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nationalgrid

March 15, 2011

**VIA ELECTRONIC MAIL**

Honorable Jaclyn A. Brilling, Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

**Re: Case 08-E-1014 – Petition of Niagara Mohawk Power Corporation for Approval of an Energy Efficiency Portfolio Standard (EEPS) "Fast Track" Utility Administered Electric Energy Efficiency Program**

**Case 08-E-1133 – Petition of Niagara Mohawk Power Corporation for Approval of an Energy Efficiency Portfolio Standard (EEPS) Utility-Administered Electric Energy Efficiency Program**

**Case 08-G-1015 – Petition of Niagara Mohawk Power Corporation for Approval of an Energy Efficiency Portfolio Standard (EEPS) "Fast Track" Utility-Administered Gas Energy Efficiency Program**

**Case 09-G-0363 – Petitions for Approval of Energy Efficiency Portfolio Standard (EEPS) Gas Energy Efficiency Programs**

**2010 Energy Efficiency Programs Annual Report**

Dear Secretary Brilling:

Enclosed please find for filing by Niagara Mohawk Power Corporation d/b/a National Grid ("National Grid" or the "Company") the 2010 Energy Efficiency Programs Annual Report for electric and gas energy efficiency programs.

This report is submitted in compliance with the Commission's January 16, 2009 and April 7, 2009 orders in Cases 08-E-1014 and 08-G-1015, respectively, and subsequent Commission EEPS orders which require that annual program reports be provided no later than 60 days after the conclusion of the calendar year. On March 1, 2011, Your Honor granted the Company's request for an extension of time until March 15, 2011 to submit this report. This filing is hereby submitted to comply with the aforementioned orders that require such annual reports to be made with the Commission.

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Thank you for your consideration in this matter.

Respectfully submitted,

*/s/ Catherine L. Nesser*
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Assistant General Counsel

Enc.

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**Niagara Mohawk Power Corporation d/b/a National Grid**

**Cases 08-E-1014, 08-E-1133, 08-G-1015 and 09-G-0363**

# 2010 Energy Efficiency Programs
# Annual Report

**March 15, 2011**

nationalgrid

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# SUMMARY OF ENERGY EFFICIENCY PROGRAM PERFORMANCE IN 2010

## I. Executive Summary

### A. Introduction

This 2010 Energy Efficiency Annual Report documents the performance of the Energy Efficiency Portfolio Standard ("EEPS") electric and gas energy efficiency programs and services implemented by Niagara Mohawk Power Corporation d/b/a National Grid ("National Grid" or the "Company") in calendar year 2010. The electric and gas energy efficiency programs and services were approved in various orders issued by the New York State Public Service Commission ("Commission") and are further described by the Company in its implementation plans. Appendix 1 attached hereto provides the name and issue date of the order approving each electric and gas energy efficiency program, as well the name and filing date of the implementation plan for each electric and gas energy efficiency program.

In 2010, National Grid continued to implement the following electric and gas energy efficiency programs for which program implementation began in 2009:

Residential High Efficiency Central Air Conditioning Program
Small Business Services Energy Efficiency Program
Residential High-Efficiency Heating, Water Heating and Controls Program

After building an infrastructure capable of delivering on National Grid's aggressive energy savings targets in 2009, these programs experienced overwhelming success in 2010. Both the Residential High Efficiency Central Air Conditioning Program and the Residential High-Efficiency Heating, Water Heating and Controls Program were highly subscribed to

by customers and as a result, surpassed the cumulative 2009-2011 savings targets in early 2010. The Residential High Efficiency Central Air Conditioning Program closed on March 31, 2010 as the Company's proposal for a modified electric HVAC program in 2010-2011 was rejected by the Commission. The Residential High-Efficiency Heating, Water Heating and Controls Program was suspended by National Grid in April 2010 until incremental funding was approved by the Commission in June 2010. The Small Business Services Energy Efficiency Program achieved savings of 75% of its combined 2009-2010 target; monthly rates of savings achievement at the end of 2010 were approximately five times greater than the rates achieved early in the year. Small Business Services Energy Efficiency Program participants have expressed satisfaction with the program through a participant survey undertaken as part of a process evaluation as well as direct communication from customers.[1] For example, after having the lighting replaced in his pharmacy through participation in the Small Business Services Energy Efficiency Program, the mayor of a village in upstate New York was so impressed with the energy savings that he had the Department of Public Works, Village Library and the Village Music Hall enroll in the same program. Collectively, the village received a $25,000 incentive payment from National Grid and is saving over $20,000 in annual energy costs. Additionally, the mayor sent a personal letter to all small businesses within the village urging them to participate in the Company's Small Business Services Energy Efficiency Program.

In addition to continuing to offer the programs that began in 2009, National Grid commenced implementation of an additional thirteen electric and gas energy efficiency programs in 2010 as these programs were approved by the Commission. The delayed launch of these programs, which were originally proposed to begin in 2009, has negatively impacted the ability to achieve the combined 2009-2010 energy savings targets. However, there is evidence that program participants are satisfied with their experiences with the programs. For example, a participant in the Energy Initiative – Mid-Sized Electric Program thanked National Grid for its work on an air compressor project and stated that

[1] Tetra Tech, *National Grid New York Upstate Small Business Services Energy Efficiency Program Process Evaluation Report—Final*, December 15, 2010.

the Company's energy efficiency programs help companies in New York stay competitive in the marketplace while helping the environment.

Although the energy savings for these programs will be delayed, National Grid is committed to achieving its share of the New York State 15 x 15 energy savings goals. The Company is utilizing its experiences and lessons learned to develop an infrastructure in upstate New York capable of building energy efficiency program momentum to achieve the Company's aggressive cumulative 2009-2011 energy savings targets.

The program costs and savings reported herein have been updated and do not in all cases agree with the results previously reported in the Company's 2010 monthly and quarterly scorecards. Although the Company's evaluation team audits energy efficiency program results in its tracking system, this audit is not always complete prior to the reporting deadline for the monthly scorecards. The quarterly reports are due 45 days after the quarter end, compared to monthly reports which are due 14 days after the month end. The additional time to prepare the quarterly reports allows the Company's quarterly scorecards to incorporate energy efficiency program results that have been audited by the Company's evaluation team. The annual reports are due 60 days after year end, which provides additional time to audit program results for accuracy.[2] In addition, for many programs, tracking systems were initially programmed to calculate savings in anticipation of the final Consolidated Technical Reference Manual to minimize program administration costs caused by multiple tracking systems changes. National Grid therefore needed to recalculate 2010 completed project savings based on the 2010 Technical References Manuals, which also changed savings results in many cases. The Company also conducted a rigorous review of program costs to ensure that any costs which were allocated across several programs were done so in an appropriate manner. Overall electric and gas program costs are approximately $820,000 and $170,000 higher, respectively, than reported in the fourth quarter 2010 report.

[2] National Grid sought and was granted an extension by the Secretary to March 15, 2011 for filing its 2010 Annual Reports.

A total of 26,695 customers participated in the Company's 2010 energy efficiency programs, comprised of 12,910 residential customers and 6,032 commercial and industrial ("C&I") customers in the electric efficiency programs and 7,587 residential customers and 166 C&I customers in the gas efficiency programs. For year-end 2010, the Company and its customers achieved corresponding annual electric and natural gas savings of 136,943,710 kWh and 2,691,647 therms, respectively.

## B. Report Organization

This report contains an overview of the 2010 electric energy efficiency programs followed by an overview of the 2010 gas energy efficiency programs. Appendices attached hereto present the name and issue date of the order approving each electric and gas energy efficiency program, as well the name and filing date of the implementation plan for each electric and gas energy efficiency program (*see* Appendix 1), annual scorecard reports of program performance in the format requested by Department of Public Service Staff ("Staff") (*see* Appendix 2), detailed savings calculations of each of the 2010 programs (*see* Appendix 3), detailed expenditures for each of the 2010 programs (*see* Appendix 4), a summary of 2010 target and actual expenditures, energy savings and participation for each of the 2010 programs (*see* Appendix 5) and summaries of energy efficiency program evaluations completed in 2010 (*see* Appendix 6).

# II. Overview of 2010 Electric Energy Efficiency Programs

## A. Residential High Efficiency Central Air Conditioning Program

### 1. Program Status

- Program implementation began on March 17, 2009.
- The program served 2,078 participants in 2010 and delivered 805,239 annual kWh savings or 1635% of the 2010 target and 713% of the combined 2009-2010 target.
- The Residential High Efficiency Central Air Conditioning Program (*i.e.*, electric HVAC program) closed on March 31, 2010 as the Company's proposal for a modified electric HVAC program in 2010-2011 was rejected by the Commission.
- National Grid communicated the program close date to our customers, contractors and vendors. In addition, the customer rebate application was updated on the Company's website, www.powerofaction.com.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

There were no changes to program implementation since the implementation plan was filed.

### 4. Customer Complaints and/or Disputes

National Grid is a defendant in a Small Claims Court case in Buffalo. The case was heard in February 2011 and a ruling is pending. National Grid has also been subpoenaed in another similar case to be heard at the end of the month. Both cases involve customers that have installed ground-source (geothermal) cooling equipment that was not eligible for rebate under the Company's electric HVAC program that ended March 31, 2010.

The electric HVAC program was intended to provide rebates for air-source equipment. Both of the customers suing National Grid had previously taken their complaints to the Commission as well as the New York State Office of the Attorney General. Both of these entities have sided with National Grid.

## 5. Changes to Subcontractors or Staffing

There are no changes to subcontractors or staffing.

## 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

National Grid began a process evaluation of this program in September 2009. Between September 2009 and January 2010, a logic model and surveys were developed, and program manager and implementation contractor in-depth interviews were completed. Since the Company's proposal for a modified electric HVAC program for 2010-2011 was rejected by the Commission and the program was closed on March 31, 2010, all remaining evaluation activities were suspended due to lack of funding.

## B. Energy*Wise* Electric Program

### 1. Program Status

- Program implementation began on December 11, 2009.
- The Company selected RISE Engineering (a division of Thielsch Engineering, Inc.) as its primary vendor to implement program services. The contract was executed on May 27, 2010.
- The program served 3,315 participants in 2010 and delivered 1,493,456 annual kWh savings or 115% of the 2010 target and 51% of the combined 2009 – 2011 target.
- The RISE Engineering call center staff was trained and all customer leads were forwarded to the appropriate engineering contractors.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- Project proposals have been designed and are being presented to building owners.
- Audits are being performed and projects completed to achieve the savings target.

### 4. Customer Complaints and/or Disputes

No customer complaints have been received.

### 5. Changes to Subcontractors or Staffing

- RISE Engineering is partnering with ICF International to provide some of the field services.
- RISE Engineering has trained additional auditors to meet the anticipated demand for customer audits.

