# Central Hudson Gas & Electric Corp. Residential Electric HVAC Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order Approving 'Fast Track' Utility-Administered Electric Energy Efficiency Programs with Modifications" (Issued and Effective January 16, 2009), as directed in Ordering Paragraph #17, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric	
Program/Project:	Residential Electric HVAC Program	
Reporting period:	September 2011	
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency msclafani@cenhud.com (845) 486-5956	
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565	

#### 1. Program Status

Central Hudson offers its residential electric HVAC program to its customers under the umbrella name "Home Energy SavingsCentral." This name is used for marketing purposes to eliminate customer confusion. This program has been operational since May 18, 2009. Central Hudson contracted Honeywell Utility Solutions as the implementation contractor for this program. Central Hudson is offering this electric energy efficiency program as detailed below:

#### Home Energy SavingsCentral

Under the Residential Electric HVAC program, Central Hudson residential electric customers can receive equipment rebates for eligible energy efficiency equipment and measures to existing homes including eligible: central air conditioners (\$400 - \$600), central air source heat pumps (\$400 - \$600), ECM furnace fans (\$200), heat pump water heaters (\$400), programmable thermostats (\$25) and duct and air sealing (up to \$600). All efficiency eligibility levels and rebate levels are as detailed in the above referenced order.

Funding approved for 2009 and 2010 will be expended into 2011 for this program to attain cumulative 2009-2011 program goals.

#### 2. Performance Relative to Key Goals

During the month of September 149,821 kWh were acquired under this program. To date, this program has achieved 1,162,745 kWh of annual electric savings, approximately 58% of the cumulative program goal.

#### 3. Program Implementation Activities

#### (a) Marketing Activities

During the month of September, marketing activities included Internet, social media, customer outreach, and video channels.

#### <u>Internet</u>

There were 4,184 unique visitors to SavingsCentral.com in September. A new web banner was added for the heat pump water heater promotion with Sears on CentralHudson.com.

#### Social media

Central Hudson posted information about energy efficiency programs and attendance at the Taste of New Paltz on September 16<sup>th</sup>.

#### **Advertising**

In-store posters were utilized for Central Hudson's heat pump water heater promotion with Sears.

#### **Customer Outreach**

Program brochures were distributed at the following events:

- Commercial lighting seminars at Central Hudson offices on Sept 14 and 15<sup>th</sup>.
- Orange County Chamber Expo on Sept. 14
- Taste of New Paltz event on Sept. 18
- Ulster County Regional Chamber of Commerce Showcase on Sept.
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#### Direct mail

Postcards were sent to electric heat customers for the heat pump water heater promotion with Sears.

#### Video

The "Energy Efficiency Pays Off with Central Hudson" television commercial was aired during Monday Night Football on ESPN for Time Warner Cable and Mid-Hudson Cable Vision customer campaign. This commercial and the four satisfied customer web videos continue to be viewed through the Energy Efficiency Video Channel on CentralHudson.com and through Youtube.com.

Events for July, August, and September are listed below. Public events are listed and updated regularly at <a href="https://www.SavingsCentral.com/events.html">www.SavingsCentral.com/events.html</a>.

### **August - September 2011 OUTREACH AND EVENTS CALENDAR**

Date	Event/meeting	Location	Audience
Aug. 16-18	Pricing Provision Seminar	Hudson Valley	Commercial/Industrial customers
Aug. 23-26	Dutchess County Fair	Rhinebeck	Residential customers
Sept. 14-15	Commercial Lighting Seminars	Hudson Valley	Commercial/Industrial customers
Sept. 14	Orange County Chamber Expo	New Windsor	Commercial & Residential
Sept. 18	Taste of New Paltz	New Paltz	Commercial & Residential
Sept. 23	Ulster Regional Chamber Showcase	Stone Ridge	Commercial & Residential

#### (b) Evaluation Activities

Central Hudson contracted with Applied Energy Group (AEG) to perform a process evaluation. AEG has many years of previous experience in performing process and impact evaluations of energy efficiency programs. Process evaluation activities are expected to be completed in 2011.

#### (c) Other Activities

Central Hudson is an active participant on the Energy Efficiency Program Administrator Collaborative (EEPAC) with NYSERDA and the other New York State utilities. Central Hudson is an active participant on the Steering Committee and working groups discussing double dipping / counting, referrals, contractor qualifications, training, and collaborative outreach.

Central Hudson is represented on the EEPS Implementation Advisory Group (IAG) and Evaluation Advisory Group (IAG) a well as various subcommittees committed to accomplishing tactical goals. Central Hudson has also participated in numerous conference calls and meetings with the other utilities in New York State (called the "Joint Utility" operational group) to discuss program operation and structure to minimize market confusion and promote best practices.

#### 4. Customer Complaints and/or Disputes

There have been no customer complaints and/or disputes.

#### 5. Changes to Subcontractors or Staffing

There have been no updates to staffing or contractors since the previous scorecard.

#### 6. Additional Issues

There are no additional issues for this program.

# Central Hudson Gas & Electric Corp. Residential Natural Gas HVAC Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order Approving 'Fast Track' Utility-Administered Gas Energy Efficiency Programs with Modifications" (Issued and Effective April 9, 2009), as directed in Ordering Paragraph #14, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric	
Program/Project:	Residential Natural Gas HVAC Program	
Reporting period:	September 2011	
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency msclafani@cenhud.com (845) 486-5956	
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565	

#### 1. Program Status

Central Hudson is offering its residential natural gas program to its customers under the umbrella name "Home Energy SavingsCentral." This name is being used for marketing purposes to eliminate customer confusion. This program has been operational since July 1, 2009. Central Hudson has contracted Honeywell Utility as the implementation contractor for this program. Central Hudson is offering this natural gas energy efficiency program as detailed below:

#### Home Energy SavingsCentral

Under the Residential Natural Gas HVAC Program, Central Hudson residential natural gas customers can receive rebates for the installation of energy efficient natural gas equipment including efficient furnaces (\$140), furnaces with ECM fans (\$280 - \$420), steam and water boilers (\$350 to \$700), indirect water heaters (\$210), programmable thermostats (\$18), and duct and air sealing (up to \$420). All efficiency eligibility levels and rebate levels are as ordered in the "Order Approving Three New Energy Efficiency Portfolio Standard (EEPS) Programs and Enhancing Funding and Making Other Modifications for Other EEPS Programs" (issued and effective June 24, 2010.)

The enhanced funding portion of this program has been operational since October 1, 2010.

#### 2. Performance Relative to Key Goals

During the month of September, 5,278 Therms were acquired under this program. To date the program has acquired 131,814 Therms, or approximately 69% of the program's cumulative natural gas savings goal.

The program has also acquired 108,106 kWh of annual electrical savings to date. This program has no electrical savings goal.

#### 3. Program Implementation Activities

#### (a) Marketing Activities

During the month of September, marketing activities included Internet, social media, customer outreach, and video channels.

#### Internet

There were 4,184 unique visitors to SavingsCentral.com in September.

#### Bill Inserts

Residential natural gas rebates were promoted on bill inserts sent to 240,000 customers.

#### Social media

Central Hudson posted information about energy efficiency programs and attendance at the Taste of New Paltz on September 16<sup>th</sup>.

#### <u>Advertising</u>

In-store posters were utilized for Central Hudson's heat pump water heater promotion with Sears.

#### <u>Customer Outreach</u>

Program brochures were distributed at the following events:

- Commercial lighting seminars at Central Hudson offices on Sept 14 and 15<sup>th</sup>.
- · Orange County Chamber Expo on Sept. 14
- Taste of New Paltz event on Sept. 18
- Ulster County Regional Chamber of Commerce Showcase on Sept.
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#### Video

The "Energy Efficiency Pays Off with Central Hudson" television commercial was aired during Monday Night Football on ESPN for Time Warner Cable and Mid-Hudson Cable Vision customer campaign. This commercial and the four satisfied customer web videos continue to be

viewed through the Energy Efficiency Video Channel on CentralHudson.com and through Youtube.com.

Events for July, August, and September are listed below. Public events are listed and updated regularly at <a href="https://www.SavingsCentral.com/events.html">www.SavingsCentral.com/events.html</a>.

### **August - September 2011 OUTREACH AND EVENTS CALENDAR**

Date	Event/meeting	Location	Audience
Aug. 16-18	Pricing Provision Seminar	Hudson Valley	Commercial/Industrial customers
Aug. 23-26	Dutchess County Fair	Rhinebeck	Residential customers
Sept. 14-15	Commercial Lighting Seminars	Hudson Valley	Commercial/Industrial customers
Sept. 14	Orange County Chamber Expo	New Windsor	Commercial & Residential
Sept. 18	Taste of New Paltz	New Paltz	Commercial & Residential
Sept. 23	Ulster Regional Chamber Showcase	Stone Ridge	Commercial & Residential

#### (d) Evaluation Activities

Central Hudson contracted with Applied Energy Group (AEG) to perform a process evaluation. AEG has many years of previous experience in performing process and impact evaluations of energy efficiency programs. Process evaluation activities are expected to be completed in 2011.

