



March 12, 2010

VIA EMAIL

Honorable Jaclyn A. Brillling
Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223

Re: Case 08-G-1012 – Petition of New York State Electric & Gas Corporation for Approval of an Energy Efficiency Portfolio Standard (EEPS) “Fast Track” Utility – Administered Gas Energy Efficiency Program

Case 08-G-1013 – Petition of Rochester Gas and Electric Corporation for Approval of an Energy Efficiency Portfolio Standard (EEPS) “Fast Track” Utility – Administered Gas Energy Efficiency Program

Dear Secretary Brillling:

Pursuant to the New York State Public Service Commission’s Order Approving “Fast Track” Utility – Administered Gas Energy Efficiency Programs with Modifications, in Cases 08-G-1012 and 08-G-1013,¹ New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation hereby files the “Monthly Scorecard Report” of key Residential Gas HVAC Program achievements for the month ending February 28, 2010.

Please direct any questions to me at telephone number 607-725-3936 or via email at jjfishgertz@nyseg.com.

Respectfully Submitted,

A handwritten signature in black ink that reads "Joni Fish-Gertz".

Joni Fish-Gertz
Manager, Programs

Enclosure

xc: Floyd Barwig, PSC, Director – Office of Energy Efficiency and Environment

¹ Cases 08-G-1012 and 08-G-1013 - Petitions of New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation for Approval of an Energy Efficiency Portfolio Standard (EEPS) “Fast Track” Utility-Administered Gas Energy Efficiency Program, Order Approving “Fast Track” Utility-Administered Gas Energy Efficiency Programs with Modifications, at 23 (April 9, 2009).

**Combined Report for
New York State Electric & Gas Corporation
&
Rochester Gas and Electric Corporation**

Residential Gas HVAC Program

**Savings from New York Standard Approach for Estimating
Energy Savings from Energy Efficiency Programs**

Monthly Program Report

March 12, 2010

Prepared for

New York State Department of Public Service

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Introduction

No changes since January 2010 Scorecard.

Section I. Basic Program Information

No changes since January 2010 Scorecard.

Section II. Evaluation Support Information

No changes since January 2010 Scorecard.

Section III. Reporting Template for Monthly Residential Gas HVAC Program Report

Table 2r below, represents RG&E's monthly statistics for February 2010.

Table 2r. Variables for February 2010 (Month 8)

Program Administrator(PA) and Program ID¹	RG&E Residential Gas HVAC Program
Program Name	RG&E Residential Gas HVAC Program
Program Type²	
Total Acquired First-Year Impacts This Month^{3,16}	
Net first-year annual kWh acquired this month ⁴	N/A
Monthly Net kWh Goal (based on net first-year annual ⁵ kWh Goal)	N/A
Percent of Monthly Net kWh Goal Acquired	N/A
Net Peak ⁶ kW acquired this month	N/A
Monthly Net Peak kW Goal	N/A
Percent of Monthly Peak kW Goal Acquired	N/A
Net First-year annual therms acquired this month	284,305.7
Monthly Net Therm Goal for 2010	25,073
Percent of Monthly Therm Goal Acquired	1,133.9
Net Lifecycle kWh acquired this month	N/A
Net Lifecycle therms acquired this month	5,220,177.3

