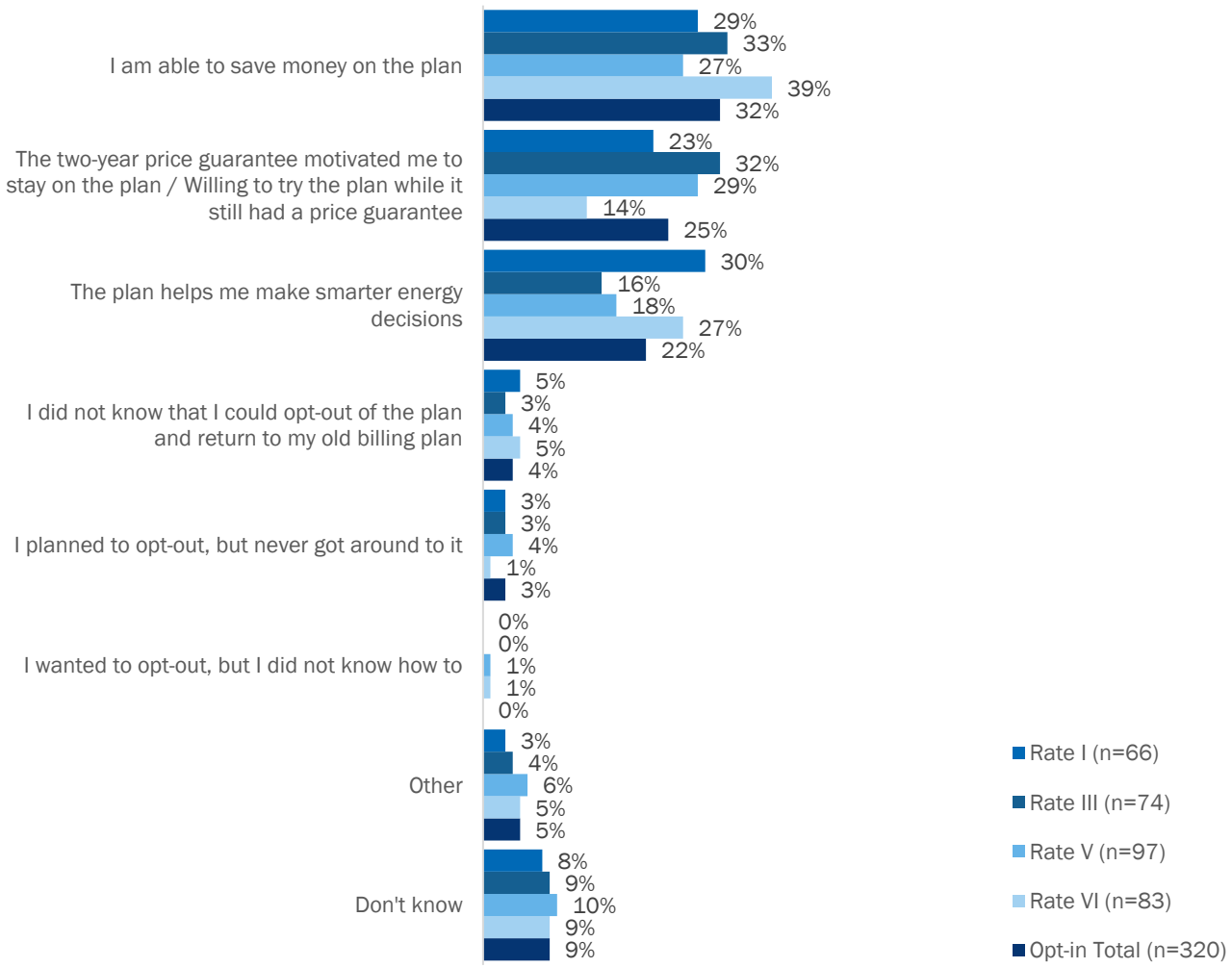


*Note: Responses among Pilot participants who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-in Pilot participants who are aware of the transition to the new billing plan, about one-third (32%) report that being able to save money is the most important reason for staying on the new plan. Rate III and Rate V participants are statistically more likely to mention the price guarantee as the most important reason for staying on the plan compared to Rate VI participants. Further, Rate I participants are statistically more likely to report that the new billing plan helped them make smarter energy decisions compared to Rate III participants.

Opt-in by Rate

Q2. Your household has been on the [Smart Energy Plan/Fixed Delivery Billing Plan] for over a year now. Which of the following best describes your most important reason for staying on the [Smart Energy Plan/Fixed Delivery Billing Plan]?*

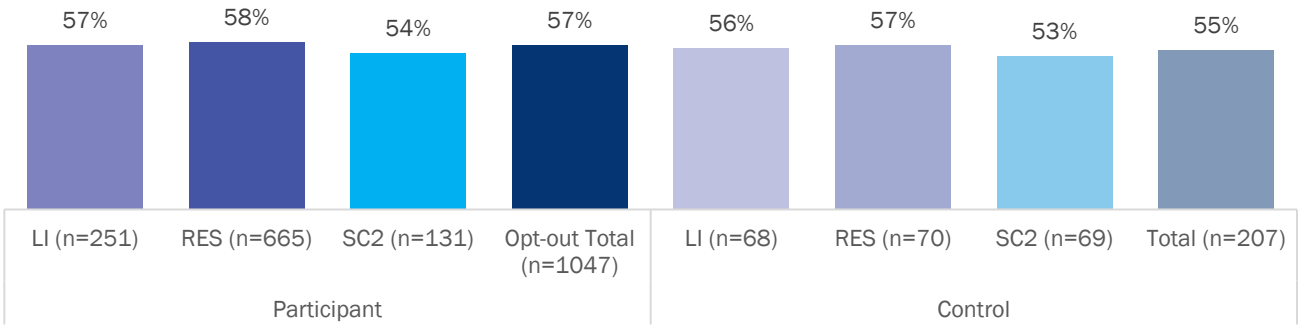


*Note: Responses among Pilot participants who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes").

Over half of opt-out Pilot participants (57%) and control customers (55%) report being aware that delivery charges are a component of their bill, a statistically indistinguishable difference.

Opt-out by Sector

Q4. [Your/Your organization's] Con Edison electric bill has three parts: a supply charge (costs for the electricity supplied to your [home/business]), a delivery charge (costs to deliver electricity to your [home/business]), and taxes. Prior to today, did you know [your/your organization's] Con Edison billing plan included a delivery charge? (Selected "Yes")*

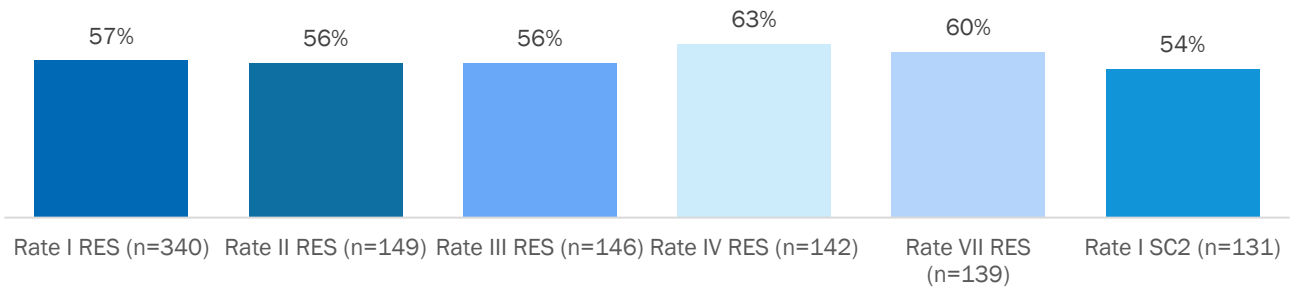


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial.

Across all rates, opt-out Pilot participants are similarly likely to be aware that delivery charges are a component of their bill.

Opt-out by Rate

Q4. [Your/Your organization's] Con Edison electric bill has three parts: a supply charge (costs for the electricity supplied to your [home/business]), a delivery charge (costs to deliver electricity to your [home/business]), and taxes. Prior to today, did you know [your/your organization's] Con Edison billing plan included a delivery charge? (Selected "Yes")*

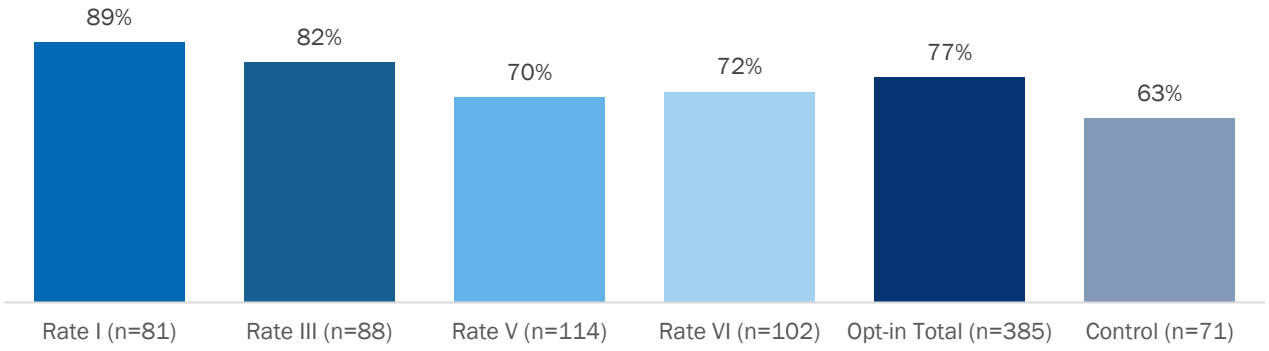


*Note: RES = Residential, SC2 = Small Commercial.

Over three-quarters (77%) of opt-in Pilot participants and about two-thirds (63%) of control customers report being aware that delivery charges are a component of their bill, a statistically significant difference. Rate I and Rate III participants are statistically more likely to be aware of delivery charges than Rate V participants. Further, Rate I participants are statistically more likely to report knowing that delivery charges are a component of their bill compared to Rate VI participants.

Opt-in by Rate

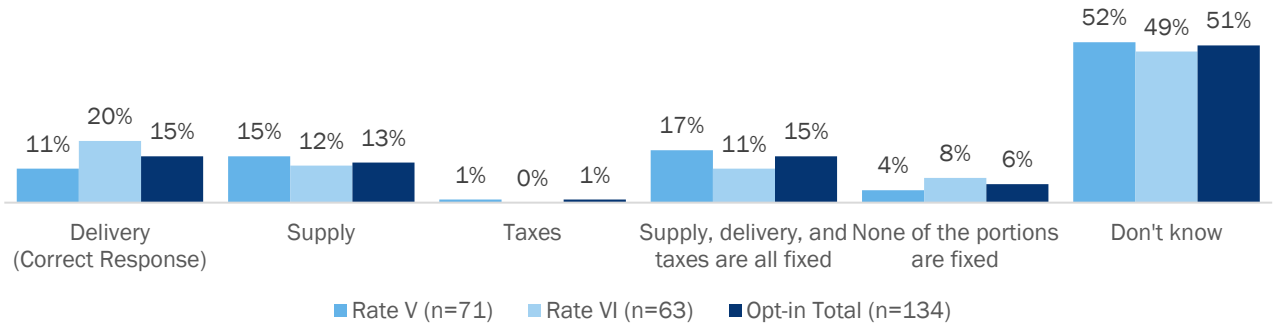
Q4. Your Con Edison electric bill has three parts: a supply charge (costs for the electricity supplied to your home), a delivery charge (costs to deliver electricity to your home), and taxes. Prior to today, did you know your Con Edison billing plan included a delivery charge? (Selected "Yes")



Among Rate V and Rate VI opt-in Pilot participants who are aware of their new billing plan and of delivery charges, about one-sixth (15%) are aware their delivery charge is the fixed portion of their bill.

Opt-in by Rate

Q4_FDBP. What portion of your Con Edison electric bill is fixed?*

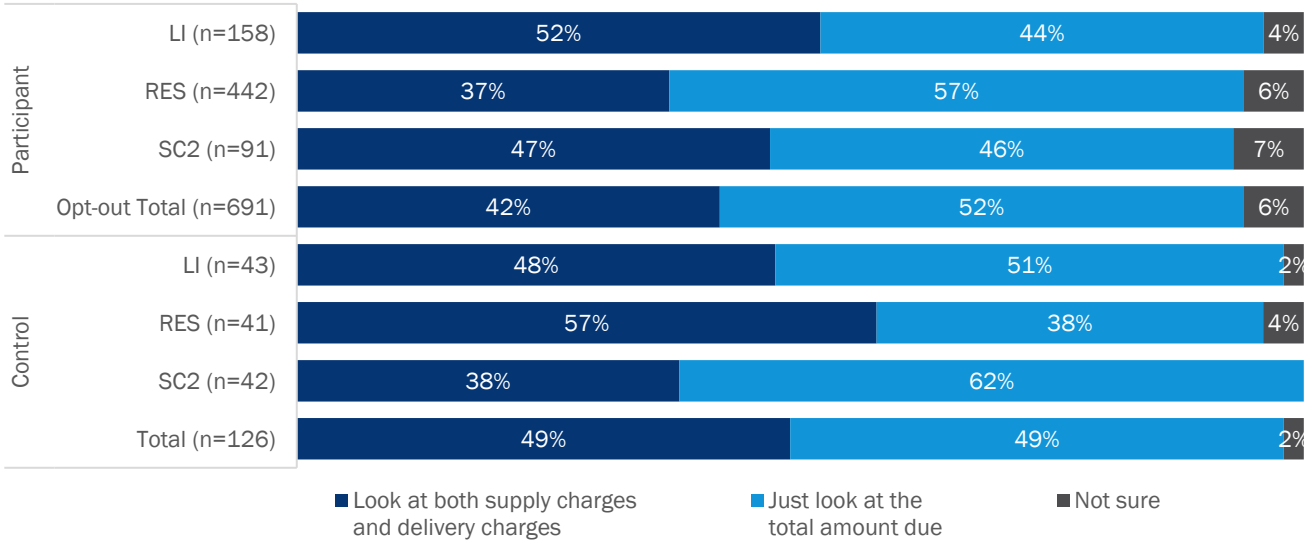


*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes") and aware of delivery charges (Q4 = "Yes"). Not asked to opt-in Pilot participants on Rate I or III, as there is no fixed component to their billing plan.

Of customers who indicated they are aware that delivery charges are a component of their bill, less than half of opt-out Pilot participants (42%) and control customers (49%) report typically looking at both supply and delivery charges when reviewing their Con Edison bill, a statistically indistinguishable difference. Low income residential participants are statistically more likely to report looking at both charges when reviewing their bill than non-low income residential participants, who are statistically more likely to indicate only looking at the total amount due.

Opt-out by Sector

Q4a. When you review [your/your organization's] Con Edison electric bill, do you typically look at both supply charges and delivery charges, or just the total bill due?*

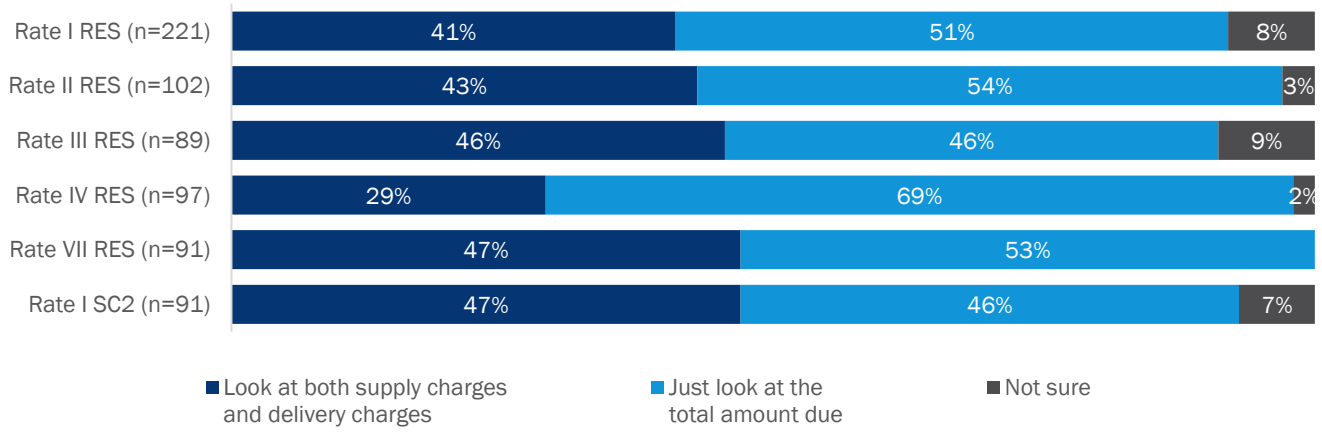


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes").

Among opt-out Pilot participants who indicated they are aware that delivery charges are a component of their bill, Rate III and Rate VII residential, and Rate I small commercial participants are statistically more likely to report looking at both supply and delivery charges when reviewing their Con Edison bill compared to Rate IV residential participants. Rate IV residential participants are statistically more likely to indicate looking at the total amount due compared to Rate I, Rate III, and Rate VII residential and Rate I small commercial participants.

Opt-out by Rate

Q4a. When you review [your/your organization's] Con Edison electric bill, do you typically look at both supply charges and delivery charges, or just the total bill due?*

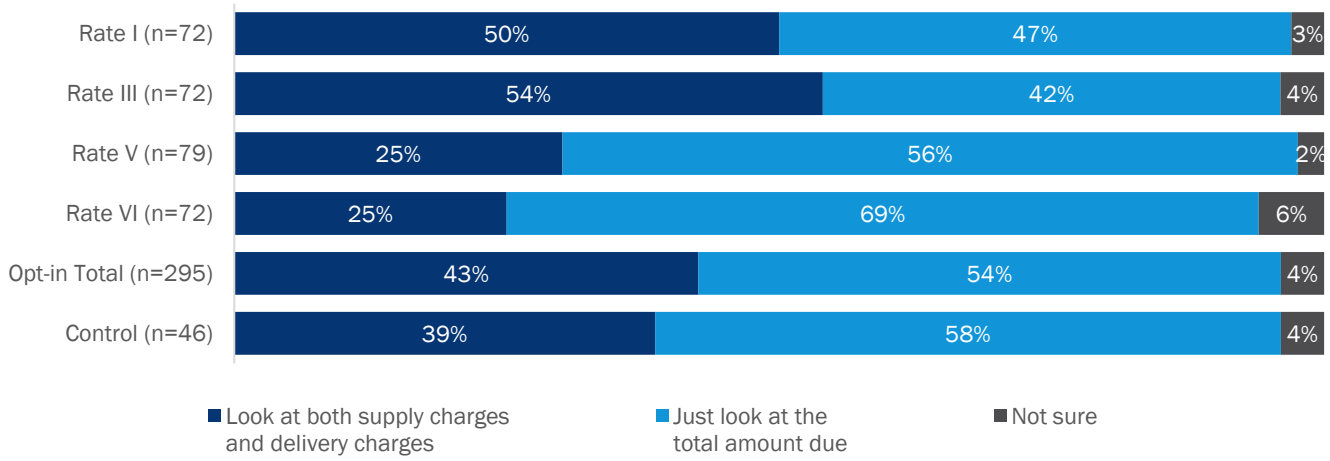


*Note: RES = Residential, SC2 = Small Commercial. Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes")

Among customers who indicated they are aware that delivery charges are a component of their bill, about two-fifths of opt-in Pilot participants (43%) and control customers (39%) report typically looking at both supply and delivery charges when reviewing their Con Edison bill, a statistically indistinguishable difference. Rate VI participants are statistically less likely to indicate looking at both supply and delivery charges when reviewing their bill compared to all other participants and are statistically more likely than Rate I and Rate III participants to report just looking at the total amount due.

Opt-in by Rate

Q4a. When you review your Con Edison electric bill, do you typically look at both supply charges and delivery charges, or just the total bill due?*



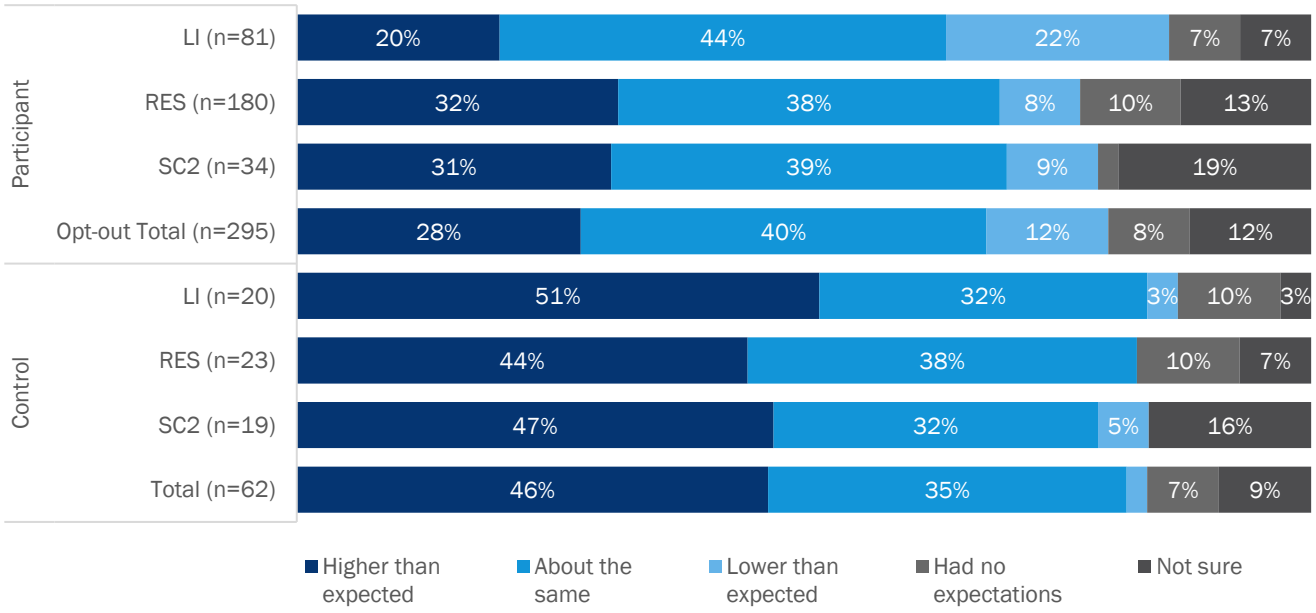
*Note: Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes").

Overall, more than one-third of Pilot participants (40%) and control customers (35%) who indicated they typically review both supply and delivery charges report that the delivery charges have been about the same as what they expected since October 2020, a statistically indistinguishable difference. Pilot participants are statistically more likely than control customers to indicate that delivery charges have been lower than expected, while control customers are statistically more likely to report the opposite. Low income residential participants are statistically more likely to report that delivery charges have been lower than expected compared to non-low income residential participants.[5]

[5] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot and control population.

Opt-out by Sector

Q4b. [Displayed to those aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Since switching to the Smart Energy Plan in October 2020] [Displayed to those not aware of the transition to the new billing plan (Q0 ≠ "Smart Energy Plan" or Q1 = "No") and control customers: Over the last six months], have your [household's/organization's] delivery charges for electricity been higher, lower, or about the same as you expected?*

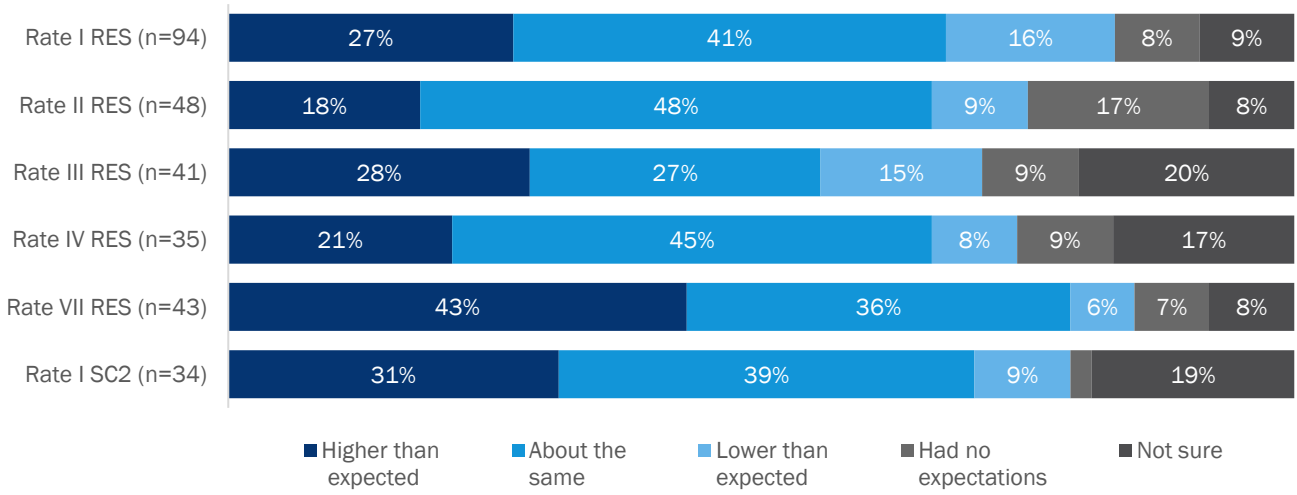


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes") and indicated they typically look at both supply and delivery charges when reviewing their bill (Q4a = "Look at both supply charges and delivery charges").

Among Pilot participants who indicated they typically look at both supply and delivery charges when reviewing their bill, Rate VII residential participants are statistically more likely to report that delivery charges since October 2020 have been higher than expected compared to Rate II residential participants. Further, Rate II residential participants are statistically more likely to report not having any expectations around their delivery charges compared to Rate I small commercial participants.[6]

Opt-out by Rate

Q4b. [Displayed to those aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Since switching to the Smart Energy Plan in October 2020] [Displayed to those not aware of the transition to the new billing plan (Q0 ≠ "Smart Energy Plan" or Q1 = "No") and control customers: Over the last six months], have your [household's/organization's] delivery charges for electricity been higher, lower, or about the same as you expected?*



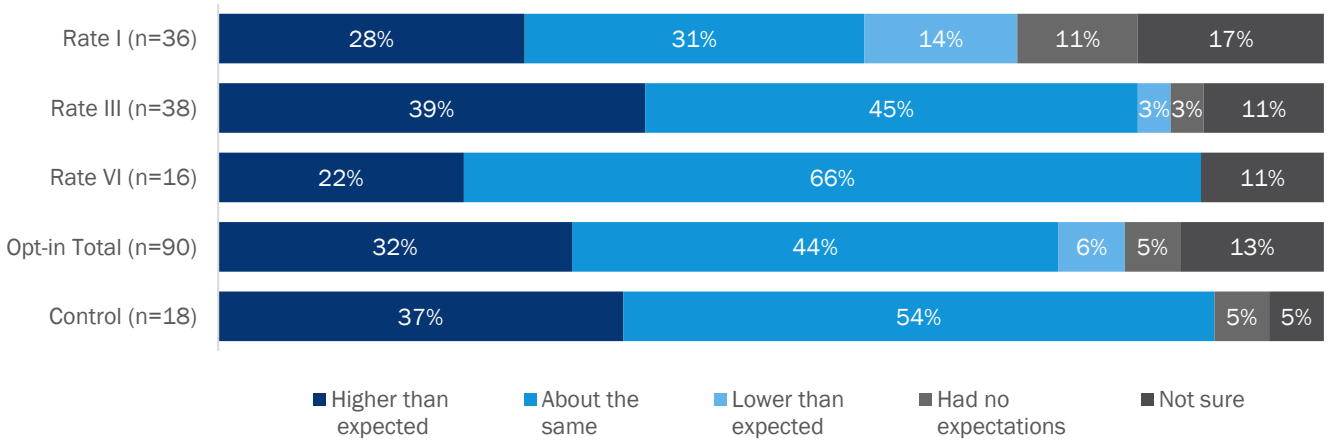
*Note: RES = Residential, SC2 = Small Commercial. Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes") and indicated they typically look at both supply and delivery charges when reviewing their bill (Q4a = "Look at both supply charges and delivery charges").

[6] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot and control population.

Overall, about half of opt-in Pilot participants (44%) and control customers (54%) who indicated they typically review both supply and delivery charges report that the delivery charges have been about the same as they expected, a statistically indistinguishable difference.

Opt-in by Rate

Q4b. [Displayed to those aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"): Since switching to the [Fixed Delivery Billing Plan / Smart Energy Plan] in October 2020] [Displayed to those not aware of the transition to the new billing plan (Q0 ≠ *Correct Billing Plan Response* and Q1 = "No") and control customers: Over the last six months], have your household's delivery charges for electricity been higher, lower, or about the same as you expected?*

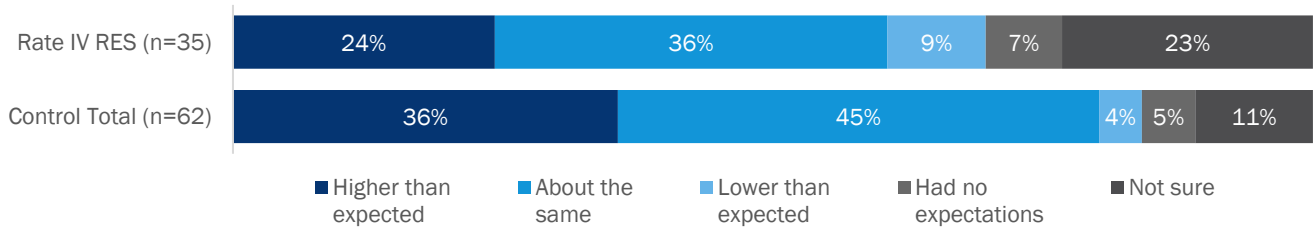


*Note: Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes") and indicated they typically look at both supply and delivery charges when reviewing their bill (Q4a = "Look at both supply charges and delivery charges"). Not asked of Rate V pilot Participants because delivery charges are not applicable to them.

Among Rate IV opt-out Pilot participants and control customers who indicated they typically look at both supply and delivery charges when reviewing their bill, about two-fifths of participants (36%) and control customers (45%) report that their supply charges have been about the same as they expected, a statistically indistinguishable difference.