Central Hudson plans to perform a joint impact evaluation for this program with other program administrators in New York. This will leverage the benefit of having similar programs throughout the state and ensure the highest quality evaluation possible under the program budget.

#### (a) Other Activities

Central Hudson is an active participant on the Energy Efficiency Program Administrator Collaborative (EEPAC) with NYSERDA and the other New York State utilities. Central Hudson is an active participant on the Steering Committee and working groups discussing double dipping / counting, referrals, contractor qualifications, training, collaborative outreach, and web content.

Central Hudson is represented on the EEPS Implementation Advisory Group (IAG) and Evaluation Advisory Group (IAG) a well as various subcommittees committed to accomplishing tactical goals. Central Hudson has also participated in numerous conference calls and meetings with the other utilities in New York State (called the "Joint Utility" operational group) to discuss program operation and structure to minimize market confusion and promote best practices.

#### 4. Customer Complaints and/or Disputes

There have been no customer complaints and/or disputes.

5. Changes to Subcontractors or Staffing
There have been no updates to staffing or contractors since the previous scorecard.

### 6. Additional Issues

There are no additional issues for this program.

# Central Hudson Gas & Electric Corp. Small Business Electric Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order Approving 'Fast Track' Utility-Administered Electric Energy Efficiency Programs with Modifications" (Issued and Effective January 16, 2009), as directed in Ordering Paragraph #17, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric	
Program/Project:	Small Business Electric Program	
Reporting period:	September 2011	
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency <u>msclafani@cenhud.com</u> (845) 486-5956	
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565	

#### 1. Program Status

Central Hudson is offering its electric energy efficiency program to its eligible small business customers as detailed below. This program has been operational since May 18, 2009.

#### > Small Business Program

As of November 1, 2010, Central Hudson's Business energy savings program is being delivered under a Direct Install model. The customer receives a free energy audit, followed by a comprehensive proposal for an energy efficient lighting solution, and turn-key project services such that 70% of the total project cost is covered by Central Hudson incentives. Central Hudson has contracted with Alliance Energy Solutions to act as the program's direct installer. Eligible customers include all non-residential customers below 100kW demand<sup>1</sup>. Eligible measures include interior lighting and lighting controls.

Funding approved for 2009 and 2010 will be expended into 2011 for this program to attain cumulative 2009-2011 program goals.

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<sup>&</sup>lt;sup>1</sup> Based on the most recent 12-month demand average on a rolling basis.

As discussed in the recent letter to Mr. Floyd Barwig, Central Hudson applied a downward adjustment to the incentive level for the Commercial Electric Program from the current 70% incentive level to a 60% incentive level. This adjustment is being applied to uncommitted incentive funds from both the original program authorization and the recently authorized incremental incentive funds.

#### 2. Performance Relative to Key Goals

During the month of August, 2,616,633 kWh of annual energy savings were acquired under this program. To date, 28,687,815 kWh of electrical savings have been achieved under this program, or approximately 71% of the program's cumulative savings target.

#### 3. Program Implementation Activities

#### a) Marketing Activities

During the month of September, marketing activities included Internet, social media, and customer outreach.

#### **News Release**

There was a News Release regarding Central Hudson's Commercial Lighting Program sent on September 8<sup>th</sup>.

#### <u>Internet</u>

The Commercial Lighting Seminars were promoted on CentralHudson.com

#### Email

An email blast was sent to commercial customers regarding the commercial program.

#### **Customer Outreach**

Program brochures were distributed at the following events:

- Commercial lighting seminars at Central Hudson offices on Sept 14 and 15<sup>th</sup>.
- Orange County Chamber Expo on Sept. 14
- Taste of New Paltz event on Sept. 18
- Ulster County Regional Chamber of Commerce Showcase on Sept.
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#### Advertising

A bill insert for the commercial program was sent to 240,000 customers. An additional 2,000 program flyers were printed to be distributed by Central Hudson and the program's direct installer.

#### Chamber Outreach

During the month of September, several articles, print ads, and flyer inserts regarding the program were printed in local chamber of commerce

newsletters. Additionally, a web ad for the program was included for several email blasts.

Events for July, August, and September are listed below. Public events are listed and updated regularly at <a href="https://www.SavingsCentral.com/events.html">www.SavingsCentral.com/events.html</a>.

### **August - September 2011 OUTREACH AND EVENTS CALENDAR**

Date	Event/meeting	Location	Audience
Aug. 16-18	Pricing Provision Seminar	Hudson Valley	Commercial/Industrial customers
Aug. 23-26	Dutchess County Fair	Rhinebeck	Residential customers
Sept. 14-15	Commercial Lighting Seminars	Hudson Valley	Commercial/Industrial customers
Sept. 14	Orange County Chamber Expo	New Windsor	Commercial & Residential
Sept. 18	Taste of New Paltz	New Paltz	Commercial & Residential
Sept. 23	Ulster Regional Chamber Showcase	Stone Ridge	Commercial & Residential

#### (b) Evaluation Activities

Central Hudson contracted with Applied Energy Group (AEG) to perform a process evaluation. AEG has many years of previous experience in performing process and impact evaluations of energy efficiency programs. Process evaluation activities are expected to be completed in 2011.

#### (c) Other Activities

Central Hudson is an active participant on the Energy Efficiency Program Administrator Collaborative (EEPAC) with NYSERDA and the other New York State utilities. Central Hudson is an active participant on the Steering Committee and working groups discussing double dipping / counting, referrals, contractor qualifications, training, collaborative outreach, and web content.

Central Hudson is represented on the EEPS Implementation Advisory Group (IAG) and Evaluation Advisory Group (IAG) a well as various subcommittees committed to accomplishing tactical goals. Central Hudson has also participated in numerous conference calls and meetings with the other utilities in New York State (called the "Joint Utility" operational group) to discuss program operation and structure to minimize market confusion and promote best practices.

#### 4. Customer Complaints and/or Disputes

There have been no customer complaints and/or disputes.

#### 5. Changes to Subcontractors or Staffing

Central Hudson has contracted with Alliance Energy Solutions to deliver this program as the commercial Direct Installer.

#### 6. Additional Issues

There are no additional issues.

# Central Hudson Gas & Electric Corp. Mid-Size Commercial Business Electric Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order Approving Certain Commercial and Industrial Customer Energy Efficiency Programs with Modifications" (Issued and Effective October 23, 2009), as directed in Ordering Paragraph #4, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric	
Program/Project:	Mid-Size Commercial Business Electric Program	
Reporting period:	September 2011	
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency msclafani@cenhud.com (845) 486-5956	
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565	

#### 1. Program Status

Central Hudson is offering its electric energy efficiency program to its eligible mid-size commercial customers as detailed below. This program has been operational since January 1, 2010.

#### Mid-Size Business Program

As of November 1, 2010, Central Hudson's Business energy savings program is being delivered under a Direct Install model. The customer receives a free energy audit, followed by a comprehensive proposal for an energy efficient lighting solution, and turn-key project services such that 70% of the total project cost is covered by Central Hudson incentives. Central Hudson has contracted with Alliance Energy Solutions to act as the program's direct installer. Eligible customers include all non-residential

customers between 100 and 350kW demand<sup>2</sup>. Eligible measures include interior lighting and lighting controls.

Funding approved for 2009 and 2010 will be expended into 2011 for this program to attain cumulative 2009-2011 program goals.

As discussed in the recent letter to Mr. Floyd Barwig, Central Hudson applied a downward adjustment to the incentive level for the Commercial Electric Program from the current 70% incentive level to a 60% incentive level. This adjustment is being applied to uncommitted incentive funds from both the original program authorization and the recently authorized incremental incentive funds. **Discuss 3.5 M** 

#### 2. Performance Relative to Key Goals

During the month of September, 479,745 kWh of annual energy savings were acquired under this program. To date, 12,742,058 kWh of electrical savings have been achieved under this program, or approximately 119% of the program's cumulative savings target.

The original incentive budget of \$3,371,926 has been completely expended. Newly completed projects have been funded through the enhanced funding of \$1,000,000 for incentives under this program. The tables below illustrate total expenditures and energy impacts associated with each funding bucket.

Mid-Size Business Program Incentive Budget Breakdown

Funding Bucket	Original	New	Total
Total Incentive Budget	\$3,371,926	\$1,000,000	\$4,371,926
Incentives Spent <sup>3</sup>	\$3,324,688	\$83,426	\$416,114
Incentives Currently Committed	\$47,238	\$442,985	\$490223
Total Incentives Acquired and/or committed to date	\$3,371,926	\$526,411	\$3,898,337

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<sup>&</sup>lt;sup>2</sup> Based on the most recent 12-month demand average on a rolling basis.

<sup>&</sup>lt;sup>3</sup> A small amount of program incentives have been reserved for projects scheduled to be completed in October under the original program budget.

Mid-Size Business Program Incentive Savings Breakdown

Funding Bucket	Original	New	Total
Cumulative kWh Savings			
Acquired	12,420,867	341,191	12,762,058
KWh Currently Committed			
-	216,882	1,537,599	1,754,481
Cumulative kWh Acquired			
and/or committed to date	12,637,749	1,878,790	14,516,539

#### 3. Program Implementation Activities

#### a) Marketing Activities

During the month of September, marketing activities included Internet, social media, and customer outreach.