Total Acquired Net First-Year Impacts To Date^{16,19}	
Net first-year annual kWh acquired to date	N/A
Net first-year annual kWh acquired to date as a percent of annual goal	N/A
Net first-year annual kWh acquired to date as a percent of 8-year goal	N/A
Net cumulative kWh acquired to date	N/A
Net utility peak kW reductions acquired to date	N/A
Net utility peak kW reductions acquired to date as a percent of utility annual goal	N/A
Net utility peak kW reductions acquired to date as a percent of 8-year goal	N/A
Net NYISO peak kW reductions acquired to date	N/A
Net first-year annual therms acquired to date	1,391,665.2
Net first-year annual therms acquired to date as a percent of annual goal	308.4
Net first-year annual therms acquired to date as a percent of 8-year goal	N/A
Net cumulative therms acquired to date	1,391,665.2
Total Acquired Lifecycle Impacts To Date^{7,16,19}	
Net Lifecycle kWh acquired to date	N/A
Net Lifecycle therms acquired to date	26,146,845.9
Committed⁸ Impacts (not yet acquired) This Month¹⁶	
Net First-year annual kWh committed this month	N/A
Net Lifecycle kWh committed this month	N/A
Net Utility Peak kW committed this month	N/A
Net first-year annual therms committed this month	0
Net Lifecycle therms committed this month	0
Funds committed at this point in time	0
Overall Impacts (Acquired & Committed)¹⁶	
Net first-year annual kWh acquired & committed this month	N/A
Net utility peak kW acquired & committed this month	N/A
Net First-year annual therms acquired & committed this month	284,305.7
Costs^{9,18}	
Total program budget ¹³	\$1,872,567
General Administration	Portfolio ¹⁴
Program Planning	Portfolio ¹⁴
Program Marketing ²⁰	\$0
Trade Ally Training ²⁰	\$0
Incentives and Services ^{15, 20}	\$608,342
Direct Program Implementation ²⁰	\$35,586
Program Evaluation ²⁰	\$0
Total expenditures to date ¹³	\$3,168,803
Percent of total budget spent to date	169.22%

Participation^{17,19}	
Number of program applications received to date	11,068
Number of program applications processed to date ¹⁰	10,106
Number of processed applications approved to date ¹¹	9,918
Percent of applications received to date that have been processed	91.3
DPS Staff Notes:	
<p>¹ 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 reports. 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.</p> <p>² There is not currently a consistent list of program types but individual categories for common use by administrators could be developed.</p> <p>³ 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 are 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.</p> <p>⁴ 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.</p> <p>⁵ 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.</p> <p>⁶ Peak is defined uniquely for each utility.</p> <p>⁷ 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 installed in a given month and subtracting savings from measures installed earlier in the funding cycle that have reached the end of their useful life.</p> <p>⁸ Committed savings are defined as those for which funds have been encumbered but 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.</p> <p>⁹ 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 (<u>See Order Approving "Fast Track" Utility-Administered Electric Energy Efficiency Program With Modification</u>, at page 11). These categories are provided to promote consistency in budget construction and reporting among the utility plans. 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).</p> <p>¹⁰ 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."</p> <p>¹¹ The application is approved once the decision has been made to pay the incentive to the customer. Note that these funds and their associated energy and demand impacts become "Committed" once this decision is made. Also note that for programs in which an application could be received, processed, and approved all in one day, a "1" would be counted for each step in the tracking lifecycle.</p> <p>¹² See CO2 Reduction Values tab in Data Reporting Template 6-26-09.xls (quarterly and annual reports only).</p>	

Utility Notes:

¹³ Start-up costs are not included in the program budget or actual costs. These costs were deferred as specified on p. 13 of the April 9, 2009 Order Approving "Fast Track" Utility-Administered Gas Energy Efficiency Programs With Modifications in Cases 08-G-1012 et al, and as noted in the June 8, 2009 New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation Residential Gas HVAC Program Implementation Plan. A summary of deferred costs to date is shown below:

Maximum Deferral (p. 13, April 9, 2009 Order)	\$155,880
Deferred costs	
Program marketing	\$8,009
Trade ally training	\$0
Direct program implementation	\$1,478
Evaluation	\$1,850
Total deferred costs	\$11,337
Remaining deferral allowance	\$144,543

¹⁴ Portfolio Costs are not included in the program budget or actual costs. Consistent with the Companies' July 9, 2009 letter to the Secretary in Cases 07-M-0548 et al. ("July 9 letter") and the Companies' prior energy efficiency program submittals, Portfolio Costs are incremental and are incurred as a result of the Companies' ongoing active participation in the New York State Public Service Commission's ("Commission") energy efficiency proceedings. Portfolio Costs allow the Companies to jointly provide efficient support for the complete suite of specific energy efficiency programs ultimately approved by the Commission. Although an estimate of the total Portfolio Costs was provided to the Commission on June 8, 2009 in the New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation Residential Gas HVAC Program Implementation Plan, these costs were not included in the program budget, and are not included in this report of actual program expenditures.