Opt-out

Q4b2. [Displayed to those aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Since switching to the Smart Energy Plan in October 2020] [Displayed to those not aware of the transition to the new billing plan (Q0 ≠ "Smart Energy Plan" and Q1 = "No") and control customers: Over the last six months], have your [household's/organization's] supply charges for electricity been higher, lower, or about the same as you expected?*

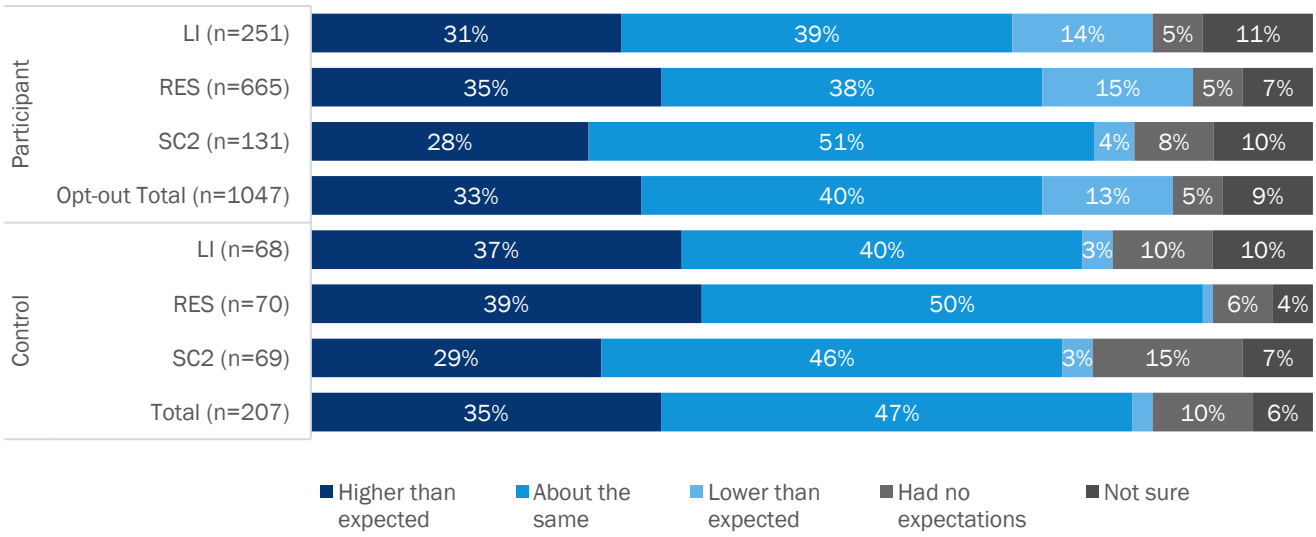


*Note: RES = Residential. Responses among those that were aware that delivery charges are a component of their bill (Q4 = "Yes") and indicated they typically look at both supply and delivery charges when reviewing their bill (Q4a = "Look at both supply charges and delivery charges"). Question only asked of Rate IV Pilot participants as this is the only opt-out rate that includes time-varying supply charges.

Overall, nearly half of opt-out Pilot participants (40%) and control customers (47%) report that their total electric bills have been about the same as they expected, a statistically indistinguishable difference. Additionally, Pilot participants are statistically more likely than control customers to report that their total electric bills have been lower than expected and are statistically less likely to indicate not having any expectations. Compared to residential participants (both low income and non-low income), Rate I small commercial participants are statistically more likely to report that their total electric bills have been lower than expected and statistically less likely to indicate not having any expectations.

Opt-out by Sector

Q4c. [Displayed to those aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Since switching to the Smart Energy Plan in October 2020] [Displayed to those not aware of the transition to the new billing plan (Q0 ≠ "Smart Energy Plan" and Q1="No") and control customers: Over the last six months], have your household's total Con Edison electric bills been higher, lower, or about the same as you expected?*

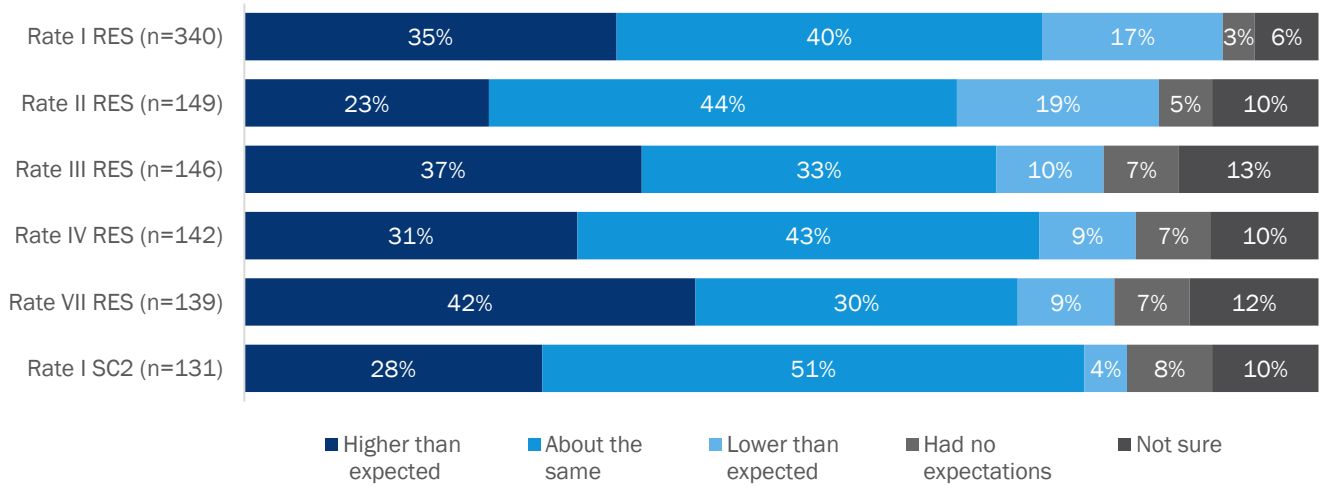


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial.

Rate I and Rate IV opt-out residential Pilot participants are statistically more likely than Rate VII residential participants to report their total electric bills have been about the same as expected. Rate I small commercial participants are statistically more likely to report their total electric bills have been about the same compared to Rate I, Rate III, and Rate VII residential participants. Additionally, Rate I, Rate III, and Rate VII residential participants are statistically more likely to indicate that their total electric bills have been higher than expected compared to Rate II residential participants. Conversely, Rate I and Rate II residential participants are statistically the most likely to report that their total electric bills have been lower than expected. Further, Rate I residential participants are statistically less likely to report not having any expectations (compared to Rate III, Rate IV, and Rate VII residential and Rate I small commercial participants) and to report not knowing if their electric bills have changed (compared to Rate III and Rate VII residential participants).

Opt-out by Rate

Q4c. [Displayed to those aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"): Since switching to the Smart Energy Plan in October 2020] [Displayed to those not aware of the transition to the new billing plan (Q0 ≠ "Smart Energy Plan" and Q1="No"): Over the last six months], have your household's total Con Edison electric bills been higher, lower, or about the same as you expected?*

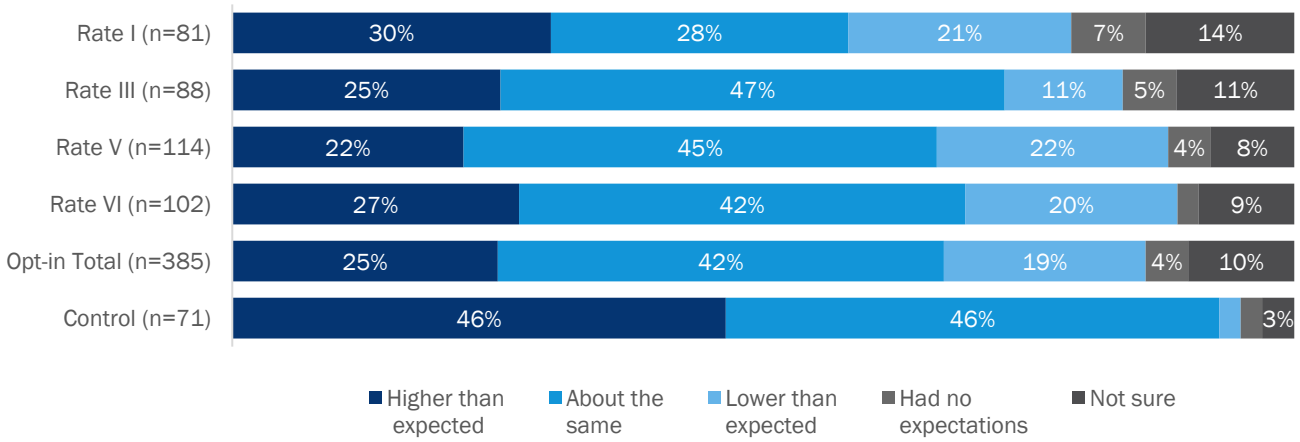


*Note: RES = Residential, SC2 = Small Commercial.

Overall, less than half of opt-in Pilot participants (42%) and control customers (46%) report that their total electric bills have been the same as expected, a statistically indistinguishable difference. Pilot participants are statistically less likely to report that their total electric bills have been higher than they expected compared to control customers (25% and 46%, respectively). Rate III and Rate V participants are statistically more likely than Rate I participants to report their bills have been about the same as expected. Moreover, Rate V participants are statistically more likely to report that their total electric bills have been lower than they expected compared to Rate III participants.

Opt-in by Rate

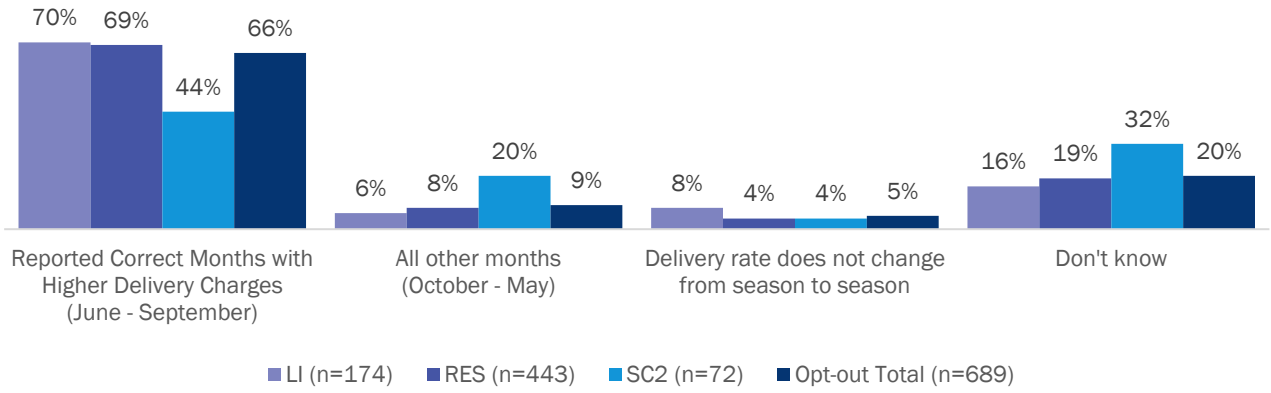
Q4c. [Displayed to those aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"): Since switching to the [Fixed Delivery Billing Plan / Smart Energy Plan] in October 2020] [Displayed to those not aware of the transition to the new billing plan (Q0 ≠ *Correct Billing Plan Response* and Q1 = "No") and control customers: Over the last six months], have your household's total Con Edison electric bills been higher, lower, or about the same as you expected?



Among opt-out Pilot participants who are aware of their new billing plan, two-thirds (66%) understand the correct months with higher delivery rates (June to September). Small commercial participants are statistically less likely to understand the correct months with higher delivery rates than residential customers and are more likely to incorrectly select "all other months" or to indicate not knowing when delivery rates are higher.

Opt-out by Sector

Q6. What months are [your/your organization's] Smart Energy Plan delivery rates highest?*

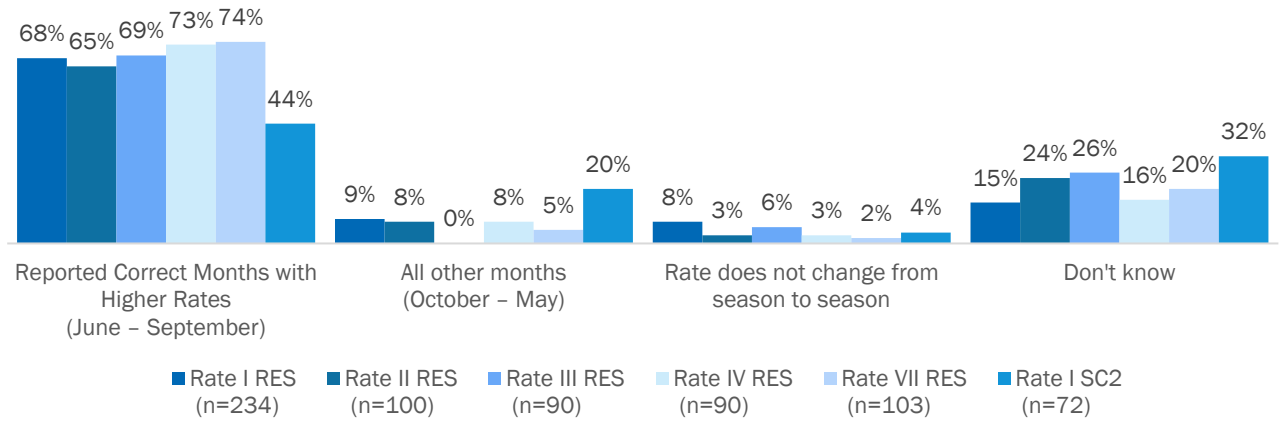


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-out Pilot participants who are aware of their new plan, Rate I small commercial participants are statistically the least likely to correctly identify the months with highest delivery rates. Additionally, Rate I small commercial participants are statistically more likely to incorrectly select "all other months" than Rate I and Rate VII residential participants and are statistically more likely to report not knowing which months have higher delivery rates compared to Rate I and Rate IV residential participants.

Opt-out by Rate

Q6. What months are [your/your organization's] Smart Energy Plan delivery rates highest?*



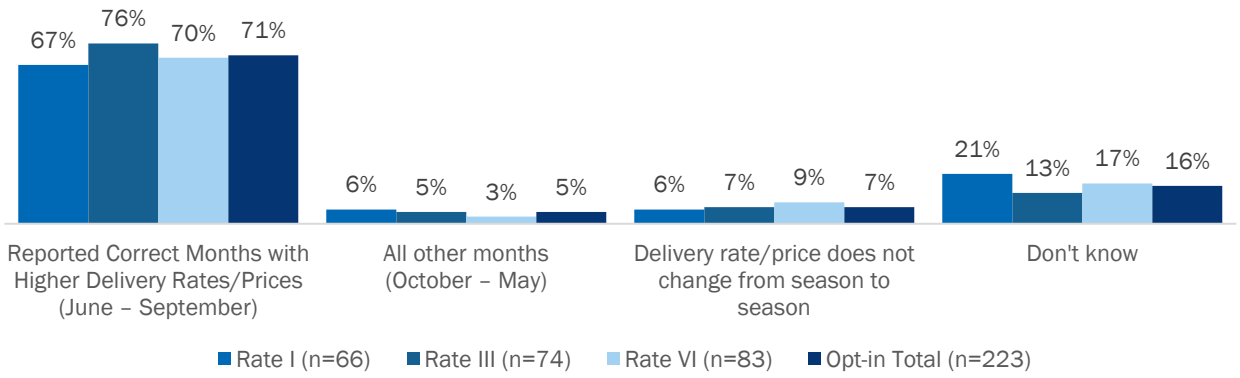
*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Excluding those on Rate V (which is not subject to seasonal variation in delivery rates), about two-thirds (71%) of opt-in Pilot participants who are aware of their new billing plan understand the correct months with higher delivery rates. Understanding of months with higher delivery rates is statistically similar across rates.

Opt-in by Rate

Q6. [Displayed to Rate I and Rate III customers:] What months are your Smart Energy Plan delivery rates highest?

[Displayed to Rate VI Pilot customers:] To the best of your knowledge, if you exceed your delivery level, which months would be subject to overage charges?*

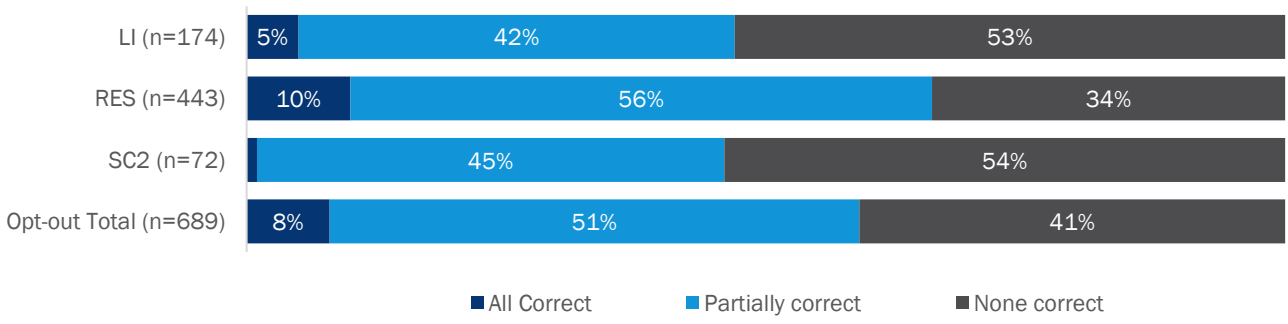


*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"). Rate V opt-in Pilot participants were not asked this question because there is no seasonality on their billing plan.

Over half (59%) of opt-out Pilot participants (of those who were aware of their new billing plan) identified some or all of the correct peak hours. Non-low income residential participants are statistically more likely to identify some of the correct peak hours compared to low income residential participants. Non-low income residential participants are also statistically more likely to identify all correct peak hours and less likely to identify none of the correct peak hours than low income residential participants and small commercial customers.

Opt-out by Sector

Q5. Under the Smart Energy Plan, when are [your/your organization's] delivery rates highest on [Displayed to Rate II customers: summer (June-September)] weekdays? These are also called "peak hours." *Choose all times when electricity is most expensive to use.**

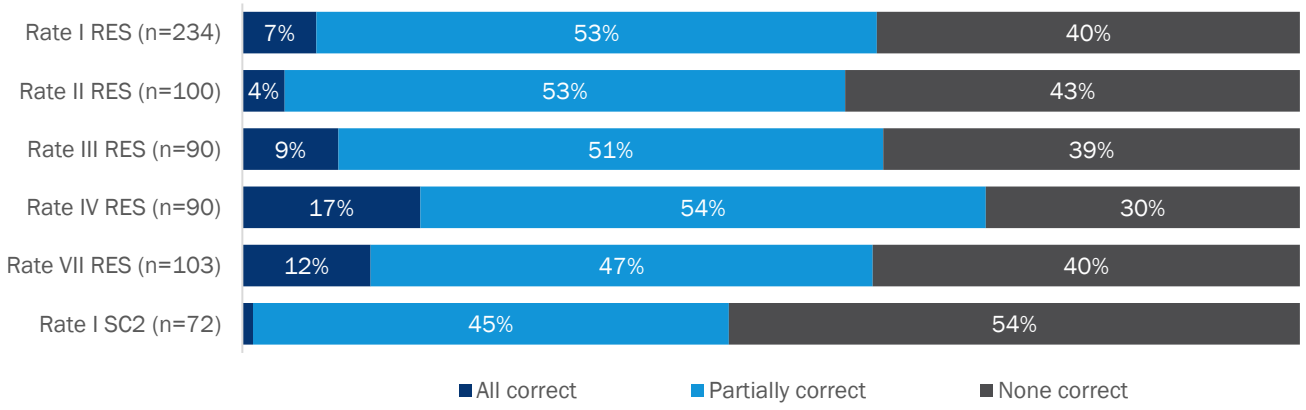


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-out Pilot participants who are aware of the new billing plan, Rate IV residential participants are statistically more likely to identify all correct peak hours compared to Rate I and Rate III residential and Rate I small commercial participants. Additionally, Rate III and Rate VII residential participants are statistically more likely to also identify all correct peak hours than Rate I small commercial participants. Further, Rate I small commercial participants are statistically more likely to fail to identify any correct peak hours than Rate I and Rate IV residential participants.

Opt-out by Rate

Q5. Under the Smart Energy Plan, when are [your/your organization's] electric delivery rates highest on [Displayed to Rate II customers: summer (June-September)] weekdays? These are also called "peak hours." *Choose all times when electricity is most expensive to use.



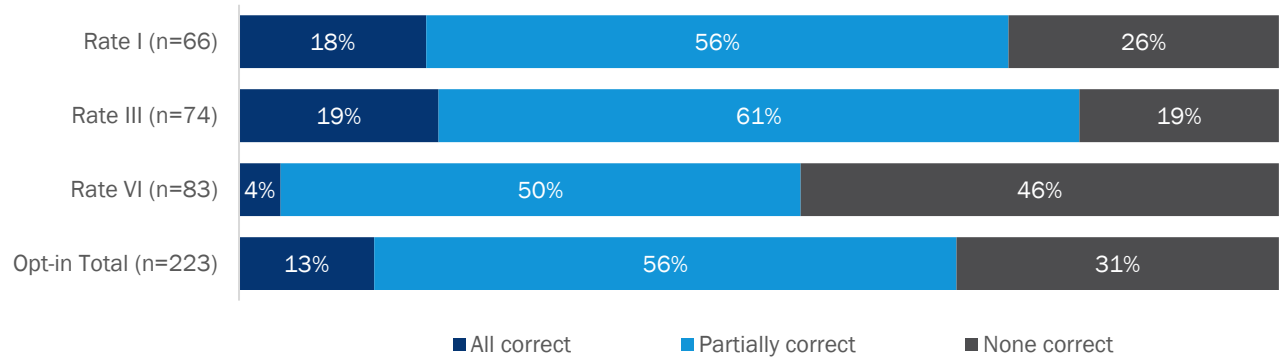
*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-in Pilot participants (excluding those in Rate V) who are aware of their billing plan, over two-thirds (69%) identified all correct or partially correct peak hours. Rate I and Rate III participants are statistically more likely to identify all correct peak hours compared to Rate VI participants, who are statistically more likely than Rate I and Rate III participants to select no correct peak hours.

Opt-in by Rate

Q5. [Displayed for Rate I and Rate III customers:] Under the Smart Energy Plan, when are your electric delivery rates highest on weekdays? These are also called "peak hours." *Choose all times when electricity is most expensive to use*.

[Displayed for Rate VI customers:] Under the Fixed Delivery Billing Plan, when are overages applied if you exceed your delivery level during the summer months (June – September)? These are also called "peak hours." *Choose all times when electricity is most expensive to use*.*

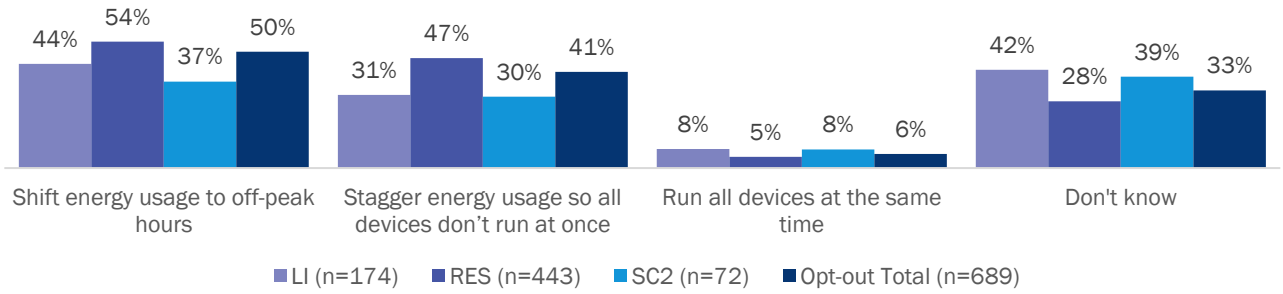


*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"). Rate V opt-in Pilot participants were not asked this question because peak hours do not apply to Rate V.

Half (50%) of opt-out Pilot participants (of those who are aware of their new billing plan) understand that shifting energy use during peak hours can help them save money, with non-low income residential participants being statistically more likely to understand this tactic than low income and small commercial participants. Non-low income residential participants are also statistically more likely than all other participants to report that staggering energy usage can help them save money. Additionally, low income residential participants are statistically more likely than non-low income residential participants to report not knowing what actions can help them save money.

Opt-out by Sector

Q7. On your new Smart Energy Plan, which of these can help [you/your organization] save money? (Multiple Responses Allowed)*

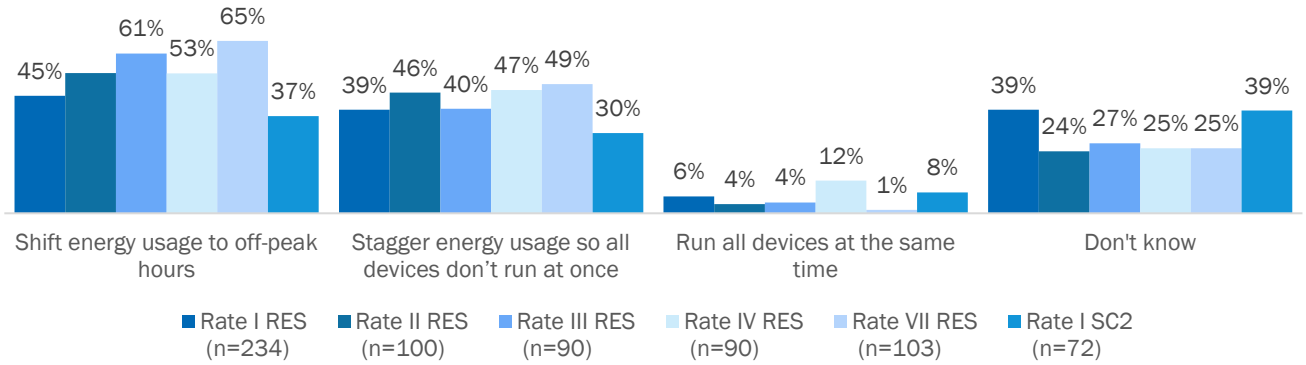


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Opt-out Pilot participant understanding of how to save money on the Smart Energy Plan is statistically different across rates. Rate III and Rate VII residential participants are statistically more likely to understand that shifting energy use during peak hours can help them save money than Rate I residential and Rate I small commercial participants. Rate VII residential participants are statistically more likely than Rate I small commercial participants to report the benefits of staggering. Rate IV residential participants are statistically more likely than Rate VII residential participants to incorrectly report that running all devices at the same time can save money. Finally, Rate I residential participants are statistically more likely to report not knowing how to save money on the Smart Energy Plan than Rate II, Rate IV, and Rate VII residential participants.

Opt-out by Rate

Q7. On your new Smart Energy Plan, which of these can help [you/your organization] save money? (Multiple Responses Allowed)*

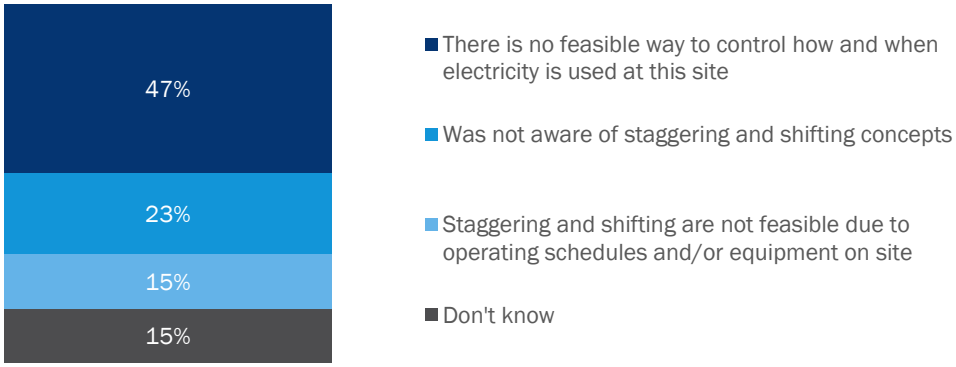


*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among small commercial customers who indicated not knowing how to save money on the Smart Energy Plan, about half (47%) report there is no feasible way to control how and when electricity is used at their location and about one-quarter (23%) report not being aware of shifting and staggering concepts.[7]

Opt-out (Small Commercial Customers Only)

Q7_SC2. You indicated you don't know what to do to save money on the Smart Energy Plan. Could you please elaborate? Is that because you were not familiar with the concepts of staggering and shifting in the first place, because staggering and shifting are not feasible at [ADDRESS], or something else? (n=21)*



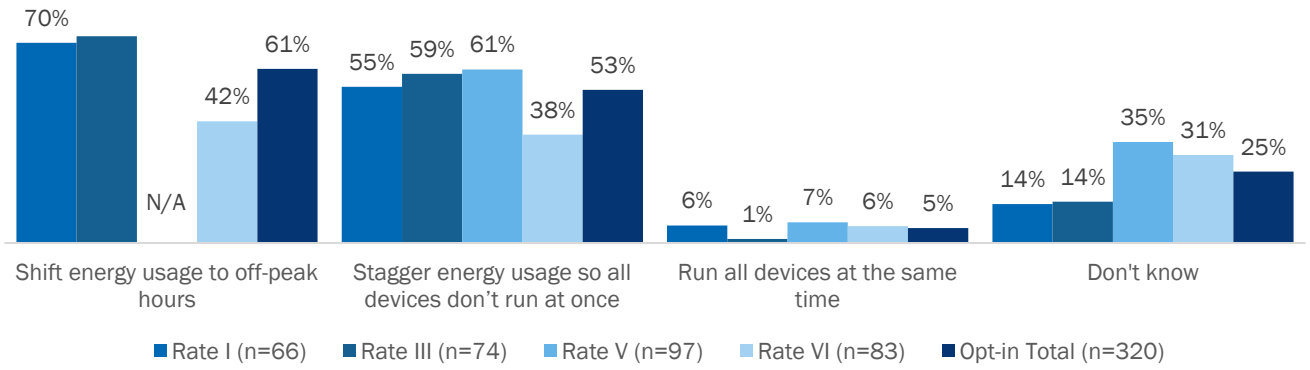
*Note: Responses among small commercial pilot Participants who reported not knowing what to do to save money on the new plan (Q7 = "Don't know") and who reported that the property associated with their Con Edison account is not a residential unit they reside in (S5 = "Exterior or interior lighting in a residential, commercial, or mixed-use building," "A rental home or apartment that I own or manage, but do not reside in," "Exterior or interior lighting in a residential, commercial, or mixed-use building," "Office space," "Store/Retail," or "Other").