#### **News Release**

There was a News Release regarding Central Hudson's Commercial Lighting Program sent on September 8<sup>th</sup>.

#### Internet

The Commercial Lighting Seminars were promoted on CentralHudson.com

#### **Email**

An email blast was sent to commercial customers regarding the commercial program.

#### Customer Outreach

Program brochures were distributed at the following events:

Commercial lighting seminars at Central Hudson offices on Sept 14 and 15<sup>th</sup>.

Orange County Chamber Expo on Sept. 14

Taste of New Paltz event on Sept. 18

Ulster County Regional Chamber of Commerce Showcase on Sept. 23

#### Advertising

A bill insert for the commercial program was sent to 240,000 customers. An additional 2,000 program flyers were printed to be distributed by Central Hudson and the program's direct installer.

#### Chamber Outreach

During the month of September, several articles, print ads, and flyer inserts regarding the program were printed in local chamber of commerce newsletters. Additionally, a web ad for the program was included for several email blasts.

Events for July, August, and September are listed below. Public events are listed and updated regularly at <a href="https://www.SavingsCentral.com/events.html">www.SavingsCentral.com/events.html</a>.

### August - September 2011 OUTREACH AND EVENTS CALENDAR

Date	Event/meeting	Location	Audience
Aug. 16-18	Pricing Provision Seminar	Hudson Valley	Commercial/Industrial customers
Aug. 23-26	Dutchess County Fair	Rhinebeck	Residential customers
Sept. 14-15	Commercial Lighting Seminars	Hudson Valley	Commercial/Industrial customers
Sept. 14	Orange County Chamber Expo	New Windsor	Commercial & Residential
Sept. 18	Taste of New Paltz	New Paltz	Commercial & Residential
Sept. 23	Ulster Regional Chamber Showcase	Stone Ridge	Commercial & Residential

#### (b) Evaluation Activities

Central Hudson contracted with Applied Energy Group (AEG) to perform a process evaluation. AEG has many years of previous experience in performing process and impact evaluations of energy efficiency programs. Process evaluation activities are expected to be completed in 2011.

#### (c) Other Activities

Central Hudson is an active participant on the Energy Efficiency Program Administrator Collaborative (EEPAC) with NYSERDA and the other New York State utilities. Central Hudson is an active participant on the Steering Committee and working groups discussing double dipping / counting, referrals, contractor qualifications, training, collaborative outreach, and web content.

Central Hudson is represented on the EEPS Implementation Advisory Group (IAG) and Evaluation Advisory Group (IAG) a well as various subcommittees committed to accomplishing tactical goals. Central Hudson has also participated in numerous conference calls and meetings with the other utilities in New York State (called the "Joint Utility" operational group) to discuss program operation and structure to minimize market confusion and promote best practices.

### 4. Customer Complaints and/or Disputes

There have been no customer complaints and/or disputes.

#### 5. Changes to Subcontractors or Staffing

Central Hudson has contracted with Alliance Energy Solutions to deliver this program as the commercial Direct Installer.

#### 6. Additional Issues

There are no additional issues.

# Central Hudson Gas & Electric Corp. Residential Appliance Recycling Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order Approving Certain Commercial and Industrial; Residential; and Low-Income Residential Customer Energy Efficiency Programs with Modifications" (Issued and Effective January 4, 2010), as directed in Ordering Paragraph #4, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric	
Program/Project:	Residential Appliance Recycling Program	
Reporting period:	September 2011	
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency msclafani@cenhud.com (845) 486-5956	
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565	

#### 1. Program Status

Central Hudson is offering the Residential Appliance Recycling program to customers. The room air conditioner portion of this program became operational May 15, 2010 and concluded on September 15, 2010. The refrigerator/freezer portion has been operational since June 21, 2010. Central Hudson is offering this electric energy efficiency program as detailed below:

- Residential Appliance Recycling has offered two types of incentives:
  - 1) Room Air Conditioners. Residential customers turned in their old, operational window or through-the-wall air conditioner at a participating retailer and had it recycled at no cost. After receiving a proof of recycling certificate, they qualified for a rebate toward the purchase of a new, ENERGY STAR® air conditioner from any retailer. This is a mail-in rebate. The air conditioner part of this program concluded on Sept. 15, 2010. This portion of the program will not be offered in 2011.
  - **2) Refrigerators and Freezers.** Central Hudson is offering a \$50 incentive to residential customers to pick up their old, working refrigerator or freezer (sized between 10 and 30 cubic feet).

Customers schedule pick-ups by phone or online at <a href="https://www.SavingsCentral.com">www.savingsCentral.com</a> or <a href="https://www.recyclemyappliance.com">www.recyclemyappliance.com</a>. All equipment will be properly and responsibly recycled.

#### 2. Performance Relative to Key Goals

During the month of August, 601,942 kWh were acquired under this program. To date, this program has acquired 5,924,327 kWh of annual electrical savings, approximately 152% of the program's cumulative energy savings goal.

#### **Program Implementation Activities**

#### **Marketing Activities**

During September, Central Hudson promoted appliance recycling through Internet, video channels, mall ads, and direct mail.

#### Internet

There were 557 visits to www.RecycleMyAppliance.com during August. Central Hudson also posted on the company Facebook page regarding the Appliance Recycling Program on September 21<sup>st</sup>.

#### Video

The "Energy Efficiency Pays Off with Central Hudson" and "Lucky the Dog" television commercials were aired during Monday Night Football on ESPN for Time Warner Cable and Mid-Hudson Cable Vision customer campaign. This commercial and the four satisfied customer web videos continue to be viewed through the Energy Efficiency Video Channel on CentralHudson.com and through Youtube.com.

#### Mall advertising

Central Hudson ran ads on refrigerator/freezer recycling and room air conditioner recycling at the Hudson Valley Mall in Kingston, Poughkeepsie Galleria Mall, and Newburgh Mall.

#### **Direct mail**

Central Hudson sent direct mail postcards about refrigerator/freezer recycling to 15,000 residential customers in September.

Events for July, August, and September are listed below. Public events are listed and updated regularly at <a href="https://www.SavingsCentral.com/events.html">www.SavingsCentral.com/events.html</a>.

## August - September 2011 OUTREACH AND EVENTS CALENDAR

<u>Date</u>	Event/meeting	Location	<u>Audience</u>
Aug. 16-18	Pricing Provision Seminar	Hudson Valley	Commercial/Industrial customers
Aug. 23-26	Dutchess County Fair	Rhinebeck	Residential customers
Sept. 14-15	Commercial Lighting Seminars	Hudson Valley	Commercial/Industrial customers
Sept. 14	Orange County Chamber Expo	New Windsor	Commercial & Residential
Sept. 18	Taste of New Paltz	New Paltz	Commercial & Residential
Sept. 23	Ulster Regional Chamber Showcase	Stone Ridge	Commercial & Residential

#### (b) Evaluation Activities

Central Hudson contracted with Applied Energy Group (AEG) to perform a process evaluation. AEG has many years of previous experience in performing process and impact evaluations of energy efficiency programs. Process evaluation activities are expected to be completed in 2011.

#### (c) Other Activities

Central Hudson is an active participant on the Energy Efficiency Program Administrator Collaborative (EEPAC) with NYSERDA and the other New York State utilities. Central Hudson is an active participant on the Steering Committee and working groups discussing double dipping / counting, referrals, contractor qualifications, training, collaborative outreach, and web content.

Central Hudson is represented on the EEPS Implementation Advisory Group (IAG) and Evaluation Advisory Group (IAG) a well as various subcommittees committed to accomplishing tactical goals. Central Hudson has also participated in numerous conference calls and meetings with the other utilities in New York State (called the "Joint Utility" operational group) to discuss program operation and structure to minimize market confusion and promote best practices.

#### **Customer Complaints and/or Disputes**

There have been no customer complaints and/or disputes.

#### Changes to Subcontractors or Staffing

There have been no updates to staffing or contractors since the previous scorecard.

#### **Additional Issues**

There are no additional issues

# Central Hudson Gas & Electric Corp. Commercial Gas Program Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order Approving Three New Energy Efficiency Portfolio Standard (EEPS) Programs Enhancing Funding and Making Other Modifications for Other EEPS Programs" (Issued and Effective June 24, 2009), as directed in Ordering Paragraph #7, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric
Program/Project:	Commercial Natural Gas Program
Reporting period:	September 2011
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency msclafani@cenhud.com (845) 486-5956
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565

#### 1. Program Status

Central Hudson is offering this commercial natural gas energy efficiency program as detailed below:

#### > Commercial Natural Gas Program

Under the Residential Natural Gas HVAC Program, Central Hudson residential natural gas customers can receive rebates for the installation of energy efficient natural gas equipment including efficient furnaces (\$140), furnaces with ECM fans (\$500 - \$900), steam and water boilers (\$800 to \$1,200), indirect water heaters (\$300), and programmable thermostats (\$25). All efficiency eligibility levels and rebate levels are as ordered in the "Order Approving Three New Energy Efficiency Portfolio Standard (EEPS) Programs and Enhancing Funding and Making Other Modifications for Other EEPS Programs" (issued and effective June 24, 2010.)