¹⁵ Incentives and services costs are reported based on Company payment of invoices received from program implementation contractors for incentive payments made to program participants. They will thus lag the actual issuance of incentive payments to program participants.

¹⁶ Impacts are calculated using actual installed measures information instead of deemed savings based calculations for all measures except indirect water heaters. Impacts for indirect water heater measures will continue to be based on deemed savings until an approved formula to calculate actual installed measure based impacts is available.

¹⁷ Since an application with multiple measures is separated into multiple rebates, participation reflects the number of installed measures. Applications that are identified as incomplete, erroneous, or ineligible during processing are considered "flawed". For participation counts, it is assumed that each flawed application has one measure. Measure data is not collected on flawed applications; rather, it is collected only from applications that have been determined to be eligible and complete.

¹⁸ All program costs identified in this section are recovered through the SBC surcharge unless otherwise noted.

¹⁹ Program to date information may include changes to prior period data received from the implementation contractor based on additional review and/or reconsideration of rebate eligibility decisions made in prior periods. Additional information regarding such changes is available upon request.

²⁰ Per request from DPS Staff during December 7, 2009 conference call, the data contained in these fields reflects the most recent month's expenditures in the respective category, not "to date" information.

Table 2A – Other Fuels Conversion Information

Other Fuels Conversion Participation To Date⁴	Number of Measures	EEPS Incentive Amounts Paid²	Other Incentive Amounts Paid
Conversion space heating measures approved to date ¹	152	\$90,400	\$0
Conversion water heating measures approved to date	7	\$2,100	\$0
Conversion thermostat measures approved to date	120	\$2,950	\$0
Conversion duct sealing measures approved to date	1	\$600	\$0
Total conversion measures approved to date	280	\$96,050	\$0
Estimated non-incentive expenses to date attributable to fuel conversion participants ³			\$3,542

Table 2A Notes:

¹ Includes furnaces, boilers, and boiler reset controls

² Based on invoices received from program implementation contractors for incentive payments made to program participants. Due to possible lag between receipt of invoices and Company payment, some incentives included herein may not yet be reflected in the Incentives and Services amounts reported.

³ Estimated by prorating the non-incentive expenditures to date reported in the Cost section by the ratio of fuels conversion measure incentives paid to program participants to date compared to the total of all measure incentives paid to program participants to date as invoiced by the program implementation contractors. The data was derived from information customers provided on rebate applications. No funds have been expended marketing directly to potential fuels conversion customers nor have any special incentives been offered or given to these customers.

⁴ Program to date information may include changes to prior period data received from the implementation contractor based on additional review and/or reconsideration of rebate eligibility decisions made in prior periods. Additional information regarding such changes is available upon request.

Table 2n below, represents NYSEG's monthly statistics for February 2010.

Table 2n. Variables for February 2010 (Month 8)