[7] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Among opt-in Pilot participants who are aware of their new billing plan, over half understand that shifting (61%) or staggering (53%) energy use can help them save money. Rate III and Rate V participants are statistically more likely to understand the benefit of staggering than Rate VI participants. Additionally, Rate I and Rate III participants are statistically more likely to report shifting energy use during peak hours than Rate VI participants and statistically less likely to report not knowing how to save money on their new billing plan than Rate V and Rate VI participants.

Opt-in by Rate

Q7. On your new [Smart Energy Plan/Fixed Delivery billing Plan], which of these can help you save money? (Multiple Responses Allowed)*

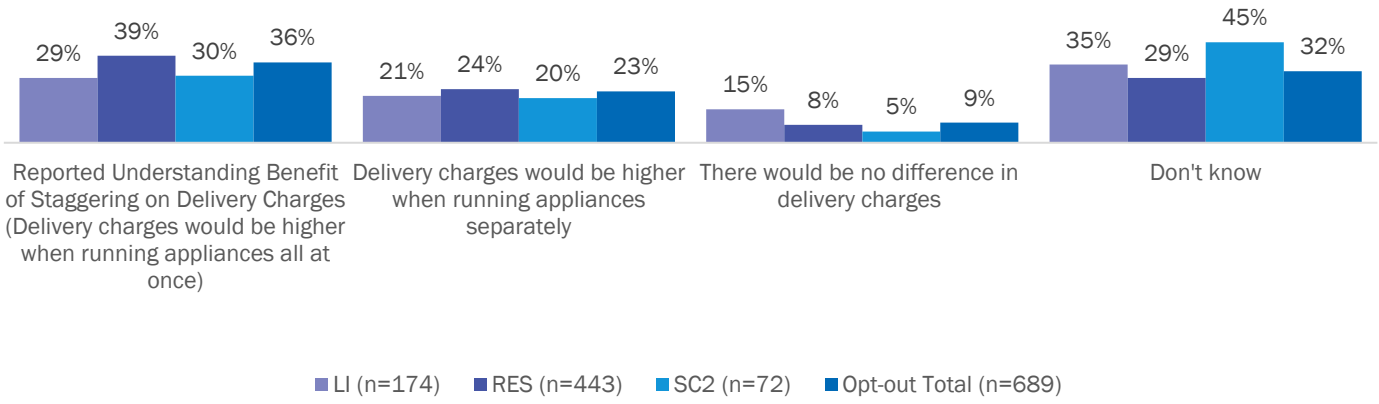


*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes").

Of the opt-out Pilot participants who are aware of their new billing plan, about one-third (36%) understand the benefit of staggering their energy use, with non-low income residential participants being statistically more likely than low income residential participants to understand that running appliances all at once could result in higher delivery charges and statistically less likely to report there is no difference in delivery charges. Additionally, small commercial participants are statistically more likely to indicate not knowing which scenario would result in higher delivery charges than non-low income residential participants.

Opt-out by Sector

Q8. Which of the following two scenarios could result in higher delivery costs on [your/your organization's] Con Edison bill? If you are not confident in your answer, please select "I don't know."*

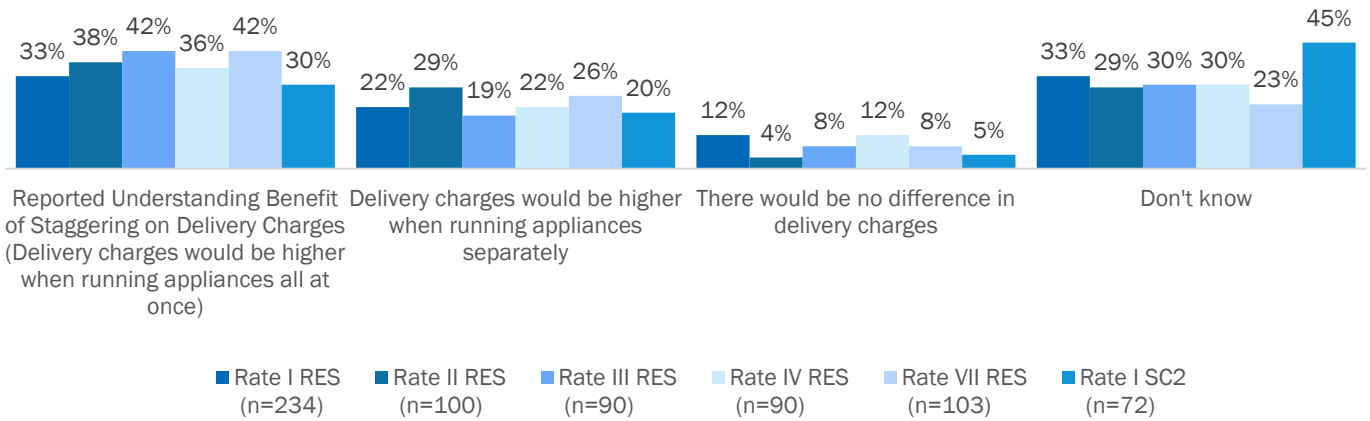


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-out Pilot participants who are aware of the transition to the new plan, understanding of the benefits of staggering energy use on delivery charges is mostly similar across rates. However, Rate I small commercial participants are statistically more likely to report not knowing when delivery chargers would be higher than Rave VII residential participants.

Opt-out by Rate

Q8. Which of the following two scenarios could result in higher delivery costs on [your/your organization's] Con Edison bill? If you are not confident in your answer, please select "I don't know."*

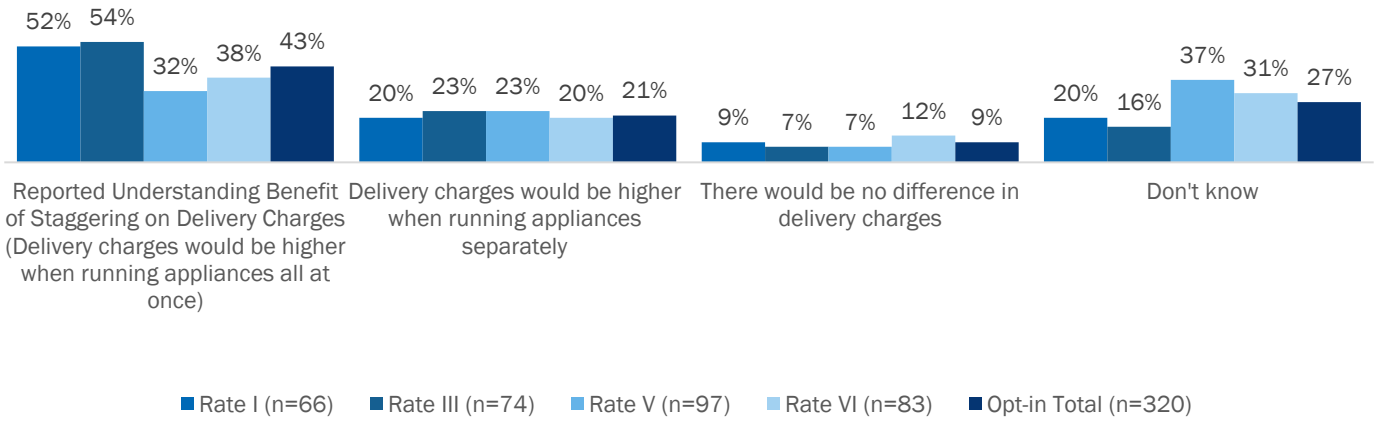


*Note: RES = Residential, SC2 = Small Commercial.

Overall, over two-fifths (43%) of opt-in Pilot participants who are aware of their new billing plan understand the benefit of staggering to keep delivery charges low, with Rate I and Rate III participants demonstrating statistically greater understanding of these benefits than Rate V participants. Rate III participants are also statistically more likely to understand the benefit of staggering on delivery charges than Rate VI participants. Both Rate V and Rate VI participants are statistically more likely to report not knowing which scenario resulted in higher delivery costs compared to Rate III participants. Additionally, Rate V participants are statistically more likely to report not knowing what resulted in higher delivery charges compared to Rate I participants.

Opt-in by Rate

Q8. Which of the following two scenarios could result in higher delivery costs on your Con Edison bill [Displayed to Rate V-VI participants: next year]? If you are not confident in your answer, please select "I don't know."*

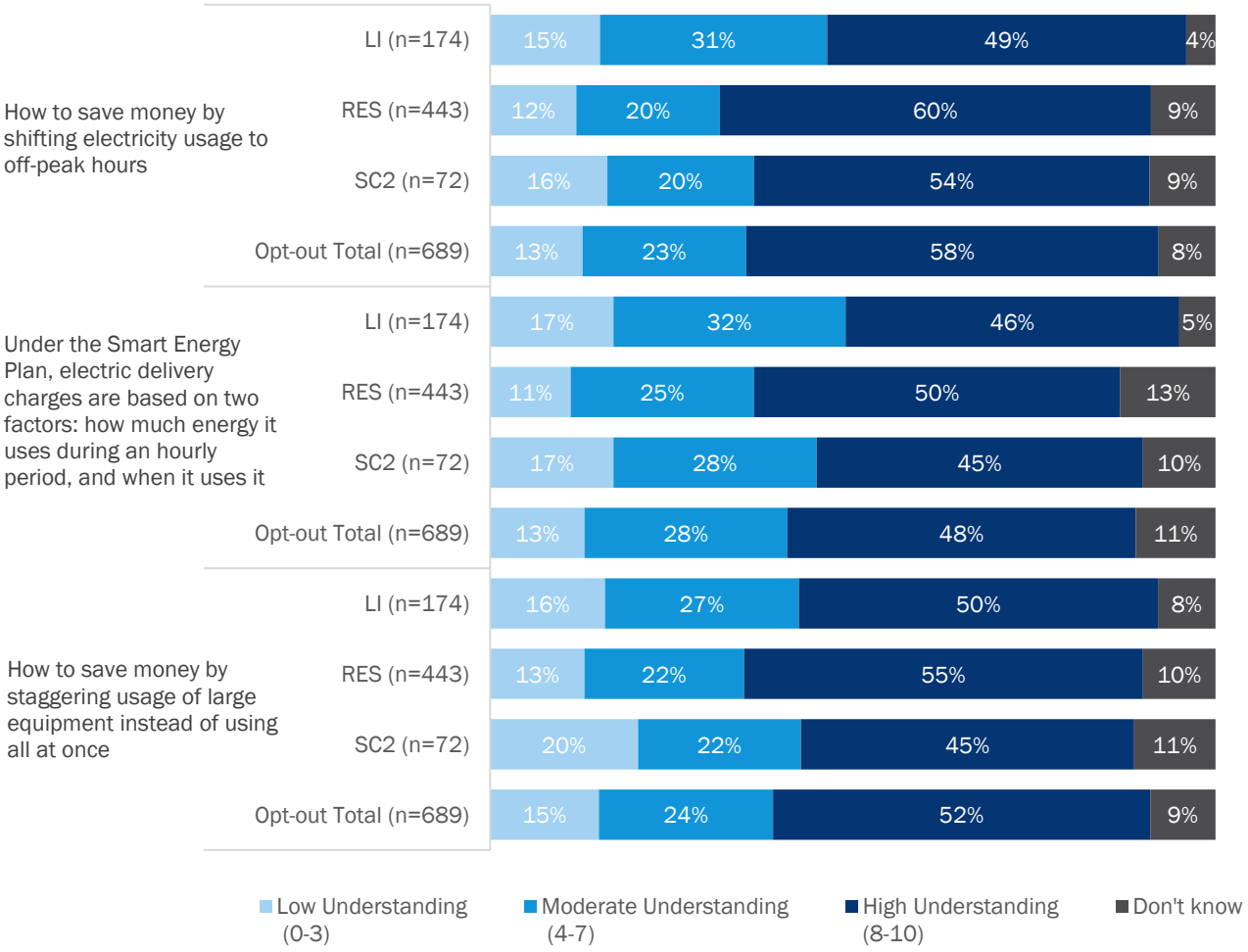


*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes").

Among all opt-out Pilot participants who are aware of their new billing plan, most report moderate to high understanding of concepts related to their new billing plan. Compared to low income participants, non-low income residential participants demonstrate statistically greater understanding that delivery charges are based on how much energy is used during an hourly period and when it is used.

Opt-out by Sector

Q8a. How well would you say you understand each of the following concepts? Use a scale of 0 to 10, where 0 means you do not understand at all and 10 means you understand very well. How well do you understand...*

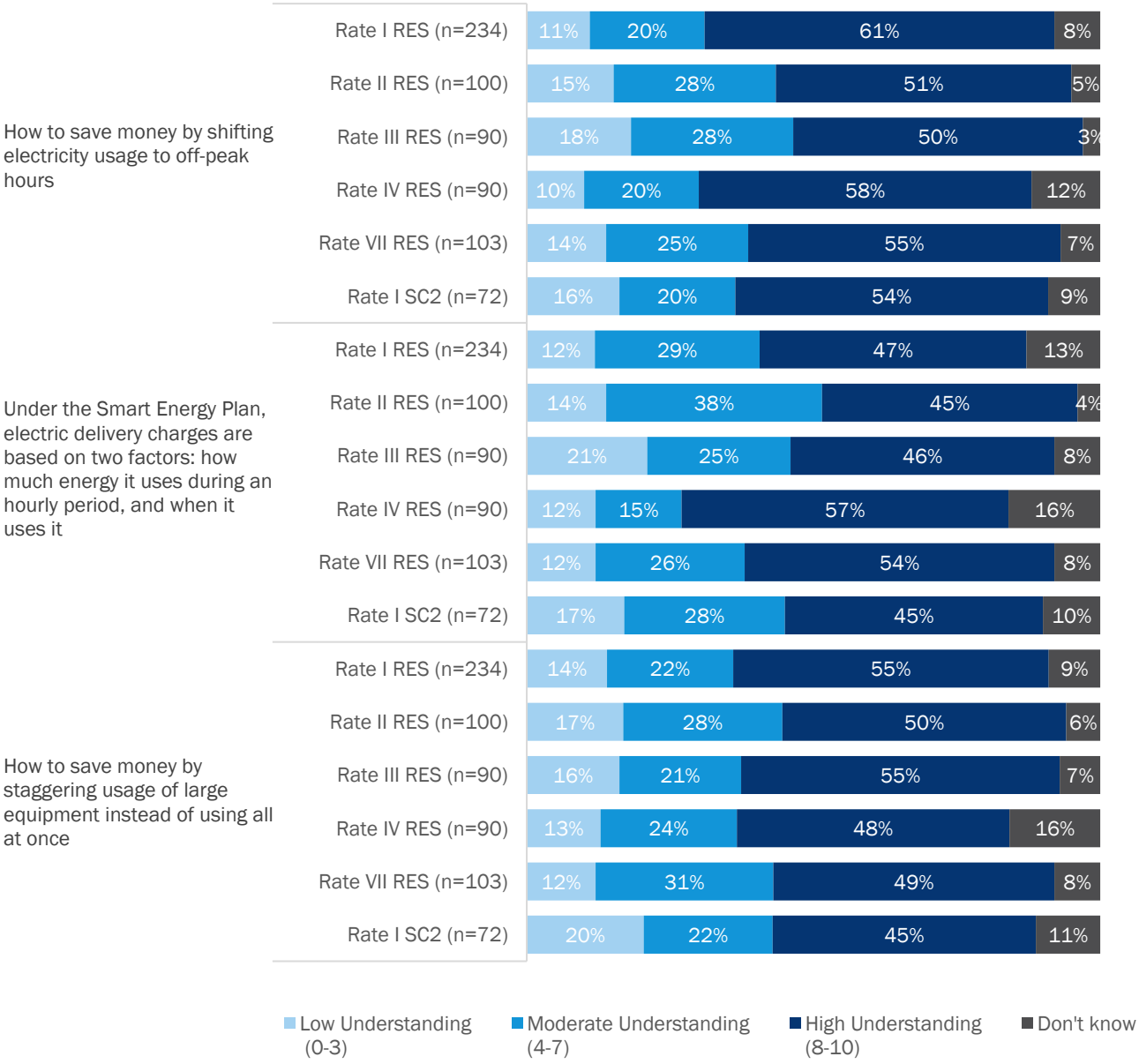


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among all opt-out Pilot participants who are aware of their new billing plan, most reported moderate to high understanding of concepts related to their new billing plan. Understanding is similar across rates.

Opt-out by Rate

Q8a. How well would you say you understand each of the following concepts? Use a scale of 0 to 10, where 0 means you do not understand at all and 10 means you understand very well. How well do you understand...*

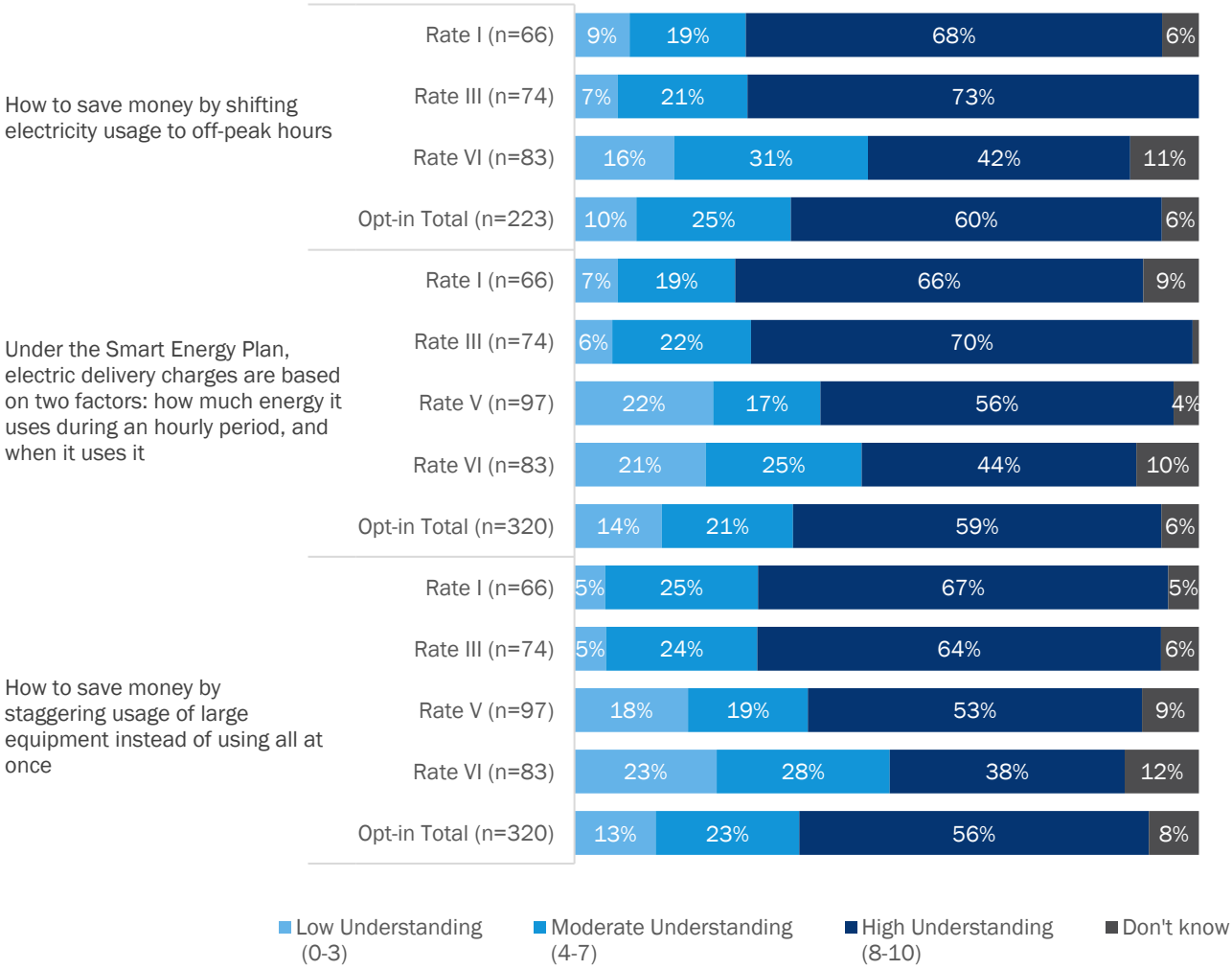


*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among all opt-in Pilot participants who are aware of their new billing plan, most report moderate to high understanding of concepts related to their plan. Rate I and Rate III participants demonstrate statistically greater understanding than Rate VI participants.

Opt-in by Rate

Q8a. How well would you say you understand each of the following concepts? Use a scale of 0 to 10, where 0 means you do not understand at all and 10 means you understand very well. How well do you understand...*

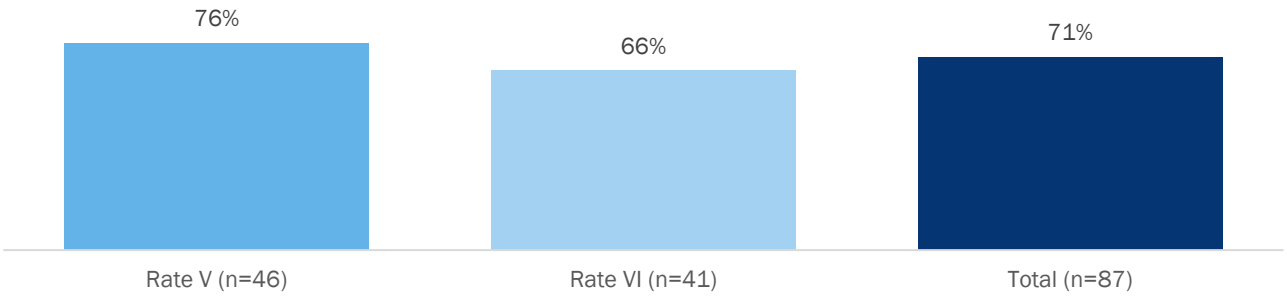


*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"). The item "How to save money by shifting electricity usage to off-peak hours" was not displayed to Rate V opt-in Pilot participants as peak hours do not apply to Rate V.

Rate V and VI opt-in Pilot participants (who received a High Demand Alert email) are similarly likely to indicate recalling that they received an email that alerted them that they had gone over their average peak demand from that time the previous year.

Opt-in by Rate

Q9c1. Do you recall receiving an email from Con Edison telling you that you went over your average peak demand from this time last year?*

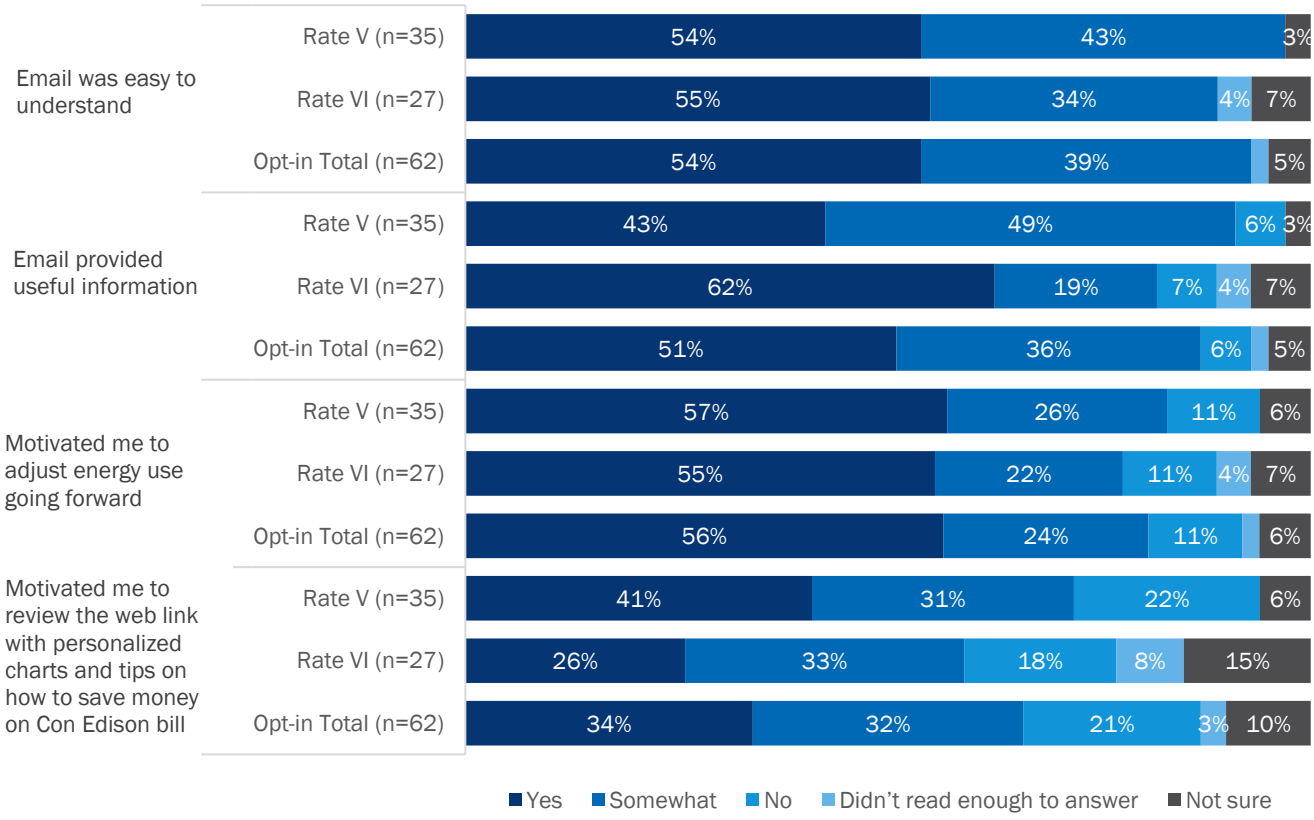


*Note: Responses among Pilot participants who were sent a High Demand Alert email.

Among Rate V and Rate VI opt-in Pilot participants who recalled receiving an email alerting them that they had gone over their average peak demand, Rate V participants are statistically more likely than Rate VI participants to indicate that the email provided "somewhat" useful information.

Opt-in by Rate

Q9c2. Would you say that the email...

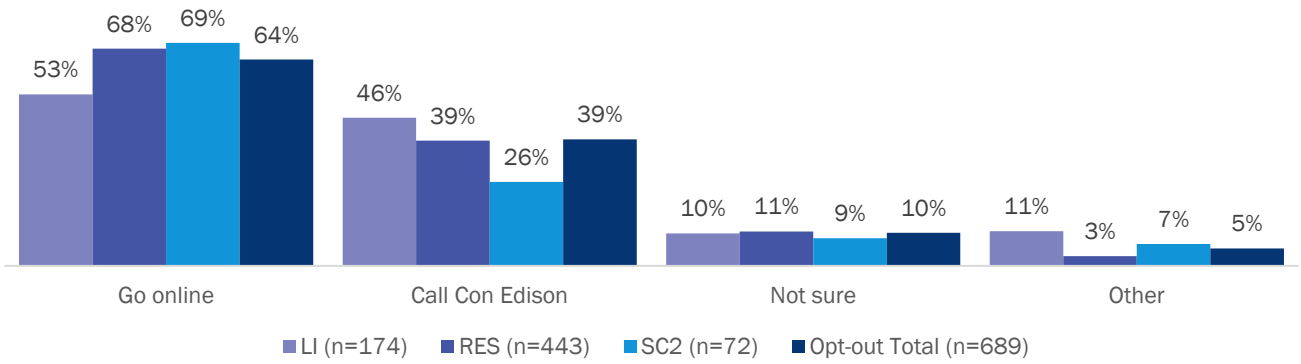


*Note: Responses among Pilot participants who recalled receiving High Demand Alert email (Q9c1 = "Yes").

Of opt-out Pilot participants who are aware of their new billing plan, about two-thirds (64%) report they would go online to get additional information about the plan. Non-low income residential participants are statistically more likely to prefer seeking out information online compared to low income participants. Conversely, low income residential participants are statistically more likely to prefer calling Con Edison than small commercial participants and statistically more likely than non-low income residential participants to prefer other channels to get additional information.

Opt-out by Sector

Q13. Where would you go to get additional information about [your/your organization's] new billing plan? (Multiple Responses Allowed)*

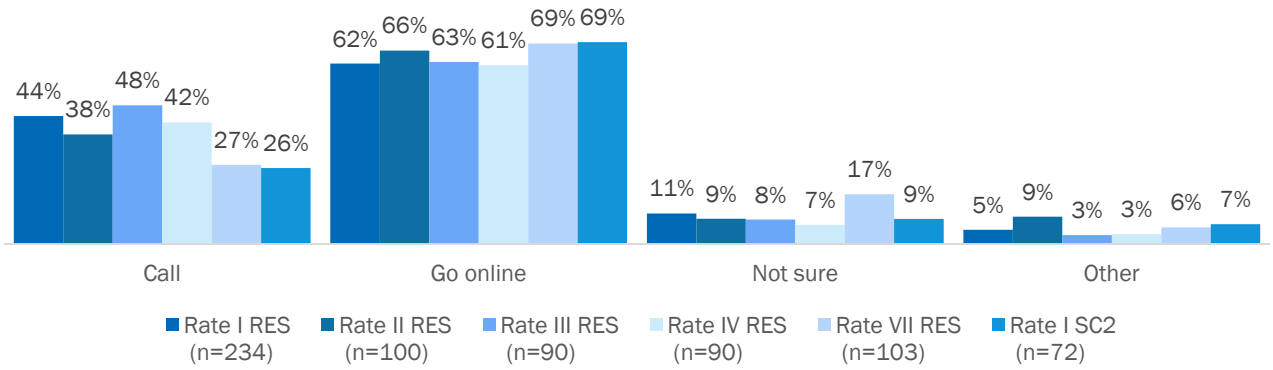


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among those who are aware of their new billing plan, opt-out Pilot participants' preferred method for receiving additional information is similar across rates.