This program has been operational since October 1, 2010.

#### 2. Performance Relative to Key Goals

During the month of September, 391 therms of natural gas savings were acquired under this program. To date, this program has acquired 14,257 Therms of natural gas savings, or 43% of the cumulative program goal.

The program has also acquired 1,684 kWh of annual electrical savings to date. This program has no electrical savings goal.

#### 3. Program Implementation Activities

#### (a) Marketing Activities

During September, Central Hudson promoted this program through Bill Inserts.

#### Bill Inserts

Commercial natural gas rebates were promoted on postcards mailed to 240,000 customers.

#### (b) Evaluation Activities

No evaluation activities have begun for this program.

#### (c) Other Activities

Central Hudson is an active participant on the Energy Efficiency Program Administrator Collaborative (EEPAC) with NYSERDA and the other New York State utilities. Central Hudson is an active participant on the Steering Committee and working groups discussing double dipping / counting, referrals, contractor qualifications, training, collaborative outreach, and web content.

Central Hudson is represented on the EEPS Implementation Advisory Group (IAG) and Evaluation Advisory Group (IAG) a well as various subcommittees committed to accomplishing tactical goals. Central Hudson has also participated in numerous conference calls and meetings with the other utilities in New York State (called the "Joint Utility" operational group) to discuss program operation and structure to minimize market confusion and promote best practices.

#### **Customer Complaints and/or Disputes**

There have been no complaints or disputes.

#### Changes to Subcontractors or Staffing

There have been no updates to staffing or contractors since the previous scorecard.

#### **Additional Issues**

There are no additional issues for this program.

# Central Hudson Gas & Electric Corp. Home Energy Reports Program – Electric Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order on Rehearing Granting Petition for Rehearing" (Issued and Effective December 3, 2010), as directed in Ordering Paragraph #3, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric	
Program/Project:	Home Energy Reports Program-Electric	
Reporting period:	September 2011	
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency msclafani@cenhud.com (845) 486-5956	
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565	

#### **Program Status**

Central Hudson is offering this commercial natural gas energy efficiency program as detailed below:

#### > Home Energy Reports Program

The purpose of the Home Energy Reporting Program is to help Central Hudson's residential customers make behavioral changes in regards to energy usage when seeing how they compare to that of their "neighbors." The targeted 110,000 customers to receive the home energy reports during the 15-month duration will be based on energy consumption patterns, housing data, past program participation, and demographic area.

This program has been operational since May, 2011.

The spending schedules in 2011 and 2012 differ from that in the "Order On Rehearing Granting Petition for Rehearing" (Issued and Effective December 3, 2010). The expenditures are based on the schedule and implementation plan of OPOWER. Of the total electric budget of \$1,038,751, approximately 85% will be spent in 2011, while the remaining 15% in 2012. The yearly costs of both the electric and gas component are based on the timetable of the Home Energy Reporting Program. The total

budgets for the program and energy savings are the same as those in the Order.

#### **Performance Relative to Key Goals**

Home Energy Reports have been sent out to approximately 110,000 customers in throughout 2011. Energy savings for this program will be reported as measurement and verification are performed by Central Hudson's program delivery contractor.

#### **Program Implementation Activities**

#### (a) Marketing Activities

During the month of September, there were no marketing activities for this program

#### (b) Evaluation Activities

No evaluation activities have begun for this program.

#### (c) Other Activities

Central Hudson is an active participant on the Energy Efficiency Program Administrator Collaborative (EEPAC) with NYSERDA and the other New York State utilities. Central Hudson is an active participant on the Steering Committee and working groups discussing double dipping / counting, referrals, contractor qualifications, training, collaborative outreach, and web content.

Central Hudson is represented on the EEPS Implementation Advisory Group (IAG) and Evaluation Advisory Group (IAG) a well as various subcommittees committed to accomplishing tactical goals. Central Hudson has also participated in numerous conference calls and meetings with the other utilities in New York State (called the "Joint Utility" operational group) to discuss program operation and structure to minimize market confusion and promote best practices.

#### 4. Customer Complaints and/or Disputes

There have been no complaints or disputes.

#### 5. Changes to Subcontractors or Staffing

Central Hudson has contracted with Opower to implement this program.

#### 6. Additional Issues

There are no additional issues for this program.

# Central Hudson Gas & Electric Corp. Home Energy Reports Program - Gas Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order on Rehearing Granting Petition for Rehearing" (Issued and Effective December 3, 2010), as directed in Ordering Paragraph #3, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric
Program/Project:	Home Energy Reports Program-Gas
Reporting period:	September 2011
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency msclafani@cenhud.com (845) 486-5956
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565

#### **Program Status**

Central Hudson is offering this commercial natural gas energy efficiency program as detailed below:

### > Home Energy Reports Program

The purpose of the Home Energy Reporting Program is to help Central Hudson's residential customers make behavioral changes in regards to energy usage when seeing how they compare to that of their "neighbors." The targeted 110,000 customers to receive the home energy reports during the 15-month duration will be based on energy consumption patterns, housing data, past program participation, and demographic area.

This program has been operational since May, 2011.

The spending schedules in 2011 and 2012 differ from that in the "Order On Rehearing Granting Petition for Rehearing" (Issued and Effective December 3, 2010). The expenditures are based on the schedule and implementation plan of OPOWER. Of the total gas budget of \$346,250, approximately 83% will be spent in 2011, while the remaining 17% in 2012. The yearly costs of both the electric and gas component are

based on the timetable of the Home Energy Reporting Program. The total budgets for the program and energy savings are the same as those in the Order.

#### **Performance Relative to Key Goals**

Home Energy Reports have been sent out to approximately 110,000 customers in throughout 2011. Energy savings for this program will be reported as measurement and verification are performed by Central Hudson's program delivery contractor.

#### **Program Implementation Activities**

#### (a) Marketing Activities

During the month of September there were no marketing activities for this program

#### (b) Evaluation Activities

No evaluation activities have begun for this program.

#### (c) Other Activities

Central Hudson is an active participant on the Energy Efficiency Program Administrator Collaborative (EEPAC) with NYSERDA and the other New York State utilities. Central Hudson is an active participant on the Steering Committee and working groups discussing double dipping / counting, referrals, contractor qualifications, training, collaborative outreach, and web content.

Central Hudson is represented on the EEPS Implementation Advisory Group (IAG) and Evaluation Advisory Group (IAG) a well as various subcommittees committed to accomplishing tactical goals. Central Hudson has also participated in numerous conference calls and meetings with the other utilities in New York State (called the "Joint Utility" operational group) to discuss program operation and structure to minimize market confusion and promote best practices.

### 4. Customer Complaints and/or Disputes

There have been no complaints or disputes.

#### 5. Changes to Subcontractors or Staffing

Central Hudson has contracted with Opower to implement this program.

#### 6. Additional Issues

There are no additional issues for this program.

# Central Hudson Gas & Electric Corp. Commercial Financing Program Energy Efficiency Program Monthly Scorecard Report

November 14, 2011

In compliance with the "Order Approving A Petition to Provide 0% Financing as Part of Small Commercial and Mid-Size Commercial Business Programs" (Issued and Effective October 14, 2010), as directed in Ordering Paragraph #1, Central Hudson Gas & Electric, Corp. ("Central Hudson") submits the following monthly "scorecard report" and narrative.

Program Administrator:	Central Hudson Gas & Electric
Program/Project:	Commercial Financing Program
Reporting period:	September 2011
Report Contact person(s):	Mark S. Sclafani, Energy Efficiency msclafani@cenhud.com (845) 486-5956
	Amanda J. DiMaso, Energy Efficiency adimaso@cenhud.com (845) 486-5565

#### 1. Program Status:

Beginning November 1, 2010 Central Hudson began offering utility based financing to all customers participating in the Small or Mid Size Commercial Electric Programs. This financing is available for the 30% cost portion of projects not covered by Central Hudson incentives. Financing dollars are recovered through Sundry Billing, administered by Central Hudson

Central Hudson has issued 646 loans to date, totaling \$1,991,411. A total of \$1,251,127 is outstanding.

Utility based financing has proven to be an essential tool in generating participation in Central Hudson's Small & Mid-Size Commercial Electric Programs. However, the company has recognized the need to maximize the incentive funding available for the commercial programs in order to generate the highest possible savings under the program budget. The company is currently implementing a process by which funding to be loaned to customers is provided by the Small & Mid Size Commercial Electric Programs' Direct Installer so that Central Hudson's program funds may be reserved for the payment of incentives. Under this new approach, SBC funds will no longer be

used for financing projects and all SBC funds that were allocated for financing in 2011 will be used for customer incentives.