### 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

The Company submitted a proposal for an Energy*Wise* Electric Program process evaluation to Staff in November 2010. After responding to several questions posed by Staff and their consultants, the Company is waiting for approval to begin.

## C. Electric Enhanced Home Sealing Incentives Program

### 1. Program Status

- Program implementation began on April 1, 2010.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- National Grid awarded the contract for program implementation services to Conservation Services Group, Inc. ("CSG") in August 2010. The contract was executed on December 7, 2010 after extensive meetings concerning the scope of work, deliverables, eligible participants, and standards for contractors.
- From the time the contract was awarded, National Grid program managers and CSG staff met regularly to develop a process that would meet program objectives.
- National Grid program managers have been identifying ways to deal with the number of health and safety violations that have caused audits to be halted until such issues have been resolved.
- The Company hosted Building Performance Institute ("BPI") training classes since such accreditation was required for the program. Field training and evaluation was conducted with each participating contractor upon entry into the program.
- E-mail blasts and bill inserts have been sent to targeted customers meeting the program eligibility requirements and most likely to participate.
- Marketing collateral has been distributed to participating contractors in an effort to stimulate customer participation.
- The Company's program managers have been appearing as featured speakers at trade organization events.
- A press release for upstate New York generated several articles in the press, in addition to radio and television interviews about the program.

## 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

## 5. Changes to Subcontractors or Staffing

- In 2010, National Grid instituted changes to the Company's policy regarding background checks for Level II contractors. As a result of this policy change, audits were halted until background checks of all contractors were completed in December 2010.

## 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

- National Grid anticipates that it will initiate a process evaluation of the Electric Enhanced Home Sealing Incentives Program once a sufficient number of audits have been completed.

## D. Residential ENERGY STAR® Electric Products and Recycling Program

### 1. Program Status

- Program implementation of Electric ENERGY STAR® Products began on April 1, 2010 and served 87 total customers consisting of 60 participants replacing windows and 27 participants installing thermostats.
- Program implementation of Refrigerator and Freezer Recycling began on July 1, 2010 after NYSERDA had completed a program also directed at refrigerator recycling. This component of the program recycled 7,430 refrigerators and freezers.
- The program delivered 7,887,549 annual kWhs savings or 84% of the 2010 target and 35% of the combined 2010-2011 target.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- Email blasts were sent to customers who were determined to be the primary target for the program.
- Window and home improvement contractors were informed about the program and rebate forms were mailed to them.
- The Refrigerator and Freezer Recycling Program conducted the following marketing activities:
    - Newspaper ads ran in over 15 newspapers across the state throughout the year
    - Television ads ran in the three major markets for upstate New York
    - Bill inserts were sent to electric customers
    - Direct mail pieces were sent to 31,459 residential electric customers residing in Syracuse, Rome, Watertown, Utica, Albany and Buffalo
    - E-mail blasts were sent to 61,000 electric customers in Buffalo
    - Kick-off press events were held in Albany, Buffalo and Syracuse

## 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

## 5. Changes to Subcontractors or Staffing

There are no changes to subcontractors or staffing.

## 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

The evaluation vendor, Tetra Tech, began a process evaluation of the Refrigerator and Freezer Recycling Program in October 2010. Data collection activities were finished by December 2010. The report should be completed in March 2011.

## E. Residential Building Practices and Demonstration Program

### 1. Program Status

- The Residential Building Practices and Demonstration Program was scheduled to begin in May 2010.
- Due to the issue of confidentiality of customer data, National Grid filed a petition on August 5, 2010 with the Commission asking for relief from the program performance goals.
- The Commission issued an order on December 3, 2010 addressing customer confidentiality issues and authorizing the Company to launch the program in April 2011.
- On January 21, 2011, the Company submitted a revised Implementation Plan and is awaiting Staff approval of the marketing elements of the plan.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- The Company's IT Department was engaged to develop the data necessary for program launch.

### 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

There are no changes to subcontractors or staffing.

### 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

National Grid will initiate a process evaluation of the Residential Building Practices and Demonstration Program once it has been in operation for at least six months.

## F. Small Business Services Energy Efficiency Program

### 1. Program Status

- Program implementation began on March 17, 2009.
- The program served 5,880 participants in 2010 and delivered 107,162,252 annual kWh savings or 116% of the 2010 target and 45% of the combined 2009-2011 target.
- Impressive results are in part due to availability of on-bill repayment of the participant's portion of the cost of the energy efficiency project, consistent with National Grid's New England affiliates experience implementing a similar program.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

The Company performed 7,644 audits through December 31, 2010, totaling $56.6 million worth of potential projects eligible for National Grid incentives of $36.9 million. The average project cost to date is $7,400.

### 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

National Grid initiated its Request for Proposal ("RFP") process for a material vendor for the Small Business Services Energy Efficiency Program in late 2009. The vendor selected for upstate New York is Munroe Distributing and their contract became effective July 1, 2010.

With the growing interest in the program, the three Regional Program Administrators ("RPAs") have continued to hire additional personnel to support the program demand and its goals.

## 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

The finalized process evaluation report was submitted to Staff in December 2010.

Summary of key results:

- The program has had an extremely effective roll-out with steadily increasing participation.
- The program's turn-key approach makes program implementation simple for small business customers and is an important driver for customer participation.
- The program's incentives and flexible financing options make the program highly effective.
- Customers overwhelmingly reported that the primary reason they participated in the program was to decrease energy costs.
- National Grid and its Small Business Services ("SBS") implementers have a positive relationship largely facilitated through an effective National Grid project manager as well as committed National Grid field staff.
- The ability of RPAs to hire local subcontractors or businesses, which is important to the communities in which they work, contributes to the program functioning well.
- The inefficiency of the pick-up or recycling process was a consistent source of dissatisfaction.
- Many National Grid staff identified the need to expand the marketing approach and to explore new strategies in order to meet aggressive program goals,
- Expanding eligible equipment available through the program was another consistently identified area for improvement.
- Both program staff interviewees and participant surveys indicate there is some confusion among the customer base between competing program offerings by NYSERDA, National Grid, and Energy Service Companies (ESCOs) that may be a barrier to participation in this program.
- Several RPAs say they found the data tracking system inflexible.

- Implementers noted they are struggling to hire qualified and experienced lighting auditors as the program grows.

Key recommendations:

- *Promptly recycle old equipment after project completion.* The Company is working to renegotiate its contract with the recycling vendor.
- *Educate internal staff on the SBS program and encourage collaboration and communication across internal and implementation staff.* The SBS program manager continually communicates with rest of implementation staff about program developments, including system enhancements and the addition of eligible measures.
- *Refine the data tracking software to be more effective for all National Grid and implementation staff.* Several enhancements have been implemented to improve the data tracking system specifically for the Small Business Services Energy Efficiency Program.
- *Explore new marketing strategies.* Marketing is developing enhanced marketing strategies which include mailings, advertising with chambers of commerce and testimonials.
- *Improve coordination of marketing activities.* This is part of Marketing's enhanced marketing strategy.
- *Analyze the effectiveness of marketing strategies.* Marketing now tracks the effect of marketing strategies; in addition, and enhancement has been made to the program data tracking system to assist this effort.
- *Explore ways to increase the programs close rate.* Current program close rates have improved to a rate consistent with similar programs in other states.
- *Provide formal training for the RPAs.* Implementation staff maintains open communications with RPAs and hosts live meetings to educate vendors about tracking system enhancements and marketing strategy efforts.

No recommendations have been rejected.

An impact evaluation is planned for this program in 2011. A scope of work is under development.

## G. Energy Initiative - Large Industrial Electric Program

### 1. Program Status

- Program implementation began on January 20, 2010.
- The program served 12 participants in 2010 and delivered 4,502,977 annual kWh savings or 20% of the 2010 target and 10% of the combined 2010-2011 target.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- The Company is working with technical services suppliers to analyze electric and gas projects in support of the Energy Initiative Programs. Many projects in the Energy Initiative Programs require evaluation of both gas and electric measures for customers.
- The Company continues to participate in joint utilities meetings to share strategies to bring the most cost-effective energy efficiency programs to customers.
- National Grid Account Managers and Commercial Energy Consultants continue to meet with: 1) large industrial accounts to discuss opportunities to save energy and implement energy efficiency opportunities; and 2) trade allies in each division to promote the program and the program benefits for both customers and suppliers.

### 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

- The Company finalized contracts with eight technical services suppliers to cover upstate New York in support of all approved electric and gas Energy Initiative programs. The suppliers selected offer a wide range of expertise.
- The Company hired three commercial energy consultants, two managers for the Upstate New York Energy Solutions Delivery team, and one technical support consultant.

## 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

A process evaluation is underway. A kick-off meeting for this effort was held during September 2010 and program staff and trade ally interviews were completed before the end of 2010.

## H. Energy Initiative – Mid-Sized Electric Program

### 1. Program Status

- Program implementation began on January 20, 2010.
- The program served 140 participants in 2010 and delivered 15,092,237 annual kWh savings or 15% of the 2010 target and 7% of the combined 2010-2011 target.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- The Company is working with technical services suppliers to analyze electric and gas projects in support of the Energy Initiative Programs. Many projects in the Energy Initiative Programs require evaluation of both gas and electric measures for customers.
- The Company continues to participate in joint utilities meetings to share strategies to bring the most cost-effective energy efficiency programs to customers.
- National Grid Account Managers and Energy Efficiency Consultants continue to meet with: 1) mid-sized commercial and industrial accounts to discuss opportunities to save energy and implement energy efficiency opportunities; and 2) trade allies in each division to promote the program and the program benefits for both customers and suppliers.
- National Grid and NYSERDA continue to work collaboratively visiting hospitals across the service territory promoting the "Energy Efficiency for Health" program.

### 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

- The Company hired three commercial energy consultants, two managers for the Upstate New York Energy Solutions Delivery team, and one technical support consultant.

## 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

A process evaluation is underway. A kick-off meeting for this effort was held during September and program staff and trade ally interviews were completed during 2010.

# III. Overview of 2010 Gas Energy Efficiency Programs

## A. Residential High-Efficiency Heating and Water Heating and Controls Program

### 1. Program Status

- Program implementation began on June 1, 2009.
- The program was overwhelmingly successful and served 5,607 participants in 2010 and delivered 1,698,299 annual therms savings or 559% of the 2010 target and 312% of the combined 2009-2011 target.
- Program funding was exhausted as of approximately mid-January 2010 and the program was suspended on April 6, 2010.
- The program received incremental funding in the Commission's June 24, 2010 order and was re-opened on September 27, 2010. The Company has tracked this activity separately under the Residential High-Efficiency Heating and Water Heating and Controls Program - Incremental.

### 2. Performance Relative to Key Goals

- See Appendix 2.

### 3. Program Implementation Activities

- There are no program implementation activities to report since program funding was exhausted in early 2010 due to extremely high customer demand and the program was suspended on April 6, 2010.