Opt-out by Rate

Q13. Where would you go to get additional information about [your/your organization's] new billing plan? (Multiple Responses Allowed)*

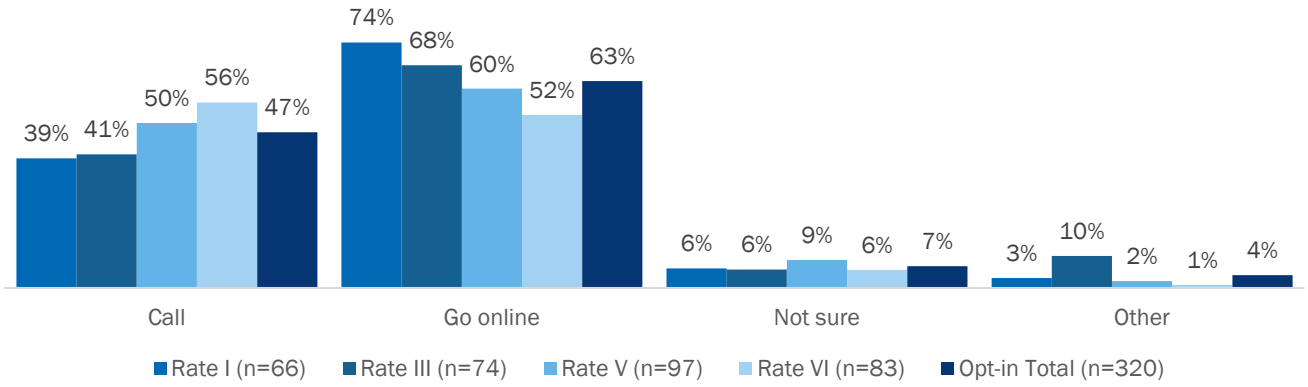


*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among those who are aware of their new billing plan, opt-in Pilot participants' preferred method for receiving additional information is similar across rates.

Opt-in by Rate

Q13. Where would you go to get additional information about your new billing plan? (Multiple Responses Allowed)*

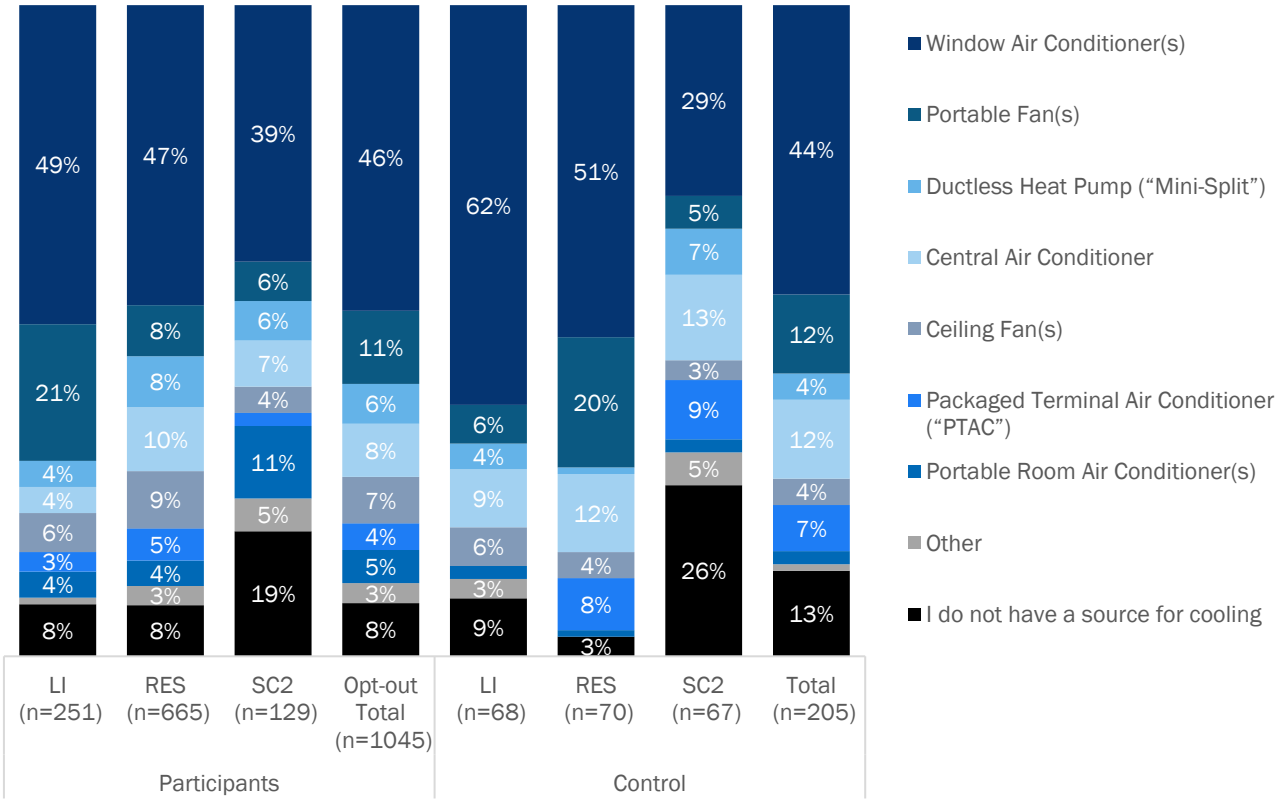


*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes").

Overall, nearly half of opt-out Pilot participants (46%) and control customers (44%) indicate using a window air conditioner as their main cooling source, a statistically indistinguishable difference. Additionally, Pilot participants are statistically more likely to use a portable room air conditioner and statistically less likely to indicate not having a cooling source than control customers. Low income residential participants are statistically most likely to use portable fans to cool their home, while small commercial participants are statistically most likely to use a portable room air conditioner, "other" cooling equipment, or to indicate not having a cooling source. Further, non-low income residential participants are statistically more likely than low income residential participants to use a central air conditioner or a ductless heat pump to cool their home.

Opt-out by Sector

BA_Cool. What is normally used as the main cooling source in your [home/place of business]?*

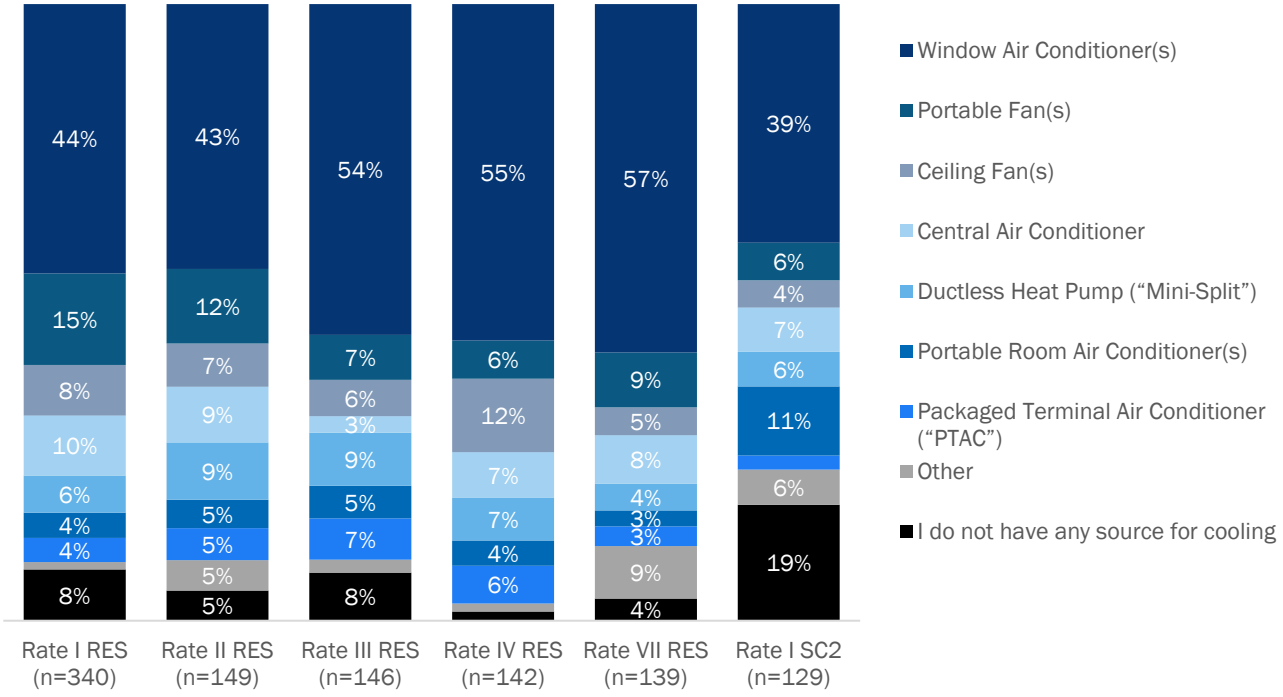


*Note: Small commercial customers who indicated their electric account was only associated with lighting were not asked this question (S5 = “exterior or interior lighting in a residential, commercial, or mixed-use building”). Web respondents were shown images of each device to ensure accuracy of responses.

The most common cooling source among opt-out Pilot participants is the window air conditioner. However, compared to Rate I residential participants, Rate VII residential participants are statistically more likely to use "other" cooling equipment, and Rate I small commercial participants are statistically more likely to report using a portable room air conditioner or "other" cooling source. Additionally, Rate I small commercial participants are statistically most likely to indicate not having any cooling equipment.

Opt-out by Rate

BA_Cool. What is normally used as the main cooling source in your [home/place of business]?*

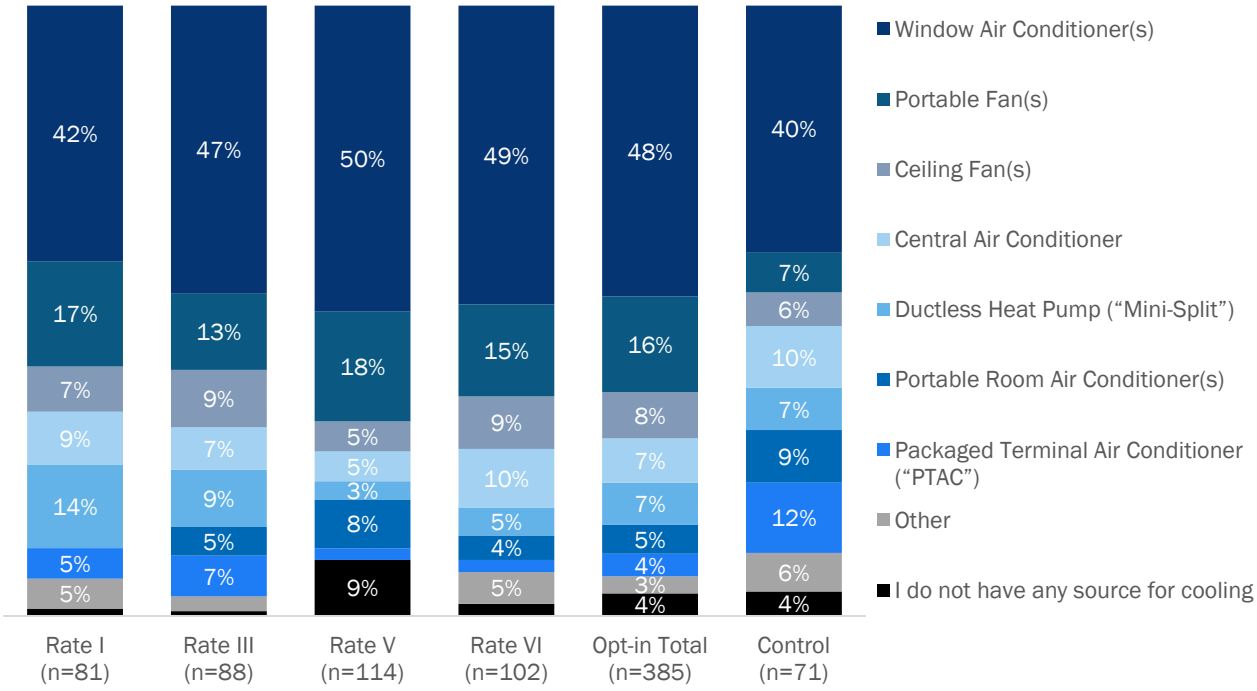


*Note: Small commercial customers who indicated their electric account was only associated with lighting were not asked this question (S5 = "exterior or interior lighting in a residential, commercial, or mixed-use building"). Web respondents were shown images of each device to ensure accuracy of responses.

Overall, less than half of opt-in Pilot participants (48%) and control customers (40%) report that they use a window air conditioner as the main source for cooling in their home, a statistically indistinguishable difference. However, participants are statistically more likely than control customers to report using portable fans to cool their home and statistically less likely to report using a packaged terminal air conditioner (PTAC). Further, Rate I participants are statistically more likely to report using a ductless heat pump than Rate V participants and Rate V participants are statistically more likely than Rate III participants to indicate not having any source for cooling their home.

Opt-in by Rate

BA_Cool. What is normally used as the main cooling source in your home?*



*Note: Web respondents were shown images of each device to ensure accuracy of responses.

The most common type of energy efficient or smart technologies installed in survey respondents’ homes or businesses is LED lighting, with over half of opt-out Pilot participants (56%) and control customers (58%) reporting having LEDs (a statistically indistinguishable difference). Non-low income residential participants are statistically more likely than small commercial customers to report having smart outlets or other electronics controls. Residential non-low income participants are more likely than low income residential participants to report having energy efficient or internet-connected smart dishwashers and energy efficient windows. Additionally, non-low income residential customers are statistically less likely than low income residential customers to report not having any energy efficient or smart technologies.

Opt-out by Sector

BA4. What energy efficient or smart technologies do you currently have installed in your [home/place of business]? Please only count modern energy efficient technologies or "smart" versions that connect to the internet. (Multiple Responses Allowed)*

Energy Efficient or Smart Technologies Installed	Participants				Control			
	LI (n=251)	RES (n=665)	SC2 (n=131)	Opt-out Total (n=1047)	LI (m=110)	RES (n=110)	SC2 (n=330)	Total (n=176)
Standard LED light bulbs	50%	58%	55%	56%	43%	57%	65%	58%
Internet-connected smart lighting or Wi-Fi lighting controls	6%	9%	5%	8%	3%	6%	3%	5%
Energy efficient central heating or air conditioning system	5%	7%	3%	6%	6%	2%	3%	3%
Energy efficient or internet-connected smart clothes washer	6%	10%	7%	8%	4%	16%	8%	11%
Energy efficient or internet-connected smart clothes dryer	4%	8%	5%	6%	1%	13%	8%	9%
Newer energy efficient windows	4%	9%	9%	8%	1%	11%	3%	7%
Internet-connected smart thermostat	3%	5%	8%	5%	2%	6%	4%	5%
Smart outlets or other electronics controls	5%	7%	2%	6%	6%	6%	4%	5%
Internet-connected smart window air conditioner	5%	6%	2%	5%	0%	6%	1%	3%
Energy efficient or internet-connected smart dishwasher	1%	6%	3%	4%	2%	6%	5%	5%
Energy efficient or internet-connected smart hot water heater	2%	3%	1%	2%	0%	5%	1%	3%
We participate in energy management programs	2%	3%	1%	2%	3%	4%	1%	3%
We manage or automate energy use with an app, smart speaker, or other smart device	4%	3%	2%	3%	0%	2%	1%	1%
None of these	43%	33%	43%	37%	48%	38%	32%	37%

*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial.

The most common type of energy efficient or smart technologies reported by opt-out Pilot participants is LED lighting, with Rate VII residential participants being statistically more likely to report having LEDs than Rate I residential participants. Further, Rate I residential and Rate I small commercial participants are statistically more likely to report not having installed any of the energy efficient or smart technologies listed.

Opt-out by Rate

BA4. What energy efficient or smart technologies do you currently have installed in your [home/place of business]? Please only count modern energy efficient technologies or "smart" versions that connect to the internet. (Multiple Responses Allowed)*

Energy Efficient or Smart Technologies Installed	Rate I RES (n=340)	Rate II RES (n=149)	Rate III RES (n=146)	Rate IV RES (n=142)	Rate VII RES (n=139)	Rate I SC2 (n=131)
Standard LED light bulbs	53%	54%	53%	56%	70%	55%
Energy efficient or internet-connected smart clothes washer	7%	10%	8%	12%	10%	7%
Internet-connected smart lighting or Wi-Fi lighting controls	7%	12%	9%	6%	10%	5%
Newer energy efficient windows	7%	8%	3%	7%	10%	9%
Energy efficient central heating or air conditioning system	6%	9%	4%	3%	11%	3%
Energy efficient or internet-connected smart clothes dryer	7%	8%	7%	5%	8%	5%
Smart outlets or other electronics controls	7%	6%	6%	7%	6%	2%
Internet-connected smart thermostat	3%	4%	7%	4%	5%	8%
Internet-connected smart window air conditioner	6%	3%	8%	4%	7%	2%
Energy efficient or internet-connected smart dishwasher	3%	8%	7%	3%	8%	3%
We manage or automate energy use with an app, smart speaker, or other smart device	4%	2%	2%	5%	3%	2%
Energy efficient or internet-connected smart hot water heater	2%	3%	4%	2%	3%	1%
We participate in energy management programs	2%	1%	4%	4%	1%	1%
None of these	39%	37%	35%	37%	21%	43%

*Note: RES = Residential, SC2 = Small Commercial.

The most common type of energy efficient or smart technologies installed in opt-in Pilot participants' and control customers' homes is LED lighting. Rate III participants are statistically more likely to report installing LEDs compared to Rate V participants.

Opt-in by Rate

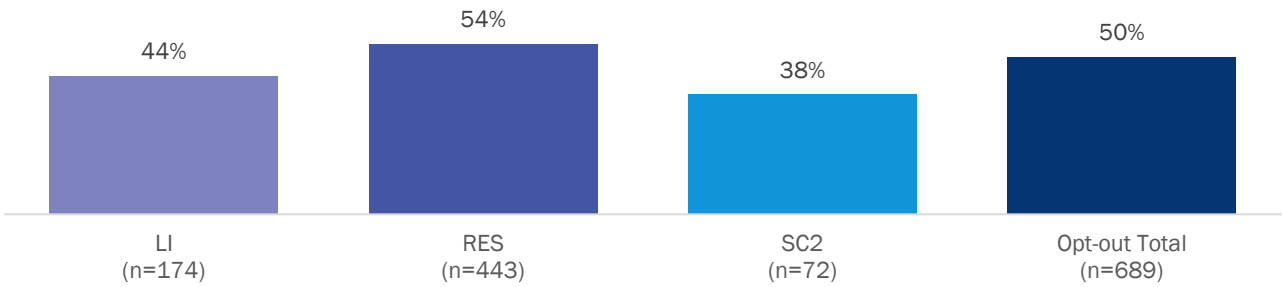
BA4. What energy efficient or smart technologies do you currently have installed in your home? Please only count modern energy efficient technologies or "smart" versions that connect to the internet. (Multiple Responses Allowed)

Energy Efficient or Smart Technologies Installed	Rate I (n=81)	Rate III (n=88)	Rate V (n=114)	Rate VI (n=102)	Opt-in Total (n=385)	Control (n=71)
Standard LED light bulbs	86%	76%	60%	68%	71%	55%
Energy efficient or internet-connected smart clothes washer	12%	16%	10%	15%	14%	7%
Energy efficient or internet-connected smart clothes dryer	10%	14%	9%	15%	12%	7%
Internet-connected smart lighting or Wi-Fi lighting controls	16%	16%	8%	11%	12%	12%
Newer energy efficient windows	9%	13%	11%	12%	11%	5%
Energy efficient central heating or air conditioning system	10%	11%	6%	13%	10%	6%
Smart outlets or other electronics controls	10%	14%	7%	8%	10%	6%
Internet-connected smart thermostat	10%	13%	5%	9%	9%	8%
Energy efficient or internet-connected smart dishwasher	7%	7%	5%	4%	6%	4%
Internet-connected smart window air conditioner	7%	8%	2%	2%	5%	3%
Energy efficient or internet-connected smart hot water heater	1%	7%	2%	3%	4%	2%
We participate in energy management programs	6%	7%	3%	1%	4%	2%
We manage or automate energy use with an app, smart speaker, or other smart device	4%	4%	2%	3%	3%	2%
None of these	11%	16%	27%	22%	20%	32%

Of those who are aware of their new billing plan, half (50%) of opt-out Pilot participants report having taken efforts in the last six months to stagger electric usage during peak hours or shift usage to off-peak hours. Non-low income residential participants are statistically more likely to report taking an action than low income and small commercial participants.

Opt-out by Sector

BA1. In the last six months, have you (or anyone in your [household/organization]) taken any efforts to stagger electricity usage [Displayed to all rates but Rate II participants "or shift usage to off-peak hours"]?*

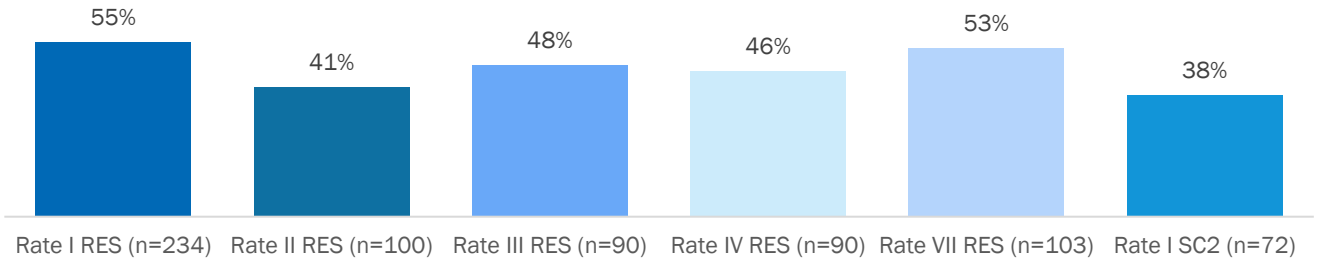


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"). The following percentages of Pilot participants said "No" to the question above: LI=42%, RES=30%, SC2=44%, Opt-out Total=35%. The following percentages of Pilot participants said "Don't know" to the question above: LI=13%, RES=16%, SC2=18%, Opt-out Total=16%.

Across all rates, opt-out Pilot participants (of those who are aware of their new billing plan) are similarly likely to report taking efforts in the last six months to stagger electric usage during peak hours or shift usage to off-peak hours.

Opt-out by Rate

BA1. In the last six months, have you (or anyone in your [household/organization]) taken any efforts to stagger electricity usage [Displayed to all rates but Rate II participants " or shift usage to off-peak hours"]?*

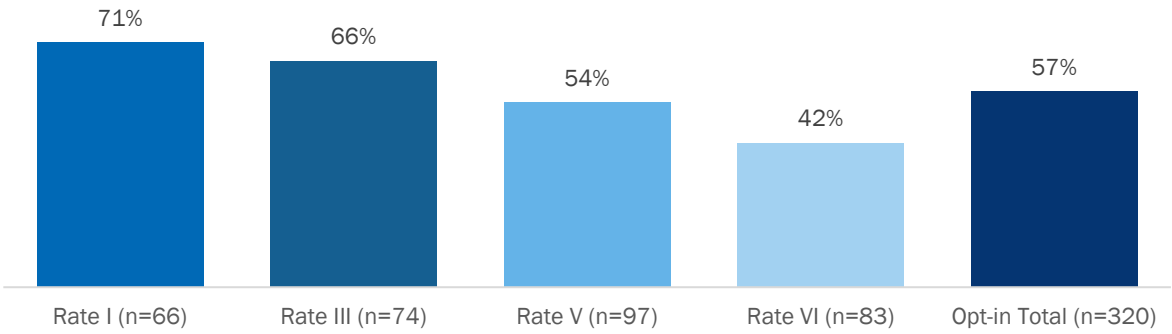


*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"). The following percentages of Pilot participants said "No" to the question above: Rate I RES=31%, Rate II RES=42%, Rate III RES=37%, Rate IV RES=36%, Rate VII RES=30%, Rate I SC2=44%, Total=35%. The following percentages of Pilot participants said "Don't know" to the question above: Rate I RES=14%, Rate II RES=17%, Rate III RES=15%, Rate IV RES=19%, Rate VII RES=17%, Rate I SC2=18%, Total=16%.

Over half (57%) of opt-in Pilot participants who are aware of the new billing plan said they had taken efforts to stagger electricity usage during peak hours or shift usage to off-peak hours in the last six months with Rate I and Rate III participants being statistically more likely to report doing so than Rate VI participants.

Opt-in by Rate

BA1. In the last six months, have you (or anyone in your household) taken any efforts to stagger electricity usage [Displayed to all rates but Rate V participants " or shift usage to off-peak hours"]?*



*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"). The following percentages of Pilot participants said "No" to the question above: Rate I=20%, Rate III=27%, Rate V=34%, Rate VI=41%, Opt-in Total=31%. The following percentages of Pilot participants said "Don't know" to the question above: Rate I=9%, Rate III=8%, Rate V=12%, Rate VI=17%, Opt-in Total=12%.

Among opt-out Pilot participants who are aware of the new billing plan and reported shifting or staggering their usage in the last six months, the most common actions taken are shifting the use of their clothes washers and dishwashers, and staggering the use of air conditioning systems, lighting, entertainment systems, and office equipment. Low income residential participants are statistically more likely to report shifting usage of lighting compared to non-low income residential participants. Low income residential participants are also statistically more likely to report staggering the use of entertainment systems than small commercial participants and statistically more likely to report not having a dishwasher or office equipment than non-low income residential participants. Conversely, non-low income residential participants are statistically more likely to report staggering usage of dishwashers and clothes washers compared to low income participants.[8]

[8] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Opt-out by Sector

BA2. Which of the following actions [have you/has your organization] taken to [Displayed to Rate II participants: "stagger your household's electricity usage"] [Displayed to all but Rate II participants: "stagger your [household's/organization's] electricity usage or shift usage to off-peak hours? For each specific activity, let us know if your [household/organization] staggered or shifted the activity."] If you don't have a particular feature in your [home/organization], please select "not applicable." (Multiple Responses Allowed)*

Activity and Action Taken		LI (n=68)	RES (n=204)	SC2 (n=25)	Opt-out Total (n=297)
Using a clothes washer	Shifted	37%	40%	25%	38%
	Staggered	18%	22%	6%	19%
	N/A	30%	23%	37%	26%
Using a dishwasher	Shifted	16%	30%	20%	26%
	Staggered	1%	17%	3%	12%
	N/A	55%	35%	40%	40%
Using lighting	Shifted	34%	19%	29%	23%
	Staggered	23%	36%	22%	32%
	N/A	15%	7%	8%	9%
Using entertainment systems	Shifted	27%	20%	26%	22%
	Staggered	40%	31%	11%	31%
	N/A	10%	10%	20%	11%
Running air conditioning	Shifted	26%	16%	8%	18%
	Staggered	24%	36%	20%	32%
	N/A	8%	5%	6%	6%
Using an electric clothes dryer	Shifted	20%	18%	14%	18%
	Staggered	6%	17%	0%	13%
	N/A	48%	43%	49%	44%
Cooking with electric appliances	Shifted	18%	16%	6%	16%
	Staggered	21%	25%	22%	24%
	N/A	31%	24%	37%	27%
Using office equipment	Shifted	18%	14%	3%	14%
	Staggered	22%	35%	37%	32%
	N/A	30%	13%	11%	17%
Using a hot tub or pool pump	Shifted	10%	1%	0%	3%
	Staggered	3%	1%	0%	2%
	N/A	60%	67%	52%	65%
Charging electric vehicles	Staggered	1%	2%	0%	1%
	Shifted	8%	3%	0%	4%
	N/A	63%	66%	60%	65%

*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes") and reported they had taken actions to shift or stagger their usage in the last six months (BA1 = "Yes"). Items related to "shifting usage to off-peak hours" were not displayed to Rate II opt-out Pilot participants as peak hours do not apply to Rate II. Although displayed to all residential and low income customers who received this question, "using a hot tub or pool pump" was displayed only to small commercial customers who selected "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in" in S5 (n=16).

