

COMPLAINT RATES* OF MAJOR NEW YORK UTILITIES

December 2005

Utility	Nov-05		Dec-05		Annual Complaint Volume			12 Month Compl. Rate* Dec-05
	Rate*	No.	Rate*	No.	12 mos ending	12 mos ending	%	
					Dec-04	Dec-05		
Central Hudson	3.4	10	0.7	2	27	42	55.6	1.1
Con Edison	2.3	85	2.4	90	801	859	7.2	1.9
KeySpan of L.I.	0.8	4	0.4	2	50	43	-14.0	0.7
NYSEG	0.6	6	0.5	5	42	38	-9.5	0.3
National Grid	1.1	18	0.7	11	311	229	-26.4	1.1
Orange & Rockland	0.5	1	0.9	2	32	22	-31.3	0.9
RG & E	0.3	1	0.3	1	76	47	-38.2	1.0
KeySpan of NY	1.6	20	1.6	20	174	229	31.6	1.5
National Fuel Gas	0.4	2	1.2	6	77	65	-15.6	1.0
Other Energy Utilities	N/A	2	N/A	2	N/A	12	#VALUE!	N/A
ESCO's	N/A	124	N/A	120	N/A	929	#VALUE!	N/A
Verizon	0.4	40	0.3	27	478	393	-17.8	0.3
Citizens Telcom	0.0	0	0.0	0	15	18	20.0	0.5
Frontier of NY	0.0	0	0.0	0	10	7	-30.0	0.8
Alltel	0.0	0	0.0	0	3	2	-33.3	0.2
Frontier Tel of Roch.	0.0	0	0.7	3	21	19	-9.5	0.3
Other LEC's, CLEC's, IXC's, VoIP	N/A	109	N/A	86	N/A	1561	#VALUE!	N/A
DSL Providers	N/A	0	N/A	0	N/A	13	#VALUE!	N/A
Adelphia	N/A	2	N/A	1	26	20	-23.1	N/A
Cablevision Systems	N/A	6	N/A	11	146	117	-19.9	N/A
Time-Warner	N/A	12	N/A	14	144	141	-2.1	N/A
Other Cable Cos.	N/A	2	N/A	0	N/A	10	#VALUE!	N/A
Long Island Water	5.5	4	2.7	2	2	14	600.0	1.6
UW - New Rochelle	0.0	0	6.5	2	15	5	-66.7	1.4
New York Water	2.3	1	0.0	0	5	7	40.0	1.3
Aquarion of NY/New York Americ.	0.0	0	0.0	0	0	1	0.0	0.8
UW - New York	4.4	3	1.5	1	5	12	140.0	1.5
Other Water Utilities	N/A	0	N/A	0	N/A	8	#VALUE!	N/A

All complaint rates are based on 2004 customer populations.

* - Complaints per 100,000 customer accounts

NYS Dept. of Public Service

Case 05-E-1222

Date 4-4-06

Ex. No. 140

CREDIT COMPLAINTS vs. TOTAL COMPLAINTS

Major New York Energy Utilities

December 2005

Utility	December 2005 Complaint Volume			Last 12 Months Complaint Volume			12 mos. Total	12 mos. Credit
	Total	Credit	% Credit	Total	Credit	% Credit	C/Rate	C/Rate
Central Hudson	1	0	0%	42	10	24%	1.1	0.3
Con Edison	62	15	24%	819	148	18%	1.9	0.3
KeySpan - LI	5	1	20%	46	10	22%	0.7	0.2
NYSEG	3	1	33%	38	11	29%	0.3	0.1
National Grid	19	3	16%	236	70	30%	1.1	0.3
Orange & Rockland	1	0	0%	26	8	31%	0.9	0.3
RG & E	5	0	0%	52	21	40%	1.0	0.4
KeySpan - NY	15	5	33%	217	73	34%	1.5	0.5
National Fuel Gas	9	4	44%	66	24	36%	1.0	0.4

Note: This chart shows the correlation between all complaints received and cases concerning credit related issues such as: Payment agreements, extensions for payment, threatened termination of service and termination of service to non-payment.

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BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of

New York State Electric and Gas Corporation

Case 05-E-1222

February 2006

Prepared Exhibit of:

RETAIL ACCESS PANEL

Lea Ann Rosenthal
Utility Consumer Program
Specialist 4

Stephen Berger
Utility Consumer Program
Specialist 4

Office of Retail Market
Development

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

NYS Dept. of Public Service
Case 05-E-1222
Date 4-4-06
Ex. No. 139

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Information Responses
Table of Contents

Staff Request #	NYSEG Response #	Subject Matter
DPS-291	ERPE 0410	Rate Plan
DPS-291	ERPE 0410 Update	Rate Plan
DPS-296	ERPE 0415	Rate Plan
DPS-297	ERPE 0416	Subject Matter
DPS-308	ERPE 0427	Rate Plan
DPS-354	ERPE 0475	Revenue Requirements
MI-2	ERPE 0682	Subject Matter

New York State Electric & Gas Corporation
2005 Electric Rate Plan Extension Filing
PSC Case No. 05-E-1222

Information Request

Requesting Party and No.: (DPS-291) Berger

NYSEG Response No.: 0410

Request Date: December 6, 2005

Information Requested of: Rate Plan Panel

Reply Date: December 16, 2005

Responsible Witness: Rate Plan Panel

QUESTION:

1. Concerning the display of costs on customers' bills, does NYSEG accept billing data from ESCOs under a rate-ready or bill-ready methodology?
2. Where does NYSEG intend to put the MFC on customers' bills? If not within the commodity supply portion of the bill, explain why.
3. Provide a copy of a residential customer bill under the current CIS system for the following existing customer types:
 - a. VRO
 - b. ERO
 - c. BRO
 - d. BRO with a RAC

Provide these bill examples under the assumption of identical consumption amounts and billing cycles. Also use the NYSEG affiliate, NYSEG Solutions, bill format for the ESCO part of the ERO and BRO with a RAC bills. Assume an ESCO price equal to the NYSEG VRO for that billing cycle.

4. Provide a copy of a residential customer bill under the soon-to-be-implemented CCS system for the following proposed customer types:
 - a. VPO
 - b. EPO
 - c. FPO
 - d. EOSA

Provide these bill examples under the assumption of identical consumption amounts and billing cycles. Also use the NYSEG affiliate, NYSEG Solutions, bill format for the ESCO part of the ERO and BRO with a RAC bills. Assume an ESCO price equal to the NYSEG VPO for that billing cycle.