### 4. Customer Complaints and/or Disputes

- National Grid received a few customer complaints regarding the abrupt program suspension. A Company representative spoke with each customer explaining in detail the need for program suspension and provided the program manager's contact information for any further questions/concerns.

### 5. Changes to Subcontractors or Staffing

- There were no changes to staff, subcontractors or consultants.

## 6. Additional Issues

- There are no additional issues.

## 7. Process and Impact Evaluations

- National Grid is working with other program administrators through the Evaluation Advisory Group ("EAG") Joint Studies subcommittee to develop a statewide impact evaluation of the program using billing analysis.
- A final process evaluation report was submitted to Staff in December 2010.
- Summary of key results:
    - A majority of participants learned about the program from a contractor.
    - Trade allies believe the program and rebates are important tools for selling high-efficiency equipment, especially during the economic downturn.
    - Upstate New York participants rated the likelihood to purchase high-efficiency equipment without the rebate higher than downstate New York participants.
    - Most participants (87%) are unaware of NYSERDA rebates for similar equipment.
    - Federal tax credits are a confounding factor in understanding customer decision-making.
    - There is opportunity for improvement in rebate processing.
    - The tracking data required for savings calculations presents an additional administrative burden and decreases customer satisfaction due to delays caused by missing data.
    - Income, home ownership and building type differences seem to contribute to differences in program performance by territory.
    - Incentives are at the high end of incentives offered by similar programs across the U.S. (before incentives were lowered by the Commission's June 24, 2010 Order).
    - The efficiency levels of furnaces rebated through the program are among the lowest in the country (*i.e.*, 90% AFUE and greater); other programs are more commonly rebating a minimum efficiency level of 92% AFUE, with a number of utilities moving to a minimum efficiency level of 94% or 95% AFUE. The

inclusion of 90% AFUE furnaces in the program may yield lower net-to-gross ratios through higher free-ridership rates.

- Key recommendations to date that have been adopted:
    - *Continue to collaborate and maintain open communications with all program partners, especially when the suspension of program benefits is under consideration.* National Grid has maintained regular and frequent communication with implementation vendors.
    - *Establish and communicate clear protocols and procedures for implementation contractors.* Weekly meetings are held with the implementation contractor to communicate regarding program status and tracking.
    - *Continue to provide outreach, training, and education opportunities to trade allies.* Trade ally outreach and training activities have continued.
    - *Provide trade allies with additional tools to promote high-efficiency equipment.* National Grid is working to increase awareness and interest in BPI certification among contractors.
    - *Review the heating measures rebated and incentive values provided through the program by region in light of potential net-to-gross issues.* Lower incentives for selected measures were proposed and approved for a National Grid affiliate program in Long Island.
    - *Review and discuss data required to be tracked for the program.* This was performed in conjunction with tracking system development.
- Key recommendations to date that National Grid plans to adopt:
    - *Continue working with implementation contractors to identify new techniques to market to trade allies and complete a trade ally market assessment to identify any existing barriers.*
    - *Complete market analysis when establishing program goals to manage expectations and avoid suspension of program offerings.*
    - *Ensure any net-to-gross estimation techniques take into consideration the federal stimulus funded tax incentives.*
- Key recommendations to date that National Grid has chosen not to adopt and why:

- *Continue to promote the program through trade ally infrastructure, while increasing direct marketing to customers*. National Grid has not used direct marketing to customers due to the extraordinarily high level of demand.

## B. Residential High-Efficiency Heating and Water Heating and Controls Program - Incremental

### 1. Program Status

- The Residential High-Efficiency Heating and Water Heating and Controls Program received incremental funding in the Commission's June 24, 2010 order to re-open the program.
- Program implementation began on September 27, 2010.
- The program served 1,661 participants in 2010 and delivered 513,252 annual therms savings or 57% of 2010 target and 19% of the combined 2010-2011 target.

### 2. Performance Relative to Key Goals

- See Appendix 2.

### 3. Program Implementation Activities

- The Company met with contractors to announce the re-opening of the program and to educate them about the new rebate reservation system and itemized invoice requirements.
- The Company remitted rebates to all customers on the waiting list since suspending the Residential High-Efficiency and Water Heating and Controls Program on April 6, 2010. These rebates covered equipment installations that occurred in March, April and May 2010.
- The rebate reservation system has been a helpful tool to National Grid in managing the incentive budget and forecasting when the budget may be exhausted.
- The Company started a waiting list on November 16, 2010 because all of the 2010 funding has been committed through the rebate reservation system. The intent of the waiting list is to first allocate funds to those on the waiting list before processing 2011 program rebates. Rebates for all customers on the waiting list were processed by March 1, 2011. Remaining funding is being applied to 2011 installations.

## 4. Customer Complaints and/or Disputes

- National Grid is tracking the number of contractor complaints about the itemized invoice requirement and the volume of customer rebate applications which are received without an itemized invoice. The Company has met with Staff regarding these complaints, and Staff was going to meet with Staff counsel about this requirement and provide feedback. The Company continues to enforce this requirement while awaiting feedback from Staff.

## 5. Changes to Subcontractors or Staffing

- There have been no changes to staff, subcontractors or consultants.

## 6. Additional Issues

- There are no additional issues.

## 7. Process and Impact Evaluations

- National Grid is working with other program administrators through the EAG Joint Studies subcommittee to develop a statewide impact evaluation of the program using billing analysis.

## C. Energy*Wise* Gas Program

### 1. Program Status

- Program implementation began on December 11, 2009.
- The Company selected RISE Engineering (a division of Thielsch Engineering, Inc.) as its primary vendor to implement program services. The contract was executed on May 27, 2010.
- The program served 61 participants in 2010 and delivered 10,152 annual therms savings or 6% of 2010 target and 3% of the combined 2009-2011 target.
- The RISE Engineering call center staff was trained and all customer leads have been forwarded to their engineering staff.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- Project proposals have been designed and are being presented to building owners.
- Four hundred twenty-five audits were performed, with only 205 projects eligible for the program. The other 225 projects were not eligible since the gas heating or domestic hot water heaters were master metered. Of the eligible projects, 88 were completed with gas measures installed. However, only 24 projects could be invoiced during 2010 due to problems with the Company's tracking system. All such problems have been resolved.

### 4. Customer Complaints and/or Disputes

No customer complaints have been received.

### 5. Changes to Subcontractors or Staffing

- RISE Engineering is partnering with ICF International to provide some of the field services.
- RISE Engineering has trained additional auditors to meet the anticipated demand for customer audits.

## 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

The Company submitted a proposal for an Energy*Wise* Gas Program process evaluation to Staff in November 2010. After responding to several questions posed by Staff and their consultants, the Company is waiting for approval to begin.

.

## D. Gas Enhanced Home Sealing Incentives Program

### 1. Program Status

- Program implementation began on April 1, 2010
- The program completed 30 audits, with air sealing, which will be billed in 2011.
- There were 2,875 customer inquiries regarding the program.

### 2. Performance Relative to Key Goals

- See Appendix 2.

### 3. Program Implementation Activities

- National Grid awarded the contract for program implementation services to Conservation Services Group, Inc. ("CSG") in August 2010. The contract was executed on December 7, 2010 after extensive meetings concerning the scope of work, deliverables, eligible participants, and standards for contractors.
- From the time the contract was awarded, National Grid program managers and CSG staff met regularly to develop a process that would meet program objectives.
- National Grid program managers have been identifying ways to deal with the number of health and safety violations that have caused audits to be halted until these issues were resolved.
- The Company has hosted Building Performance Institute ("BPI") training classes since such accreditation was required for the program. Field training and evaluation was conducted with each participating contractor upon entry into the program.
- E-mail blasts and bill inserts have been sent to targeted customers meeting the program eligibility requirements and most likely to participate.
- Marketing collateral has been distributed to participating contractors in an effort to stimulate customer participation.
- The Company's program managers have been appearing as featured speakers at trade organization events.
- A press release for upstate New York generated several articles in the press, in addition to radio and television interviews about the program.

## 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

## 5. Changes to Subcontractors or Staffing

- In 2010, National Grid instituted changes to the Company's policy regarding background checks for Level II contractors. As a result of this policy change, audits were halted until background checks of all contractors were completed in December 2010.

## 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

National Grid anticipates that it will initiate a process evaluation of the Gas Enhanced Home Sealing Incentives Program once a sufficient number of audits have been completed.

## E. Residential ENERGY STAR® Gas Products Program

### 1. Program Status

- Program implementation began on April 1, 2010.
- The program served 258 participants in 2010, consisting of 168 participants replacing windows and 90 participants installing thermostats.
- The program delivered 14,251 annual therms savings or 41% of 2010 target and 17% of the combined 2010-2011 target.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- Email blasts were sent to customers who were determined to be the primary target for the program.
- Window and home improvement contractors were informed about the program and rebate forms mailed to them.

### 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

There are no changes to subcontractors or staffing.

### 6. Additional Issues

There are no additional issues.

### 7. Process and Impact Evaluations

National Grid anticipates that it will initiate a process evaluation of the Residential ENERGY STAR® Gas Products Program once the participant level has reached a critical. mass.

## F. Residential Building Practices and Demonstration Program

### 1. Program Status

- The Residential Building Practices and Demonstration Program was scheduled to begin in May 2010.
- Due to the issue of confidentiality of customer data, National Grid filed a petition on August 5, 2010 with the Commission asking for relief from the program performance goals.
- The Commission issued an order on December 3, 2010 addressing customer confidentiality issues and authorizing the Company to launch the Program in April 2011.
- On January 21, 2011, the Company submitted a revised Implementation Plan and is awaiting Staff approval of the marketing elements of the plan.

### 2. Performance Relative to Key Goals

See Appendix 2.

### 3. Program Implementation Activities

- The Company's IT Department was engaged to develop the data necessary for program launch.

### 4. Customer Complaints and/or Disputes

There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

There are no changes to subcontractors or staffing.

### 6. Additional Issues

There are no additional issues.

## 7. Process and Impact Evaluations

National Grid will initiate a process evaluation of the Residential Building Practices and Demonstration Program once it has been in operation for at least six months

## G. Energy Initiative - Large Industrial Gas Program

### 1. Program Status

- Program implementation began on January 20, 2010.
- No results are reported for 2010 due to long project timelines (6 – 18 months).
- Approximately 15 custom projects are at various stages of development.

### 2. Performance Relative to Key Goals

- See Appendix 2.

### 3. Program Implementation Activities

- The Company is working with technical services suppliers to analyze gas projects in support of the Energy Initiative Programs.
- The Company continues to participate in joint utilities meetings to share strategies to bring the most cost-effective energy efficiency programs to customers.
- Gas combustion controls were marketed to target customers, which includes large gas customers with industrial-sized boilers.
- Corporate marketing staff is developing implementation tactics for 2011 to promote electric and gas energy efficiency programs to commercial and industrial customers.