Among opt-out Pilot participants who are aware of the new billing plan and reported shifting or staggering their usage in the last six months, Rate II residential participants are statistically more likely to report staggering their use of clothes washers compared to Rate I residential, Rate III, and Rate I small commercial participants. Rate II residential participants are also statistically more likely to report staggering the use of dishwashers compared to Rate IV residential participants.[9]

[9] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Opt-out by Rate

BA2. Which of the following actions [have you/has your organization] taken to [Displayed to Rate II participants: "stagger your household's electricity usage"] [Displayed to all but Rate II participants: "stagger your [household's/organization's] electricity usage or shift usage to off-peak hours? For each specific activity, let us know if your [household/organization] staggered or shifted the activity."] If you don't have a particular feature in your [home/organization], please select "not applicable." (Multiple Responses Allowed)*

Activity and Action Taken		Rate I RES (n=131)	Rate II RES (n=49)	Rate III RES (n=47)	Rate IV RES (n=49)	Rate VII RES (n=56)	Rate I SC2 (n=25)
Using a clothes washer	Shifted	45%	N/A	33%	50%	45%	25%
	Staggered	18%	48%	11%	13%	77%	6%
	N/A	23%	17%	34%	27%	27%	37%
Using a dishwasher	Shifted	26%	0%	35%	22%	47%	20%
	Staggered	13%	33%	3%	2%	14%	3%
	N/A	41%	27%	41%	50%	36%	40%
Using lighting	Shifted	28%	N/A	11%	21%	26%	29%
	Staggered	31%	46%	32%	38%	27%	22%
	N/A	8%	6%	17%	5%	15%	8%
Using entertainment systems	Shifted	25%	N/A	24%	19%	24%	26%
	Staggered	36%	39%	32%	29%	22%	11%
	N/A	8%	6%	11%	10%	21%	20%
Running air conditioning	Shifted	19%	N/A	24%	16%	26%	8%
	Staggered	32%	56%	40%	29%	21%	20%
	N/A	4%	2%	4%	4%	17%	6%
Using an electric clothes dryer	Shifted	19%	N/A	12%	22%	32%	14%
	Staggered	13%	25%	6%	6%	19%	0%
	N/A	46%	37%	50%	48%	36%	49%
Cooking with electric appliances	Shifted	16%	N/A	13%	18%	33%	6%
	Staggered	25%	29%	18%	16%	27%	22%
	N/A	26%	28%	30%	24%	25%	37%
Using office equipment	Shifted	16%	N/A	16%	12%	24%	3%
	Staggered	33%	38%	28%	31%	23%	37%
	N/A	16%	8%	17%	22%	26%	11%
Using a hot tub or pool pump	Shifted	4%	N/A	2%	2%	2%	0%
	Staggered	1%	4%	2%	0%	3%	0%
	N/A	64%	52%	68%	70%	75%	52%
Charging electric vehicles	Shifted	5%	N/A	2%	10%	0%	0%
	Staggered	1%	2%	0%	4%	2%	0%
	N/A	67%	57%	62%	56%	71%	60%

*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes") and reported they had taken actions to shift or stagger their usage in the last six months (BA1 = "Yes"). Items related to "shifting usage to off-peak hours" were not displayed to Rate II opt-out Pilot participants as peak hours do not apply to Rate II. Although displayed to all residential and low income customers who received this question, "using a hot tub or pool pump" was displayed only to small commercial customers who selected "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in" in S5 (n=16).

Among opt-in Pilot participants who are aware of the new billing plan and reported shifting or staggering their electricity usage in the last six months, the most common actions taken are staggering the use of clothes washers and lighting and shifting the use of clothes washers and dishwashers. Rate I participants are statistically more likely to report shifting use of electric clothes dryer compared to Rate VI participants. Rate V participants are statistically more likely to report staggering use of air conditioners than Rate I and Rate II participants, and statistically more likely to report staggering use of electric clothes dryers compared to Rate III participants.

Opt-in by Rate

BA2. Which of the following actions have you taken to [Displayed to Rate V participants: "stagger your household's electricity usage"] [Displayed to all but Rate V participants: "stagger your household's electricity usage or shift usage to off-peak hours? For each specific activity, let us know if your household staggered or shifted the activity."] If you don't have a particular feature in your home, please select "not applicable." (Multiple Responses Allowed)*

Activity and Action Taken		Rate I (n=47)	Rate III (n=48)	Rate V (n=51)	Rate VI (n=37)	Opt-in Total (n=183)
Using a clothes washer	Shifted	47%	36%	N/A	37%	28%
	Staggered	17%	19%	40%	17%	76%
	N/A	23%	23%	29%	30%	26%
Using a dishwasher	Shifted	36%	32%	N/A	20%	21%
	Staggered	8%	6%	24%	11%	13%
	N/A	36%	42%	42%	43%	41%
Using an electric clothes dryer	Shifted	38%	25%	N/A	11%	18%
	Staggered	13%	11%	32%	12%	18%
	N/A	34%	37%	41%	43%	39%
Using lighting	Shifted	34%	23%	N/A	19%	18%
	Staggered	23%	38%	64%	37%	42%
	N/A	4%	8%	7%	10%	7%
Using office equipment	Shifted	13%	25%	N/A	31%	16%
	Staggered	32%	30%	44%	25%	34%
	N/A	11%	12%	23%	8%	14%
Running air conditioning	Shifted	17%	27%	N/A	14%	15%
	Staggered	21%	23%	52%	27%	32%
	N/A	6%	4%	5%	4%	5%
Using entertainment systems	Shifted	21%	19%	N/A	18%	14%
	Staggered	23%	33%	43%	29%	33%
	N/A	17%	12%	11%	11%	12%
Cooking with electric appliances	Shifted	11%	12%	N/A	10%	8%
	Staggered	28%	26%	39%	31%	31%
	N/A	23%	36%	23%	23%	27%
Charging electric vehicles	Shifted	0%	6%	N/A	10%	4%
	Staggered	2%	0%	9%	8%	5%
	N/A	62%	66%	56%	55%	60%
Using a hot tub or pool pump	Shifted	11%	2%	N/A	4%	4%
	Staggered	9%	2%	0%	2%	3%
	N/A	51%	69%	63%	63%	62%

*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes") and reported they had taken actions to shift or stagger their usage in the last six months (BA1 = "Yes"). Items related to "shifting usage to off-peak hours" were not displayed to Rate V opt-in Pilot participants as peak hours do not apply to Rate V.

When asked if anything had kept them from staggering or shifting their electricity use, about one-quarter of opt-out Pilot participants who are aware of their new billing plan indicate that they had done all they can do (21%) or that nothing kept them from staggering or shifting their electricity use (27%). Low income participants are statistically more likely to report that they did not know why they needed to stagger or shift their usage compared to non-low income residential customers. Conversely, non-low income residential participants are statistically more likely to report that they had done all that they can do and that potential bill savings are not worth the effort compared to low income participants.

Opt-out by Sector

BA3. Which of the following, if any, has kept [you/your organization] from staggering electricity usage [Displayed for all but Rate II participants: "or shifting usage to off-peak hours"] in the last six months? (Multiple Responses Allowed)*

Barrier to Taking Action	LI (n=174)	RES (n=443)	SC2 (n=72)	Opt-out Total (n=689)
Done all we can do	14%	24%	27%	21%
Working or being at home / Customers visiting business makes it difficult to shift or stagger usage	16%	21%	10%	18%
Schedule doesn't allow me to shift or stagger my usage	14%	17%	10%	16%
Already uses very little electricity	10%	12%	15%	12%
Children in home make it difficult to change routines	13%	12%	8%	12%
Building gets uncomfortable if we try to shift or stagger usage	5%	10%	5%	8%
Did not know what actions to take to shift or stagger usage	6%	9%	5%	8%
Did not know when to shift or stagger usage	10%	7%	6%	8%
It would be impractical or unreasonable to shift or stagger usage	8%	7%	5%	7%
Did not know why we needed to shift or stagger usage	11%	4%	3%	6%
Elderly household members make it difficult to change routines	7%	5%	5%	5%
Have old appliances/equipment that use a lot of energy	5%	5%	3%	5%
Potential savings aren't worth the effort	1%	6%	1%	4%
Disabled household members make it difficult to change routines	4%	3%	0%	3%
Don't have the authority to make energy management decisions in our building	N/A	N/A	2%	0%
Struggle to get employees to cooperate with our shifting or staggering efforts	N/A	N/A	2%	0%
Nothing	30%	26%	30%	27%

*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"). Language related to "shifting usage to off-peak hours" was not displayed to Rate II opt-out Pilot participants as peak hours do not apply to Rate II. Although displayed to all residential and low income customers who received this question, the following items were only displayed to small commercial customers who selected "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in" in S5: "children in my household make it difficult to change routines," "disabled household members make it difficult to change routines," and "elderly household members make it difficult to change routines" (n=28). The following items were only displayed to small commercial customers: "we don't have the authority to make energy management decisions in our building", and we struggle to get our employees to cooperate with our shifting or staggering efforts (n=63).

When asked if anything had kept them from staggering or shifting their electricity use, opt-out Pilot participants who are aware of their new billing plan are similarly likely across rates to indicate that they had done all they can do. Rate I residential participants are statistically more likely to report that nothing keeps them from staggering or shifting their electricity use compared to Rate II and Rate VII residential participants. Moreover, Rate III residential participants are statistically more likely to report not knowing what actions to take compared to Rate I residential participants. Further, Rate VII residential participants are statistically more likely than Rate I small commercial participants to report that working from home or customers visiting their business makes it difficult to shift or stager usage and statistically more likely than Rate I residential participants to report that their schedule does not allow them to shift or stagger their electricity use.

Opt-out by Rate

BA3. Which of the following, if any, has kept [you/your organization] from staggering electricity usage [Displayed for all but Rate II participants: "or shifting usage to off-peak hours"] in the last six months? (Multiple Responses Allowed)*

Barrier to Taking Action	Rate I RES (n=234)	Rate II RES (n=100)	Rate III RES (n=90)	Rate IV RES (n=90)	Rate VII RES (n=103)	Rate I SC2 (n=72)
Done all we can do	20%	20%	16%	24%	26%	27%
Working from home / Customers visiting business makes it difficult shift or stager usage	17%	20%	14%	24%	30%	10%
Schedule doesn't allow me to shift or stagger our usage	13%	15%	20%	16%	26%	27%
Already uses very little electricity	13%	9%	7%	13%	30%	10%
Children in home make it difficult to change routines	12%	11%	11%	10%	10%	15%
Building gets uncomfortable if we try to shift or stagger usage	7%	4%	9%	10%	9%	6%
Did not know what actions to take to shift or stagger usage	5%	14%	16%	5%	28%	10%
Did not know when to shift or stagger usage	6%	12%	11%	11%	19%	8%
It would be impractical or unreasonable to shift or stagger usage	8%	2%	4%	5%	12%	5%
Did not know why shifting or staggering usage is needed	5%	9%	5%	7%	15%	5%
Elderly household members make it difficult to change routines	5%	3%	3%	7%	8%	5%
Have old appliances/equipment that use a lot of energy	5%	4%	4%	6%	5%	3%
Potential savings aren't worth the effort	6%	2%	3%	6%	3%	1%
Disabled household members make it difficult to change routines	4%	4%	2%	4%	2%	0%
Do not have the authority to make energy management decisions in our building	N/A	N/A	N/A	N/A	N/A	2%
Struggle to get our employees to cooperate with our shifting or staggering efforts	N/A	N/A	N/A	N/A	N/A	2%
Nothing	37%	12%	27%	18%	13%	30%

*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes"). Language related to "shifting usage to off-peak hours" was not displayed to Rate II opt-out Pilot participants as peak hours do not apply to Rate II. Although displayed to all residential and low income customers that received this question, the following items were only displayed to small commercial customers who selected "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in" in S5: "children in my household make it difficult to change routines," "disabled household members make it difficult to change routines," and "elderly household members make it difficult to change routines" (n=28). The following items were only displayed to small commercial customers: "we don't have the authority to make energy management decisions in our building", and we struggle to get our employees to cooperate with our shifting or staggering efforts (n=63).

When asked if anything had kept them from staggering or shifting their electricity use, opt-in Pilot participants who are aware of their new billing plan most commonly indicate that they had done all they can do (25%), that working or being at home makes it difficult to shift or stagger their usage (25%), or that nothing stops them from shifting or staggering usage (20%). Rate I participants are statistically more likely to report that they have done all they can compared to Rate VI participants. Additionally, Rate III participants are statistically more likely to report that their schedule does not allow them to shift or stagger usage compared to Rate V and Rate VI participants and that working from home makes it difficult to take these efforts compared to Rate V participants. Similarly, Rate I participants are also statistically more likely than Rate V participants to report their schedule is an obstacle to being able to shift or stagger usage. Finally, Rate VI participants are statistically more likely to report they do not know when to shift or stagger usage compared to Rate III and Rate V participants.

Opt-in by Rate

BA3. Which of the following, if any, has kept you from staggering electricity usage [Displayed for all but Rate V participants: "or shifting usage to off-peak hours"] in the last six months? (Multiple Responses Allowed)*

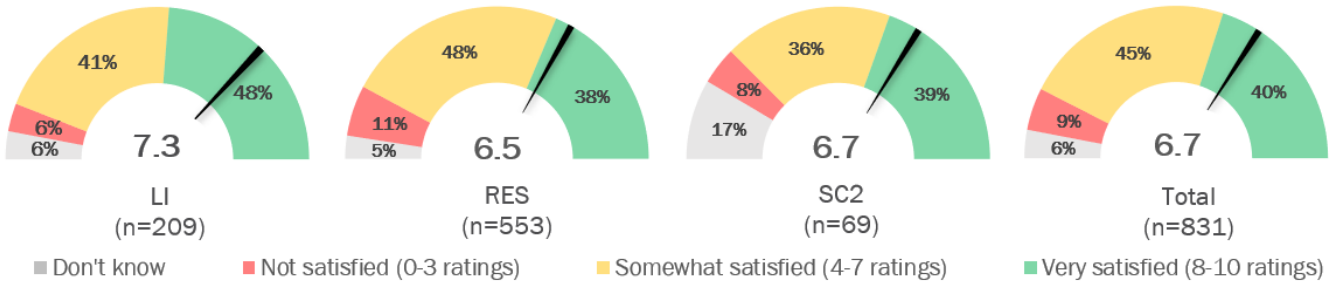
Barrier to Taking Action	Rate I (n=66)	Rate III (n=74)	Rate V (n=97)	Rate VI (n=83)	Opt-in Total (n=320)
Done all we can do	36%	26%	25%	16%	25%
Working or being at home makes it difficult to shift or stagger usage	20%	40%	16%	25%	25%
Schedule doesn't allow me to shift or stagger my usage	20%	32%	6%	12%	16%
Children in home make it difficult to change routines	17%	16%	12%	11%	14%
Already uses very little electricity	20%	9%	12%	12%	13%
Building gets uncomfortable if we try to shift or stagger usage	9%	10%	6%	17%	10%
Did not know what actions to take to shift or stagger usage	5%	7%	11%	14%	9%
Elderly household members make it difficult to change routines	3%	3%	8%	11%	7%
Have old appliances/equipment that use a lot of energy	6%	7%	4%	12%	7%
It would be impractical or unreasonable to shift or stagger usage	6%	13%	4%	5%	7%
Did not know when to shift or stagger usage	0%	3%	4%	17%	6%
Did not know why we needed to shift or stagger usage	3%	1%	7%	8%	5%
Disabled household members make it difficult to change routines	0%	7%	3%	6%	4%
Potential savings aren't worth the effort	6%	4%	0%	2%	3%
Nothing	14%	20%	27%	17%	20%

*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes"). Language related to "shifting usage to off-peak hours" was not displayed to Rate V opt-in Pilot participants as peak hours do not apply to Rate V.

Of the opt-out Pilot participants who are aware of their new billing plan, two-fifths (40%) are very satisfied with their new billing plan. Low income participants are statistically more satisfied with the plan than non-low income residential participants.

Opt-out by Sector

Q18. Using a scale of 0 to 10, where 0 means you are "extremely dissatisfied" and 10 means you are "extremely satisfied," how would you rate your satisfaction with [your/your organization's] new Smart Energy Plan from Con Edison?*

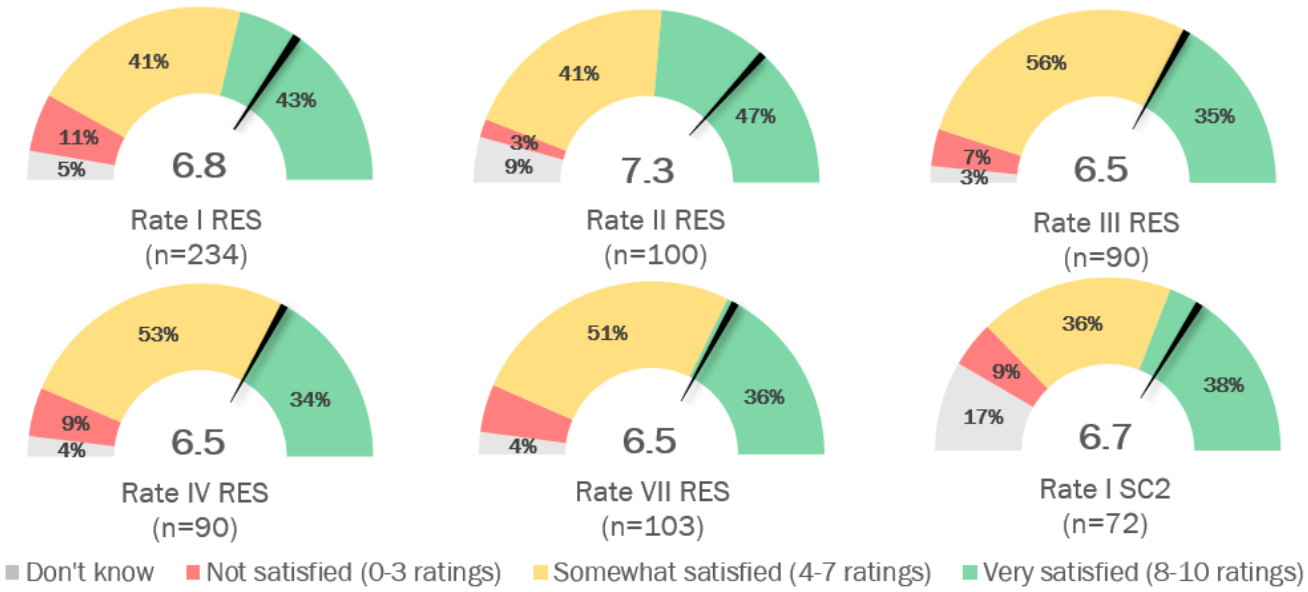


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Among opt-out Pilot participants who are aware of their new billing plan, satisfaction with the plan is statistically similar across rates. However, Rate I small commercial participants are statistically more likely to report that they do not know how satisfied they are with their billing plan compared to Rate I residential participants.

Opt-out by Rate

Q18. Using a scale of 0 to 10, where 0 means you are "extremely dissatisfied" and 10 means you are "extremely satisfied," how would you rate your satisfaction with [your/your organization's] new Smart Energy Plan from Con Edison?*

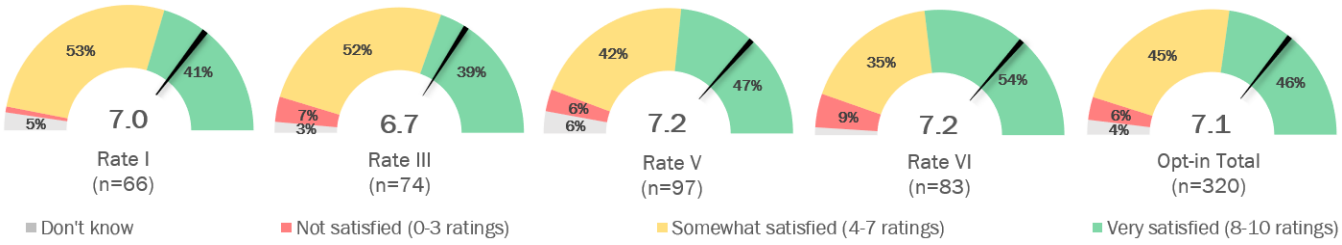


*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes").

Nearly half (46%) of opt-in Pilot participants (of those who are aware of their new billing plan) are very satisfied with their new plan. Satisfaction is statistically similar across rates.

Opt-in by Rate

Q18. Using a scale of 0 to 10, where 0 means you are "extremely dissatisfied" and 10 means you are "extremely satisfied," how would you rate your satisfaction with your new [Smart Energy Plan/Fixed Delivery Billing Plan] from Con Edison?*



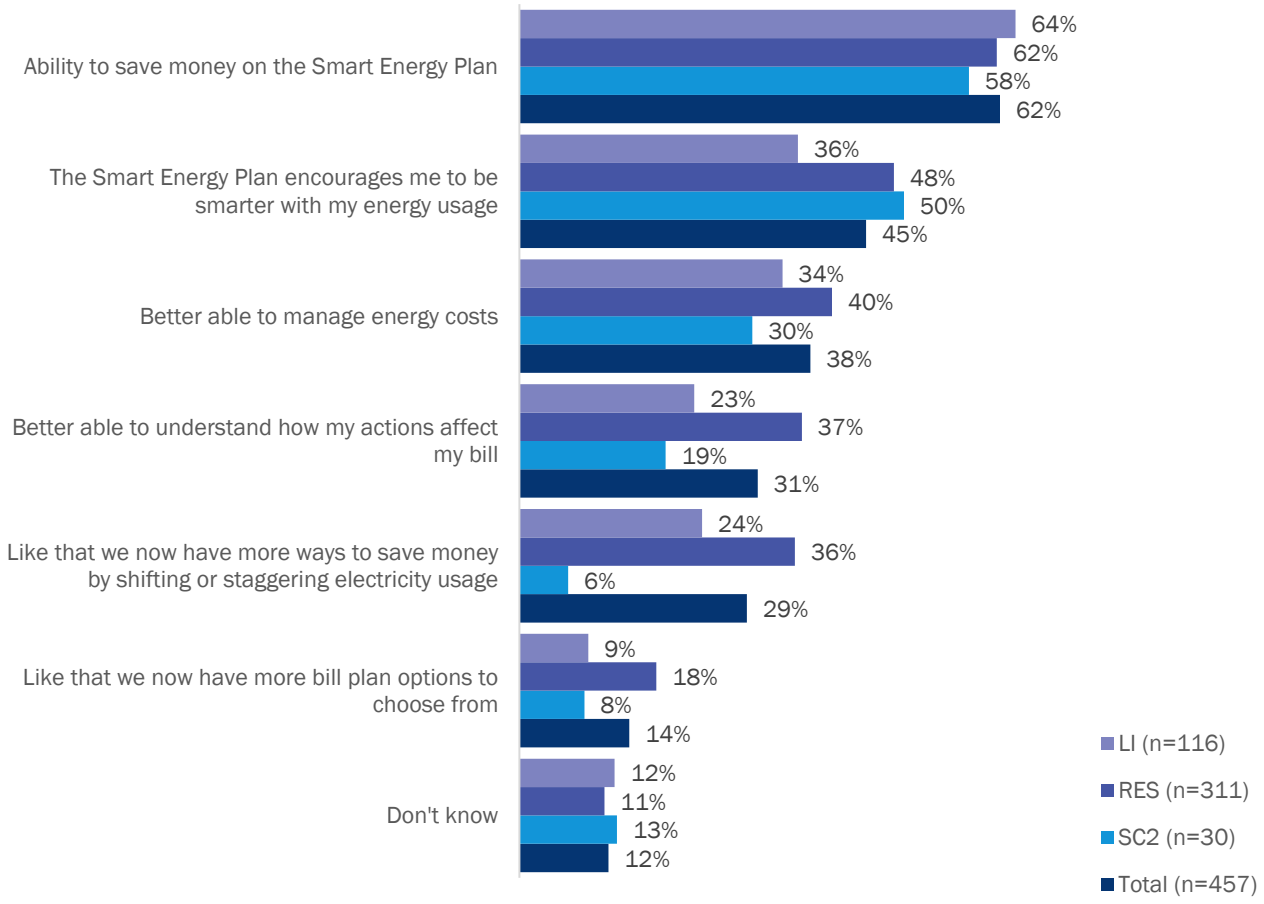
*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes").

Of opt-out Pilot participants who reported being satisfied with their new billing plan, nearly two-thirds (62%) indicate they are satisfied because of their ability to save money on the plan and nearly half (45%) are satisfied

because the new billing plan encouraged them to be smarter with their energy usage. Non-low income residential participants are statistically more likely to report being satisfied because they better understand how their actions affect their bill compared to low income participants.[10]

Opt-out by Sector

Q18a. Why are you satisfied with [your/your organization's] Smart Energy Plan? (Multiple Responses Allowed)*



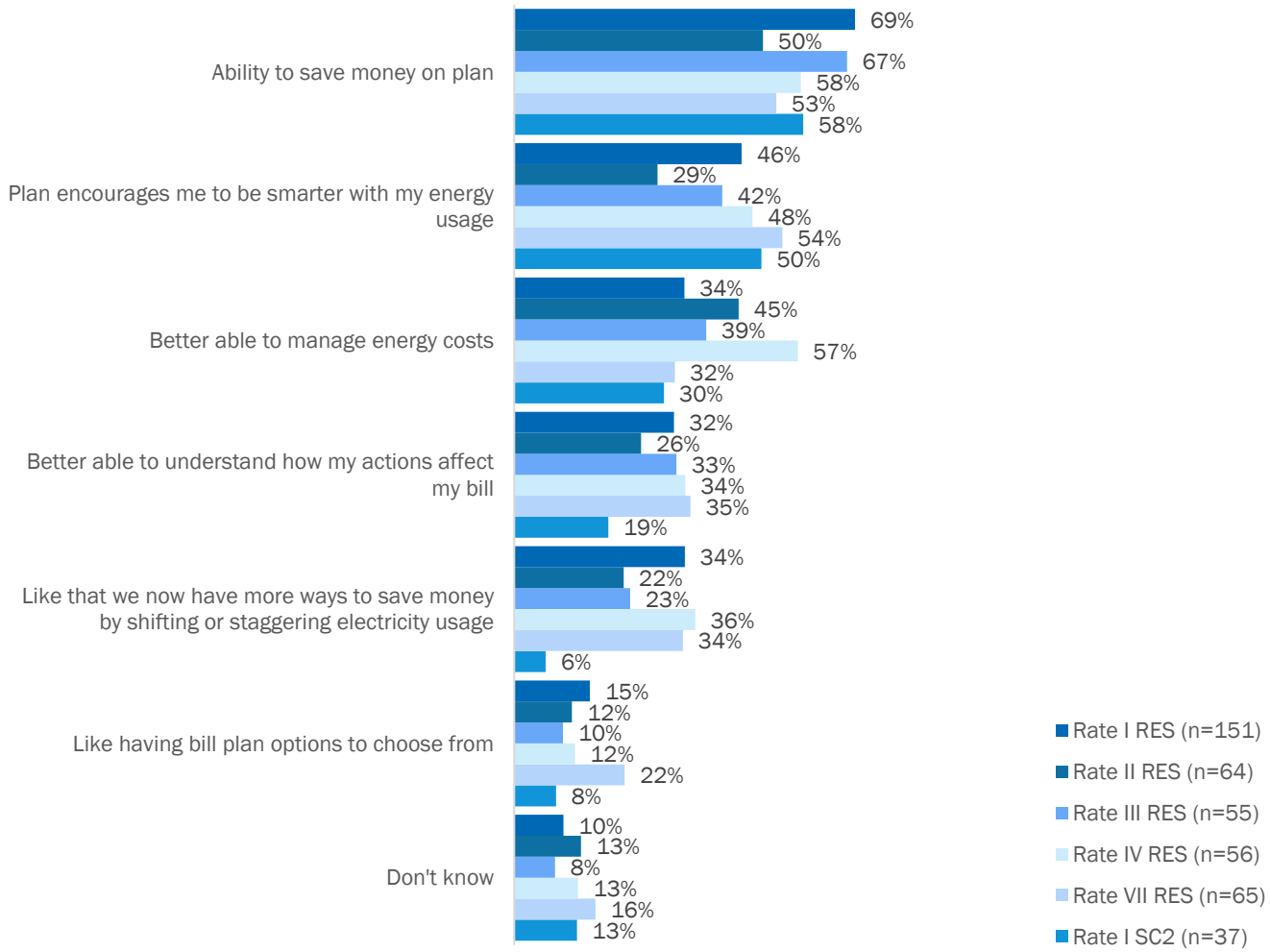
*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes") and provided a rating of 6-10 when asked how satisfied they were with their new billing plan (Q18).

[10] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Rate I, Rate IV and Rate VII residential participants are statistically more likely to report that they are satisfied with the Smart Energy Plan because they like that now they have more ways to save money by shifting or staggering electricity usage compared to Rate I small commercial participants.

Opt-out by Rate

Q18a. Why are you satisfied with [your/your organization's] Smart Energy Plan? (Multiple Responses Allowed)*

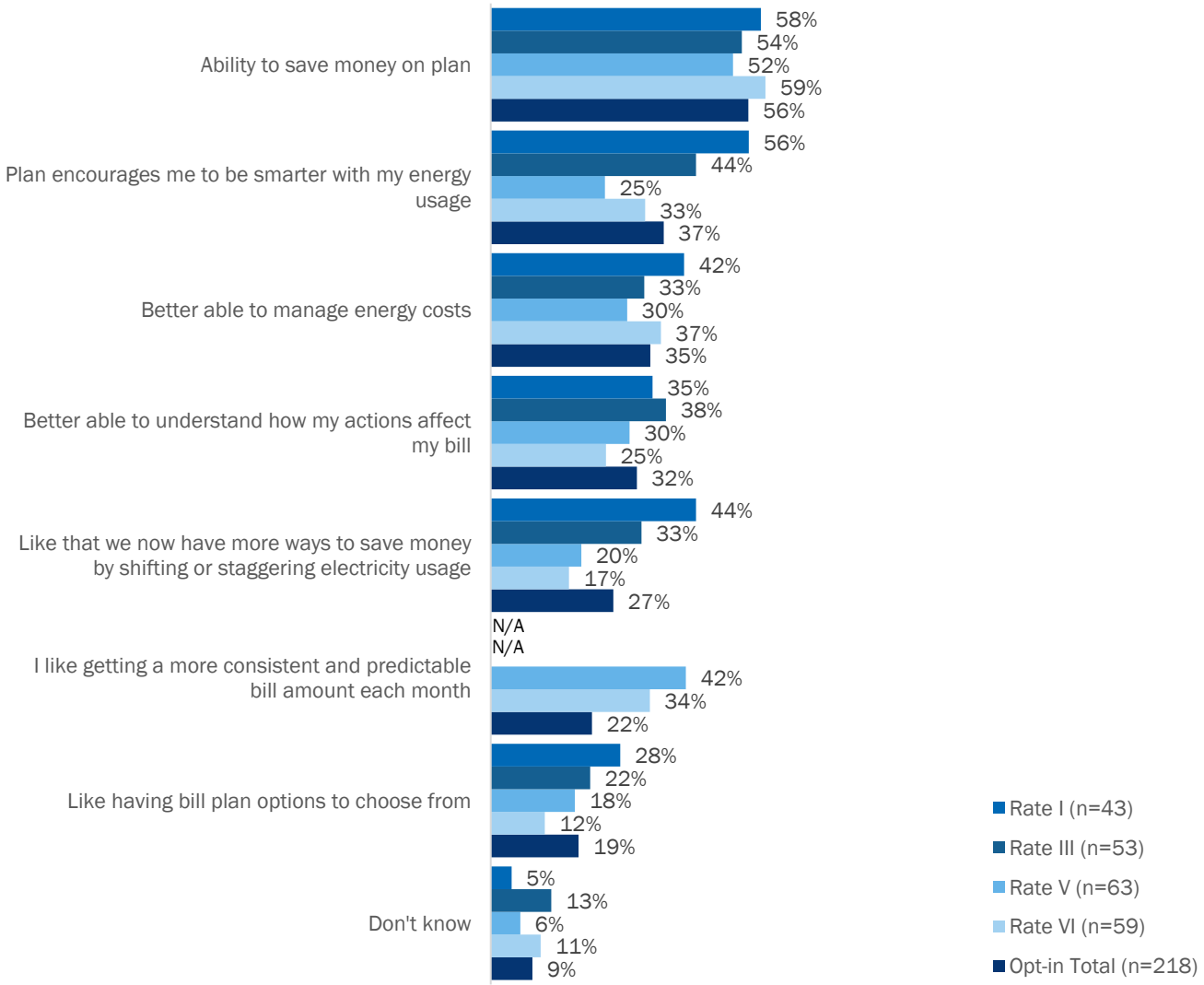


*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes") and provided a rating of 6-10 when asked how satisfied they were with their new billing plan (Q18).