RESPONSE:

1. NYSEG accepts billing data from ESCOs under a bill-ready methodology.
2. The MFC will be under the commodity section of the bill.
3. Because the Company has no actual bills that meet these specific criteria, the Company is in the process of fabricating bill examples to meet these criteria, and will provide them to Staff by December 22, 2005.
4. NYSEG met with Staff on December 1, 2005 to go over bill formats under the soon-to-be-implemented CCS system. At that time, the Company informed Staff that it would provide copies of bills when available. This portion of the information request will be provided before the CCS system is implemented on February 1, 2006.

New York State Electric & Gas Corporation
2005 Electric Rate Plan Extension Filing
PSC Case No. 05-E-1222

Information Request

Requesting Party and No.: (DPS-291) Berger

NYSEG Response No.: 0410 Update

Request Date: December 6, 2005

Information Requested of: Rate Plan Panel

Reply Date: December 22, 2005

Responsible Witness: Rate Plan Panel

QUESTION:

1. Concerning the display of costs on customers' bills, does NYSEG accept billing data from ESCOs under a rate-ready or bill-ready methodology?
2. Where does NYSEG intend to put the MFC on customers' bills? If not within the commodity supply portion of the bill, explain why.
3. Provide a copy of a residential customer bill under the current CIS system for the following existing customer types:
 - a. VRO
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4. Provide a copy of a residential customer bill under the soon-to-be-implemented CCS system for the following proposed customer types:
 - a. VPO
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Provide these bill examples under the assumption of identical consumption amounts and billing cycles. Also use the NYSEG affiliate, NYSEG Solutions, bill format for the ESCO part of the ERO and BRO with a RAC bills. Assume an ESCO price equal to the NYSEG VPO for that billing cycle.

RESPONSE:

1. The response to this question was sent on December 16, 2005.
2. The response to this question was sent on December 16, 2005.
3. Because the Company has no actual bills that meet these specific criteria, the Company fabricated bill examples to meet these criteria. Please see Attachment 1.
4. The response to this question was sent on December 16, 2005.

Attachment 1

Date Printed: 10/05/05

NYSEG Summary of charges

Account number:
73-810-06-12

Amount of previous bill \$111.62
Payments as of 10/05. Thank you. -111.62
Previous balance

Service for:
SUSAN
NEWARK VALLEY NY 13811

New charges .00
Electric cost \$163.36
New charges \$163.36

NYSEG amount due upon receipt \$163.36
Late charges added after 10/29/05

Hydroelectric power savings \$39.38

Questions about your bill? See the reverse side for explanations.
Send payments to: NYSEG, PO Box 5550, Ithaca, NY 14852.
Please be sure to write your account number on your check.
For further help call 1-800-572-1111.

**BRO
Illustrative Bill**

Next meter reading
on or about:
1/05/2006

Bulletin Board

We're here for you!

Whether to respond quickly to a power interruption, answer your questions about your service or turn on a new service, we're here for you. We deliver the essential energy that keeps you safe and secure, connected and comfortable.

If you like the convenience of online services ...

...why not pay your NYSEG bill online? It's fast, easy, secure---and free---when you enroll with our partner, CheckFree. For more information, visit www.nyseg.com

The Renewable Portfolio Standard ...

is a state-mandated charge of 2/100ths of a cent per kilowatt-hour used to fund renewable energy projects to achieve RPS targets established by the Public Service Commission.

The System Benefits Charge (SBC) ...

is a state-mandated charge of 14/100ths of a cent per kilowatt-hour. The SBC is used to fund energy efficiency programs, assistance for low-income customers, and energy research and development.





Account number:
73-810-06-1 12

Billing period: 29 days
11/02/05 to 12/01/05

Meter# 000004

NYSEG Fixed Price

Your electric cost (Residential day-night service)
You used 1421 kwh at a cost of **\$163.36**

Amount of electricity used

<u>Day service</u>	
Latest reading 12/01 (calculated)	97185
Previous reading 11/02 (NYSEG read)	96493
Electricity used (kwh)	692

<u>Night service</u>	
Latest reading 12/01 (calculated)	38079
Previous reading 11/02 (NYSEG read)	37350
Electricity used (kwh)	729

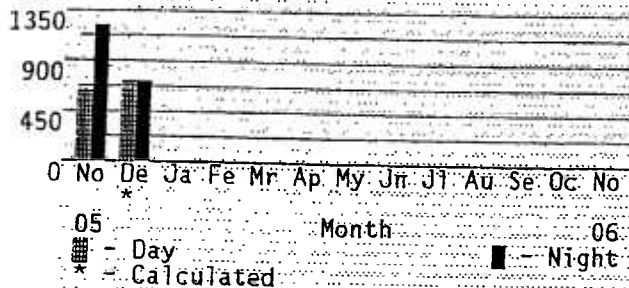
Cost of electricity used

Delivery & supply cost	
Basic service charge (for 1 month)	\$ 14.52
<u>Day service</u>	
All 692 kwh @ 13.3821¢/kwh	+92.60
<u>Night service</u>	
All 729 kwh @ 7.0619¢/kwh	+51.48
Electric cost at new rate	158.60
Sales tax (3%)	+ 4.76
Electric cost	\$163.36

Usage Chart

Charts show your energy use for the past year.

Electric use (kwh)



Average temperature
this billing period:
2005: 40°

Your average daily cost for energy was
\$5.11 during this billing period.
Night Service Hours - 11:30 PM to 7:00 AM E.S.T.

Bulletin Board continued

Eastern Standard Time
begins Sunday,
October 30

Our day/night meters are always set to Eastern Standard Time. Timers you use to control equipment should always be set to match the time on the clock in the meter.

Carbon Monoxide Safety

Carbon Monoxide is a colorless, odorless gas that can result from a faulty chimney, flue or vent from a heating appliance or water heater. Protect yourself from a silent killer: have your heating system, chimney, flues and vents checked once a year by a professional.





Thank you for your prompt payment. To help us process your payment efficiently, please...