### 4. Customer Complaints and/or Disputes

- There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

- The Company finalized contracts with eight technical services suppliers to cover upstate New York in support of all approved electric and gas Energy Initiative Programs. The suppliers selected offer a wide range of expertise.
- The Company hired two commercial energy consultants and two managers for the Upstate New York Energy Solutions Delivery team.

### 6. Additional Issues

- There are no additional issues.

## 7. Process and Impact Evaluations

- A process evaluation is underway. A kick-off meeting for this effort was held in September 2010. Program staff and trade ally interviews were completed during 2010.

## H. Energy Initiative – Mid-Sized Gas Program

### 1. Program Status

- Program implementation began on February 1, 2010.
- The program served 35 participants in 2010 and delivered 295,041 annual therms savings or 87% of 2010 target and 39% of the combined 2010-2011 target.
- On September 7, 2010, the Company submitted a proposal to Staff to move $275,000 from the 2010 Commission-approved budget of the Energy Initiative - Mid-Sized Gas Program to the Commercial High-Efficiency Heating and Water Heating Program. The Company received approval for this proposal on November 15, 2010.

### 2. Performance Relative to Key Goals

- See Appendix 2.

### 3. Program Implementation Activities

- The Company is working with technical services suppliers to analyze gas projects in support of the Energy Initiative Programs.
- The Company continues to participate in joint utilities meetings to share strategies to bring the most cost-effective energy efficiency programs to customers.
- National Grid Account Managers and Energy Efficiency Consultants continue to meet with customers and trade allies in each division to promote the program.
- National Grid and NYSERDA continue to work collaboratively, visiting hospitals across the service territory for the "*Energy Efficiency for Health*" program.

### 4. Customer Complaints and/or Disputes

- There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

- The Company finalized contracts with eight technical services suppliers to support all approved electric and gas Energy Initiative Programs.
- The Company hired two commercial energy consultants and two managers for the Upstate New York Energy Solutions Delivery team.

## 6. Additional Issues

- There are no additional issues.

## 7. Process and Impact Evaluations

- A process evaluation is underway. A kick-off meeting for this effort was held during September and program staff and trade ally interviews were completed during 2010.

## I. Commercial High Efficiency Heating and Water Heating Program

### 1. Program Status

- Program implementation began on May 1, 2010.
- The program served 131 participants in 2010 and delivered 160,652 annual therms savings or 61% of 2010 savings target and 31% of the combined 2010-2011 target. The variance of these results from those reported in the Company's 2010 monthly and quarterly reports is due to errors in the tracking system that were recently discovered and corrected.
- On September 7, 2010, the Company submitted a proposal to Staff to move $275,000 from the 2010 Commission-approved budget of the Energy Initiative - Mid-Sized Gas Program to the Commercial High-Efficiency Heating and Water Heating Program in order to meet anticipated demand. The Company received approval for this proposal on November 15, 2010.
- On Nov 19, 2010, National Grid submitted a request to Staff to lower incentives by 20% for 2011. Approval was received on January 21, 2011.

### 2. Performance Relative to Key Goals

- See Appendix 2.

### 3. Program Implementation Activities

- The Company participates in joint utilities meetings to share strategies to bring the most cost-effective energy efficiency programs to customers.

### 4. Customer Complaints and/or Disputes

- There are no customer complaints or disputes to report.

### 5. Changes to Subcontractors or Staffing

- The Company hired two commercial energy consultants and two managers for the Upstate New York Energy Solutions Delivery team.

## 6. Additional Issues

- There are no additional issues.

## 7. Process and Impact Evaluations

- National Grid plans to begin a process evaluation of the program in early 2011.

# Appendix 1 2010 Program Orders and Implementation Plans

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Electric Program Orders and Implementation Plans**

| Program | Commission Order Approval | Implementation Plan |
|---|---|---|
| Residential High Efficiency Central Air Conditioning | ORDER APPROVING "FAST TRACK" UTILITY-ADMINISTERED ELECTRIC ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective January 16, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1014 Expedited Fast Track Electric Energy Efficiency Programs Implementation Plans March 17, 2009 |
| Energy*Wise* Electric Program | ORDER APPROVING MULTIFAMILY ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective July 27, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1133 Energy*Wise* Program Implementation Plan September 26, 2009 |
| Energy*Wise* Electric Program (Updated) | ORDER ON REHEARING GRANTING PETITION FOR REHEARING (Issued and Effective April 19, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1133 Energy*Wise* Program Revised Implementation Plan June 18, 2010 |
| Electric Enhanced Home Sealing Incentives Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL; RESIDENTIAL; AND LOW-INCOME RESIDENTIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective January 4, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1133 Electric Enhanced Home Sealing Incentives Program Implementation Plan March 4, 2010 |
| Residential Building Practices and Demonstration Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL; RESIDENTIAL; AND LOW-INCOME RESIDENTIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective January 4, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1133 Residential Building Practices and Demonstration Program Implementation Plan March 4, 2010 |
| Residential Building Practices and Demonstration Program (Updated) | ORDER ON REHEARING GRANTING PETITION FOR REHEARING (Issued and Effective December 3, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1133 Residential Building Practices and Demonstration Program Implementation Plan January 21, 2011 |
| Residential ENERGY STAR® Electric Products and Recycling Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL; RESIDENTIAL; AND LOW-INCOME RESIDENTIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective January 4, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1133 Residential ENERGY STAR® Electric Products and Recycling Program Implementation Plan March 4, 2010 |
| Small Business Services Energy Efficiency Program | ORDER APPROVING "FAST TRACK" UTILITY-ADMINISTERED ELECTRIC ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective January 16, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1014 Expedited Fast Track Electric Energy Efficiency Programs Implementation Plans March 17, 2009 |
| Energy Initiative - Large Industrial Electric Program | ORDER APPROVING CERTAIN LARGE INDUSTRIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS AND REJECTING OTHERS (Issued and Effective August 24, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1133 Energy Initiative – Large Industrial Electric Program Implementation Plan October 23, 2009 |
| Energy Initiative - Mid-Sized Electric Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective October 23, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-E-1133 Energy Initiative – Mid-Sized Electric Program Implementation Plan December 22, 2009 |

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Gas Program Orders and Implementation Plans**

| Program | Commission Order Approval | Implementation Plan |
|---|---|---|
| Residential High-Efficiency Heating and Water Heating and Controls Program | ORDER APPROVING "FAST TRACK" UTILITY-ADMINISTERED GAS ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective April 9, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-G-1015 Residential High-Efficiency Heating and Water Heating and Controls Program Revised Implementation Plan June 8, 2009 |
| Residential High-Efficiency Heating and Water Heating and Controls Program - Incremental | 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) | Niagara Mohawk Power Corporation d/b/a National Grid Case 08-G-1015 Residential High-Efficiency Heating and Water Heating and Controls Program Revised Implementation Plan August 23, 2010 |
| Energy*Wise* Gas Program | ORDER APPROVING MULTIFAMILY ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective July 27, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case Case 09-G-0363 Energy*Wise* Program Revised Implementation Plan June 18, 2010 |
| Gas Enhanced Home Sealing Incentives Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL; RESIDENTIAL; AND LOW-INCOME RESIDENTIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective January 4, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 09-G-0363 Gas Enhanced Home Sealing Incentives Program Implementation Plan March 4, 2010 |
| Residential Building Practices and Demonstration Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL; RESIDENTIAL; AND LOW-INCOME RESIDENTIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective January 4, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 09-G-0363 Gas Enhanced Home Sealing Incentives Program Implementation Plan March 4, 2010 |
| Residential Building Practices and Demonstration Program (Updated) | ORDER ON REHEARING GRANTING PETITION FOR REHEARING (Issued and Effective December 3, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 09-G-0363 Residential Building Practices and Demonstration Program Implementation Plan January 21, 2011 |
| Residential ENERGY STAR® Gas Products Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL; RESIDENTIAL; AND LOW-INCOME RESIDENTIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective January 4, 2010) | Niagara Mohawk Power Corporation d/b/a National Grid Case 09-G-0363 Residential ENERGY STAR® Gas Products Program Implementation Plan March 4, 2010 |
| Energy Initiative - Mid-Sized Gas Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS (Issued and Effective October 23, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 09-G-0363 Energy Initiative – Mid-Sized Gas Program Implementation Plan December 22, 2009 |
| Energy Initiative - Large Industrial Gas Program | ORDER APPROVING CERTAIN LARGE INDUSTRIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS AND REJECTING ANOTHER (Issued and Effective September 18, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 09-G-0363 Energy Initiative – Large Industrial Gas Program Implementation Plan November 17, 2009 |
| Energy Initiative - Large Industrial Gas Program | ERRATA NOTICE (Issued December 28, 2009) | |
| Commercial High Efficiency Heating and Water Heating Program | ORDER APPROVING CERTAIN COMMERCIAL AND INDUSTRIAL CUSTOMER ENERGY EFFICIENCY PROGRAMS WITH MODIFICATIONS AND ADDRESSING INDEPENDENT PROGRAM ADMINISTRATOR FILINGS (Issued and Effective November 13, 2009) | Niagara Mohawk Power Corporation d/b/a National Grid Case 09-G-0363 Commercial High Efficiency Heating and Water Heating Program Implementation Plan January 29, 2010 |

# Appendix 2 Annual Scorecard Reports

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **year** | 2010 Annual Report |
| **Filing** | Expedited Fast Track Electric Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDEA01 |
| **Program Name** | Residential High Efficiency Central Air Conditioning Program |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | 805,239 |
| Net first-year annual kWh Goal | 49,250 |
| Percent of annual Net kWh Goal Acquired | 1635% |
| | |
| Net Peak[2] kW acquired this year | 603 |
| Utility Net Peak kW Goal | 40 |
| Percent of annual Peak kW Goal Acquired | 1509% |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | - |
| Percent of annual Therm Goal Acquired | |
| | |
| Net Lifecycle kWh acquired this year | 7,257,006 |
| | |
| Net Lifecycle therms acquired this year | - |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | 1,513,167 |
| Net first-year annual kWh acquired to date as a percent of annual goal | 713% |
| Net first-year annual kWh acquired to date as a percent of 3-year goal | 713% |
| Net cumulative kWh acquired to date | 2,221,095 |
| | |
| Net utility peak kW reductions acquired to date | 1,011 |
| Net utility peak kW reductions acquired to date as a percent of utility annua | 633% |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | 633% |
| Net NYISO peak kW reductions acquired to date | 1,419 |
| | |
| Net first-year annual therms acquired to date | - |
| Net first-year annual therms acquired to date as a percent of annual goal | 0% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 0% |
| Net cumulative therms acquired to date | - |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | 17,938,306 |
| Net Lifecycle therms acquired to date | - |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **year** | 2010 Annual Report | |
| **Filing** | Expedited Fast Track Electric Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDEA01 | |
| **Program Name** | Residential High Efficiency Central Air Conditioning Program | |
| **Program Type** | Residential Rebate | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | 805,239 |
| Net utility peak kW acquired & committed this year | | 603 |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 768,600 |
| Administrative costs | $ | 52,625 |
| Program Planning | $ | 362 |
| Marketing costs | $ | 84,115 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 725,066 |
| Direct Program Implementation | $ | 147,029 |
| Evaluation | $ | 2,373 |
| Total expenditures to date | $ | 2,257,279 |
| Percent of total budget spent to date | | 294% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 5,988 |
| Number of program applications *processed* to date[4] | | 5,988 |
| Number of processed applications *approved* to date[5] | | 6,228 |
| Percent of applications received to date that have been processed | | 100% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 757 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 1,111 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4] 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."