Of opt-in Pilot participants who reported being satisfied with their new billing plan, more than half (56%) indicated they are satisfied because of their ability to save money on the plan and over two-thirds (37%) said they are satisfied because the plan encourages them to be smarter with their energy usage. Rate I opt-in participants are statistically more likely to report that the plan encourages them to be smarter about their energy use than Rate V participants and that they now have more ways to save money on their bill via shifting or staggering compared to Rate V and Rate VI participants.

Opt-in by Rate

Q18a. Why are you satisfied with your [Smart Energy Plan/Fixed Delivery Billing Plan]? (Multiple Responses Allowed)*

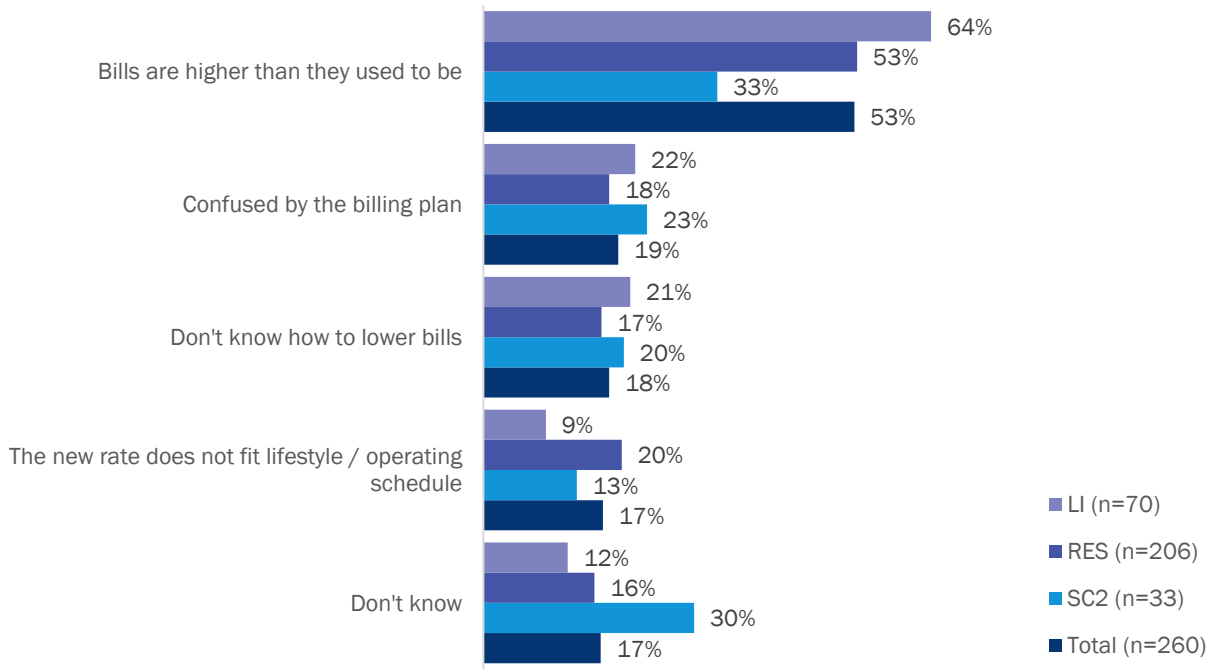


*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes") and provided a rating of 6-10 when asked how satisfied they were with their new billing plan (Q18). The sixth item "I like getting a more consistent and predictable bill amount each month" is only relevant for the Fixed Delivery Billing Plan, so it was not asked of Rate I or Rate III Pilot participants.

Of opt-out Pilot participants who reported moderate to low satisfaction with their new billing plan, over half (53%) indicate they are not totally satisfied because their bills are higher.[11]

Opt-out by Sector

Q18b. Why are you not totally satisfied with [your/your organization's] Smart Energy Plan? (Multiple Responses Allowed)*



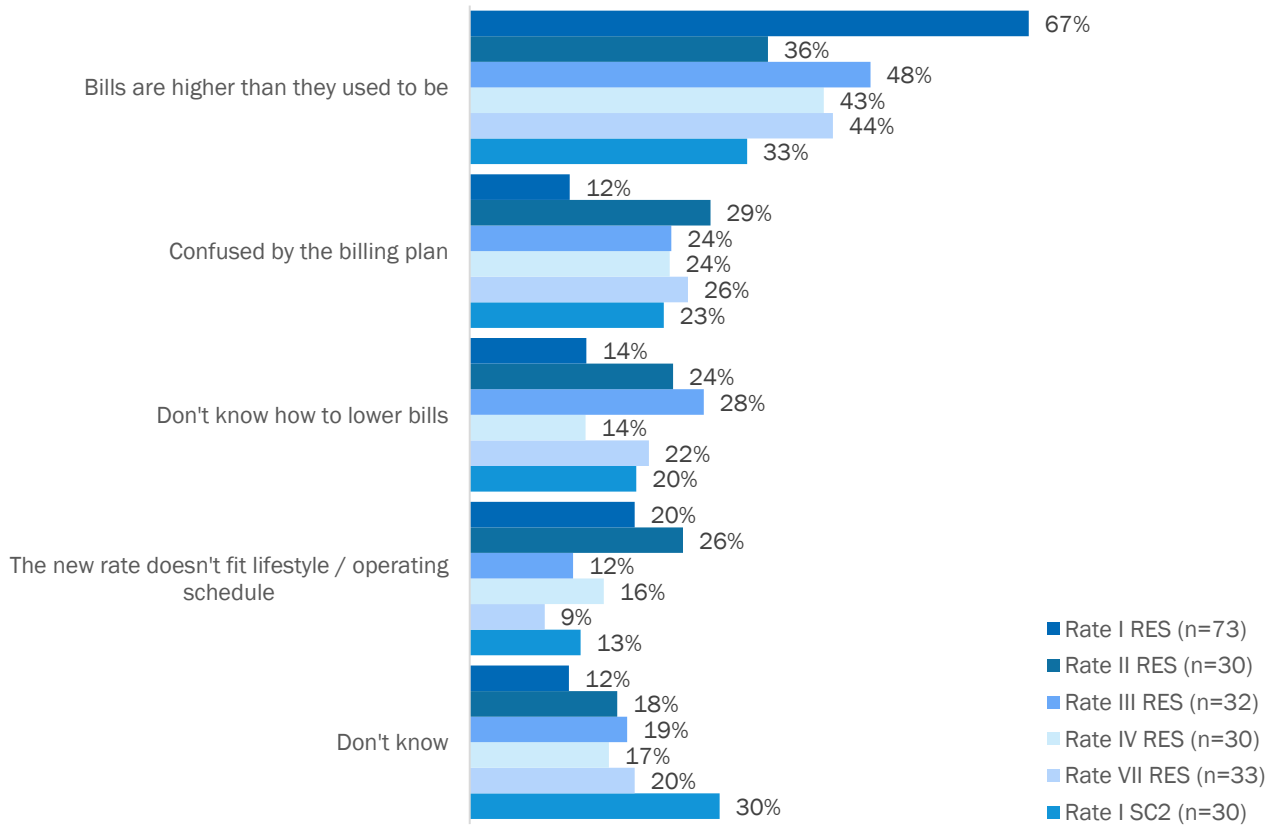
*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes") and provided a rating of 0-5 when asked how satisfied they were with their new billing plan (Q18).

[11] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Reasons for why they are not totally satisfied with their billing plan are statistically similar across opt-out rates.[12]

Opt-out by Rate

Q18b. Why are you not totally satisfied with [your/your organization's] Smart Energy Plan? (Multiple Responses Allowed)*



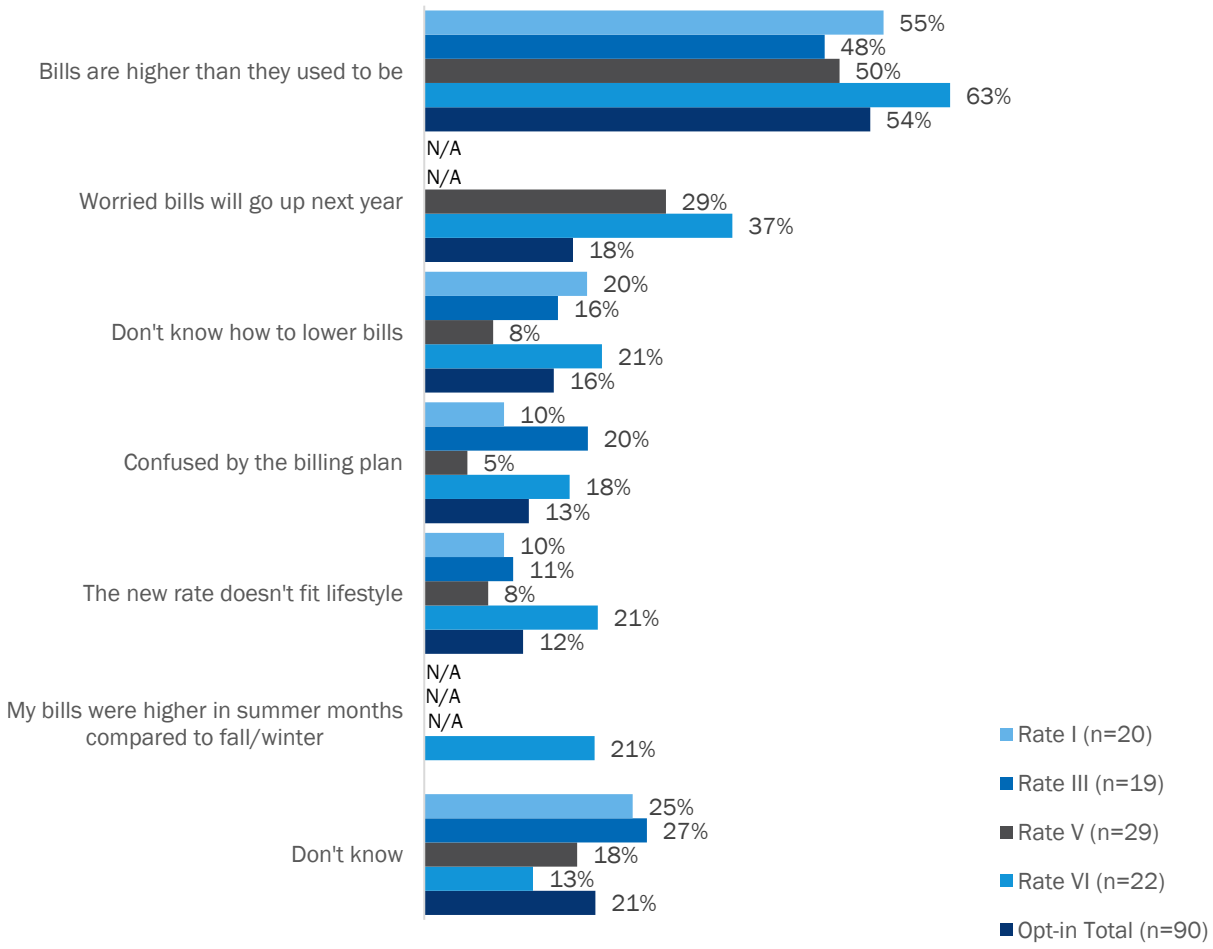
*Note: RES = Residential, SC2 = Small Commercial. Responses among those who are aware of the transition to the new billing plan (Q0 = "Smart Energy Plan" or Q1 = "Yes") and provided a rating of 0-5 when asked how satisfied they were with their new billing plan (Q18).

[12] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Of all opt-in Pilot participants who reported moderate to low satisfaction with their new billing plan, about half (54%) indicated they are not totally satisfied because their bills are higher.[13]

Opt-in by Rate

Q18b. Why are you not totally satisfied with your [Smart Energy Plan/Fixed Delivery Billing Plan]? (Multiple Responses Allowed)*



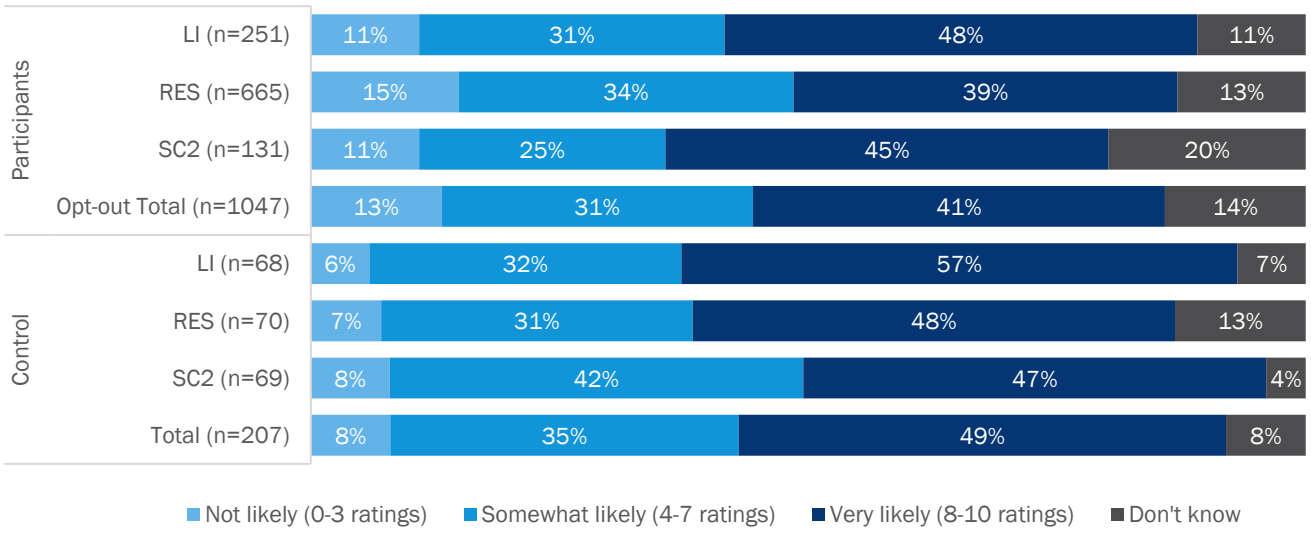
*Note: Responses among those who are aware of the transition to the new billing plan (Q0 = *Correct Billing Plan Response* or Q1 = "Yes") and provided a rating of 0-5 when asked how satisfied they were with their new billing plan (Q18). The item "Worried bills will go up next year" is only relevant for the Fixed Delivery Billing Plan, so was not asked of Rate I and Rate III Pilot participants. The item "My bills were higher in summer months compared to fall/winter" was only displayed to Rate VI Pilot participants as they are the only rate subject to potential overages for exceeding their delivery level during summer months.

[13] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

The majority of opt-out Pilot participants (72%) and control customers (84%) are somewhat to very likely to recommend their billing plan, a statistically indistinguishable difference. Low income participants are statistically more likely to recommend their current billing plan than non-low income residential participants.

Opt-out by Sector

Q17. On a scale from 0 to 10, where 0 means "not likely" and 10 means "very likely", how likely are you to recommend [your/your organization's] current Con Edison billing plan to a friend, family member, or colleague?*

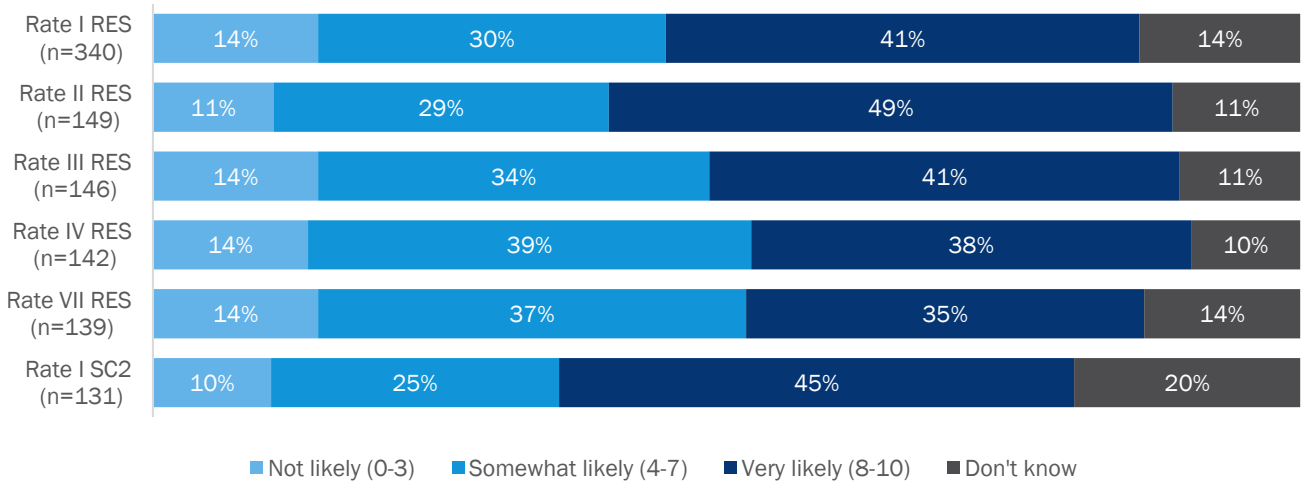


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial.

Opt-out Pilot participants' likelihood to recommend their current Con Edison billing plan is statistically similar across rates.

Opt-out by Rate

Q17. On a scale from 0 to 10, where 0 means "not likely" and 10 means "very likely", how likely are you to recommend [your/your organization's] current Con Edison billing plan to a friend, family member, or colleague?*

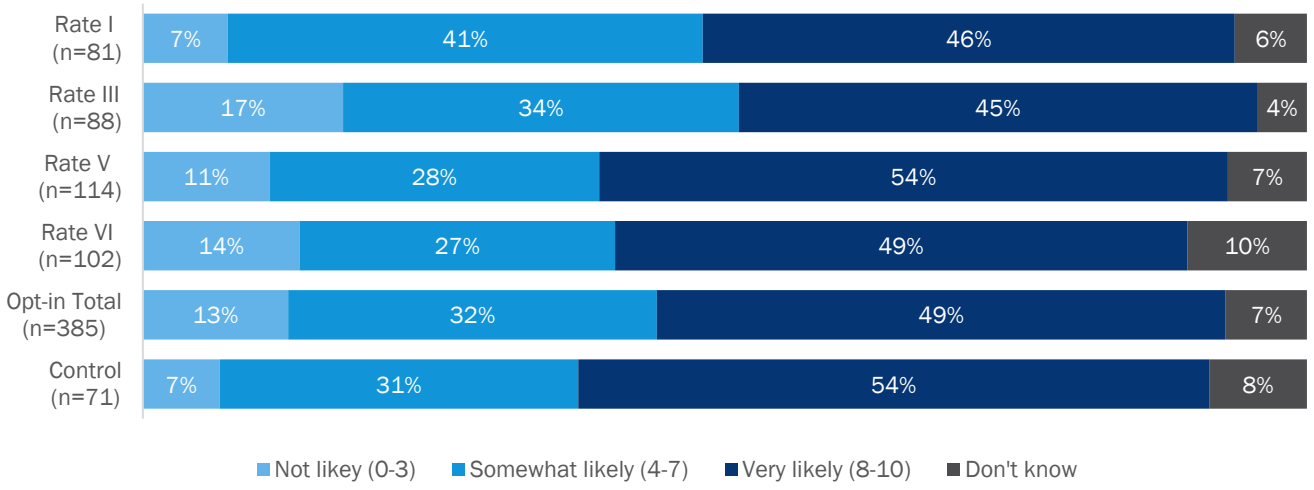


*Note: RES = Residential, SC2 = Small Commercial.

About half of opt-in Pilot participants (49%) and control customers (54%) report that they would be very likely to recommend their current Con Edison plan, a statistically indistinguishable difference. Among opt-in Pilot participants, the likelihood to recommend their current plan is statistically similar across rates.

Opt-in by Rate

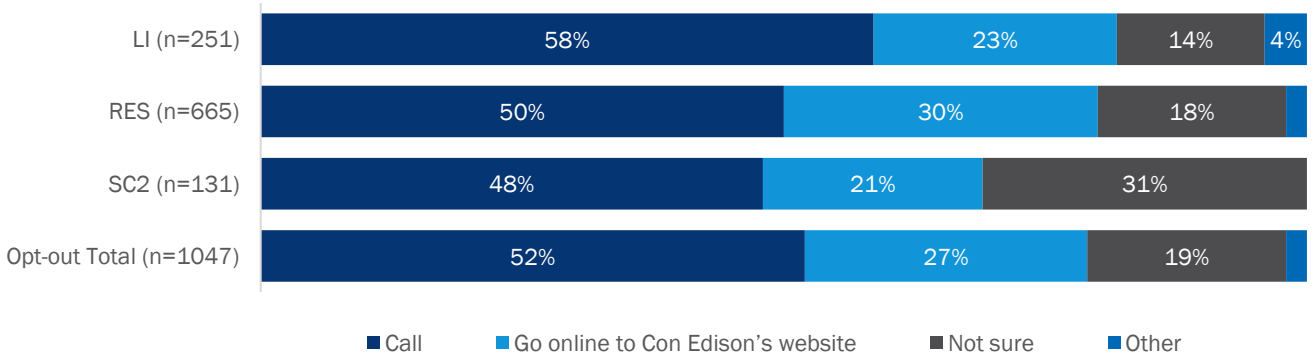
Q17. On a scale from 0 to 10, where 0 means "not likely" and 10 means "very likely", how likely are you to recommend your current Con Edison billing plan to a friend, family member, or colleague?



When asked what they would do if they wanted to return to their previous billing plan, about half (52%) of opt-out Pilot participants prefer calling Con Edison. Non-low income residential participants are statistically most likely to prefer going online to return to their previous plan while low income participants are statistically most likely to call Con Edison. Small commercial participants are statistically most likely to report not knowing what their preferred method would be.

Opt-out by Sector

Q3. What would [you/your organization] do if you wanted to return to [you/your organization's] previous Con Edison billing plan?*

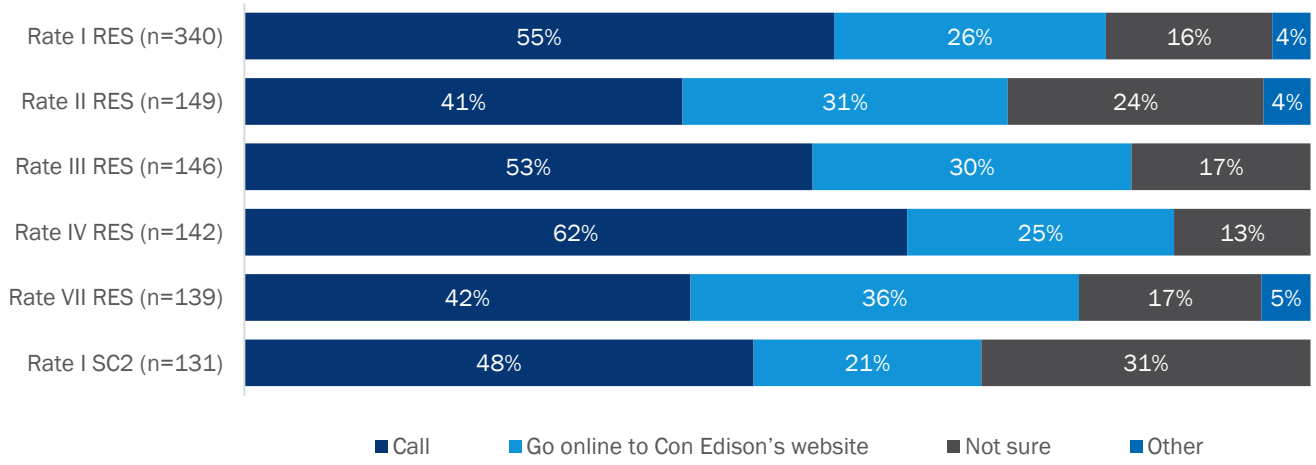


*Note: LI = Low Income, RES = Residential, SC2 = Small Commercial. Responses among Pilot participants only.

Among opt-out Pilot participants, Rate IV residential participants are statistically more likely to prefer calling Con Edison if they wanted to return to their previous plan than Rate II and Rate VII residential participants. Rate I small commercial participants are statistically more likely to report not knowing what they would do to return to their previous plan as compared to Rate I and Rate IV residential participants.

Opt-out by Rate

Q3. What would [you/your organization] do if you wanted to return to [you/your organization's] previous Con Edison billing plan?*

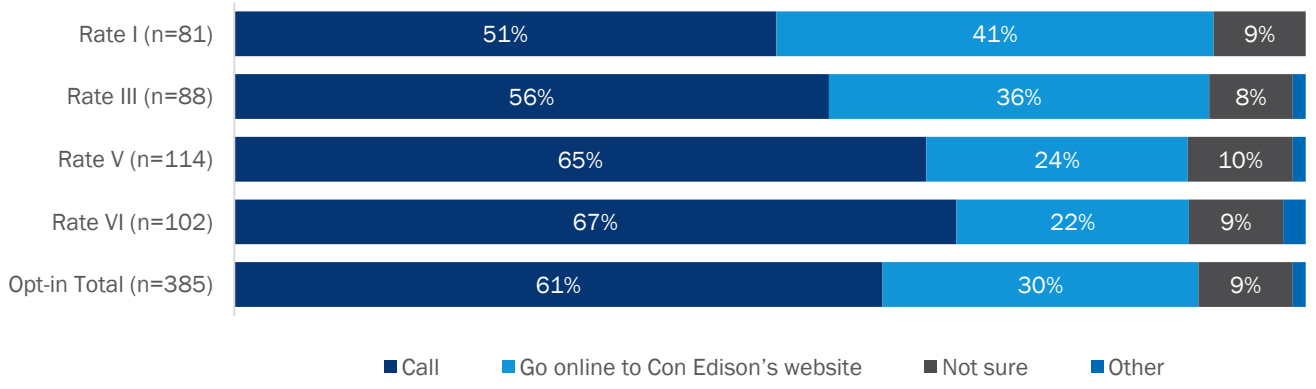


*Note: RES = Residential, SC2 = Small Commercial. Responses among Pilot participants only.

Over half (61%) of opt-in Pilot participants selected calling Con Edison as the preferred method of returning to their previous plan. Rate I participants are statistically more likely to prefer going online to Con Edison's website compared to Rate VI participants.

Opt-in by Rate

Q3. What would you do if you wanted to return to your previous Con Edison billing plan?*



*Note: Responses among Pilot participants only.

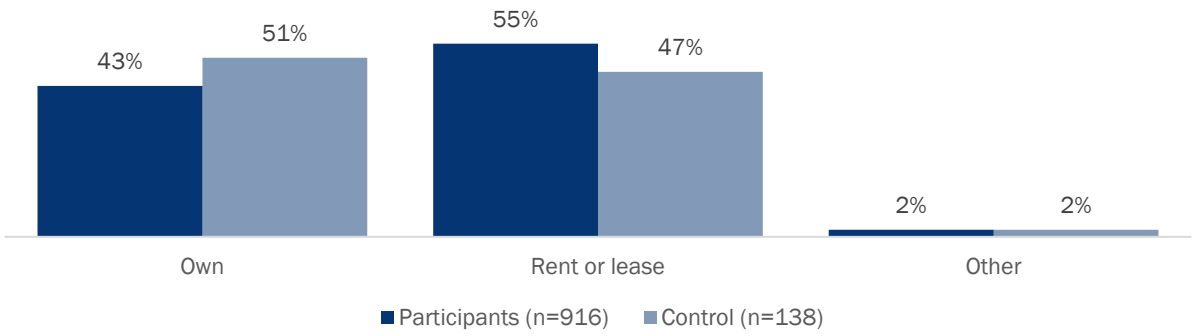
3. Demographics

3.1 Residential Respondents

About half of opt-out residential Pilot participants (55%) and control customers (47%) report renting their home, a statistically indistinguishable difference.

Opt-out

Q20. Do you own or rent your home?*

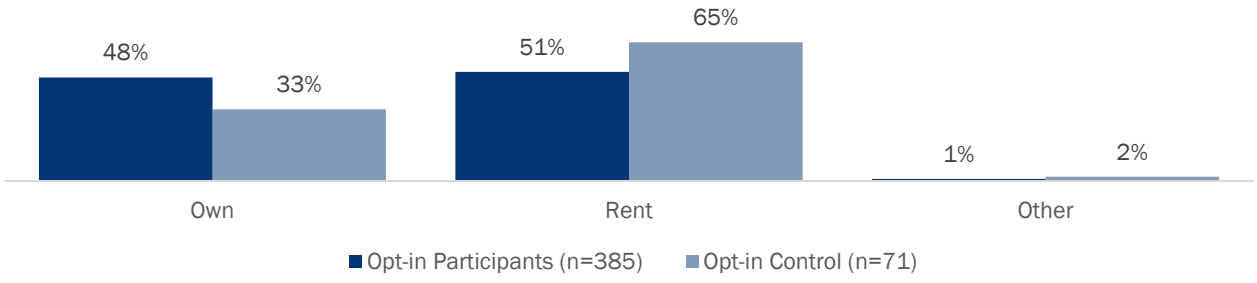


*Note: Only asked of residential and low income customers.