- Make checks payable to NYSEG. Be sure to write your account number on the check.
- If paying in person, bring this entire bill. If paying by mail, detach and enclose this stub with your check in the envelope provided. Return by mail to:

NYSEG
PO BOX 5550
ITHACA, NEW YORK 14852-5550



www.nyseg.com

How to call us

Service or billing questions
1.800.572.1111, 7 a.m. to 7 p.m., M-F

Payment arrangements
1.888.315.1755, 7 a.m. to 7 p.m., M-F

Automated account information
1.800.600.2275, 24 hours a day

Power interruptions or emergencies
1.800.572.1131, 24 hours a day

Natural gas emergencies or if you smell gas
1.800.572.1121, 24 hours a day

Hearing/speech impaired (TTY)
Dial 711 (New York Relay Service)

How to write to us

Electronically:
Use our "Write to NYSEG" form at nyseg.com

By mail:
NYSEG Customer Service
P.O. Box 5240
Binghamton, NY 13902-5240

About your bill

The price you pay for electricity and/or natural gas ("energy") is made up of delivery and supply charges. **Delivery charge:** what you pay NYSEG to transport energy to your home or business. **Supply charge:** what you pay for the energy purchased for you by NYSEG or a competitive supplier.

Basic service charge: includes a portion of the cost of the meter, meter reading, billing and part of the cost for delivery service. Appears on your bill whether or not you use any electricity or natural gas during the billing period.

Kilowatt-hours: measure of electricity use.

Hydroelectric power savings: estimated savings from the cost of hydroelectricity NYSEG buys.

ccf (hundreds of cubic feet): measure of volume of natural gas used. You are charged based on therms, the heat content of the natural gas.

Gas supply charge: reflects the actual costs of purchasing, transporting and storing natural gas for those customers who receive their natural gas supply from NYSEG.

Merchant function charge: reflects the administrative costs of obtaining natural gas supply. Customers with a supplier other than NYSEG are not charged for this service.

Weather adjustment: moderates natural gas bills during any extreme weather between October 1 and May 31. If temperatures during the billing period are colder than normal, customers typically receive a weather adjustment credit. If temperatures are warmer than normal, customers receive a weather adjustment charge.

Meter conversion factor: used to calculate your bill if your meter is one of those that records only a portion of your energy use.

Transition charge/surcharge: reflects the costs of making the electricity and/or natural gas industry more competitive. Includes associated credits and/or charges.

Prorated bills: calculated by determining your average daily energy cost and multiplying it by the number of days in your billing period. Prorated bills are used only when your billing period is shorter or longer than normal.

Pay your bill by mail, online at nyseg.com or at any of NYSEG's authorized pay agents. If you pay in person, please bring your entire bill.

Payment is due when you receive your bill. Your payment must be postmarked by the date at the top of page 1 of your bill to avoid a late payment charge of 1.5% per month. If you pay in person your payment must be received on or before the date at the top of page 1 of your bill.





Thank you for your prompt payment. To help us process your payment efficiently, please...

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Weather adjustment: moderates natural gas bills during any extreme weather between October 1 and May 31. If temperatures during the billing period are colder than normal, customers typically receive a weather adjustment credit. If temperatures are warmer than normal, customers receive a weather adjustment charge.

Meter conversion factor: used to calculate your bill if your meter is one of those that records only a portion of your energy use.

Transition charge/surcharge: reflects the costs of making the electricity and/or natural gas industry more competitive. Includes associated credits and/or charges.

Prorated bills: calculated by determining your average daily energy cost and multiplying it by the number of days in your billing period. Prorated bills are used only when your billing period is shorter or longer than normal.

Pay your bill by mail, online at nyseg.com or at any of NYSEG's authorized pay agents. If you pay in person, please bring your entire bill.

Payment is due when you receive your bill. Your payment must be postmarked by the date at the top of page 1 of your bill to avoid a late payment charge of 1.5% per month. If you pay in person your payment must be received on or before the date at the top of page 1 of your bill.



DATE: 11/17/07



Account number:
73-810-06-12

Billing period: 29 days
11/02/05 to 12/01/05

Meter# 00000

Your electric cost (Residential day-night service)
You used 1421 kwh at a cost of **\$50.58**

Amount of electricity used

Day service
Latest reading 12/01 (calculated) 97185
Previous reading 11/02 (NYSEG read) 96493
Electricity used (kwh) 692

Night service
Latest reading 12/01 (calculated) 38079
Previous reading 11/02 (NYSEG read) 37350
Electricity used (kwh) 729

Cost of electricity used

Delivery Cost
Basic Service Charge (for 1 month) \$14.45

Day Service

All 692 KWH @ 13.3132 +92.12

Supply Credit for

692 KWH @ 9.064 -62.72

Night Service

All 729 KWH @ 7.0255 +51.21

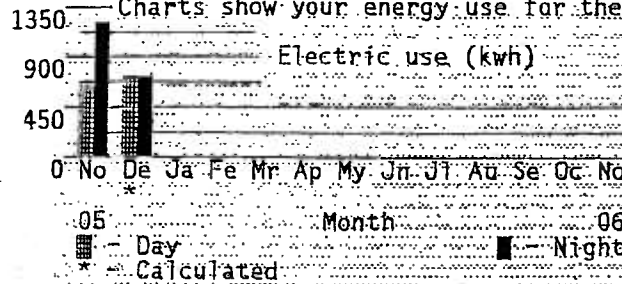
Supply Credit for

729 KWH @ 6.0598 -44.18

Electric Cost **\$50.88**

Fixed Price w/credit

Usage Chart
Charts show your energy use for the past year.



Average temperature
this billing period:
2005: 40°F

Your average daily cost for energy was
\$1.75 during this billing period.
Night Service Hours: 11:30 PM to 7:00 AM E.S.T.



NYSEG SOLUTIONS, INC.
STEPHENS SQUARE, 5TH FL.
81 STATE ST.
BINGHAMTON, NY 13901
Please call 888-336-9067 with questions
concerning your supply bill
WWW.NYSEGSOLUTIONS.COM

Bill issued: 12/01/05

Account number:
58135-

NYSEG SOLUTIONS, INC. Summary of charges

Amount of previous bill +80.32
Payments as of 12/01: Thank you -80.32
Previous balance \$.00

New charges **+\$103.39**

Amount due upon receipt

\$103.39

page 2 of 3 - 12/29/05 - (73-810-06-12)



Reliable. Reasonable.