[5] 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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | Expedited Fast Track Electric Energy Efficiency Programs |

| | |
|---|---|
| **Program Administrator (PA) and Program ID** | NGRIDEC01 |
| **Program Name** | Small Business Services Energy Efficiency Program |
| **Program Type** | Commercial Retrofit |

| **Acquired Impacts This year** | |
|---|---|
| Net first-year annual kWh[1] acquired this year | 107,162,252 |
| Net first-year annual kWh Goal | 92,275,164 |
| Percent of annual Net kWh Goal Acquired | 116% |
| | |
| Net Peak[2] kW acquired this year | 31,993 |
| Utility Net Peak kW Goal | 21,463 |
| Percent of annual Peak kW Goal Acquired | 149% |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | - |
| Percent of annual Therm Goal Acquired | |
| | |
| Net Lifecycle kWh acquired this year | 1,489,055,047 |
| | |
| Net Lifecycle therms acquired this year | - |

| **Net Other annual Savings (MMBTUs) Acquired** | |
|---|---|
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |

| **Total Acquired Net First-Year Impacts To Date** | |
|---|---|
| Net first-year annual kWh acquired to date | 114,380,497 |
| Net first-year annual kWh acquired to date as a percent of annual goal | 71% |
| Net first-year annual kWh acquired to date as a percent of 3-year goal | 45% |
| Net cumulative kWh acquired to date | 121,598,742 |
| | |
| Net utility peak kW reductions acquired to date | 34,235 |
| Net utility peak kW reductions acquired to date as a percent of utility annua | 91% |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | 58% |
| Net NYISO peak kW reductions acquired to date | 36,476 |
| | |
| Net first-year annual therms acquired to date | - |
| Net first-year annual therms acquired to date as a percent of annual goal | 0% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 0% |
| Net cumulative therms acquired to date | - |

| **Total Acquired Lifecycle Impacts To Date** | |
|---|---|
| Net Lifecycle kWh acquired to date | 1,579,813,354 |
| Net Lifecycle therms acquired to date | - |

| **Committed[3] Impacts (not yet acquired) This year** | |
|---|---|
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | Expedited Fast Track Electric Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDEC01 | |
| **Program Name** | Small Business Services Energy Efficiency Program | |
| **Program Type** | Commercial Retrofit | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | 107,162,252 |
| Net utility peak kW acquired & committed this year | | 31,993 |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 43,068,703 |
| Administrative costs | $ | 447,225 |
| Program Planning | $ | 43,082 |
| Marketing costs | $ | 309,556 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 40,351,466 |
| Direct Program Implementation | $ | 15,468 |
| Evaluation | $ | 136,281 |
| Total expenditures to date | $ | 44,333,728 |
| Percent of total budget spent to date | | 103% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 7,644 |
| Number of program applications processed to date[4] | | 2,412 |
| Number of processed applications approved to date[5] | | 6,604 |
| Percent of applications received to date that have been processed | | 32% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 57,190 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 60,799 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |

| | |
|---|---|
| **Program Administrator (PA) and Program ID** | NGRIDEA02 |
| **Program Name** | Energy*Wise* Electric Program |
| **Program Type** | Multifamily Retrofit |

| **Acquired Impacts This year** | |
|---|---|
| Net first-year annual kWh[1] acquired this year | 1,493,456 |
| Net first-year annual kWh Goal | 1,302,981 |
| Percent of annual Net kWh Goal Acquired | 115% |
| | |
| Net Peak[2] kW acquired this year | 299 |
| Utility Net Peak kW Goal | 648 |
| Percent of annual Peak kW Goal Acquired | 46% |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | - |
| Percent of annual Therm Goal Acquired | |
| | |
| Net Lifecycle kWh acquired this year | 11,679,531 |
| | |
| Net Lifecycle therms acquired this year | - |

| **Net Other annual Savings (MMBTUs) Acquired** | |
|---|---|
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |

| **Total Acquired Net First-Year Impacts To Date** | |
|---|---|
| Net first-year annual kWh acquired to date | 1,493,456 |
| Net first-year annual kWh acquired to date as a percent of annual goal | 92% |
| Net first-year annual kWh acquired to date as a percent of 3-year goal | 51% |
| Net cumulative kWh acquired to date | 1,493,456 |
| | |
| Net utility peak kW reductions acquired to date | 299 |
| Net utility peak kW reductions acquired to date as a percent of utility annua | 37% |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | 21% |
| Net NYISO peak kW reductions acquired to date | 299 |
| | |
| Net first-year annual therms acquired to date | - |
| Net first-year annual therms acquired to date as a percent of annual goal | 0% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 0% |
| Net cumulative therms acquired to date | - |

| **Total Acquired Lifecycle Impacts To Date** | |
|---|---|
| Net Lifecycle kWh acquired to date | 11,679,531 |
| Net Lifecycle therms acquired to date | - |

| **Committed[3] Impacts (not yet acquired) This year** | |
|---|---|
| Net First-year annual kWh committed this year | 2,588,014 |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDEA02 | |
| **Program Name** | Energy*Wise* Electric Program | |
| **Program Type** | Multifamily Retrofit | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | 528,877 |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | 4,081,470 |
| Net utility peak kW acquired & committed this year | | 299 |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 1,269,183 |
| Administrative costs | $ | 117,224 |
| Program Planning | $ | 5,526 |
| Marketing costs | $ | 30,665 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 340,544 |
| Direct Program Implementation | $ | 100,348 |
| Evaluation | $ | 16,152 |
| Total expenditures to date | $ | 610,458 |
| Percent of total budget spent to date | | 48% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 3 |
| Number of program applications processed to date[4] | | 3 |
| Number of processed applications approved to date[5] | | 3,429 |
| Percent of applications received to date that have been processed | | 100% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 747 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 747 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |

| | |
|---|---|
| **Program Administrator (PA) and Program ID** | NGRIDEC02 |
| **Program Name** | Energy Initiative - Large Industrial Electric Program |
| **Program Type** | Commercial Retrofit |

| **Acquired Impacts This year** | |
|---|---|
| Net first-year annual kWh[1] acquired this year | 4,502,977 |
| Net first-year annual kWh Goal | 22,930,043 |
| Percent of annual Net kWh Goal Acquired | 20% |
| | |
| Net Peak[2] kW acquired this year | 3,052 |
| Utility Net Peak kW Goal | 3,797 |
| Percent of annual Peak kW Goal Acquired | 80% |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | - |
| Percent of annual Therm Goal Acquired | |
| | |
| Net Lifecycle kWh acquired this year | 65,205,578 |
| | |
| Net Lifecycle therms acquired this year | - |

| **Net Other annual Savings (MMBTUs) Acquired** | |
|---|---|
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |

| **Total Acquired Net First-Year Impacts To Date** | |
|---|---|
| Net first-year annual kWh acquired to date | 4,502,977 |
| Net first-year annual kWh acquired to date as a percent of annual goal | 20% |
| Net first-year annual kWh acquired to date as a percent of 3-year goal | 10% |
| Net cumulative kWh acquired to date | 4,502,977 |
| | |
| Net utility peak kW reductions acquired to date | 3,052 |
| Net utility peak kW reductions acquired to date as a percent of utility annua | 80% |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | 40% |
| Net NYISO peak kW reductions acquired to date | 3,052 |
| | |
| Net first-year annual therms acquired to date | - |
| Net first-year annual therms acquired to date as a percent of annual goal | 0% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 0% |
| Net cumulative therms acquired to date | - |

| **Total Acquired Lifecycle Impacts To Date** | |
|---|---|
| Net Lifecycle kWh acquired to date | 65,205,578 |
| Net Lifecycle therms acquired to date | - |