Program Administrator (PA) and Program ID <sup>1</sup> Program Name	Central Hudson Gas & Electric Residential Electric HVAC
Program Type <sup>2</sup>	Residential Rebate
Total Acquired First-Year Impacts This Month <sup>3</sup>	
Net first-year annual kWh acquired this month <sup>4</sup>	149,82
Monthly Net kWh Goal (based on net first-year <i>annual</i> <sup>5</sup> kWh Goal)	
	64,548
Percent of Monthly Net kWh Goal Acquired	232.1%
Net Peak <sup>6</sup> kW acquired this month	31.4
Monthly Net Peak kW Goal  Percent of Monthly Peak kW Goal Acquired	17.8 176.3%
	170.5 //
Net First-year annual therms acquired this month	N/A
Monthly Net Therm Goal  Percent of Monthly Therm Goal Acquired	N/A N/A
•	
Net Lifecycle kWh acquired this month	1,787,217
Net Lifecycle therms acquired this month	N/A
Total Acquired Net First-Year Impacts To Date	
Net first-year annual kWh acquired to date	1,162,745
Net first-year annual kWh acquired to date as a percent of annual goal  Net first-year annual kWh acquired to date as a percent of 8-year goal	58.11% 58.11%
Net cumulative kWh acquired to date	1,162,745
Net utility peak kW reductions acquired to date	333.5
Net utility peak kW reductions acquired to date as a percent of utility annual goal	60.4%
Net utility peak kW reductions acquired to date as a percent of 8-year goal	60.4%
Net NYISO peak kW reductions acquired to date	
Net first-year annual therms acquired to date	N/A
Net first-year annual therms acquired to date as a percent of annual goal	N/A
Net first-year annual therms acquired to date as a percent of 8-year goal	N/A
Net cumulative therms acquired to date	N/A
<b>Fotal Acquired Lifecycle Impacts To Date<sup>7</sup></b>	
Net Lifecycle kWh acquired to date	9,638,338
Net Lifecycle therms acquired to date	N/A
Committed <sup>8</sup> Impacts (not yet acquired) This Month	
Net First-year annual kWh committed this month	88,537
Net Lifecycle kWh committed this month	1,062,444
Net Utility Peak kW committed this month  Net first-year annual therms committed this month	29.8 N/A
Net Lifecycle therms committed this month	N/A
Funds committed at this point in time	\$42,525.00
Overall Impacts (Acquired & Committed)	
Net first-year annual kWh acquired & committed this month	238,358
Net utility peak kW acquired & committed this month	61.20
Net First-year annual therms acquired & committed this month	N/A
Costs <sup>9</sup>	
Total program budget	\$2,330,505.00
General Administration	\$9,529.00
Program Planning Program Marketing	\$0.00
Program Marketing Trade Ally Training	\$6,188.00 \$9,220.00
Incentives and Services	\$61,075.00
Direct Program Implementation	\$20,521.00
Program Evaluation	\$2,125.00
Total expenditures to date	\$2,018,885.00
Percent of total budget spent to date	86.63%

Participation	
Number of program applications received to date	2689
Number of program applications <i>processed</i> to date <sup>10</sup>	2572
Number of processed applications approved to date <sup>11</sup>	2416
Percent of applications received to date that have been processed	95.65%

<sup>1</sup>DPS Staff needs to work with utilities to develop a Program ID naming convention. However, a Program ID number is not required for the first report. Note that when developing program ID naming conventions, utilities would like to minimize computer programming/reporting costs that they might incur if the proposed naming conventions are complex or the utility's current naming conventions require modification to Staff's proposed format.

<sup>2</sup>There is not currently a consistent list of program types but individual categories for common use by administrators could be developed.

<sup>3</sup>First-year savings are defined as the annual savings expected from a given measure in the first year after installation. The annual savings are sometimes the result of annualizing estimated savings that are based on data that cover less than one year. *Acquired* kWh savings are defined as those savings that reported by the program administrator in program tracking databases and for which a rebate check has been sent to the participant on a specific date.

<sup>4</sup>Regardless of the month in which a measure is installed within a given calendar year, the program is credited with the associated savings for the entire year.

<sup>5</sup>Program Administrators should make best estimate of the annual goal even though the goal might in some cases cover two calendar years. Also, Staff wants administrators to try to be as accurate as possible in determining the *monthly* goals but does not want to mandate monthly goals, at least initially.

<sup>6</sup> Peak is defined uniquely for each utility.

<sup>7</sup>The lifecycle savings are tracked beginning in the *year* in which a given measure was installed. Over the period 2008-2015, PA's must take into account the fact that savings from measures installed early in the period will vanish at the end of their useful life before the end of 2015. Thus, the lifecycle impacts acquired to date will be different for each month as a function of adding savings from measures in stalled in a given month and subtracting savings from measures installed earlier in the funding cycle that have reached the end of thier useful life.

<sup>8</sup> Committed savings are defined as those for which funds have been encumbered by not yet spent. When the funds are spent (i.e., a rebate check has been sent to the participant on a specific date), the savings are then considered "acquired." Staff would like to see the program administrator's best *estimate* of what they have committed. There should be some assumptions on how the administrator does that. Program administrators should forecast as accurately as possible and it should get more precise with program experience, e.g., the difference between achieved and committed should get closer over time.

<sup>9</sup>These are the budget categories to be used by companies when submitting the required energy efficiency program implementation plans. In its January 16, 2009 Order, the Commission directed Staff to provide definitions for the budget categories to be used in the preparation of these plans (See Order Approving "Fast Track" Utility-Administered Electric Energy Efficiency Program With Modification, at page 11). These categories are provided to promote consistency in budget construction and reporting among the utility plans.

Companies should include a "description of expenditures within each category" (See Order Approving "Fast Track" Utility-Administered Electric Energy Efficiency Program With Modification, at page 11) and separately quantify each item within each category. These expenditures must include and identify all direct and indirect costs attributable to each program category. Companies must provide the basis of allocation for all indirect costs.

Companies should identify whether each cost item is to be recovered through the SBC surcharge, base rates, or other recovery mechanism (e.g., monthly adjustment charges).

<sup>10</sup>An application is processed once the PA has reviewed the application and made a decision whether to approve the incentive payment to the customer. Once the decision has been made to pay the incentive to the customer, these funds and their associated energy and demand impacts become "Committed."

Program Administrator (PA) and Program ID <sup>1</sup> Program Name	Central Hudson Gas & Electric Residential Gas HVAC
Program Type <sup>2</sup>	Residential Rebate
Total Acquired First-Year Impacts This Month <sup>3</sup>	
Net first-year annual kWh acquired this month <sup>4</sup>	5,278
Monthly Net kWh Goal (based on net first-year annual <sup>5</sup> kWh Goal)	5,270
Percent of Monthly Net kWh Goal Acquired	
Net Peak <sup>6</sup> kW acquired this month	0.00
Monthly Net Peak kW Goal	
Percent of Monthly Peak kW Goal Acquired	
Net First-year annual therms acquired this month	6,529
Monthly Net Therm Goal	6,404
Percent of Monthly Therm Goal Acquired	102.0%
Net Lifecycle kWh acquired this month	105,552
Net Lifecycle therms acquired this month	95,075
Total Acquired Net First-Year Impacts To Date	
Net first-year annual kWh acquired to date	108,106
Net first-year annual kWh acquired to date as a percent of annual goal	
Net first-year annual kWh acquired to date as a percent of 8-year goal  Net cumulative kWh acquired to date	108,106
•	
Net utility peak kW reductions acquired to date	3.46
Net utility peak kW reductions acquired to date as a percent of utility annual goal	
Net utility peak kW reductions acquired to date as a percent of 8-year goal  Net NYISO peak kW reductions acquired to date	3.46
Net N 1 ISO peak kw reductions acquired to date	3.40
Net first-year annual therms acquired to date	131,814
Net first-year annual therms acquired to date as a percent of annual goal	68.6%
Net first-year annual therms acquired to date as a percent of 8-year goal	68.6%
Net cumulative therms acquired to date	131,814
Total Acquired Lifecycle Impacts To Date <sup>7</sup>	
Net Lifecycle kWh acquired to date	708,257
Net Lifecycle therms acquired to date	856,702
Committed <sup>8</sup> Impacts (not yet acquired) This Month	
Net First-year annual kWh committed this month	5,278
Net Lifecycle kWh committed this month	79,170
Net Utility Peak kW committed this month	0.0
Net first-year annual therms committed this month  Net Lifecycle therms committed this month	5,897 88,455
Funds committed at this point in time	\$19,256.00
Overall Impacts (Acquired & Committed)	
Net first-year annual kWh acquired & committed this month	10,556
Net utility peak kW acquired & committed this month	0.00
Net First-year annual therms acquired & committed this month	12,426
Costs <sup>9</sup>	
Total program budget	\$662,426.00
General Administration	\$266.00
Program Planning	\$0.00
Program Marketing	\$0.00
Trade Ally Training	\$892.00
Incentives and Services	\$9,732.00
Direct Program Implementation	\$1,986.00
Program Evaluation	\$6,675.00
Total expenditures to date	\$405,818.00
Percent of total budget spent to date	61.26%

Participation	
Number of program applications received to date	992
Number of program applications <i>processed</i> to date <sup>10</sup>	915
Number of processed applications approved to date <sup>11</sup>	865
Percent of applications received to date that have been processed	92.2%

<sup>1</sup>DPS Staff needs to work with utilities to develop a Program ID naming convention. However, a Program ID number is not required for the first report. Note that when developing program ID naming conventions, utilities would like to minimize computer programming/reporting costs that they might incur if the proposed naming conventions are complex or the utility's current naming conventions require modification to Staff's proposed format.