Billing period: 29 days
11/02/05 to 12/01/05

New charges - Electricity: Meter# 00000

729 KWH @ \$.05598 Off	+40.81
692 KWH @ \$.08564 On	+59.26
State and County Taxes	+ 1.78
Gross Revenue Surcharge @ 0%	+ 0.00
State and County Taxes @3%	+ 1.22
Consolidated Bill Charge	+ .35
Electric Cost	<u>\$103.39</u>



Date Printed: 10/05/05

Account number:
73-810-06 7-12

Service for:
SUSAN

NEWARK VALLEY NY 13811

NYSEG Summary of charges

Amount of previous bill	\$111.62
Payments as of 10/05. Thank you.	-111.62
Previous balance	.00
New charges	
Electric cost	\$115.68
New charges	\$115.68
NYSEG amount due upon receipt	\$115.68

Late charges added after 10/29/05

HydroElectric power savings \$39.38

VRO Illustrative Bill

Next meter reading
on or about:
1/05/2006

Questions about your bill? See the reverse side for explanations.
Send payments to: NYSEG, PO Box 5550, Ithaca, NY 14852.
Please be sure to write your account number on your check.
For further help call 1-800-572-1111.

Bulletin Board

We're here for you!

Whether to respond quickly to a power interruption, answer your questions about your service or turn on a new service, we're here for you. We deliver the essential energy that keeps you safe and secure, connected and comfortable.

If you like the convenience of online services ...

...why not pay your NYSEG bill online? It's fast, easy, secure---and free---when you enroll with our partner, CheckFree. For more information, visit www.nyseg.com

The Renewable Portfolio Standard ...

is a state-mandated charge of 2/100ths of a cent per kilowatt-hour used to fund renewable energy projects to achieve RPS targets established by the Public Service Commission.

The System Benefits Charge (SBC) ...

is a state-mandated charge of 14/100ths of a cent per kilowatt-hour. The SBC is used to fund energy efficiency programs, assistance for low-income customers, and energy research and development.





Account number:
73-810-06-1 12

Billing period: 29 days
11/02/05 to 12/01/05

Meter# 00000

Your electric cost (Residential day-night service)
You used 1421 kwh at a cost of \$167.60

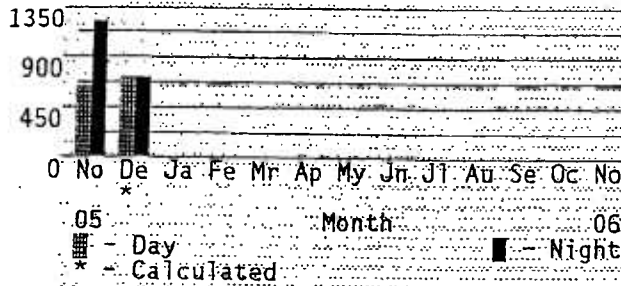
Amount of electricity used

<u>Day service</u>	
Latest reading 12/01 (calculated)	97185
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Electricity used (kwh)	692

<u>Night service</u>	
Latest reading 12/01 (calculated)	38079
Previous reading 11/02 (NYSEG read)	37350
Electricity used (kwh)	729

Cost of electricity used

Delivery Cost	
Basic Service Charge (for 1 month)	\$14.52
<u>Day Service</u>	
All 692 kwh @ 5.1309 /kwh	+35.51
<u>Night Service</u>	
All 729 kwh @ 1.1683 /kwh	+ 8.52
<u>Variable Supply Price</u>	
Day 692 kwh @ 8.5640	+59.26
Night 729 kwh @ 5.598	+40.81
Transition Charge	
All 1421 kwh @ -3.02251 /kwh	-42.94
Electric Cost	<u>\$115.68</u>



Average temperature
this billing period:
2005: 40°F

Your average daily cost for energy was
\$3.99 during this billing period.
Night Service Hours - 11:30 PM to 7:00 AM E.S.T.

Bulletin Board continued

Eastern Standard Time
begins Sunday,
October 30

Our day/night meters are always set to Eastern Standard Time. Timers you use to control equipment should always be set to match the time on the clock in the meter.

Carbon Monoxide Safety

Carbon Monoxide is a colorless, odorless gas that can result from a faulty chimney, flue or vent from a heating appliance or water heater. Protect yourself from a silent killer: have your heating system, chimney, flues and vents checked once a year by a professional.



How to call us

Service or billing questions
1.800.572.1111, 7 a.m. to 7 p.m., M-F
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1.800.600.2275, 24 hours a day

Power interruptions or emergencies
1.800.572.1131, 24 hours a day
Natural gas emergencies or if you smell gas
1.800.572.1121, 24 hours a day
Hearing/speech impaired (TTY)
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Kilowatt-hours: measure of electricity use.

Hydroelectric power savings: estimated savings from the cost of hydroelectricity NYSEG buys.

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Merchant function charge: reflects the administrative costs of obtaining natural gas supply. Customers with a supplier other than NYSEG are not charged for this service.

Weather adjustment: moderates natural gas bills during any extreme weather between October 1 and May 31. If temperatures during the billing period are colder than normal, customers typically receive a weather adjustment credit. If temperatures are warmer than normal, customers receive a weather adjustment charge.

Meter conversion factor: used to calculate your bill if your meter is one of those that records only a portion of your energy use.

Transition charge/surcharge: reflects the costs of making the electricity and/or natural gas industry more competitive. Includes associated credits and/or charges.

Prorated bills: calculated by determining your average daily energy cost and multiplying it by the number of days in your billing period. Prorated bills are used only when your billing period is shorter or longer than normal.

Pay your bill by mail, online at nyseg.com or at any of NYSEG's authorized pay agents. If you pay in person, please bring your entire bill.

Payment is due when you receive your bill. Your payment must be postmarked by the date at the top of page 1 of your bill to avoid a late payment charge of 1.5% per month. If you pay in person your payment must be received on or before the date at the top of page 1 of your bill.