About half (51%) of opt-in Pilot participants report renting their home compared to about two-thirds (65%) of control customers, a statistically significant difference.

Opt-in

Q20. Do you own or rent your home?

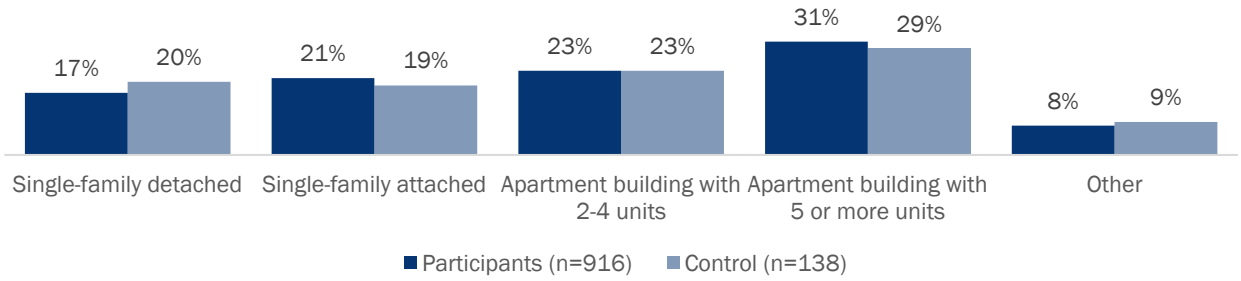


About one-third of opt-out residential Pilot participants (31%) and control customers (29%) report living in an apartment building with five or more units, a statistically indistinguishable difference. About half of opt-out

residential participants (54%) and control customers (52%) report living in an apartment building (of any number of units) and one-third (38% and 39%, respectively) report living in a single-family home (of any attachment).

Opt-out

Q20a. Do you live in an apartment, a single-family detached home, or something else?*

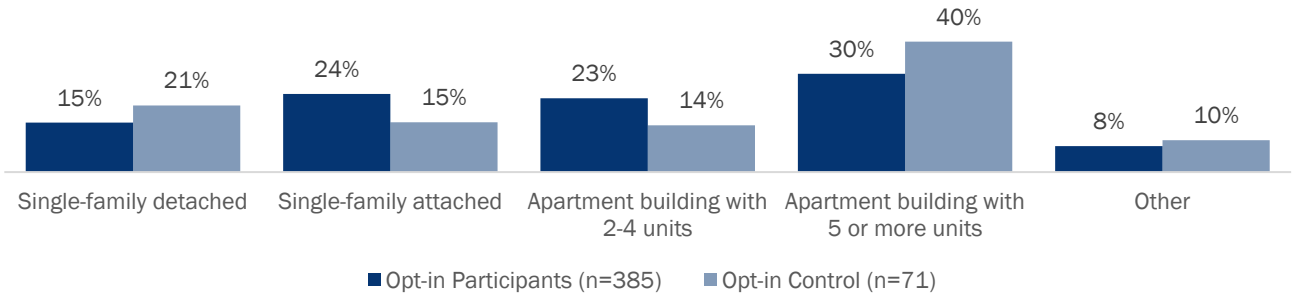


*Note: Only asked of residential and low income customers.

Over half of opt-in Pilot participants (53%) and control customers (54%) report living in an apartment building (of any size), while over one-third of opt-in participants (39%) and of control customers (36%) live in a single-family detached or single-family attached home.

Opt-in

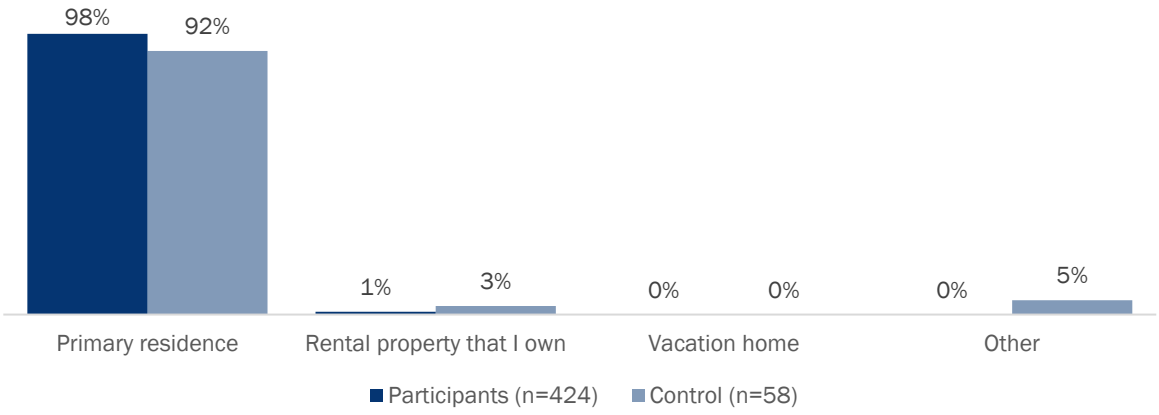
Q20a. Do you live in an apartment, a single-family detached home, or something else?



Almost all opt-out Pilot participants (98%) and most control customers (92%) report that the residence in question was their primary residence, a statistically significant difference.

Opt-out

Q20b. Is this your primary residence, a rental that you own, a vacation home, or something else?*

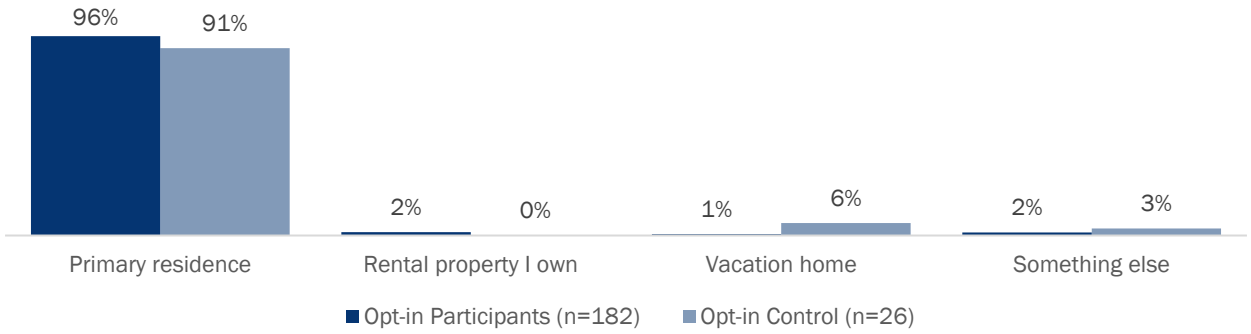


*Note: Only asked of residential and low income customers who reported owning their home (Q20 = "Own").

Nearly all opt-in Pilot participants (96%) and most control customers (91%) report that the residence in question was their primary residence. Control customers are statistically more likely to report that residence being a vacation home than Pilot participants.

Opt-in

Q20b. Is this your primary residence, a rental that you own, a vacation home, or something else?*

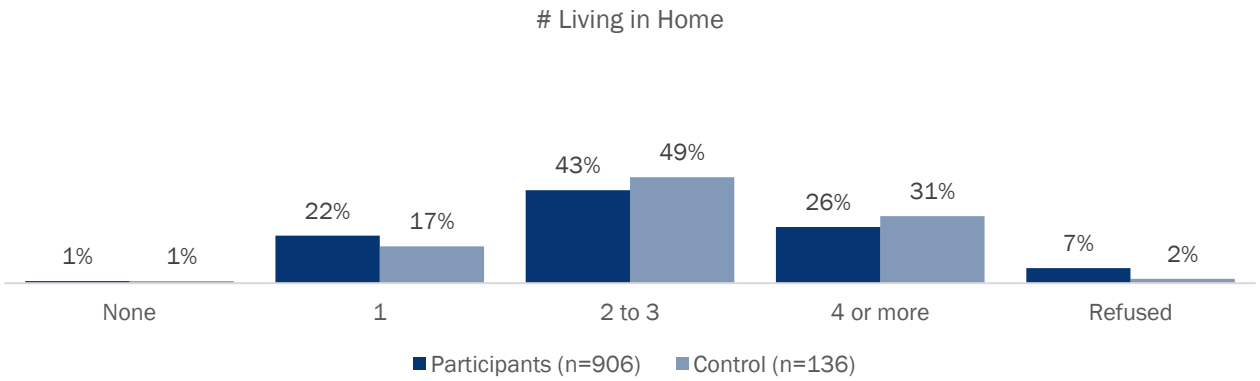


*Note: Only asked of customers who reported owning their home (Q20 = "Own").

Less than half of opt-out residential Pilot participants (49%) and of control customers (43%) report having two to three household members, with both groups demonstrating a statistically similar average number of residents living in the home year-round.

Opt-out

Q21. Including you, how many people live in your home year-round?*

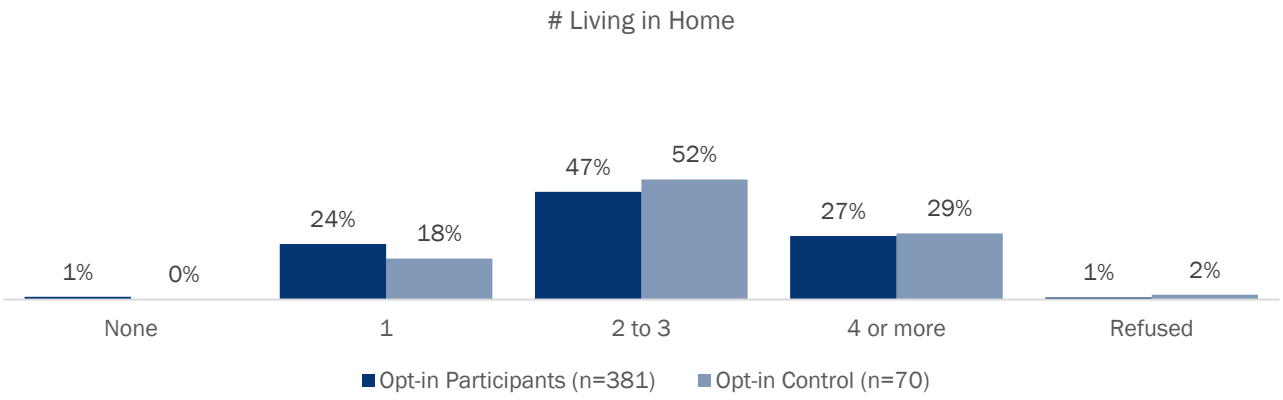


*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

About half of opt-in Pilot participants (47%) and control customers (52%) report having two to three household members, with both groups demonstrating a statistically similar average number of residents living in the home year-round.

Opt-in

Q21. Including you, how many people live in your home year-round?*

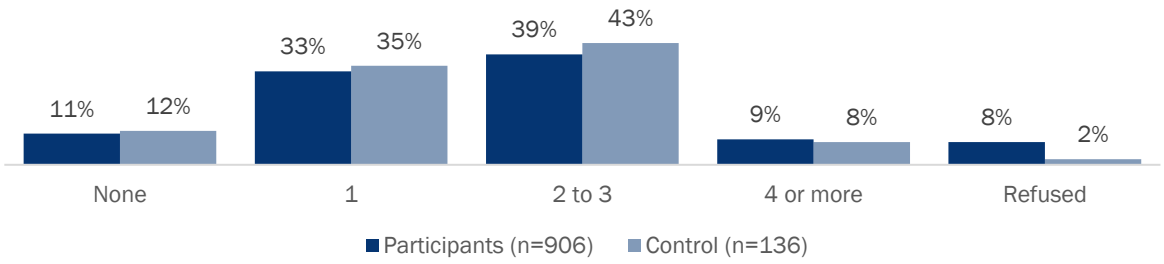


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

Most opt-out Pilot participants (81%) and control customers (86%) report having at least one household member home on weekdays between 9:00 AM and 5:00 PM, with both groups demonstrating a statistically similar average number of residents regularly in the home during weekday business hours.

Opt-out

Q22. How many people are regularly in your home during weekday business hours (9am to 5pm)?*

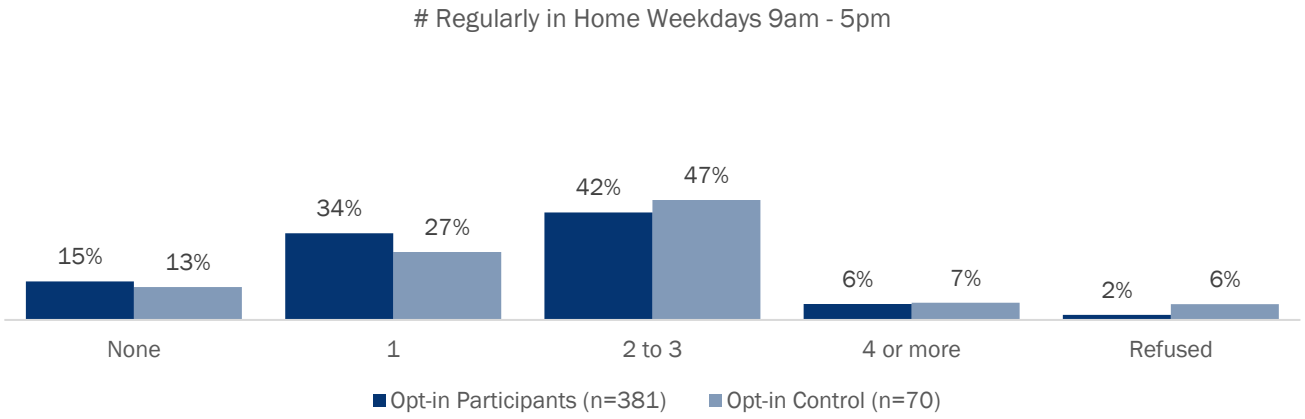


*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

Most opt-in Pilot participants (82%) and control customers (81%) report having at least one household member home on weekdays between 9:00 AM and 5:00 PM, with both groups demonstrating a statistically similar average number of residents regularly in the home during weekday business hours.

Opt-in

Q22. How many people are regularly in your home during weekday business hours (9am to 5pm)?*

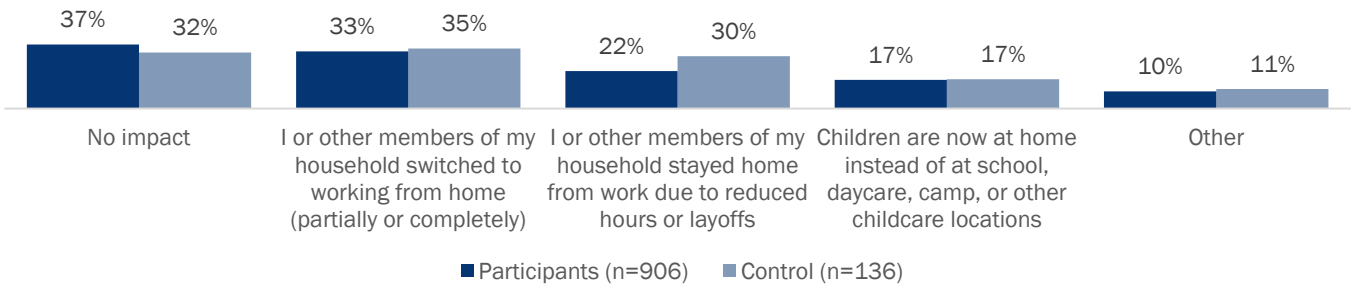


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

When asked about how the COVID-19 pandemic has impacted the amount of time spent at home during weekday business hours, about two-thirds of opt-out Pilot participants (63%) and control customers (68%) noted some type of impact. Control customers are statistically more likely to report they or other members of their household stayed home from work due to reduced hours or layoffs compared to Pilot participants

Opt-out

Q22a. How do you think the COVID-19 pandemic impacted the amount of time you or others spend in your home during weekday business hours (9am to 5pm)? (Multiple Responses Allowed)*

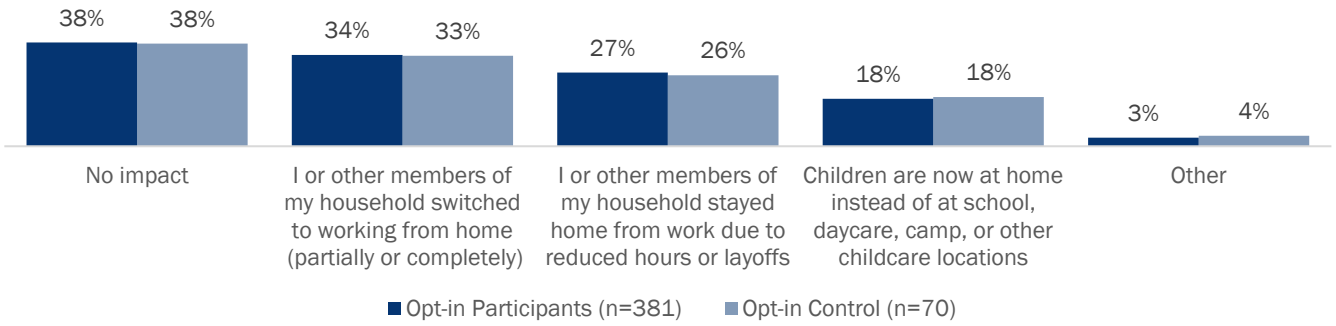


*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

When asked about how the COVID-19 pandemic has impacted the amount of time spent at home during weekday business hours, about two-thirds of opt-in Pilot participants (62%) and control customers (62%) report some type of impact.

Opt-in

Q22a. How do you think the COVID-19 pandemic impacted the amount of time you or others spend in your home during weekday business hours (9am to 5pm)? (Multiple Responses Allowed)*

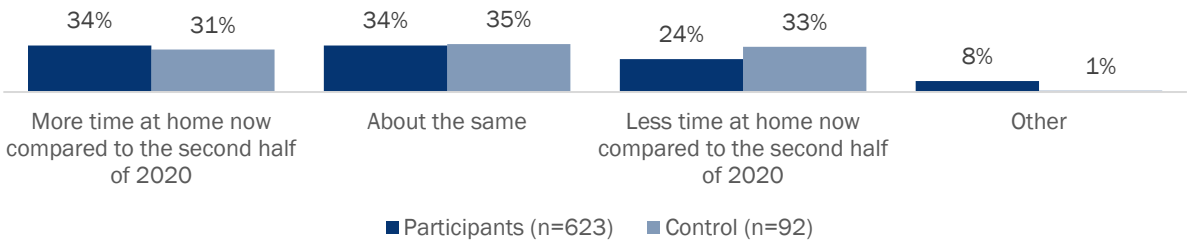


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

When asked to compare the amount of time spent at home now compared to the second half of 2020, responses are similar among opt-out Pilot participants and control customers who report some impact due to the COVID-19 pandemic.

Opt-out

Q22b. How would you compare the amount of time that you and others in your household are spending at home now compared to the second half of 2020?*

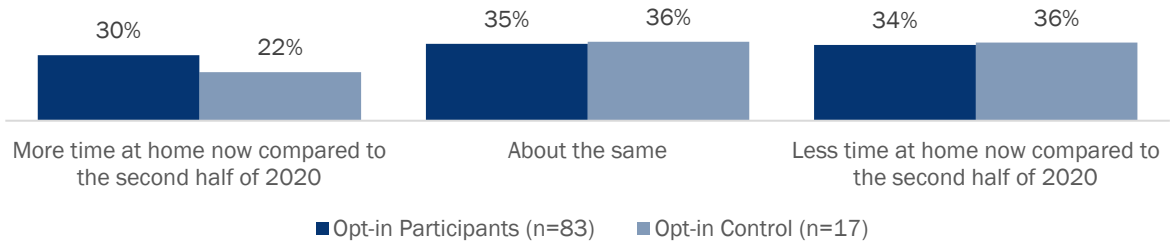


*Note: Only asked of residential and low income customers who reported some sort of impact on the amount of time spent at home during weekday business hours due to the COVID-19 pandemic (Q22a <> "No impact").

When asked to compare the amount of time spent at home now compared to the second half of 2020, responses are similar among opt-in Pilot participants and control customers who report some impact due to the COVID-19 pandemic.

Opt-in

Q22b. How would you compare the amount of time that you and others in your household are spending at home now compared to the second half of 2020?*

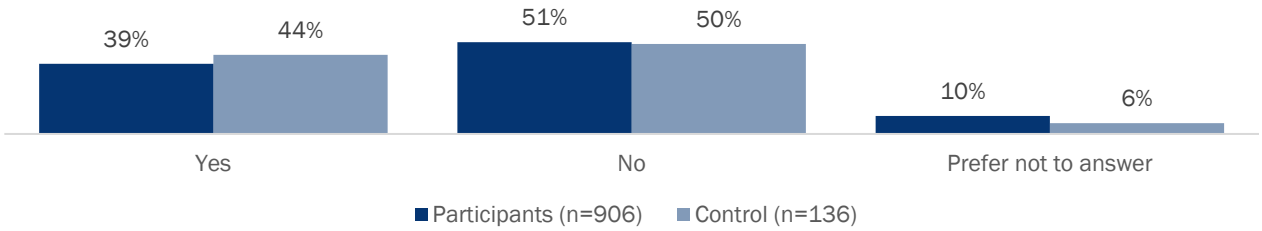


*Note: Only asked of customers who reported some sort of impact on the amount of time spent at home during weekday business hours due to the COVID-19 pandemic (Q22a <> "No impact").

About two-fifths of opt-out residential Pilot participants (39%) and control customers (44%) report having a senior in the home, a statistically indistinguishable difference.

Opt-out

Q23. Are you, or is anyone in your household, 65 or older?*

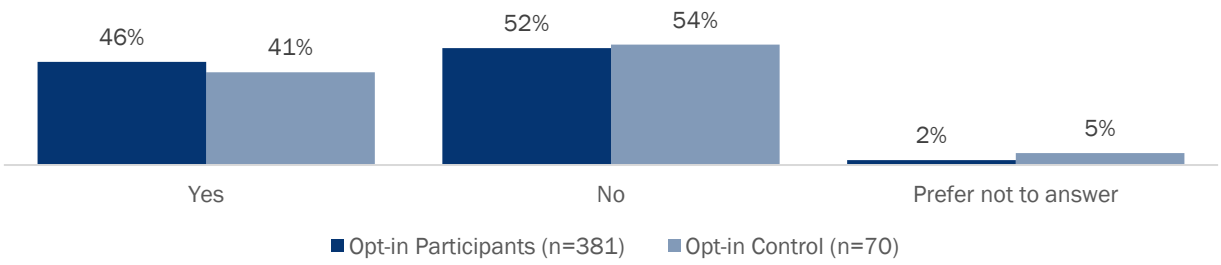


*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

Less than half of opt-in Pilot participants (46%) and control customers (41%) report having a senior in the home, a statistically indistinguishable difference.

Opt-in

Q23. Are you, or is anyone in your household, 65 or older?*

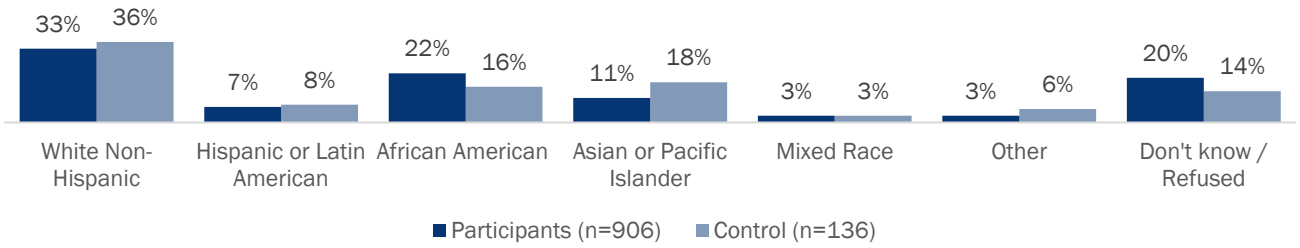


*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

About one-third of opt-out residential Pilot participants (33%) and control customers (36%) identify as white non-Hispanic, a statistically indistinguishable difference. Control customers are statistically more likely to identify as Asian or Pacific Islander or some other ethnicity compared to Pilot participants.

Opt-out

Q24. What do you consider your ethnicity to be?*

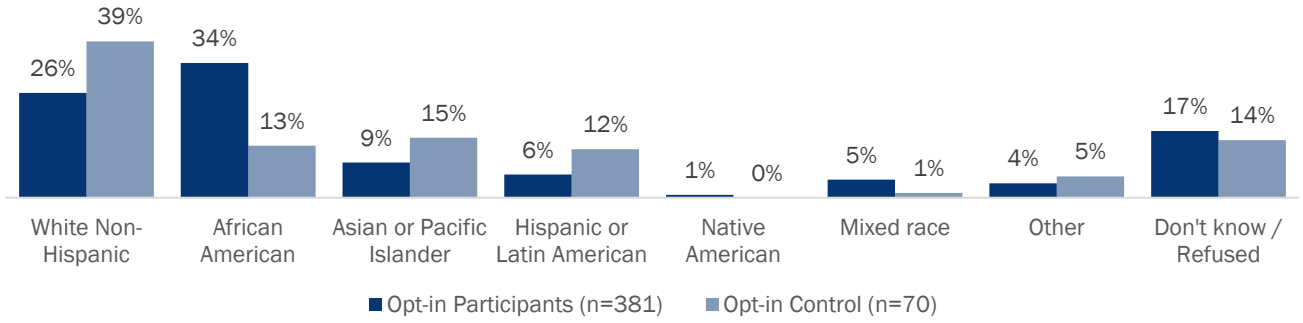


*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

Statistically more opt-in Pilot participants identify as African American compared to control customers (34% versus 13%, respectively). Conversely, control customers are statistically more likely to identify as white non-Hispanic than Pilot participants (39% versus 26%, respectively).

Opt-in

Q24. What do you consider your ethnicity to be?*



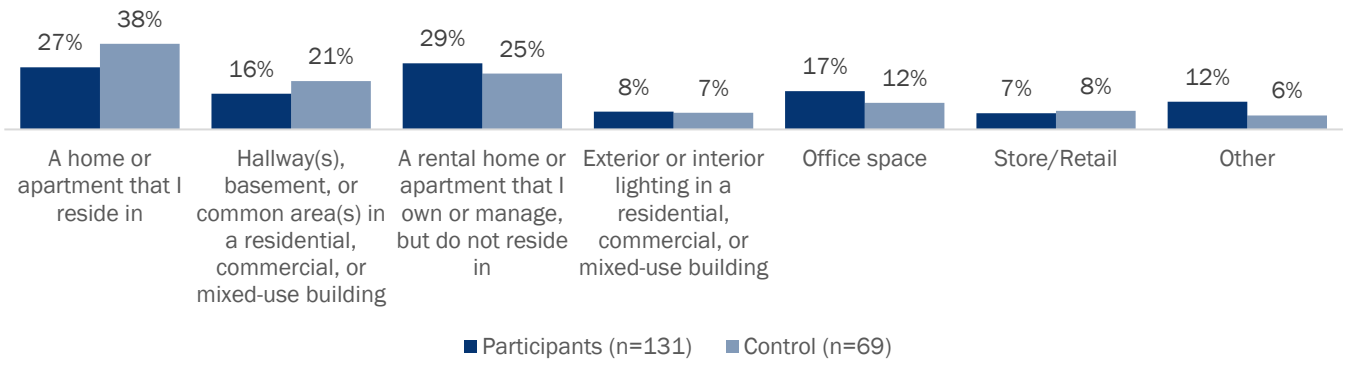
*Note: Only asked of customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence").

3.2 Opt-out SC2 Residential Respondents

Opt-out Pilot participants and control customers associated with the SC2 rate class were asked what type of facility is associated with the Con Edison account in question. Participants and control customers commonly report their Con Edison account is associated with a rental home or apartment they own or manage but do not reside in (29% and 25% respectively). Additionally, about two-fifths (38%) of participants and one-quarter (27%) of control customers report their account is associated with a home or apartment they resided in, a statistically significant difference.

Opt-out

S5. According to Con Edison records, the electric account associated with [STREET ADDRESS, CITY] is on a SC2 (or EL2) billing plan, which is an electric rate for small commercial customers. Sometimes a SC2 billing plan is a dedicated Con Edison account for shared common areas or other facilities in a residential, commercial, or mixed-use building (whose tenants have separate Con Edison accounts for their units). What type of space is associated with your Con Edison account at [STREET ADDRESS]? (Multiple Responses Allowed)*

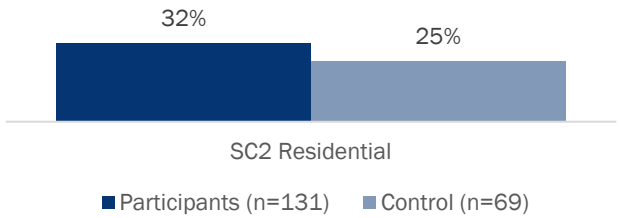


*Note: Only asked of small commercial customers.

About one-third (32%) of small commercial opt-out Pilot participants and one-quarter (25%) of control customers report that the account address is a residence that they personally resided in, thereby revealing these accounts serve no traditional commercial purpose. At the end of the survey, these customers were asked residential demographic questions instead of the firmographic questions asked to the other SC2 respondents.[14] The following section provides demographic results from these Pilot participants and control customers (hereafter referred to as "SC2 residential" respondents).