There is not currently a consistent list of program types but individual categories for common use by administrators could be developed.

<sup>3</sup>First-year savings are defined as the annual savings expected from a given measure in the first year after installation. The annual savings are sometimes the result of annualizing estimated savings that are based on data that cover less than one year. *Acquired* kWh savings are defined as those savings that reported by the program administrator in program tracking databases and for which a rebate check has been sent to the participant on a specific date.

<sup>4</sup>Regardless of the month in which a measure is installed within a given calendar year, the program is credited with the associated savings for the entire year.

<sup>5</sup>Program Administrators should make best estimate of the annual goal even though the goal might in some cases cover two calendar years. Also, Staff wants administrators to try to be as accurate as possible in determining the *monthly* goals but does not want to mandate monthly goals, at least initially.

<sup>6</sup> Peak is defined uniquely for each utility.

<sup>7</sup>The lifecycle savings are tracked beginning in the *year* in which a given measure was installed. Over the period 2008-2015, PA's must take into account the fact that savings from measures installed early in the period will vanish at the end of their useful life before the end of 2015. Thus, the lifecycle impacts acquired to date will be different for each month as a function of adding savings from measures in stalled in a given month and subtracting savings from measures installed earlier in the funding cycle that have reached the end of thier useful life.

<sup>8</sup> Committed savings are defined as those for which funds have been encumbered by not yet spent. When the funds are spent (i.e., a rebate check has been sent to the participant on a specific date), the savings are then considered "acquired." Staff would like to see the program administrator's best *estimate* of what they have committed. There should be some assumptions on how the administrator does that. Program administrators should forecast as accurately as possible and it should get more precise with program experience, e.g., the difference between achieved and committed should get closer over time.

<sup>9</sup>These are the budget categories to be used by companies when submitting the required energy efficiency program implementation plans. In its January 16, 2009 Order, the Commission directed Staff to provide definitions for the budget categories to be used in the preparation of these plans (See Order Approving "Fast Track" Utility-Administered Electric Energy Efficiency Program With Modification, at page 11). These categories are provided to promote consistency in budget construction and reporting among the utility plans.

Companies should include a "description of expenditures within each category" (See Order Approving "Fast Track" Utility-Administered Electric Energy Efficiency Program With Modification, at page 11) and separately quantify each item within each category. These expenditures must include and identify all direct and indirect costs attributable to each program category. Companies must provide the basis of allocation for all indirect costs.

Companies should identify whether each cost item is to be recovered through the SBC surcharge, base rates, or other recovery mechanism (e.g., monthly adjustment charges).

<sup>10</sup>An application is processed once the PA has reviewed the application and made a decision whether to approve the incentive payment to the customer. Once the decision has been made to pay the incentive to the customer, these funds and their associated energy and demand impacts become "Committed."

Program Administrator (PA) and Program ID <sup>1</sup>	Central Hudson Gas & Electric
Program Name Program Type <sup>2</sup>	Small Business Electric Program  Commercial Rebate
5 · · ·	Commercial Result
Total Acquired First-Year Impacts This Month <sup>3</sup>	
Net first-year annual kWh acquired this month <sup>4</sup>	2,616,633
Monthly Net kWh Goal (based on net first-year annual <sup>5</sup> kWh Goal)	1,388,483
Percent of Monthly Net kWh Goal Acquired	188.45%
Net Peak <sup>6</sup> kW acquired this month	780.2
Monthly Net Peak kW Goal	436
Percent of Monthly Peak kW Goal Acquired	178.94%
Net First-year annual therms acquired this month	N/A
Monthly Net Therm Goal	N/A
Percent of Monthly Therm Goal Acquired	N/A
Net Lifecycle kWh acquired this month	13,083,165
Net Lifecycle therms acquired this month	N/A
Total Acquired Net First-Year Impacts To Date	
Net first-year annual kWh acquired to date	28,687,815
Net first-year annual kWh acquired to date as a percent of annual goal	71.25%
Net first-year annual kWh acquired to date as a percent of 8-year goal	71.25%
Net cumulative kWh acquired to date	28,687,815
Net utility peak kW reductions acquired to date	9164.1
Net utility peak kW reductions acquired to date as a percent of utility annual goal	91.90%
Net utility peak kW reductions acquired to date as a percent of 8-year goal	91.90%
Net NYISO peak kW reductions acquired to date	
Net find and a small the same a smile day	N/A
Net first-year annual therms acquired to date  Net first-year annual therms acquired to date as a percent of annual goal	N/A N/A
Net first-year annual therms acquired to date as a percent of annual goal  Net first-year annual therms acquired to date as a percent of 8-year goal	N/A
Net cumulative therms acquired to date	N/A
Total Acquired Lifecycle Impacts To Date <sup>7</sup>	112 122 274
Net Lifecycle kWh acquired to date	143,439,074
Net Lifecycle therms acquired to date	N/A
Committed <sup>8</sup> Impacts (not yet acquired) This Month	
Net First-year annual kWh committed this month	2,104,687
Net Lifecycle kWh committed this month	10,523,435
Net Utility Peak kW committed this month	724
Net first-year annual therms committed this month	N/A
Net Lifecycle therms committed this month  Funds committed at this point in time	N/A \$536,440.00
•	\$330,440.00
Overall Impacts (Acquired & Committed)  Net first-year annual kWh acquired & committed this month	4 721 220 00
Net utility peak kW acquired & committed this month	4,721,320.00 1,504.14
Net First-year annual therms acquired & committed this month	N/A
0.49	
Costs <sup>9</sup> Total program budget	\$10,889,441.00
Total program budget  General Administration	\$10,889,441.00
Program Planning	\$3,247.00
	\$960.00
Program Marketing Trade Ally Training	\$900.00
Trade Ally Training	
Incentives and Services	\$678,997.00
Direct Program Implementation	\$4,223.00
Program Evaluation	\$18,174.00
Total expenditures to date	\$9,095,794.00
Percent of total budget spent to date	83.53%

Participation	
Number of program applications received to date	1555
Number of program applications <i>processed</i> to date <sup>10</sup>	1555
Number of processed applications approved to date <sup>11</sup>	1555
Percent of applications received to date that have been processed	100.00%

<sup>1</sup>DPS Staff needs to work with utilities to develop a Program ID naming convention. However, a Program ID number is not required for the first report. Note that when developing program ID naming conventions, utilities would like to minimize computer programming/reporting costs that they might incur if the proposed naming conventions are complex or the utility's current naming conventions require modification to Staff's proposed format.

There is not currently a consistent list of program types but individual categories for common use by administrators could be developed.

<sup>3</sup>First-year savings are defined as the annual savings expected from a given measure in the first year after installation. The annual savings are sometimes the result of annualizing estimated savings that are based on data that cover less than one year. *Acquired* kWh savings are defined as those savings that reported by the program administrator in program tracking databases and for which a rebate check has been sent to the participant on a specific date.

<sup>4</sup>Regardless of the month in which a measure is installed within a given calendar year, the program is credited with the associated savings for the entire year.

<sup>5</sup>Program Administrators should make best estimate of the annual goal even though the goal might in some cases cover two calendar years. Also, Staff wants administrators to try to be as accurate as possible in determining the *monthly* goals but does not want to mandate monthly goals, at least initially.

<sup>6</sup> Peak is defined uniquely for each utility.

<sup>7</sup>The lifecycle savings are tracked beginning in the *year* in which a given measure was installed. Over the period 2008-2015, PA's must take into account the fact that savings from measures installed early in the period will vanish at the end of their useful life before the end of 2015. Thus, the lifecycle impacts acquired to date will be different for each month as a function of adding savings from measures in stalled in a given month and subtracting savings from measures installed earlier in the funding cycle that have reached the end of thier useful life.

<sup>8</sup> Committed savings are defined as those for which funds have been encumbered by not yet spent. When the funds are spent (i.e., a rebate check has been sent to the participant on a specific date), the savings are then considered "acquired." Staff would like to see the program administrator's best *estimate* of what they have committed. There should be some assumptions on how the administrator does that. Program administrators should forecast as accurately as possible and it should get more precise with program experience, e.g., the difference between achieved and committed should get closer over time.

These are the budget categories to be used by companies when submitting the required energy efficiency program implementation plans. In its January 16, 2009 Order, the Commission directed Staff to provide definitions for the budget categories to be used in the preparation of these plans (See Order Approving "Fast Track" Utility-Administered Electric Energy Efficiency Program With Modification, at page 11). These categories are provided to promote consistency in budget construction and reporting among the utility plans.

Companies should include a "description of expenditures within each category" (See Order Approving "Fast Track" Utility-Administered Electric Energy Efficiency Program With Modification, at page 11) and separately quantify each item within each category. These expenditures must include and identify all direct and indirect costs attributable to each program category. Companies must provide the basis of allocation for all indirect costs.