NYSEG

Reliable. *Essential.*

How to call us

Service or billing questions
1.800.572.1111, 7 a.m. to 7 p.m., M-F
Payment arrangements
1.888.315.1755, 7 a.m. to 7 p.m., M-F
Automated account information
1.800.600.2275, 24 hours a day

Power interruptions or emergencies
1.800.572.1131, 24 hours a day

Natural gas emergencies or if you smell gas
1.800.572.1121, 24 hours a day

Hearing/speech impaired (TTY)
Dial 711 (New York Relay Service)

How to write to us

Electronically:
Use our "Write to NYSEG" form at nyseg.com

By mail:
NYSEG Customer Service
P.O. Box 5240
Binghamton, NY 13902-5240

About your bill

The price you pay for electricity and/or natural gas ("energy") is made up of delivery and supply charges. Delivery charge: what you pay NYSEG to transport energy to your home or business. Supply charge: what you pay for the energy purchased for you by NYSEG or a competitive supplier.

Basic service charge: includes a portion of the cost of the meter, meter reading, billing and part of the cost for delivery service. Appears on your bill whether or not you use any electricity or natural gas during the billing period.

Kilowatt-hours: measure of electricity use.

Hydroelectric power savings: estimated savings from the cost of hydroelectricity NYSEG buys.

ccf (hundreds of cubic feet): measure of volume of natural gas used. You are charged based on therms, the heat content of the natural gas.

Gas supply charge: reflects the actual costs of purchasing, transporting and storing natural gas for those customers who receive their natural gas supply from NYSEG.

Merchant function charge: reflects the administrative costs of obtaining natural gas supply. Customers with a supplier other than NYSEG are not charged for this service.

Weather adjustment: moderates natural gas bills during any extreme weather between October 1 and May 31. If temperatures during the billing period are colder than normal, customers typically receive a weather adjustment credit. If temperatures are warmer than normal, customers receive a weather adjustment charge.

Meter conversion factor: used to calculate your bill if your meter is one of those that records only a portion of your energy use.

Transition charge/surcharge: reflects the costs of making the electricity and/or natural gas industry more competitive. Includes associated credits and/or charges.

Prorated bills: calculated by determining your average daily energy cost and multiplying it by the number of days in your billing period. Prorated bills are used only when your billing period is shorter or longer than normal.

Pay your bill by mail, online at nyseg.com or at any of NYSEG's authorized pay agents. If you pay in person, please bring your entire bill.

Payment is due when you receive your bill. Your payment must be postmarked by the date at the top of page 1 of your bill to avoid a late payment charge of 1.5% per month. If you pay in person your payment must be received on or before the date at the top of page 1 of your bill.

NYSEG

Reliable. Essential.



Account number:
73-810-06-12

Billing period: 29 days
11/02/05 to 12/01/05

Meter# 0000L

Your electric cost (Residential day-night service)
You used 1421 kwh at a cost of \$9.84

Amount of electricity used

Day service
Latest reading 12/01 (calculated) 97185
Previous reading 11/02 (NYSEG read) 96493
Electricity used (kwh) 692

Night service
Latest reading 12/01 (calculated) 38079
Previous reading 11/02 (NYSEG read) 37350
Electricity used (kwh) 729

Competitive Supplier

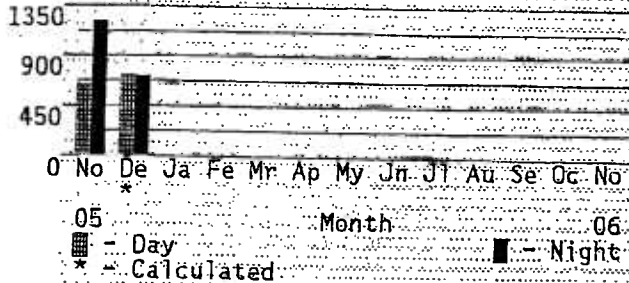
Cost of electricity used

Delivery cost
Basic service charge (for 1 month) \$14.45
Day service
All 692 kwh @ 4.7309 ¢/kwh \$32.73
Night service
All 729 kwh @ 7.683 ¢/kwh + 5.60
Transition charge
All 1421 kwh @ 3.02251¢/kwh -42.94
Electric cost \$9.84

Usage Chart

Charts show your energy use for the past year.

Electric use (kwh)



Average temperature
this billing period:
2005: 40°F

Your average daily cost for energy was
\$.34 during this billing period.
Night Service Hours - 11:30 PM to 7:00 AM E.S.T.



NYSEG SOLUTIONS, INC.
STEPHENS SQUARE, 5TH FL
81 STATE ST
BINGHAMTON, NY 13901
Please call 888-336-9067 with questions
concerning your supply bill
WWW.NYSEGSOLUTIONS.COM

Bill issued: 12/01/05

Account number:
58135-

NYSEG SOLUTIONS, INC. Summary of charges

Amount of previous bill +80.32
Payments as of 12/01: Thank you. -80.32
Previous balance \$ 00

New charges \$103.39

Amount due upon receipt

page 2 of 3 - 12/29/05 - (73-810-06-

-12)

\$103.39



Reliable. Essential.



Billing period: 29 days
11/02/05 to 12/01/05

New charges - Electricity: Meter# 00000

729 KWH @ \$.05598 Off	+40.81
692 KWH @ \$.08564 On	+59.26
State and County Taxes	+ 1.78
Gross Revenue Surcharge @ 0%	+ 0.00
State and County Taxes @3%	+ 1.22
Consolidated Bill Charge	+ .35
Electric Cost	<u>\$103.39</u>



New York State Electric & Gas Corporation
2005 Electric Rate Plan Extension Filing
PSC Case No. 05-E-1222

Information Request

Requesting Party and No.: (DPS-296) Berger

NYSEG Response No.: 0415

Request Date: December 6, 2005

Information Requested of: Rate Plan Panel

Reply Date: December 15, 2005

Responsible Witness: Rate Plan Panel

QUESTION:

1. Describe how the bill for customers taking service under the EOSA option will reflect the delivery portion of the bill.
2. Describe how the bill for customers taking service under the FPO option will reflect the delivery portion of the bill.
3. Under NYSEG's proposal, for two residential customers, identical except for taking service under FPO and EOSA respectively, describe what differences that would appear on their bills outside of the commodity supply portion of those bills.
4. For the customer taking FPO service from the previous question, what would be reflected in the commodity supply portion of the bill?

RESPONSE:

1. See Exhibit ___ (RPP-5), page 3 of 4.
2. See Exhibit ___ (RPP-5), page 3 of 4.
3. The FPO customer bill would include a Merchant Function Charge (MFC). The EOSA customer bill would not include an MFC and would include a 1 mill retail access credit in addition to the backout of a market value of supply. Revenue and sales taxes for the two customers would also differ.
4. Commodity and MFC.