Opt-out

S5. According to Con Edison records, the electric account associated with [STREET ADDRESS, CITY] is on a SC2 (or EL2) billing plan, which is an electric rate for small commercial customers. Sometimes a SC2 billing plan is a dedicated Con Edison account for shared common areas or other facilities in a residential, commercial, or mixed-use building (whose tenants have separate Con Edison accounts for their units). What type of space is associated with your Con Edison account at [STREET ADDRESS]? (Multiple Responses Allowed)*



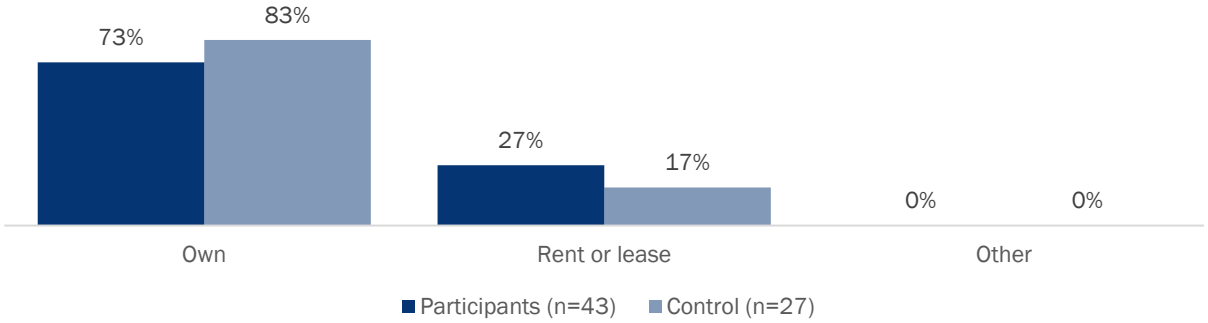
*Note: Only small commercial customers who selected "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in" in S5.

[14] This includes those who selected "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in." These customers were displayed language specific to residential customers in the survey but classified as small commercial for analysis because they were on a Rate I small commercial billing plan. Small commercial customers who indicated their Con Edison account was associated with "a rental home or apartment that I own or manage, but do not personally reside in," "office space," "store/Retail," or other responses, retained their small commercial classification.

About three-quarters (73%) of SC2 residential opt-out Pilot participants and most control customers (83%) report owning their home.[15]

Opt-out

Q20. Do you own or rent your home?*



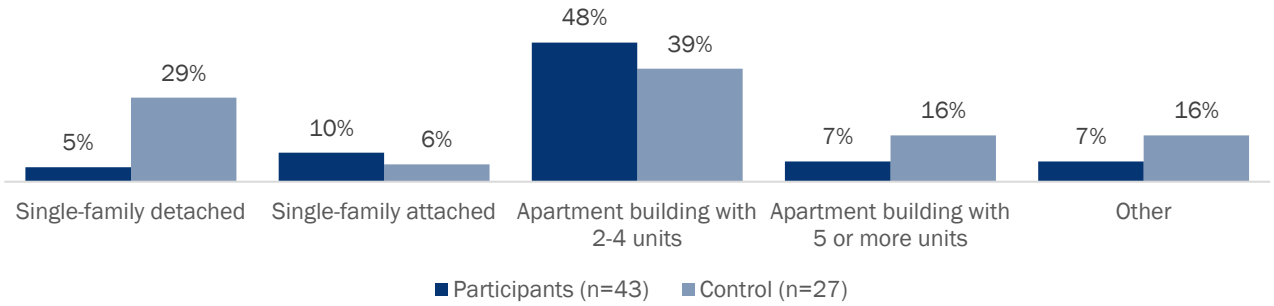
*Note: Only asked of residential and low income customers. Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

[15] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

About half (48%) of opt-out SC2 residential Pilot participants and about two-fifths (39%) of control customers report living in an apartment building with two to four units. Over half (55%) of opt-out residential participants and control customers report living in an apartment building (of any number of units). Few (15%) SC2 participants and about one-third (35%) of control customers report living in a single-family home (attached or detached).[16]

Opt-out

Q20a. Do you live in an apartment, a single-family detached home, or something else?*



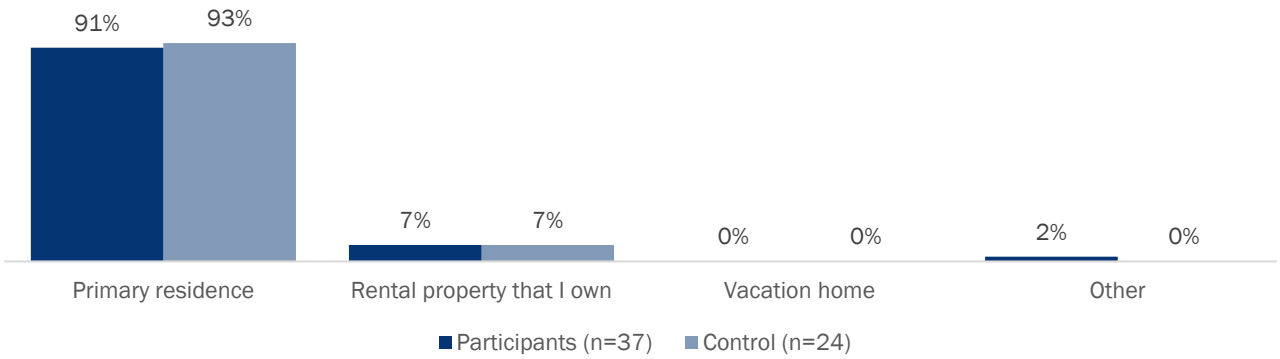
*Note: Only asked of residential and low income customers. Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

[16] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Almost all opt-out SC2 residential Pilot participants (91%) and control customers (93%) report that the residence in question was their primary residence.[17]

Opt-out

Q20b. Is this your primary residence, a rental that you own, a vacation home, or something else?*



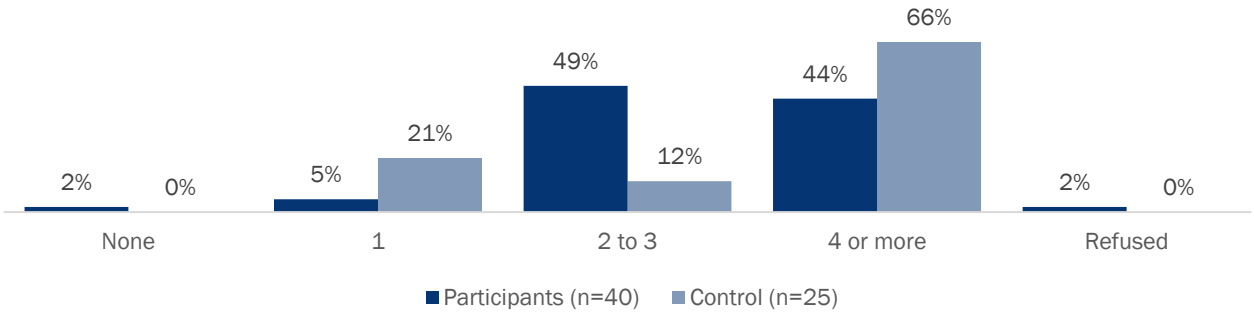
*Note: Only asked of residential and low income customers who reported owning their home (Q20 = "Own"). Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

[17] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

About two-fifths (44%) of SC2 residential opt-out Pilot participants and about two-thirds (66%) of control customers report having four or more household members.[18]

Opt-out

Q21. Including you, how many people live in your home year-round?*



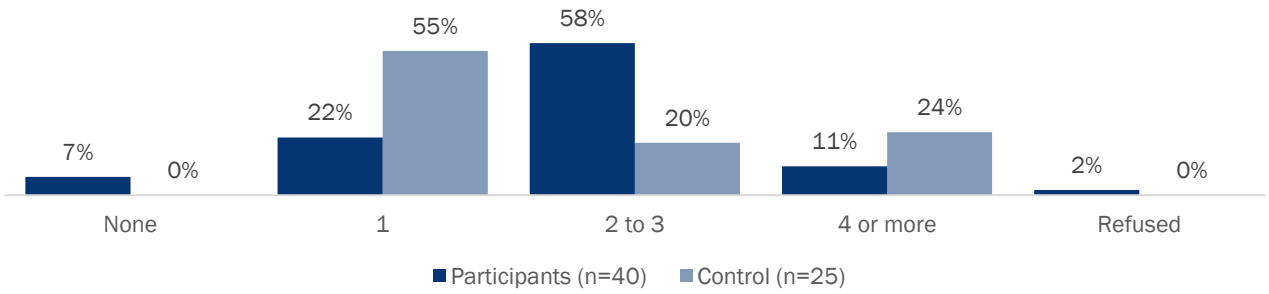
*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence"). Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

[18] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Almost all opt-out SC2 residential Pilot participants (91%) and control customers (99%) report having at least one household member home on weekdays between 9:00 AM and 5:00 PM.[19]

Opt-out

Q22. How many people are regularly in your home during weekday business hours (9am to 5pm)?*



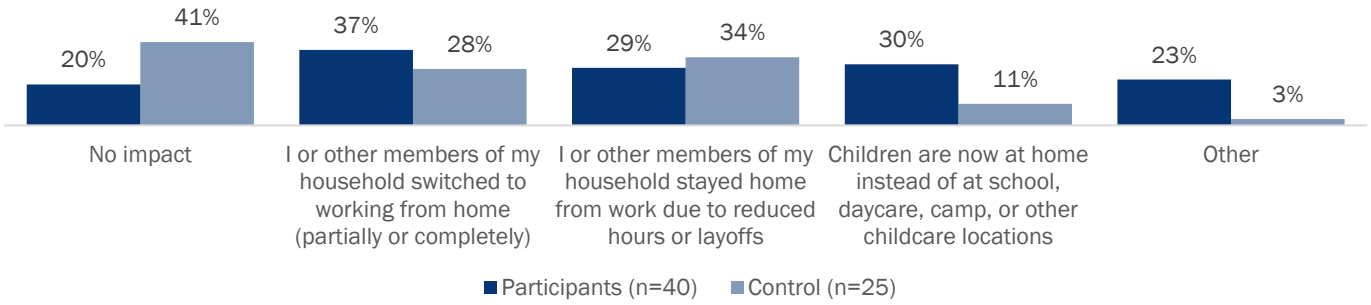
*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence"). Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

[19] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

When asked about how the COVID-19 pandemic has impacted the amount of time spent at home during weekday business hours, most SC2 residential opt-out Pilot participants (80%) and more than half (59%) of control customers noted some impact.[20]

Opt-out

Q22a. How do you think the COVID-19 pandemic impacted the amount of time you or others spend in your home during weekday business hours (9am to 5pm)? (Multiple Responses Allowed)*



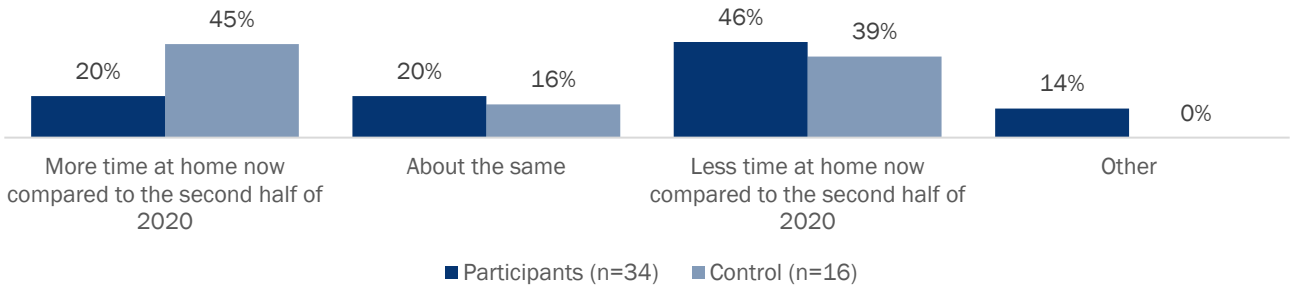
*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence"). Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

[20] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

When asked to compare the amount of time spent at home now compared to the second half of 2020, about two-fifths of SC2 residential opt-out Pilot participants (46%) and control customers (39%) report that they spend less time at home.[21]

Opt-out

Q22b. How would you compare the amount of time that you and others in your household are spending at home now compared to the second half of 2020?*

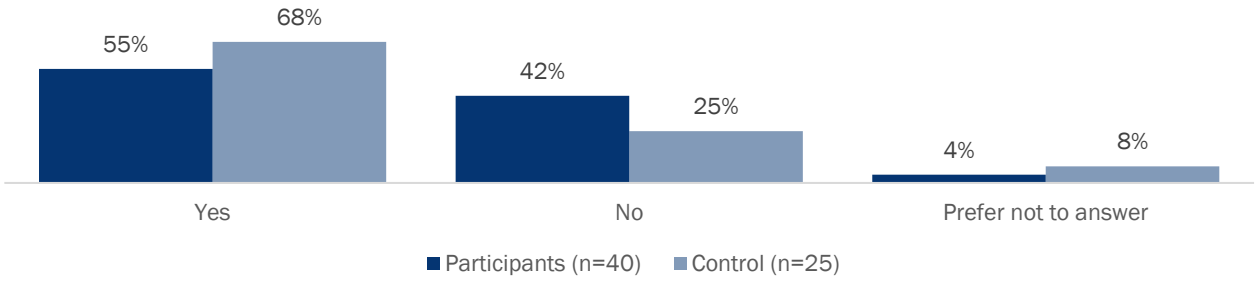


*Note: Only asked of residential and low income customers who reported some sort of impact on the amount of time spent at home during weekday business hours due to the COVID-19 pandemic (Q22a <> "No impact"). Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

About half (55%) of SC2 residential opt-out residential Pilot participants and about two-thirds (68%) of control customers report having a senior in the home.[22]

Opt-out

Q23. Are you, or is anyone in your household, 65 or older?*

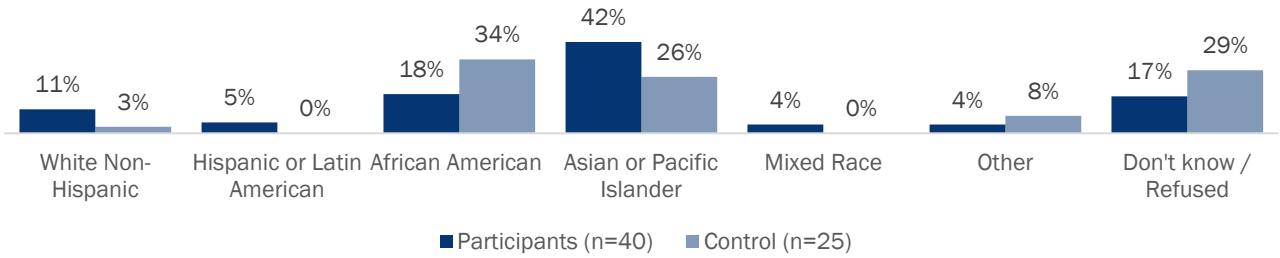


*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence"). Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

Two-fifths (42%) of SC2 residential opt-out residential Pilot participants and about one-quarter (26%) of control customers identify as Asian or Pacific Islander.[23]

Opt-out

Q24. What do you consider your ethnicity to be?*



*Note: Only asked of residential and low income customers who reported renting their home (Q20 = "Rent") or some other housing arrangement (Q20 = "Other") and those who owned their home (Q20 = "Own") and indicated the home was their primary residence (Q20b = "Primary Residence"). Responses among SC2 residential customers (S5 = "a home or apartment I reside in" and those who selected "exterior or interior lighting in a residential, commercial, or mixed-use building" or "hallway(s), basement, or common area(s) in a residential, commercial, or mixed-use building" in addition to "a home or apartment I reside in").

[21] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.
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[23] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

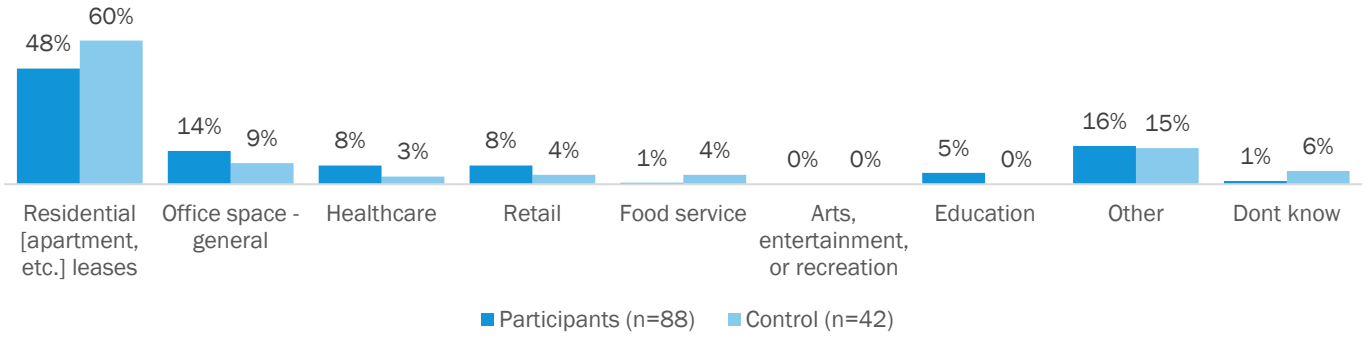
3.3 Opt-out Small Commercial Respondents

The following section provides firmographic results from small commercial opt-out Pilot participants and control customers who indicated the building associated with the new billing plan was not a residence where they reside.

About half of opt-out small commercial Pilot participants (48%) and about two-thirds of control customers (60%) indicated that the building associated with the new billing plan contained leased residential spaces that the account holder does not occupy, a statistically indistinguishable difference.

Opt-out

Q25. What is the primary business function that takes place in the property we've been talking about today?*

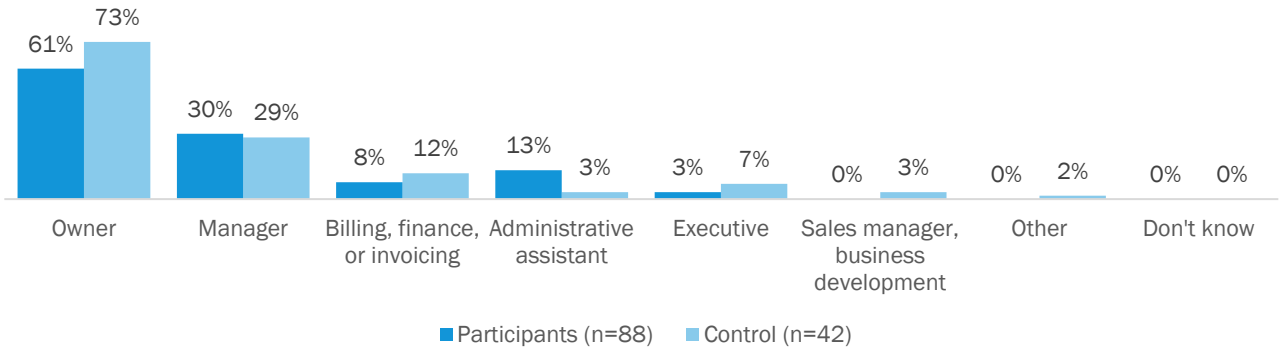


*Note: Only asked of small commercial participants.

About two-thirds (61%) of opt-out small commercial Pilot participants and about three-quarters (73%) of control customers are the owner of the business and about one-third are managers (30% and 29%, respectively), a statistically indistinguishable difference. Pilot participants are statistically more likely to report being an administrative assistant than control customers.

Opt-out

Q26. What is your role at your organization? (Multiple Responses Allowed)*

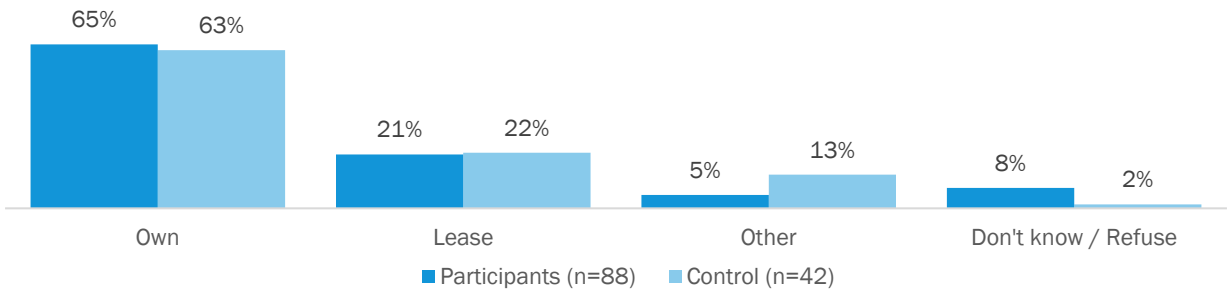


*Note: Only asked of small commercial participants.

About two-thirds of opt-out small commercial Pilot participants (65%) and control customers (63%) report the building associated with the new billing plan is owner-occupied.

Opt-out

Q27. Does the organization you work for own or lease the property located at [ADDRESS]?*

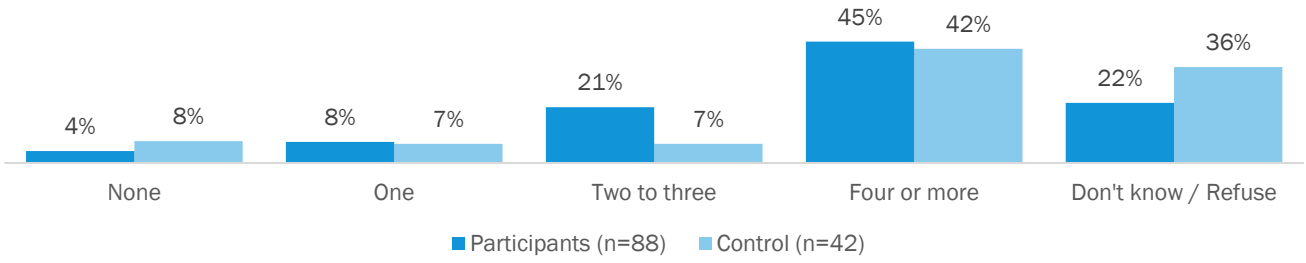


*Note: Only asked of small commercial participants.

About two-fifths of opt-out small commercial Pilot participants (45%) and control customers (42%) reported their business has four or more people (including employees, residents, or customers) who typically occupy the premises in question.

Opt-out

Q29. On average, how many people typically occupy the space at [ADDRESS]? This includes, employees, residents, and/or customers. If applicable, please include yourself in this count.*

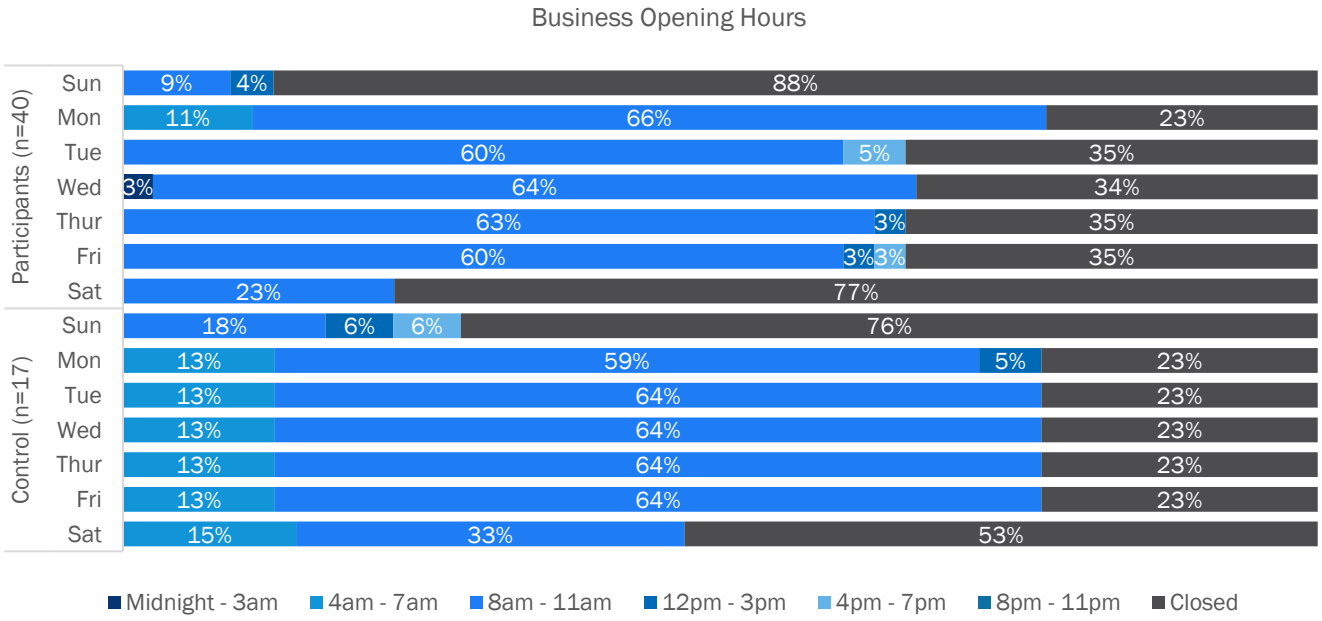


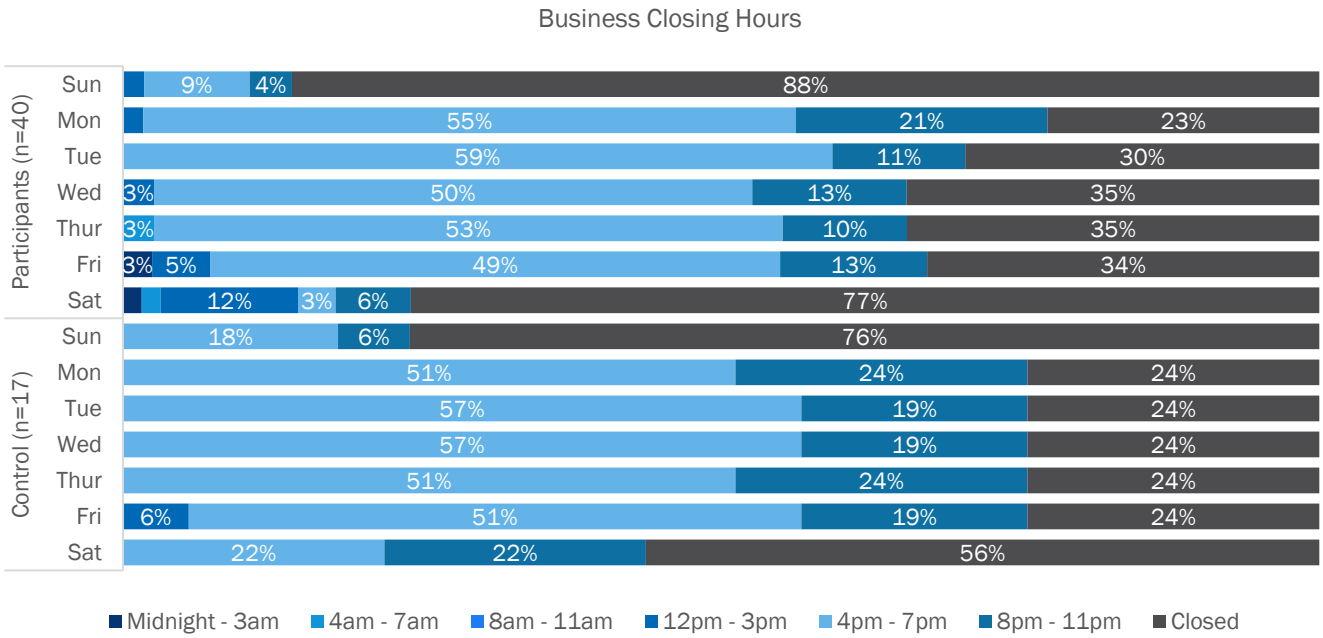
*Note: Only asked of small commercial participants.

Most opt-out small commercial Pilot participants and control customers reported their business opens between 8:00 AM and 11:00 AM, closes between 4:00 PM and 7:00 PM, and is closed on weekends.[24]

Opt-out

Q30. Please tell us your organization's typical start and close of business for each day. If needed, please round to the nearest hour.*





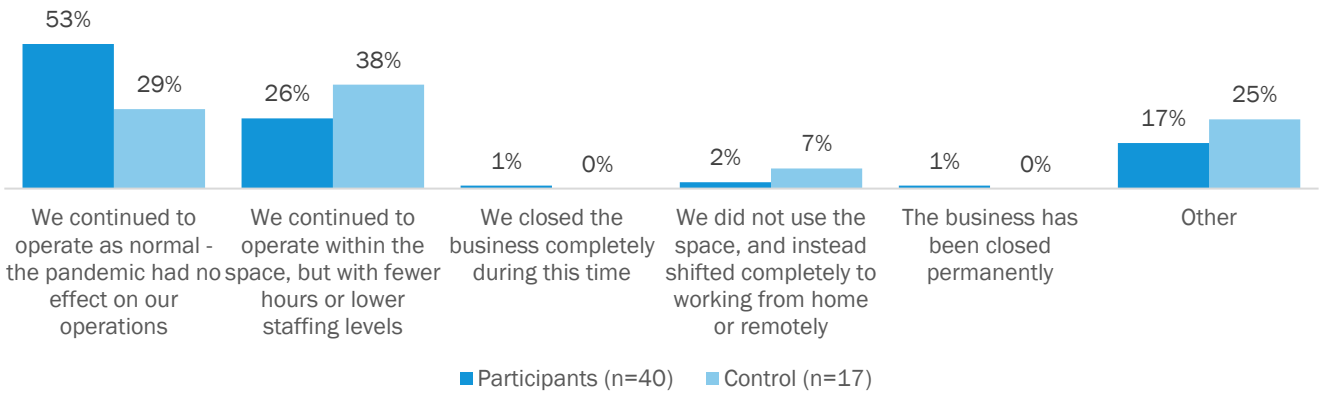
*Note: Only asked of small commercial participants whose property's primary function is not residential leases (Q25 <> "Residential [apartment, etc.] leases").

[24] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

Over half (53%) of opt-out small commercial Pilot participants and about one-third (29%) of control customers report that their business continued to operate as normal during the COVID-19 pandemic. Further, about one-quarter (26%) of small commercial participants and about two-fifths (38%) of control customers report operating for fewer hours or at lower staffing levels.[25]

Opt-out

Q31. Over the last six months, has your business continued to operate as normal at [STREET ADDRESS, CITY] despite the COVID-19 pandemic?*



*Note: Only asked of small commercial participants whose property's primary function is not residential leases (Q25 <> "Residential [apartment, etc.] leases").

[25] Results from sub-groups with sample sizes less than 35 may not be representative of the Pilot population.

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