Program Administrator(PA) and Program ID¹	NYSEG Residential Gas HVAC Program
Program Name	NYSEG Residential Gas HVAC Program
Program Type²	
Total Acquired First-Year Impacts This Month^{3,16}	
Net first-year annual kWh acquired this month ⁴	N/A
Monthly Net kWh Goal (based on net first-year annual ⁵ kWh Goal)	N/A
Percent of Monthly Net kWh Goal Acquired	N/A
Net Peak ⁶ kW acquired this month	N/A
Monthly Net Peak kW Goal	N/A
Percent of Monthly Peak kW Goal Acquired	N/A
Net First-year annual therms acquired this month	125,692.5
Monthly Net Therm Goal for 2010	25,073
Percent of Monthly Therm Goal Acquired	501.3
Net Lifecycle kWh acquired this month	N/A
Net Lifecycle therms acquired this month	2,423,676.8
Total Acquired Net First-Year Impacts To Date^{16,19}	
Net first-year annual kWh acquired to date	N/A
Net first-year annual kWh acquired to date as a percent of annual goal	N/A
Net first-year annual kWh acquired to date as a percent of 8-year goal	N/A
Net cumulative kWh acquired to date	N/A
Net utility peak kW reductions acquired to date	N/A
Net utility peak kW reductions acquired to date as a percent of utility annual goal	N/A
Net utility peak kW reductions acquired to date as a percent of 8-year goal	N/A
Net NYISO peak kW reductions acquired to date	N/A
Net first-year annual therms acquired to date	659,733.5
Net first-year annual therms acquired to date as a percent of annual goal	146.2
Net first-year annual therms acquired to date as a percent of 8-year goal	N/A
Net cumulative therms acquired to date	659,733.5
Total Acquired Lifecycle Impacts To Date^{7,16,19}	
Net Lifecycle kWh acquired to date	N/A
Net Lifecycle therms acquired to date	12,713,658.5

Committed⁸ Impacts (not yet acquired) This Month¹⁶	
Net First-year annual kWh committed this month	N/A
Net Lifecycle kWh committed this month	N/A
Net Utility Peak kW committed this month	N/A
Net first-year annual therms committed this month	0
Net Lifecycle therms committed this month	0
Funds committed at this point in time	0
Overall Impacts (Acquired & Committed)¹⁶	
Net first-year annual kWh acquired & committed this month	N/A
Net utility peak kW acquired & committed this month	N/A
Net First-year annual therms acquired & committed this month	125,692.5
Costs^{9,18}	
Total program budget ¹³	\$1,872,567
General Administration	Portfolio ¹⁴
Program Planning	Portfolio ¹⁴
Program Marketing ²⁰	\$0
Trade Ally Training ²⁰	\$0
Incentives and Services ^{15, 20}	\$277,605
Direct Program Implementation ²⁰	\$31,561
Program Evaluation ²⁰	\$0
Total expenditures to date ¹³	\$1,557,068
Percent of total budget spent to date	83.15%
Participation^{17,19}	
Number of program applications received to date	5,382
Number of program applications processed to date ¹⁰	4,681
Number of processed applications approved to date ¹¹	4,348
Percent of applications received to date that have been processed	87.0

DPS Staff Notes:

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

³ 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 are 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.

⁴ 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.

⁵ 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.

⁶ Peak is defined uniquely for each utility.

⁷ 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 installed in a given month and subtracting savings from measures installed earlier in the funding cycle that have reached the end of their useful life.

⁸ Committed savings are defined as those for which funds have been encumbered but 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.

⁹ 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 identify whether each cost item is to be recovered through the SBC surcharge, base rates, or other recovery mechanism (e.g., monthly adjustment charges).

¹⁰ 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."

¹¹ The application is approved once the decision has been made to pay the incentive to the customer. Note that these funds and their associated energy and demand impacts become "Committed" once this decision is made. Also note that for programs in which an application could be received, processed, and approved all in one day, a "1" would be counted for each step in the tracking lifecycle.

¹² See CO2 Reduction Values tab in Data Reporting Template 6-26-09.Xls (quarterly and annual reports only)

Utility Notes:

¹³ Start-up costs are not included in the program budget or actual costs. These costs were deferred as specified on p. 13 of the April 9, 2009 Order Approving "Fast Track" Utility-Administered Gas Energy Efficiency Programs With Modifications in Cases 08-G-1012 et al, and as noted in the June 8, 2009 New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation Residential Gas HVAC Program Implementation Plan. A summary of deferred costs to date is shown below:

Maximum Deferral (p. 13, April 9, 2009 Order)	\$150,518
Deferred costs	
Program marketing	\$8,301
Trade ally training	\$0
Direct program implementation	\$3,745
Evaluation	\$3,150
Total deferred costs	\$15,196
Remaining deferral allowance	\$135,322

¹⁴ Portfolio Costs are not included in the program budget or actual costs. Consistent with the Companies' July 9, 2009 letter to the Secretary in Cases 07-M-0548 et al. ("July 9 letter") and the Companies' prior energy efficiency program submittals, Portfolio Costs are incremental and are incurred as a result of the Companies' ongoing active participation in the New York State Public Service Commission's ("Commission") energy efficiency proceedings. Portfolio Costs allow the Companies to jointly provide efficient support for the complete suite of specific energy efficiency programs ultimately approved by the Commission. Although an estimate of the total Portfolio Costs was provided to the Commission on June 8, 2009 in the New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation Residential Gas HVAC Program Implementation Plan, these costs were not included in the program budget, and are not included in this report of actual program expenditures.

¹⁵ Incentives and services costs are reported based on Company payment of invoices received from program implementation contractors for incentive payments made to program participants. They will thus lag the actual issuance of incentive payments to program participants.

¹⁶ Impacts are calculated using actual installed measures information instead of deemed savings based calculations for all measures except indirect water heaters. Impacts for indirect water heater measures will continue to be based on deemed savings until an approved formula to calculate actual installed measure based impacts is available.

¹⁷ Since an application with multiple measures is separated into multiple rebates, participation reflects the number of installed measures. Applications that are identified as incomplete, erroneous, or ineligible during processing are considered "flawed". For participation counts, it is assumed that each flawed application has one measure. Measure data is not collected on flawed applications; rather, it is collected only from applications that have been determined to be eligible and complete.

¹⁸ All program costs identified in this section are recovered through the SBC surcharge unless otherwise noted.

¹⁹ Program to date information may include changes to prior period data received from the implementation contractor based on additional review and/or reconsideration of rebate eligibility decisions made in prior periods. Additional information regarding such changes is available upon request.

²⁰ Per request from DPS Staff during December 7, 2009 conference call, the data contained in these fields reflects the most recent month's expenditures in the respective category, not "to date" information.

²¹ Reflects reconciliation of program marketing costs originally reported in the July scorecard.

Table 2A – Other Fuels Conversion Information			
Other Fuels Conversion Participation To Date⁴	Number of Measures	EEPS Incentive Amounts Paid²	Other Incentive Amounts Paid
Conversion space heating measures approved to date ¹	205	\$143,700	\$0
Conversion water heating measures approved to date	54	\$16,200	\$0
Conversion thermostat measures approved to date	97	\$2,425	\$0
Conversion duct sealing measures approved to date	0	\$0	\$0
Total conversion measures approved to date	356	\$162,325	\$0
Estimated non-incentive expenses to date attributable to fuel conversion participants ³			\$7,823

Table 2A Notes:

¹ Includes furnaces, boilers, and boiler reset controls

² Based on invoices received from program implementation contractors for incentive payments made to program participants. Due to possible lag between receipt of invoices and Company payment, some incentives included herein may not yet be reflected in the Incentives and Services amounts reported.

³ Estimated by prorating the non-incentive expenditures to date reported in the Cost section by the ratio of fuels conversion measure incentives paid to program participants to date compared to the total of all measure incentives paid to program participants to date as invoiced by the program implementation contractors. The data was derived from information customers provided on rebate applications. No funds have been expended marketing directly to potential fuels conversion customers nor have any special incentives been offered or given to these customers.

⁴ Program to date information may include changes to prior period data received from the implementation contractor based on additional review and/or reconsideration of rebate eligibility decisions made in prior periods. Additional information regarding such changes is available upon request.