New York State Electric & Gas Corporation
2005 Electric Rate Plan Extension Filing
PSC Case No. 05-E-1222

Information Request

Requesting Party and No.: (DPS-297) Berger

NYSEG Response No.: 0416

Request Date: December 6, 2005

Information Requested of: Segal

Reply Date: December 15, 2005

Responsible Witness: Segal

QUESTION:

1. How will the price-to-beat (the Supply Adjustment, which equals the VPO commodity price plus 1 mil) be expressed on customers taking service under the proposed FPO option?

RESPONSE:

Effective with the implementation of the new CCS system, customer bills will be unbundled to show the fixed supply charge as a separate line item on the bill. That price would reflect the "price-to-beat" for a customer that is considering taking supply from an ESCO. Through Company and ESCO outreach efforts, customers would also be informed that they would not pay the Merchant Function Charge and would receive an additional 1 mill credit on their bill if they choose to switch to an ESCO from the FPO rate.

New York State Electric & Gas Corporation
2005 Electric Rate Plan Extension Filing
PSC Case No. 05-E-1222

Information Request

Requesting Party and No.: (DPS-308) Rosenthal

NYSEG Response No.: 0427

Request Date: December 7, 2005

Information Requested of: Rate Plan Panel

Reply Date: December 15, 2005

Responsible Witness: Rate Plan Panel

QUESTION:

1. Provide the name, title and telephone number of the ESCO liaison.
2. Provide a copy of the announcements, notices, letters, emails, and any other methods that were used to communicate the name and telephone number of the ESCO liaison to ESCOs.
3. Provide a listing of expenses allocated to electric operations for each of the last two years for each of NYSEG's retail access programs, including but not limited to Market Match, Market EXPOs, Competitive Electricity Supplier Satisfaction Survey, customer awareness and understanding of retail choice surveys.
4. Provide a breakdown of expenses for the outreach budget for the most recent Voice Your Choice Campaign.
5. Provide a summary of the Market EXPOs conducted to date including the dates and locations held, the number of participating ESCOs, the number of customers attending.

RESPONSE:

1. Sarah E. Disbrow, Manager, NY Supplier Services, 607-762-7640.
2. See Attachment 1 for a formal letter dated June 14, 2004. See Attachment 2 for text found in the Electric Supplier Manual (Section A.2.3.). See Attachment 3 for text found in the Gas Supplier Manual (Section B.3). Also, the liaison is identified at ESCO meetings and teleconferences as well as on individual, one-on-one call visits made yearly with each ESCO.
3. See Attachment 4 for NYSEG's Retail Access Programs Expense Summary.
4. See Attachment 5, Section C, from the "Budget of NYSEG's VYC Program Report, Second Enrollment Period", in Case 01-E-0359, dated March 29, 2005.
5. See Attachment 4 for NYSEG's Retail Access Programs Expense Summary.



Attachment 1
DPS-308 NYSEG 0427

Teresa M. Turner (Terri)
Vice President
Customer Service

June 14, 2004

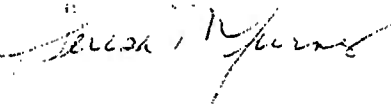
TO: ESCOs Participating in NYSEG's and RG&E's Electric and Gas Retail Access Program

RE: Case 01-G-1668; Case 01-E-0359; Case 03-E-0765; Case 02-E-0198; Case 03-G-0766

Pursuant to the NYSEG Rate Case numbers 01-G-1668, 01-E-0359 03-E-0765 02-E-0198 and 03-G-0766, I am pleased to announce that Sarah E. Disbrow, Manager of NY Supplier Services has been appointed the ESCO Liaison for both NYSEG and RG&E gas and electric retail access programs.

Sarah has been actively involved in electric retail access since its inception in New York State in 1997. She has been with NYSEG for 22 years and brings 10 years of field experience in the natural gas business. Her expertise and contacts at both OPCO's will position her well to successfully fulfill the role of ESCO Liaison. You may contact Sarah at 607-762-7640 or sedisbrow@nyseg.com. Sarah's business address is: New York State Electric & Gas Corporation, Corporate Drive, Kirkwood Industrial Park, P.O. Box 5224, Binghamton, NY 13902-5224.

Sincerely,


Teresa M. Turner
Vice President
NY Customer Service

cc: Ron Cerniglia – PSC
Sarah E. Disbrow – NYSEG
Jim Lahtinen – RG&E

An Equal Opportunity Employer

New York State Electric & Gas Corporation, Corporate Drive - Kirkwood-Ind. Park, P.O. Box 5224, Binghamton, New York 13902-5224
(607) 762-4951 Fax (607) 762-8499 E-mail: tmturner@nyseg.com

Attachment 2
 DPS 308 NYSEG 04/27

A.2.3 Supplier Liaison for Dispute Purposes

To contact the Supplier Liaison at both NYSEG and RG&E for dispute purposes, contact:

Contact	Position	Phone	E-Mail
Sarah Disbrow	Supplier Liaison	(607) 762-7640	sedisbrow@nyseg.com

A.2.4 Points of Contact Within Supplier Relations

Contact	Position	Phone	Fax	E-Mail
Pete Foster	Supplier Relations Lead Analyst	(585) 771-4383	(607) 762-7102	suppliers@nyseg.com
Ann Gravenstede	Supplier Relations Lead Analyst	(585) 724-8707	(585) 771-4600	supplier_relations@rge.com
Charlie Trick	Supplier Relations Lead Analyst	(607) 762-7093	(607) 762-7102	suppliers@nyseg.com
Jorge Saavedra	Supplier Relations Lead Analyst	(585) 771-6779	(585) 771-4600	supplier_relations@rge.com
Emil Seliga	Supplier Relations Lead Analyst	(607) 762-7088	(607) 762-7102	suppliers@nyseg.com

A.2.5 Emergency Numbers

	RG&E	NYSEG
Phone Numbers	For electric interruptions, outages, emergencies call: 1 (800) 743-1701.	To report electricity interruptions/emergencies, call: 1 (800) 572-1131