| **Committed[3] Impacts (not yet acquired) This year** | |
|---|---|
| Net First-year annual kWh committed this year | 4,993,000 |
| Net Lifecycle kWh committed this year | 59,916,000 |
| Net Utility Peak kW committed this year | 3,282 |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDEC02 | |
| **Program Name** | Energy Initiative - Large Industrial Electric Program | |
| **Program Type** | Commercial Retrofit | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | 602,356 |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | 9,495,977 |
| Net utility peak kW acquired & committed this year | | 6,334 |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 6,578,312 |
| Administrative costs | $ | 1,076,546 |
| Program Planning | $ | 14,750 |
| Marketing costs | $ | 38,522 |
| Trade Ally Training | $ | 10,000 |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 570,949 |
| Direct Program Implementation | $ | - |
| Evaluation | $ | 75,896 |
| Total expenditures to date | $ | 1,786,662 |
| Percent of total budget spent to date | | 27% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 16 |
| Number of program applications processed to date[4] | | 15 |
| Number of processed applications approved to date[5] | | 12 |
| Percent of applications received to date that have been processed | | 94% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 2,251 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 2,251 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDEC03 |
| **Program Name** | Energy Initiative - Mid-Sized Electric Program |
| **Program Type** | Commercial Retrofit |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | 15,092,237 |
| Net first-year annual kWh Goal | 101,083,000 |
| Percent of annual Net kWh Goal Acquired | 15% |
| | |
| Net Peak[2] kW acquired this year | 5,471 |
| Utility Net Peak kW Goal | 11,539 |
| Percent of annual Peak kW Goal Acquired | 47% |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | - |
| Percent of annual Therm Goal Acquired | |
| | |
| Net Lifecycle kWh acquired this year | 210,262,109 |
| | |
| Net Lifecycle therms acquired this year | - |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | 15,092,237 |
| Net first-year annual kWh acquired to date as a percent of annual goal | 15% |
| Net first-year annual kWh acquired to date as a percent of 3-year goal | 7% |
| Net cumulative kWh acquired to date | 15,092,237 |
| | |
| Net utility peak kW reductions acquired to date | 5,471 |
| Net utility peak kW reductions acquired to date as a percent of utility annua | 47% |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | 24% |
| Net NYISO peak kW reductions acquired to date | 5,471 |
| | |
| Net first-year annual therms acquired to date | - |
| Net first-year annual therms acquired to date as a percent of annual goal | 0% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 0% |
| Net cumulative therms acquired to date | - |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | 210,262,109 |
| Net Lifecycle therms acquired to date | - |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | 16,232,000 |
| Net Lifecycle kWh committed this year | 194,784,000 |
| Net Utility Peak kW committed this year | 6,142 |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDEC03 | |
| **Program Name** | Energy Initiative - Mid-Sized Electric Program | |
| **Program Type** | Commercial Retrofit | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | 2,393,466 |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | 31,324,237 |
| Net utility peak kW acquired & committed this year | | 11,613 |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 16,664,684 |
| Administrative costs | $ | 1,549,795 |
| Program Planning | $ | 14,750 |
| Marketing costs | $ | 84,970 |
| Trade Ally Training | $ | 23,595 |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 2,312,262 |
| Direct Program Implementation | $ | 1,823 |
| Evaluation | $ | 94,851 |
| Total expenditures to date | $ | 4,082,047 |
| Percent of total budget spent to date | | 24% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 180 |
| Number of program applications processed to date[4] | | 162 |
| Number of processed applications approved to date[5] | | 152 |
| Percent of applications received to date that have been processed | | 90% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 7,546 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 7,546 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDEA03 |
| **Program Name** | Electric Enhanced Home Sealing Incentives Program |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | 3,067,537 |
| Percent of annual Net kWh Goal Acquired | 0% |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | 135 |
| Percent of annual Peak kW Goal Acquired | 0% |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | - |
| Percent of annual Therm Goal Acquired | |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | - |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| Net first-year annual kWh acquired to date as a percent of annual goal | 0% |
| Net first-year annual kWh acquired to date as a percent of 3-year goal | 0% |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | 0% |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired 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% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | |
| Net cumulative therms acquired to date | - |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | - |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDEA03 | |
| **Program Name** | Electric Enhanced Home Sealing Incentives Program | |
| **Program Type** | Residential Rebate | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 1,880,400 |
| Administrative costs | $ | 57,699 |
| Program Planning | $ | 5,386 |
| Marketing costs | $ | 37,911 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | - |
| Direct Program Implementation | $ | 89,215 |
| Evaluation | $ | 12,765 |
| Total expenditures to date | $ | 202,975 |
| Percent of total budget spent to date | | 11% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | - |
| Number of program applications processed to date[4] | | - |
| Number of processed applications approved to date[5] | | - |
| Percent of applications received to date that have been processed | | |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | - |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | - |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDEA05 |
| **Program Name** | Residential ENERGY STAR® Electric Products and Recycling Program |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | 7,887,549 |
| Net first-year annual kWh Goal | 9,368,116 |
| Percent of annual Net kWh Goal Acquired | 84% |
| | |
| Net Peak[2] kW acquired this year | 990 |
| Utility Net Peak kW Goal | 1,009 |
| Percent of annual Peak kW Goal Acquired | 98% |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | - |
| Percent of annual Therm Goal Acquired | |
| | |
| Net Lifecycle kWh acquired this year | 63,574,936 |
| | |
| Net Lifecycle therms acquired this year | - |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | 7,887,549 |
| Net first-year annual kWh acquired to date as a percent of annual goal | 84% |
| Net first-year annual kWh acquired to date as a percent of 3-year goal | 35% |
| Net cumulative kWh acquired to date | 7,887,549 |
| | |
| Net utility peak kW reductions acquired to date | 990 |
| Net utility peak kW reductions acquired to date as a percent of utility annua | 98% |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired to date | 990 |
| | |
| Net first-year annual therms acquired to date | - |
| Net first-year annual therms acquired to date as a percent of annual goal | 0% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | |
| Net cumulative therms acquired to date | - |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | 63,574,936 |
| Net Lifecycle therms acquired to date | - |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDEA05 | |
| **Program Name** | Residential ENERGY STAR® Electric Products and Recycling Program | |
| **Program Type** | Residential Rebate | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | 7,887,549 |
| Net utility peak kW acquired & committed this year | | 990 |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 3,870,000 |
| Administrative costs | $ | 143,094 |
| Program Planning | $ | 5,764 |
| Marketing costs | $ | 175,024 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 321,034 |
| Direct Program Implementation | $ | 615,446 |
| Evaluation | $ | 108,102 |
| Total expenditures to date | $ | 1,368,465 |
| Percent of total budget spent to date | | 35% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 5,039 |
| Number of program applications processed to date[4] | | 5,039 |
| Number of processed applications approved to date[5] | | 8,115 |
| Percent of applications received to date that have been processed | | 100% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 3,944 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 3,944 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4] 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 ener

[5] 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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDEA04 |
| **Program Name** | Residential Building Practices and Demonstration Program |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | 9,720,000 |
| Percent of annual Net kWh Goal Acquired | 0% |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | 135 |
| Percent of annual Peak kW Goal Acquired | 0% |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | - |
| Percent of annual Therm Goal Acquired | |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | - |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| Net first-year annual kWh acquired to date as a percent of annual goal | 0% |
| Net first-year annual kWh acquired to date as a percent of 3-year goal | 0% |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | 0% |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired 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% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | |
| Net cumulative therms acquired to date | - |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | - |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDEA04 | |
| **Program Name** | Residential Building Practices and Demonstration Program | |
| **Program Type** | Residential Rebate | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 541,981 |
| Administrative costs | $ | 42,292 |
| Program Planning | $ | 5,374 |
| Marketing costs | $ | - |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 64,713 |
| Direct Program Implementation | $ | - |
| Evaluation | $ | 13,418 |
| Total expenditures to date | $ | 125,797 |
| Percent of total budget spent to date | | 23% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | - |
| Number of program applications processed to date[4] | | - |
| Number of processed applications approved to date[5] | | - |
| Percent of applications received to date that have been processed | | |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | - |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | - |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | Expedited Fast Track Gas Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDGA01 |
| **Program Name** | Residential High-Efficiency Heating and Water Heating and Controls Program |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| | |
| Net First-year annual therms acquired this year | 1,698,299 |
| Annual Net Therm Goal | 303,851 |
| Percent of annual Therm Goal Acquired | 559% |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | 35,507,497 |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired to date | - |
| | |
| Net first-year annual therms acquired to date | 2,373,315 |
| Net first-year annual therms acquired to date as a percent of annual goal | 521% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 312% |
| Net cumulative therms acquired to date | 3,048,331 |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | 48,241,539 |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | Expedited Fast Track Gas Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGA01 | |
| **Program Name** | Residential High-Efficiency Heating and Water Heating and Controls Program | |
| **Program Type** | Residential Rebate | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | 1,698,299 |
| | | |
| **Costs** | | |
| Total program budget | $ | 1,259,014 |
| Administrative costs | $ | 149,156 |
| Program Planning | $ | 1,883 |
| Marketing costs | $ | 34,780 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 3,339,291 |
| Direct Program Implementation | $ | 198,317 |
| Evaluation | $ | 24,178 |
| Total expenditures to date | $ | 5,532,010 |
| Percent of total budget spent to date | | 439% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 13,822 |
| Number of program applications processed to date[4] | | 13,822 |
| Number of processed applications approved to date[5] | | 9,657 |
| Percent of applications received to date that have been processed | | 100% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 13,884 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 17,833 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4] 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."

[5] 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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDGA04 |
| **Program Name** | Energy*Wise* Gas Program |
| **Program Type** | Multifamily Retrofit |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| | |
| Net First-year annual therms acquired this year | 10,152 |
| Annual Net Therm Goal | 158,760 |
| Percent of annual Therm Goal Acquired | 6% |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | 127,620 |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired to date | - |
| | |
| Net first-year annual therms acquired to date | 10,152 |
| Net first-year annual therms acquired to date as a percent of annual goal | 4% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 3% |
| Net cumulative therms acquired to date | 10,152 |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | 127,620 |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | 31,263 |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGA04 | |
| **Program Name** | Energy*Wise* Gas Program | |
| **Program Type** | Multifamily Retrofit | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | 16,263 |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | 41,415 |
| | | |
| **Costs** | | |
| Total program budget | $ | 1,352,405 |
| Administrative costs | $ | 118,875 |
| Program Planning | $ | 5,354 |
| Marketing costs | $ | 30,501 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 1,160 |
| Direct Program Implementation | $ | 3,116 |
| Evaluation | $ | 15,150 |
| Total expenditures to date | $ | 174,156 |
| Percent of total budget spent to date | | 13% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | - |
| Number of program applications processed to date[4] | | - |
| Number of processed applications approved to date[5] | | - |
| Percent of applications received to date that have been processed | | |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 59 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 59 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (com

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDGC01 |
| **Program Name** | Energy Initiative - Large Industrial Gas Program |
| **Program Type** | Commercial Retrofit |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | 176,180 |
| Percent of annual Therm Goal Acquired | 0% |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | - |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired 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% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 0% |
| Net cumulative therms acquired to date | - |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | - |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGC01 | |
| **Program Name** | Energy Initiative - Large Industrial Gas Program | |
| **Program Type** | Commercial Retrofit | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 784,734 |
| Administrative costs | $ | 198,505 |
| Program Planning | $ | 4,951 |
| Marketing costs | $ | 20,359 |
| Trade Ally Training | $ | 2,425 |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 9,694 |
| Direct Program Implementation | $ | 17,782 |
| Evaluation | $ | 13,844 |
| Total expenditures to date | $ | 267,561 |
| Percent of total budget spent to date | | 34% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | - |
| Number of program applications processed to date[4] | | - |
| Number of processed applications approved to date[5] | | - |
| Percent of applications received to date that have been processed | | |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | - |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | - |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (com

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |

| | |
|---|---|
| **Program Administrator (PA) and Program ID** | NGRIDGC04 |
| **Program Name** | Energy Initiative - Mid-Sized Gas Program |
| **Program Type** | Commercial Retrofit |

| | |
|---|---|
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| Net First-year annual therms acquired this year | 295,041 |
| Annual Net Therm Goal | 340,900 |
| Percent of annual Therm Goal Acquired | 87% |
| Net Lifecycle kWh acquired this year | - |
| Net Lifecycle therms acquired this year | 19,284 |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired to date | - |
| Net first-year annual therms acquired to date | 295,041 |
| Net first-year annual therms acquired to date as a percent of annual goal | 87% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 39% |
| Net cumulative therms acquired to date | 295,041 |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | 19,284 |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGC04 | |
| **Program Name** | Energy Initiative - Mid-Sized Gas Program | |
| **Program Type** | Commercial Retrofit | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | 295,041 |
| | | |
| **Costs** | | |
| Total program budget | $ | 1,123,208 |
| Administrative costs | $ | 235,832 |
| Program Planning | $ | 3,759 |
| Marketing costs | $ | 8,990 |
| Trade Ally Training | $ | 300 |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 426,926 |
| Direct Program Implementation | $ | 21,806 |
| Evaluation | $ | 12,599 |
| Total expenditures to date | $ | 710,212 |
| Percent of total budget spent to date | | 63% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 8 |
| Number of program applications processed to date[4] | | 8 |
| Number of processed applications approved to date[5] | | - |
| Percent of applications received to date that have been processed | | 100% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 1,726 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 1,726 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (com