Section IV. Narrative Report to be Included with Spreadsheet

Program Administrator: NYSEG/RG&E
Program/Project: Residential Gas HVAC Program
Reporting Period: February 2010
Report Contact Person: Kevin Schmalz

1. Program Status

Program Performance Goals

(a) Describe and discuss circumstances that may have an impact on the achievement of project performance goals (positive or negative).

RG&E's Residential Gas HVAC Program has acquired 139,167 Dth and has thus far surpassed its cumulative 2009-2011 energy savings goal of 75,220 Dth. NYSEG's Residential Gas HVAC Program is close to surpassing its cumulative 2009-2011 energy savings goal of 75,220 Dth by acquiring 65,973 Dth through February.

Additionally, RG&E and NYSEG continue to facilitate customer support of the Red Cross Heating Fund, with a total of \$4,570 contributed by RG&E customers and \$2,200 contributed by NYSEG customers through this program since July 1, 2009.

(b) Describe and discuss other key aspects of program performance goals that were not discussed in (a).

Through February 28, 2010, 10,106 rebates have been provided to RG&E customers and over 300 RG&E trade allies have participated in the program. The RG&E rebate program was closed to new rebate applications on March 1, 2010.

Through February 28, 2010, 4,681 rebates have been provided to NYSEG customers. The NYSEG rebate program will be closed to new rebate applications effective April 1, 2010.

(c) Forecast of net energy impacts.

Annual Energy Savings

Year	RG&E Savings – in Dth	NYSEG Savings – in Dth
2009 Actual	84,505	40,113
2010 Forecast	65,000	37,000

2. Program Implementation Activities

(a) Marketing Activities

Trade allies participating in NYSEG and RG&E service areas were made aware that the NYSEG program would no longer be accepting applications after March 31, 2010. This communication was made again through e-mail and postings at nyseg.com. The RG&E Web pages were changed on February 28 to reflect the program closure.

The Companies' marketing accomplishments during February 2010 included:

- Customer outreach via rge.com resulted in 2,728 hits, with the average visit 3 minutes, 23 seconds; at nyseg.com, there were 1,993 hits with an average of 3 minutes 13 seconds.
- 1,210 calls were received by our rebate hotline in February.
- Trade allies participating in NYSEG service areas were made aware that the RG&E program would no longer be accepting applications postmarked after March 31, 2010 as funding would be exhausted. This communication was made via e-mail to all trade allies on our e-mail list and through postings at rge.com on the dedicated trade ally page (www.nyseg.com/tradeally.html).
- Talking points continued to be used by customer service and rebate hotline personnel when informing customers and trade allies that NYSEG would no longer accept applications postmarked after March 31, 2010 as funding would be exhausted.
- Information regarding the program end date was also posted at nyseg.com for all customers and all applications mailed are accompanied by an insert that notifies customers of the March 31 deadline.

There were no events conducted in February 2010. At this time, there are no outreach events planned for this program during March 2010.

(b) Evaluation Activities

KEMA's draft memorandum summarizing the results of the staff and implementation contractor interview data, program progress to date, and a partial process assessment of the program is under review by PSC Staff and the Companies.

(c) Other Activities

A nine-point communication program designed to minimize customer dissatisfaction was implemented to announce the RG&E and NYSEG program closeout dates.

1. Press Releases
2. Web Site announcements
3. E-mail blasts to trade allies
4. Mailings to trade allies without e-mail addresses
5. Postcards sent to all customers who requested rebate applications during the past 60 days

6. Cover sheet with notice of the program shutdown dates sent with rebate applications requested after the press release dates
7. Bill message to NYSEG residential gas customers and bill inserts to RG&E residential gas customers
8. Internal Procedures sent to company call centers to handle various complaint calls related to program closeouts
9. Reminder calls to customers with unresolved issues to inform them of submission deadlines for missing rebate information

3. Customer Complaints and/or Disputes

No NYPSC complaints have been reported. Customer disputes are handled as they occur.

4. Changes to Subcontractors or Staffing

None at this time.

5. Additional Issues

None at this time.