Attachment 3
DPS 308 NYSEG 0427

3. Reviewing Contact Information

NYSEG

General

General questions regarding the Gas Retail Access Program may be answered by the New York Supplier Services Department; see the contact information below. To contact the Gas Supplier Services Department, call 1 (800) 331-5452, where you will obtain a telephone menu of options as described on the next page. Otherwise, you may directly call the following numbers:

Inquiries Regarding	Person To Contact	Telephone No.
Billing	Analyst – Gas Supplier Services	(607) 762-4788
Capacity Release	Analyst – Gas Supplier Services	(607) 762-4104
Daily Metered Contracts	Analyst – Gas Supplier Services	(607) 762-4104
EBB - Data Inquiries	Analyst – Gas Supplier Services	(607) 762-4130
EBB - Login IDS	Analyst – Gas Supplier Services	(607) 762-4130
General	Manager – Supplier Relations	(607) 762-8075
	Manager – Gas Supplier Services	(585) 724-8844
General ESCO Liaison	Manager – NY Supplier Services	(607) 762-7640
General Information	Marketing & Sales Dept.	(800) 521-4796
General Inquiries & Requests	Lead Analyst - Supplier Relations	(607) 762-7088
		(607) 762-7093
		(585) 771-4383
		(585) 771-6779
Metretek	Analyst – Gas Supplier Services	(585) 724-8707
		(607) 762-4130
		(607) 762-4104
Natural Gas Aggregation	Analyst – Gas Supplier Services	(607) 762-4254
		(607) 762-7666
		(607) 762-7666
Nominations	Lead Analyst – Gas Supplier Services	(800) 331-5452
		(607) 762-4415
		(607) 237-9503-cell
Nominations - Outside Normal Hours	Gas Dispatcher	(607) 762-4209

NYSEG's RETAIL ACCESS PROGRAMS EXPENSE SUMMARY

MARKET EXPO

October 14, 2004

Holiday Inn

Buffalo International Airport

Cheektowaga, NY

10 ESCOs participated

37 Customers participated

\$700 (overnight accommodations, gas, car rentals)

\$2100 (includes banquet facilities, a/v & food)

MARKET EXPO

October 28, 2004

Binghamton Regency Hotel

Binghamton, NY

9 ESCOs participated

68 Customers participated

\$2100 (includes room charges, a/v & food)

SUPPLIER ORIENTATION

July 15, 2004

Binghamton Regency Hotel

Binghamton, NY

40 participants

\$1,600 (includes banquet facilities, a/v & food)

COMPETITIVE ELECTRICITY SUPPLIER SATISFACTION SURVEY

\$1000 for 2004 and \$500 for 2005

MARKET MATCH

\$500 - Mailing expenses each year for 2004 and 2005

SURVEY: CUSTOMER AWARENESS AND UNDERSTANDING OF RETAIL ACCESS CHOICE 2004 and 2005

\$48,000 for each year 2004 and 2005

Attachment 5
DPS 308 NYSEG 0427

B. Outreach Vehicles and Target Audiences

A variety of outreach vehicles were used to educate customers about competitive choices and call them to action to make an affirmative choice during the enrollment period. As described in detail in this report, direct mail, bill inserts, radio and newspaper ads, the Web site, news releases, telephone contacts, and public presentations were employed to convey NYSEG's message. The major vehicle for customer education and enrollment was the enrollment kit, a direct mail piece. Instead of receiving a full enrollment kit per discussions during the collaborative, retail access participants were mailed an enrollment postcard with general information about the program.

C. Budget

	(\$thousands)
Overall O&E Budget for 2004	\$1,300.0
Key expenditures:	
• Enrollment Kits (design, printing, mailing, etc.,)	\$333.7
• Advertisements	\$328.0
• Market Expo	\$6.5
• Market Match (outreach mailing only)	\$0.5
• Outbound calling	\$240.0
• Reminder Mailing	\$290.0

The remaining funds were used for other outreach activities, including confirmation letters, new customer enrollment kit mailings, displays and materials for community events and presentations.

D. Theme of the Plan

In order to build upon the Company's existing retail access choice program, NYSEG continued using the 2002 the enrollment theme, "**Voice Your Choice.**"

The outreach effort began in Summer 2004. Early outreach messages reminded customers of the first **Voice Your Choice** enrollment period and informed customers that it was time to make a new selection for their account. Early messages also reinforced NYSEG's role as the delivery company and customers' ability to select NYSEG or an ESCO for their electricity supply. Built into these messages were assurances associated with NYSEG's role as the delivery company: continuation of outstanding customer service; emergency response services; and safety and reliability whether or not the customer chooses NYSEG for their electricity supply.

Subsequent outreach messages were designed to help customers understand how supply and delivery costs are treated and the difference between fixed and variable commodity price offerings. Customer education prior to the mailing of enrollment kits in October 2004 focused on the attributes of NYSEG's Commodity Pricing Options. Customers were also provided information on the process of buying their electricity supply from an ESCO.

**New York State Electric & Gas Corporation
2005 Electric Rate Plan Extension Filing
PSC Case No. 05-E-1222**

Information Request

Requesting Party and No.: (DPS-354) Rosenthal

NYSEG Response No.: 0475

Request Date: December 15, 2005

Information Requested of: Revenue Requirements Panel

Reply Date: December 23, 2005

Responsible Witness: Revenue Requirements Panel

QUESTION:

1. NYSEG reported its 2004 Outreach and Education expenditures as \$2,124,926.11 in its 2005 Outreach and Education Report. Provide an itemized budget showing the details of how these expenses were incurred.
2. Include the workpapers showing the 2004 Outreach and Education expenses related to retail choice activities.
3. NYSEG submitted its estimated 2005 Outreach and Education budget as \$1,817,839. Provide the itemized details showing the breakdown of this estimated budget.
4. The projected 2005 Outreach and Education budget includes the estimate of O&E expenses related to retail choice activities. Provide the workpapers showing the 2005 estimate of O&E expenses related to retail choice activities.

RESPONSE:

Please see the attached.