Companies should identify whether each cost item is to be recovered through the SBC surcharge, base rates, or other recovery mechanism (e.g., monthly adjustment charges).

<sup>10</sup>An application is processed once the PA has reviewed the application and made a decision whether to approve the incentive payment to the customer. Once the decision has been made to pay the incentive to the customer, these funds and their associated energy and demand impacts become "Committed."

Program Administrator (PA) and Program ID <sup>1</sup> Program Name	Central Hudson Gas & Electric Mid-Size Commercial Electric
Program Type <sup>2</sup>	Commercial Rebate
Total Acquired First-Year Impacts This Month <sup>3</sup>	
Net first-year annual kWh acquired this month <sup>4</sup>	499,745
Monthly Net kWh Goal (based on net first-year annual <sup>5</sup> kWh Goal)	444,833
Percent of Monthly Net kWh Goal Acquired	112.34%
Net Peak <sup>6</sup> kW acquired this month	172.56
Monthly Net Peak kW Goal	112.50
Percent of Monthly Peak kW Goal Acquired	150.27%
Net First-year annual therms acquired this month	N/A
Monthly Net Therm Goal	N/A
Percent of Monthly Therm Goal Acquired	N/A
Net Lifecycle kWh acquired this month	2,498,725
Net Lifecycle therms acquired this month	N/A
Total Acquired Net First-Year Impacts To Date	
Net first-year annual kWh acquired to date	12,762,058
Net first-year annual kWh acquired to date as a percent of annual goal	119.54%
Net first-year annual kWh acquired to date as a percent of 8-year goal  Net cumulative kWh acquired to date	119.54% 12,762,058
Net utility peak kW reductions acquired to date  Net utility peak kW reductions acquired to date as a percent of utility annual goal	3,851
Net utility peak kW reductions acquired to date as a percent of utility aimual goal  Net utility peak kW reductions acquired to date as a percent of 8-year goal	139.63% 139.63%
Net NYISO peak kW reductions acquired to date  Net NYISO peak kW reductions acquired to date	137.0370
Net first-year annual therms acquired to date	N/A
Net first-year annual therms acquired to date as a percent of annual goal	N/A
Net first-year annual therms acquired to date as a percent of 8-year goal	N/A
Net cumulative therms acquired to date	N/A
Total Acquired Lifecycle Impacts To Date <sup>7</sup>	
Net Lifecycle kWh acquired to date	64,909,540
Net Lifecycle therms acquired to date	N/A
Committed <sup>8</sup> Impacts (not yet acquired) This Month	
Net First-year annual kWh committed this month	1,076,396.00
Net Lifecycle kWh committed this month  Net Utility Peak kW committed this month	5,381,980.00 88.53
Net first-year annual therms committed this month	N/A
Net Lifecycle therms committed this month	N/A
Funds committed at this point in time	\$290,848.00
Overall Impacts (Acquired & Committed)	
Net first-year annual kWh acquired & committed this month	1,576,141.00
Net utility peak kW acquired & committed this month  Net First-year annual therms acquired & committed this month	261.09 N/A
Costs <sup>9</sup>	¢2.01 <i>c</i> .451.00
Total program budget  General Administration	\$3,916,451.00 \$8,115.00
Program Planning	\$0.00
Program Marketing	\$0.00
Trade Ally Training	\$0.00
Incentives and Services	\$150,648.00
Direct Program Implementation	\$3,038.00
Program Evaluation	\$8,153.00
Total expenditures to date	\$3,678,664.00
Percent of total budget spent to date	93.93%

Participation	
Number of program applications received to date	175
Number of program applications processed to date <sup>10</sup>	175
Number of processed applications approved to date <sup>11</sup>	175
Percent of applications received to date that have been processed	100.00%

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There is not currently a consistent list of program types but individual categories for common use by administrators could be developed.

<sup>3</sup>First-year savings are defined as the annual savings expected from a given measure in the first year after installation. The annual savings are sometimes the result of annualizing estimated savings that are based on data that cover less than one year. *Acquired* kWh savings are defined as those savings that reported by the program administrator in program tracking databases and for which a rebate check has been sent to the participant on a specific date.

<sup>4</sup>Regardless of the month in which a measure is installed within a given calendar year, the program is credited with the associated savings for the entire year.

<sup>5</sup>Program Administrators should make best estimate of the annual goal even though the goal might in some cases cover two calendar years. Also, Staff wants administrators to try to be as accurate as possible in determining the *monthly* goals but does not want to mandate monthly goals, at least initially.

<sup>6</sup> Peak is defined uniquely for each utility.

<sup>7</sup>The lifecycle savings are tracked beginning in the *year* in which a given measure was installed. Over the period 2008-2015, PA's must take into account the fact that savings from measures installed early in the period will vanish at the end of their useful life before the end of 2015. Thus, the lifecycle impacts acquired to date will be different for each month as a function of adding savings from measures in stalled in a given month and subtracting savings from measures installed earlier in the funding cycle that have reached the end of thier useful life.

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Program Administrator (PA) and Program ID <sup>1</sup> Program Name	Central Hudson Gas & Electric Residential Appliance Recycling
Program Type <sup>2</sup>	Residential Rebate
Total Acquired First-Year Impacts This Month <sup>3</sup>	
Net first-year annual kWh acquired this month <sup>4</sup>	601,942
Monthly Net kWh Goal (based on net first-year annual <sup>5</sup> kWh Goal)	185,524
Percent of Monthly Net kWh Goal Acquired	324.5%
Net Peak <sup>6</sup> kW acquired this month	45.123
Monthly Net Peak kW Goal	28.4
Percent of Monthly Peak kW Goal Acquired	158.7%
Net First-year annual therms acquired this month	N/A
Monthly Net Therm Goal Percent of Monthly Therm Goal Acquired	N/A N/A
	3,009,710
Net Lifecycle kWh acquired this month	
Net Lifecycle therms acquired this month	N/A
Total Acquired Net First-Year Impacts To Date	5.024.22
Net first-year annual kWh acquired to date  Net first-year annual kWh acquired to date as a percent of annual goal	5,924,32° 152.06%
Net first-year annual kWh acquired to date as a percent of annual goal	152.06%
Net cumulative kWh acquired to date	5,924,32
Net utility peak kW reductions acquired to date	684.
Net utility peak kW reductions acquired to date as a percent of utility annual goal	114.6%
Net utility peak kW reductions acquired to date as a percent of 8-year goal	114.6%
Net NYISO peak kW reductions acquired to date	
Net first-year annual therms acquired to date	N/A
Net first-year annual therms acquired to date as a percent of annual goal  Net first-year annual therms acquired to date as a percent of 8-year goal	N/A N/A
Net cumulative therms acquired to date  Net cumulative therms acquired to date	N/A
Total Acquired Lifecycle Impacts To Date <sup>7</sup>	
Net Lifecycle kWh acquired to date	29,621,635.0
Net Lifecycle therms acquired to date	N/A
Committed <sup>8</sup> Impacts (not yet acquired) This Month	
Net First-year annual kWh committed this month	671,331
Net Lifecycle kWh committed this month	3,356,655
Net Utility Peak kW committed this month	45.98
Net first-year annual therms committed this month  Net Lifecycle therms committed this month	N/A N/A
Funds committed at this point in time	\$1,650.00
Overall Impacts (Acquired & Committed)	φ1,000.0
Net first-year annual kWh acquired & committed this month	1,273,273
Net utility peak kW acquired & committed this month	91.11
Net First-year annual therms acquired & committed this month	N/A
Costs <sup>9</sup>	
Total program budget	\$1,779,000.0
General Administration	\$3,275.00
Program Planning	\$0.00
Program Marketing	\$14,436.0
Trade Ally Training	\$0.00
Incentives and Services	\$24,300.0
Direct Program Implementation	\$28,408.0
Program Evaluation	\$6,125.0
Total expenditures to date	\$1,167,410.0
Percent of total budget spent to date	65.629

7157
7124
7057
99.54%

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<sup>4</sup>Regardless of the month in which a measure is installed within a given calendar year, the program is credited with the associated savings for the entire year.