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDGA05 |
| **Program Name** | Gas Enhanced Home Sealing Incentives Program |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | 113,756 |
| Percent of annual Therm Goal Acquired | 0% |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | - |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired 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% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 0% |
| Net cumulative therms acquired to date | - |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | - |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGA05 | |
| **Program Name** | Gas Enhanced Home Sealing Incentives Program | |
| **Program Type** | Residential Rebate | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 709,896 |
| Administrative costs | $ | 69,305 |
| Program Planning | $ | 5,369 |
| Marketing costs | $ | 13,991 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | - |
| Direct Program Implementation | $ | 76,140 |
| Evaluation | $ | 13,007 |
| Total expenditures to date | $ | 177,812 |
| Percent of total budget spent to date | | 25% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | - |
| Number of program applications processed to date[4] | | - |
| Number of processed applications approved to date[5] | | - |
| Percent of applications received to date that have been processed | | |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | - |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | - |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (com

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDGA07 |
| **Program Name** | Residential ENERGY STAR® Gas Products Program |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| | |
| Net First-year annual therms acquired this year | 14,251 |
| Annual Net Therm Goal | 34,450 |
| Percent of annual Therm Goal Acquired | 41% |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | 219,836 |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired to date | - |
| | |
| Net first-year annual therms acquired to date | 14,251 |
| Net first-year annual therms acquired to date as a percent of annual goal | 41% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 17% |
| Net cumulative therms acquired to date | 14,251 |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | 219,836 |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGA07 | |
| **Program Name** | Residential ENERGY STAR® Gas Products Program | |
| **Program Type** | Residential Rebate | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | 14,251 |
| | | |
| **Costs** | | |
| Total program budget | $ | 87,589 |
| Administrative costs | $ | 2,229 |
| Program Planning | $ | 5,357 |
| Marketing costs | $ | 1,748 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 20,107 |
| Direct Program Implementation | $ | 9,441 |
| Evaluation | $ | 12,517 |
| Total expenditures to date | $ | 51,398 |
| Percent of total budget spent to date | | 59% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 217 |
| Number of program applications processed to date[4] | | 217 |
| Number of processed applications approved to date[5] | | 1,627 |
| Percent of applications received to date that have been processed | | 100% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 83 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 83 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (com

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDGA06 |
| **Program Name** | Residential Building Practices and Demonstration Program |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| | |
| Net First-year annual therms acquired this year | - |
| Annual Net Therm Goal | 776,520 |
| Percent of annual Therm Goal Acquired | 0% |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | - |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired 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% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 0% |
| Net cumulative therms acquired to date | - |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | - |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGA06 | |
| **Program Name** | Residential Building Practices and Demonstration Program | |
| **Program Type** | Residential Rebate | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | - |
| | | |
| **Costs** | | |
| Total program budget | $ | 513,547 |
| Administrative costs | $ | 38,041 |
| Program Planning | $ | 18 |
| Marketing costs | $ | - |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 69,713 |
| Direct Program Implementation | $ | - |
| Evaluation | $ | 451 |
| Total expenditures to date | $ | 108,223 |
| Percent of total budget spent to date | | 21% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | - |
| Number of program applications processed to date[4] | | - |
| Number of processed applications approved to date[5] | | - |
| Percent of applications received to date that have been processed | | |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | - |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | - |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (com

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | 90 Day Energy Efficiency Programs |

| | |
|---|---|
| **Program Administrator (PA) and Program ID** | NGRIDGC07 |
| **Program Name** | Commercial High Efficiency Heating and Water Heating Program |
| **Program Type** | Commercial Retrofit |

| | |
|---|---|
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| | |
| Net First-year annual therms acquired this year | 160,652 |
| Annual Net Therm Goal | 263,667 |
| Percent of annual Therm Goal Acquired | 61% |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | 3,920,679 |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired to date | - |
| | |
| Net first-year annual therms acquired to date | 160,652 |
| Net first-year annual therms acquired to date as a percent of annual goal | 61% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 31% |
| Net cumulative therms acquired to date | 160,652 |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | 3,920,679 |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |
| Net first-year annual therms committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | 90 Day Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGC07 | |
| **Program Name** | Commercial High Efficiency Heating and Water Heating Program | |
| **Program Type** | Commercial Retrofit | |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | 160,652 |
| | | |
| **Costs** | | |
| Total program budget | $ | 1,030,222 |
| Administrative costs | $ | 133,356 |
| Program Planning | $ | 4,482 |
| Marketing costs | $ | 13,432 |
| Trade Ally Training | $ | - |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 534,683 |
| Direct Program Implementation | $ | 40,062 |
| Evaluation | $ | 12,664 |
| Total expenditures to date | $ | 738,680 |
| Percent of total budget spent to date | | 72% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 78 |
| Number of program applications processed to date[4] | | 78 |
| Number of processed applications approved to date[5] | | - |
| Percent of applications received to date that have been processed | | 100% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 940 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 940 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4]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 ener

[5]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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (com

| | |
|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid |
| **Quarter** | 2010 Annual Report |
| **Filing** | Expedited Fast Track Gas Energy Efficiency Programs |
| | |
| **Program Administrator (PA) and Program ID** | NGRIDGA12 |
| **Program Name** | Residential High-Efficiency Heating and Water Heating and Controls Program - Incremental |
| **Program Type** | Residential Rebate |
| | |
| **Acquired Impacts This year** | |
| Net first-year annual kWh[1] acquired this year | - |
| Net first-year annual kWh Goal | - |
| Percent of annual Net kWh Goal Acquired | |
| | |
| Net Peak[2] kW acquired this year | - |
| Utility Net Peak kW Goal | - |
| Percent of annual Peak kW Goal Acquired | |
| | |
| Net First-year annual therms acquired this year | 513,252 |
| Annual Net Therm Goal | 908,250 |
| Percent of annual Therm Goal Acquired | 57% |
| | |
| Net Lifecycle kWh acquired this year | - |
| | |
| Net Lifecycle therms acquired this year | 9,744,962 |
| | |
| **Net Other annual Savings (MMBTUs) Acquired** | |
| Coal | - |
| Kerosene | - |
| Oil | - |
| Propane | - |
| | |
| **Total Acquired Net First-Year Impacts To Date** | |
| Net first-year annual kWh acquired to date | - |
| 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 3-year goal | |
| Net cumulative kWh acquired to date | - |
| | |
| Net utility peak kW reductions acquired to date | - |
| Net utility peak kW reductions acquired to date as a percent of utility annua | |
| Net utility peak kW reductions acquired to date as a percent of 3-year goal | |
| Net NYISO peak kW reductions acquired to date | - |
| | |
| Net first-year annual therms acquired to date | 513,252 |
| Net first-year annual therms acquired to date as a percent of annual goal | 57% |
| Net first-year annual therms acquired to date as a percent of 3-year goal | 19% |
| Net cumulative therms acquired to date | 513,252 |
| | |
| **Total Acquired Lifecycle Impacts To Date** | |
| Net Lifecycle kWh acquired to date | - |
| Net Lifecycle therms acquired to date | 9,744,962 |
| | |
| **Committed[3] Impacts (not yet acquired) This year** | |
| Net First-year annual kWh committed this year | - |
| Net Lifecycle kWh committed this year | - |
| Net Utility Peak kW committed this year | - |

| | | |
|---|---|---|
| **Program Administrator** | Niagara Mohawk Power Corporation d/b/a National Grid | |
| **Quarter** | 2010 Annual Report | |
| **Filing** | Expedited Fast Track Gas Energy Efficiency Programs | |
| | | |
| **Program Administrator (PA) and Program ID** | NGRIDGA12 | |
| **Program Name** | Residential High-Efficiency Heating and Water Heating and Controls Program - Incremental | |
| **Program Type** | Residential Rebate | |
| Net first-year annual therms committed this year | | - |
| Net Lifecycle therms committed this year | | - |
| Funds committed at this point in time | | - |
| | | |
| **Overall Impacts (Achieved & Committed)** | | |
| Net first-year annual kWh acquired & committed this year | | - |
| Net utility peak kW acquired & committed this year | | - |
| Net First-year annual therms acquired & committed this year | | 513,252 |
| | | |
| **Costs** | | |
| Total program budget | $ | 1,760,175 |
| Administrative costs | $ | 70,585 |
| Program Planning | $ | 208 |
| Marketing costs | $ | 6,748 |
| Trade Ally Training | $ | 2,086 |
| Incentives, rebates, grants, direct install costs, and other program costs going to the participant | | 775,850 |
| Direct Program Implementation | $ | 41,797 |
| Evaluation | $ | 5,060 |
| Total expenditures to date | $ | 902,333 |
| Percent of total budget spent to date | | 51% |
| | | |
| **Participation** | | |
| Number of program applications received to date | | 2,853 |
| Number of program applications processed to date[4] | | 2,853 |
| Number of processed applications approved to date[5] | | 1,758 |
| Percent of applications received to date that have been processed | | 100% |
| **Carbon Emission Reductions (in tons)** | | |
| Total Acquired Net First-Year Carbon Emission Reductions To Date | | 3,003 |
| Total Acquired Cumulative Net Carbon Emission Reductions To Date | | 3,003 |
| | | |
| **NOTES:** | | |

[1] 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.

[2] Peak is defined uniquely for each utility.

[3] 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."

[4] 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 ener

[5] 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.