**NYSEG Outreach & Education Expenditures
Year 2004**

TOTAL: \$2,124,926.11
Electric: \$2,100,987.19
Gas: \$23,938.92

**NYSEG ELECTRIC Outreach & Education Expenditures
Year 2004**

Voice Your Choice

Enrollment Kits (design, printing, mailing, etc.)	\$	333,700.00
Advertisements	\$	328,000.00
Market Expo	\$	6,500.00
Market Match (outreach mailing only)	\$	500.00
Outbound calling	\$	240,000.00
Reminder mailing	\$	290,000.00

SUMMARY:

Cost Categories	Amount
Payroll	\$ 151,571.12
Advertising	\$ 672,228.67
Other General Expenses	\$ 1,167,166.18
Postage	\$ 105,378.08
Office Supplies	\$ 308.18
Travel	\$ 2,933.44
Misc billings, Recognition, IT, taxes	\$ 1,401.52
TOTAL ELECTRIC O&E	\$ 2,100,987.19

Electric

President & Misc Depts

Postage	\$ 64,239.00
Advertising	\$ 315,758.49
Other General Expenses	\$ 471,519.97
Total	\$ 851,517.46

Customer Service

Other General Expenses	\$ 6.23
------------------------	---------

Information Services

Payroll	\$ 7,768.04
---------	-------------

Power Partners

Postage	\$ 40,176.49
Other General Expenses	\$ 33,695.10
Total	\$ 73,871.59

Customer Service Quality

Payroll	\$ 79,280.12
Office Supplies	\$ 216.22
Other General Expenses	\$ 455,142.16
Travel	\$ 415.23
Postage	\$ 361.17
Total	\$ 535,414.90

Customer Satisfaction

Travel	\$ 199.08
Other General Expenses	\$ 8,537.83
Total	\$ 8,736.91

Advertising

Advertising	\$ 349,224.82
Other General Expenses	\$ 175,737.73
Total	\$ 524,962.55

Rates & Regulatory

Payroll	\$ 13,049.45
Travel	\$ 35.95
Total	\$ 13,085.40

Public Affairs

Payroll	\$ 1,059.15
---------	-------------

NYSEG VYC (WBS)

Payroll	\$ 50,414.36
Rewards & Recognitions	\$ 48.90
IT Contractors	\$ 928.00
Travel	\$ 2,283.18
Postage	\$ 601.42
Advertising	\$ 7,245.36
Office Supplies	\$ 91.96
Other General Expenses	\$ 22,527.16
Corporate Taxes	\$ 424.62
Total	\$ 84,564.96
TOTAL ELECTRIC O&E	\$ 2,100,987.19

**NYSEG Outreach & Education Budget
Year 2005**

TOTAL: \$1,817,839
Electric: \$961,414
Gas: \$856,415

**NYSEG ELECTRIC Outreach & Education Budget
Year 2005**

Low Income Programs

Postage \$75,000
Other General Expenses - Outreach \$81,178
\$156,178

Customer Satisfaction

Conduct Customer Outreach & Education - Common \$109,082 Connections, Large Print Bill, Project SHARE, Educ Services
Conduct Customer Outreach & Education - Electric \$71,500 Includes Jan-April Voice Your Choice (\$35k), Environmental Disclosure
\$180,582

Advertising

General Advertising \$465,600 Billboards, Media Planning, Production, Placement
Other General Expenses - Outreach \$159,054 EnergyLines, Brochures, Customer Literature
\$624,654

Total 2005 O&E Budget \$961,414

2005 Voice Your Choice (Retail Choice) Budget:

Other General Expenses \$15,500 Customer Brochures (Res/NonRes)
Postage \$15,500 Letters/literature to customers
Training materials \$4,000
\$35,000

New York State Electric & Gas Corporation
2005 Electric Rate Plan Extension Filing
PSC Case No. 05-E-1222

Information Request

Requesting Party and No.: MI-2

NYSEG Response No.: 0682

Request Date: December 28, 2005

Information Requested of: Segal

Reply Date: January 10, 2006

Responsible Witness: Segal

QUESTION:

69. Starting with the \$54 million in capped above-market NUG costs that is being proposed by Mr. Segal, provide all other costs and revenue credits used to estimate the negative \$0.00745 NBC shown in Exhibit Schedule E.

RESPONSE:

This rate was used in the bill comparisons contained in Exhibit ___ (DRD-3), Schedule E. However, the actual fixed NBC will be calculated on October 1, 2006 pursuant to the Electric Rate Plan Extension.

The estimated negative \$0.00745 NBC shown in Exhibit ___ (DRD-3), Schedule E was developed by applying a \$0.0113 per kWh credit to the fixed NBC charge of \$0.00385 per kWh, as shown on the attachment. The attachment provides a listing of all the components of the October 1, 2005 Fixed NBC.

The \$0.0113 per kWh credit was estimated by taking the \$217 million of annual above-market NUG cost in existing January 1, 2005 rates and subtracting from that amount \$54.2 million, which is the "capped" level of the NUG above-market cost as described in Mr. Segal's Direct Testimony on pages 16-17. The difference between the current and capped NUG cost is \$162.8 million. This difference divided by an estimated number of MWh subject to the NBC (14,400,000) equals \$0.0113 per kWh.

New York State Electric & Gas Corporation
NBC Components* - October 1, 2005 - December 31, 2006
Data Request Response ERPE0682

		Oct05 to Dec06
NYPA	Cost	\$22,928,167
NYPA	Value	\$150,921,283
NYPA	Difference	(\$127,993,115)
NYSEG Hydro	Cost	\$0
NYSEG Hydro	Value	\$29,470,158
NYSEG Hydro	Difference	(\$29,470,158)
NM2	Cost	\$60,718,265
NM2	Value	\$137,999,683
NM2	Difference	(\$77,281,418)
NUGs	Cost	\$573,063,867
NUGs	Value	\$441,352,017
NUGs	Difference	\$131,711,850
Ancillary Services		\$33,665,941
NTAC		\$8,061,417
Basis		\$28,498,482
Transmission Revenue		(\$25,139,841)
Revenue Collected from SC13/14		(\$626,920)
Base NBWC		\$69,419,352
Residential NYPA Credit		(\$127,993,115)
Total Metered Load Subject to NBWC		18,023,637
Residential Metered Load Subject to NBWC		7,587,173
Base NBWC \$/MWh		\$3.85
Residential NYPA Credit		(\$16.87)
Non Residential NBWC \$/MWh		\$3.85
Residential NBWC \$/MWh		(\$13.02)

*This NBC applies to new customers and customers returning to the Company for the period indicated pursuant to the Joint Proposal.