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Program Administrator (PA) and Program ID <sup>1</sup>	Central Hudson Gas & Electric
Program Name	Commercial Gas
Program Type <sup>2</sup>	Residential Rebate
Total Acquired First-Year Impacts This Month <sup>3</sup>	
Net first-year annual kWh acquired this month <sup>4</sup>	0
Monthly Net kWh Goal (based on net first-year annual <sup>5</sup> kWh Goal)	
Percent of Monthly Net kWh Goal Acquired	
Net Peak <sup>6</sup> kW acquired this month	0
Monthly Net Peak kW Goal	
Percent of Monthly Peak kW Goal Acquired	
Net First-year annual therms acquired this month	391
Monthly Net Therm Goal	2,356
Percent of Monthly Therm Goal Acquired	16.6%
Net Lifecycle kWh acquired this month	0
Net Lifecycle therms acquired this month	7,810
Total Acquired Net First-Year Impacts To Date	
Net first-year annual kWh acquired to date	1,684
Net first-year annual kWh acquired to date as a percent of annual goal	
Net first-year annual kWh acquired to date as a percent of 8-year goal	1.504
Net cumulative kWh acquired to date	1,684
Net utility peak kW reductions acquired to date	0.0
Net utility peak kW reductions acquired to date as a percent of utility annual goal	
Net utility peak kW reductions acquired to date as a percent of 8-year goal	
Net NYISO peak kW reductions acquired to date	
Net first-year annual therms acquired to date	14,257
Net first-year annual therms acquired to date as a percent of annual goal	43%
Net first-year annual therms acquired to date as a percent of 8-year goal	43%
Net cumulative therms acquired to date	14,257
Total Assuing Lifewale Impacts To Date 7	
Total Acquired Lifecycle Impacts To Date <sup>7</sup> Net Lifecycle kWh acquired to date	33,664
Net Lifecycle therms acquired to date  Net Lifecycle therms acquired to date	217,833
Net Effecycle therms acquired to date	217,633
Committed <sup>8</sup> Impacts (not yet acquired) This Month	
Net First-year annual kWh committed this month	0
Net Lifecycle kWh committed this month	0
Net Utility Peak kW committed this month	0
Net first-year annual therms committed this month	614
Net Lifecycle therms committed this month	9,210
Funds committed at this point in time	\$19,575.00
Overall Impacts (Acquired & Committed)  Net first-year annual kWh acquired & committed this month	
Net utility peak kW acquired & committed this month	
Net First-year annual therms acquired & committed this month	N/A
Costs <sup>9</sup>	
Total program budget	\$235,350.00
General Administration	\$218.00
Program Planning	\$0.00
Program Marketing	\$0.00
Trade Ally Training	\$757.00
Incentives and Services	\$4,200.00
Direct Program Implementation	\$1,685.00
Program Evaluation	\$0.00
Total expenditures to date	\$74,512.00
Percent of total budget spent to date	31.66%

Participation	
Number of program applications received to date	136
Number of program applications <i>processed</i> to date <sup>10</sup>	88
Number of processed applications approved to date <sup>11</sup>	88
Percent of applications received to date that have been processed	64.71%

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Program Administrator (PA) and Program ID <sup>1</sup>	Central Hudson Gas & Electric
Program Name Program Type <sup>2</sup>	Home Energy Reports-Electric
Total Acquired First-Year Impacts This Month <sup>3</sup>	
Net first-year annual kWh acquired this month <sup>4</sup>	
Monthly Net kWh Goal (based on net first-year annual <sup>5</sup> kWh Goal)	1,000,000
Percent of Monthly Net kWh Goal Acquired	
Net Peak <sup>6</sup> kW acquired this month	
Monthly Net Peak kW Goal	0.00
Percent of Monthly Peak kW Goal Acquired	
Net First-year annual therms acquired this month	
Monthly Net Therm Goal	100,000
Percent of Monthly Therm Goal Acquired	
Net Lifecycle kWh acquired this month	
Net Lifecycle therms acquired this month	
Total Acquired Net First-Year Impacts To Date	
Net first-year annual kWh acquired to date	0
Net first-year annual kWh acquired to date as a percent of annual goal	0.0%
Net first-year annual kWh acquired to date as a percent of 8-year goal  Net cumulative kWh acquired to date	0.0%
•	
Net utility peak kW reductions acquired to date	0.00
Net utility peak kW reductions acquired to date as a percent of utility annual goal	
Net utility peak kW reductions acquired to date as a percent of 8-year goal  Net NYISO peak kW reductions acquired to date	0.00
Net N FISO peak kw reductions acquired to date	0.00
Net first-year annual therms acquired to date	0
Net first-year annual therms acquired to date as a percent of annual goal	0.0%
Net first-year annual therms acquired to date as a percent of 8-year goal	0.0%
Net cumulative therms acquired to date	0
Total Acquired Lifecycle Impacts To Date <sup>7</sup>	
Net Lifecycle kWh acquired to date	
Net Lifecycle therms acquired to date	
Committed <sup>8</sup> Impacts (not yet acquired) This Month	
Net First-year annual kWh committed this month	
Net Lifecycle kWh committed this month	
Net Utility Peak kW committed this month  Net first-year annual therms committed this month	
Net Lifecycle therms committed this month	
Funds committed at this point in time	
Overall Impacts (Acquired & Committed)	
Net first-year annual kWh acquired & committed this month	0
Net utility peak kW acquired & committed this month  Net First-year annual therms acquired & committed this month	0
Net First-year annual therms acquired & committed this month	0
Costs <sup>9</sup>	
Total program budget	\$1,038,751.00
General Administration	\$7,211.00
Program Planning	
Program Marketing	
Trade Ally Training	
Incentives and Services	
Direct Program Implementation	\$0.00
Program Evaluation	
Total expenditures to date	\$658,363.00
Percent of total budget spent to date	63.38%

Participation	
Number of program applications received to date	N/A
Number of program applications <i>processed</i> to date <sup>10</sup>	N/A
Number of processed applications approved to date <sup>11</sup>	N/A
Percent of applications received to date that have been processed	

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Program Administrator (PA) and Program ID <sup>1</sup>	Central Hudson Gas & Electric
Program Name	Home Energy Reports-Gas
Program Type <sup>2</sup>	
Total Acquired First-Year Impacts This Month <sup>3</sup>	
Net First-year annual therms acquired this month	
Monthly Net Therm Goal	100,00
Percent of Monthly Therm Goal Acquired	
Not I if a suple the sum of a govine dethic meanth	
Net Lifecycle therms acquired this month	
Total Acquired Net First-Year Impacts To Date	
Net first-year annual therms acquired to date	
Net first-year annual therms acquired to date as a percent of annual goal	0.00
Net first-year annual therms acquired to date as a percent of 8-year goal	0.0
Net cumulative therms acquired to date	
T-4-1 A - weign of Life and Life and T- D-4-7	
Total Acquired Lifecycle Impacts To Date <sup>7</sup> Net Lifecycle therms acquired to date	
Net Energie therms acquired to date	
Committed <sup>8</sup> Impacts (not yet acquired) This Month	
Net first-year annual therms committed this month	
Net Lifecycle therms committed this month	
Funds committed at this point in time	
Overall Impacts (Acquired & Committed)	
Net First-year annual therms acquired & committed this month	
Costs <sup>9</sup>	
Total program budget	\$346,250.0
General Administration	\$500.0
Program Planning	420010
Program Marketing	
Trade Ally Training	
Incentives and Services	
	0.00
Direct Program Implementation	\$0.0
Program Evaluation  Total expenditures to date	\$200,207.0
Percent of total budget spent to date	\$200,297.0 57.85°
1 CICCIII OI IOIAI DUUGEI SPEIII IO UAIC	37.83
Participation	
Number of program applications received to date	N/
Number of program applications <i>processed</i> to date <sup>10</sup>	N/
Number of processed applications approved to date <sup>11</sup>	N/
Percent of applications received to date that have been processed	

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Program Administrator (PA) and Program ID	Central Hudson Gas & Electric
Program Name	Commercial Electric Financing
Program Type	Utility Based Financing
Small Commercial Program	
Number of 12-Month Term Loans Issued this Month	71
Number of 14-Month Term Loans Issued this Month	6
Number of 24-Month Term Loans Issued this Month	0
Total Number of Loans Issued this Month	77
Total Amount of Outstanding Financing Issued this Month	\$ 173,880.57
Number of 12-Month Term Loans Issued to Date	414
Number of 14-Month Term Loans Issued to Date	6
Number of 24-Month Term Loans Issued to Date	162
Total Number of Loans Issued to Date	582
Total Amount of Financing Outstanding	\$ 823,641.00
Total Number of Loans in Arrears	104
Total Amount of Financing in Arrears	\$ 13,562.32
Mid Size Commercial Program	
Number of 12-Month Term Loans Issued this Month	10
Number of 14-Month Term Loans Issued this Month	0
Number of 24-Month Term Loans Issued this Month	0
Total Number of Loans Issued this Month	10
Total Amount of Outstanding Financing Issued this Month	\$ 73,157.33
Number of 12-Month Term Loans Issued to Date	41
Number of 14-Month Term Loans Issued to Date	0
Number of 24-Month Term Loans Issued to Date	23
Total Number of Loans Issued to Date	64
Total Amount of Financing Outstanding	\$ 427,486.00
Total Number of Loans in Arrears	21
Total Amount of Financing in Arrears	\$ 15,465.90
Overall Commercial Programs  Number of 12-Month Term Loans Issued this Month	
	81
Number of 14-Month Term Loans Issued this Month	6
Number of 24-Month Term Loans Issued this Month	0
Total Number of Loans Issued this Month	87
Total Amount of Outstanding Financing Issued this Month	\$ 247,037.90
Number of 12-Month Term Loans Issued to Date	455
Number of 14-Month Term Loans Issued to Date	6
Number of 24-Month Term Loans Issued to Date	185
Total Number of Loans Issued to Date	646
Total Amount of Financing Outstanding	\$ 1,251,127.00
Total Number of Loans in Arrears	125
Total Amount of Financing in Arrears	\$ 29,028.22