[6] Until a naming convention for program ID is defined, the Company has used the first five characters to represents the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (com

# Appendix 3 Detailed Savings Calculations of the 2010 Programs

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Residential High Efficiency Central Air Conditioning**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| 16 or greater SEER AC; 13 EER | 547 | 79,315 | 10.00 % | 71,384 | NY Technical Manual 12/16/09 per calculation page 36 |
| 15 or greater SEER AC; 12.5 EER | 235 | 27,025 | 10.00 % | 24,323 | NY Technical Manual 12/16/09 per calculation page 36 |
| Duct and Air Sealing | 92 | 3,036 | 10.00 % | 2,732 | NY Technical Manual 12/16/09 per calculation page 57 |
| ECM Furnace Fan | 1,153 | 691,800 | 10.00 % | 622,620 | Deemed Value from Implementation Plan 3/17/09, page 81 |
| Heat Pump Water Heater | 8 | 19,200 | 10.00 % | 17,280 | Deemed Value from Implementation Plan 3/17/09, page 69 |
| 16 or greater SEER HP; 13 EER | 29 | 27,173 | 10.00 % | 24,456 | NY Technical Manual 12/16/09 per calculation page 41 |
| 15 or greater SEER HP; 12.5 EER | 53 | 30,157 | 10.00 % | 27,141 | NY Technical Manual 12/16/09 per calculation page 41 |
| ENERGY STAR Thermostats | 1,308 | 17,004 | 10.00 % | 15,304 | NY Technical Manual 12/16/09 per calculation page 48 |
| **Totals** | **3,425** | **894,710** | | **805,239** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross kWh: Total gross kWh for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net kWh Reduction: Gross kWh * Spillover net of free-ridership rate
(6) Gross kWh Source: Source of energy savings.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Energy*Wise* Electric Program**

**Heating Type: Electric**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| CFL | 4,995 | 194,832 | 10.00 % | 175,349 | NY Technical Manual 7/9/09 per calculation pages 7-10 |
| Common Lighting.8hr | 317 | 108,514 | 10.00 % | 97,663 | NY Technical Manual 8/10/09 per calculation pages 8-11* |
| DHW | 1,098 | 222,396 | 10.00 % | 200,156 | NY Technical Manual 7/9/09 per calculation pages 79-87 |
| PIPE INSULATION | 480 | 5,847 | 10.00 % | 5,262 | NY Technical Manual 10/15/10 per calculation pages 101-104** |
| **Totals** | **6,890** | **531,589** | | **478,430** | |

*Used Technical Manual for Commercial and Industrial since no formulas available in Multifamily for common area lighting

**Used new NY Technical Manual since older version did not have formulas for pipe insulation

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross kWh: Total gross kWh for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net kWh Reduction: Gross kWh * Spillover net of free-ridership rate
(6) Gross kWh Source: Source of energy savings.

**Heating Type: Non Electric**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| CFL | 16,933 | 714,644 | 10.00 % | 643,180 | NY Technical Manual 7/9/09 per calculation pages 7-10 |
| Common Lighting.8hr | 317 | 41,461 | 10.00 % | 37,315 | NY Technical Manual 8/10/09 per calculation pages 8-11* |
| DHW | 266 | 361,392 | 10.00 % | 325,253 | NY Technical Manual 7/9/09 per calculation pages 79-87 |
| PIPE INSULATION | 64 | 10,309 | 10.00 % | 9,278 | NY Technical Manual 10/15/10 per calculation pages 101-104** |
| **Totals** | **17,580** | **1,127,806** | | **1,015,025** | |

*Used Technical Manual for Commercial and Industrial since no formulas available in Multifamily for common area lighting

**Used new NY Technical Manual since older version did not have formulas for pipe insulation

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross kWh: Total gross kWh for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net kWh Reduction: Gross kWh * Spillover net of free-ridership rate
(6) Gross kWh Source: Source of energy savings.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Electric Enhanced Home Sealing Incentives Program**

**No Participation**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| **Totals** | **0** | **0** | | **0** | |

* Program did not achieve any savings in 2010 due to late program start-up.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Residential Building Practices and Demonstration Program**

**No Participation**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| **Totals** | **0** | **0** | | **0** | |

* Program did not achieve any savings in 2010 due to late program start-up.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Residential ENERGY STAR® Electric Products and Recycling Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| Freezer Bounty | 2,462 | 2,919,932 | 10.00 % | 2,627,939 | NY Technical Manual 12/16/09 per calculation pages 20-22 |
| REFRIG BOUNTY | 4,968 | 5,787,720 | 10.00 % | 5,208,948 | NY Technical Manual 12/16/09 per calculation pages 20-22 |
| THERMOSTAT | 16 | 1,340 | 10.00 % | 1,447 | NY Technical Manual 10/15/10 per calculation pages 53-56* |
| Thermostat_Heat-Resist | 25 | 8,650 | 10.00 % | 8,671 | NY Technical Manual 10/15/10 per calculation pages 53-56* |
| Window | 644 | 43,386 | 10.00 % | 40,544 | NY Technical Manual 12/16/09 per calculation pages 29-32 |
| **Totals** | **8,115** | **8,761,028** | | **7,887,549** | |

*Used new NY Technical Manual since older version did not have default values for electric resistance heating

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross kWh: Total gross kWh for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net kWh Reduction: Gross kWh * Spillover net of free-ridership rate
(6) Gross kWh Source: Source of energy savings.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Small Business Services Energy Efficiency Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| Fluorescents | 275,344 | 86,458,098 | 10.00 % | 83,793,618 | NY Technical Manual 09/01/09 per calculation page 8 |
| Compact Fluorescents | 2,898 | 517,361 | 10.00 % | 492,909 | NY Technical Manual 09/01/09 per calculation page 8 |
| High Intensity Discharge | 145 | 45,836 | 10.00 % | 43,782 | NY Technical Manual 09/01/09 per calculation page 8 |
| Compact Fluorescents - Interior | 44,550 | 6,671,731 | 10.00 % | 6,452,477 | NY Technical Manual 09/01/09 per calculation page 8 |
| High Intensity Discharge - Exterior | 2,788 | 1,467,734 | 10.00 % | 1,423,281 | NY Technical Manual 09/01/09 per calculation page 8 |
| Compact Fluorescents - Exterior | 686 | 272,198 | 10.00 % | 262,453 | NY Technical Manual 09/01/09 per calculation page 8 |
| Occupancy Sensors | 11,836 | 3,160,447 | 10.00 % | 3,063,945 | NY Technical Manual 09/01/09 per calculation page 13 |
| Photocells | 18 | 16,406 | 10.00 % | 15,934 | NY Technical Manual 09/01/09 per calculation page 13 |
| Timeclocks | 14 | 29,312 | 10.00 % | 28,444 | NY Technical Manual 09/01/09 per calculation page 13 |
| Programmable Thermostats | 14 | 8,682 | 10.00 % | 7,814 | "In Demand" System with site specific information |
| Fan Control | 532 | 1,676,419 | 10.00 % | 1,508,777 | NY Technical Manual 09/01/09 per calculation page 88 |
| Door Heater Controls | 350 | 1,347,107 | 10.00 % | 1,212,396 | NY Technical Manual 09/01/09 per calculation page 91 |
| Freezer Door Heater Controls (7) | 341 | 1,102,779 | 10.00 % | 992,501 | see below |
| LED Exit Signs | 7,920 | 2,115,581 | 10.00 % | 2,047,826 | NY Technical Manual 09/01/09 per calculation page 8 |
| Novelty Cooler Shutoff | 381 | 387,399 | 10.00 % | 348,659 | "InDemand" System with site specific information |
| Custom Lighting | 73 | 1,649,434 | 10.00 % | 1,594,651 | "InDemand" System with site specific information |
| Custom HVAC | 2 | 97,913 | 10.00 % | 96,053 | "InDemand" System with site specific information |
| Custom Motors | 369 | 1,541,546 | 10.00 % | 1,387,392 | "InDemand" System with site specific information |
| Custom LED Ref LEDs (8) | 211 | 2,654,822 | 10.00 % | 2,389,340 | see below |
| **Totals** | **348,472** | **111,220,804** | | **107,162,252** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross kWh: Total gross kWh for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net kWh Reduction: Gross kWh * Spillover net of free-ridership rate
(6) Gross kWh Source: Source of energy savings.

(7) Savings were calculated using the October 14, 2010 Technical Manual as the Company had already programmed the newer, more accurate algorithms into its tracking system. A sample of 10 sites were recalculated using the algorithm approved in the September 9, 2010 Technical Manual for 2010 programs, which resulted in savings 105% higher than those found using the October 14, 2010 manual.

(8) Savings were calculated using a single, conservative refrigeration efficiency value of 1.3 kW/ton for both coolers and freezers. The September 1, 2009 Technical Manual lists efficiencies of 1.8 kW/ton for coolers and 2.3 kW/ton for freezers. A sample of 2010 LED applications indicates that 80% of LEDs were installed into coolers, with the remaining 20% installed into freezers. A weighted average of the NY refrigeration efficiencies yields 1.9 kW/ton. Savings using the approved September 1, 2009 Technical Manual refrigerator efficiencies may be approximated, resulting in savings 5% higher than the savings claimed above.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Energy Initiative - Large Industrial Electric Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| Compressed Air (Compressor - 15 - 75 hp) (7) | 75 | 80,340 | 10.00 % | 72,306 | see below |
| Custom Approach (Compressed Air) | 0 | 487,950 | 10.00 % | 439,155 | "In Demand" System with site specific information |
| Custom Approach (Lighting Systems) | 0 | 3,359,415 | 10.00 % | 3,023,474 | "In Demand" System with site specific information |
| Interior Lighting (Fluorescent Systems w/EELIG BALLAST) | 20 | 17,651 | 10.00 % | 16,998 | NY Technical Manual 09/01/09 per calculation page 8 |
| HID Lighting (High Intensity Discharge Systems (Hard Wired)) | 387 | 924,312 | 10.00 % | 890,193 | NY Technical Manual 09/01/09 per calculation page 8 |
| Controls (Occupancy Sensors) | 57 | 63,180 | 10.00 % | 60,851 | NY Technical Manual 09/01/09 per calculation page 13 |
| **Totals** | **539** | **4,932,849** | | **4,502,977** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross kWh: Total gross kWh for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net kWh Reduction: Gross kWh * Spillover net of free-ridership rate
(6) Gross kWh Source: Source of energy savings.
(7) Savings were calculated using the October 14, 2010 Technical Manual as the Company had already programmed the newer, more accurate algorithms into its tracking system. Savings using the alogorithm approved in the September 1, 2009 Technical Manual for 2010 programs resulted in savings which were 14% or 151 gross annual MWh lower than those claimed above.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Energy Initiative - Mid-Sized Electric Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross kWh | (4) Free-Ridership Rate | (5) Net kWh Reduction | (6) Gross kWh Source |
|---|---|---|---|---|---|
| Compressed Air (Compressor - 15 - 75 hp) (7) | 1,095 | 981,219 | 10.00 % | 883,097 | "In Demand" System with site specific information |
| Custom Approach (Compressed Air) | 0 | 215,048 | 10.00 % | 193,543 | "In Demand" System with site specific information |
| Custom Approach (EMS and HVAC Controls) | 0 | 151,113 | 10.00 % | 136,002 | "In Demand" System with site specific information |
| Custom Approach (Commercial Equipment Control) | 0 | 22,695 | 10.00 % | 20,426 | "In Demand" System with site specific information |
| Custom Approach (Industrial Refrigeration) | 0 | 62,145 | 10.00 % | 55,931 | "In Demand" System with site specific information |
| Custom Approach (Lighting Controls) | 0 | 21,588 | 10.00 % | 19,429 | "In Demand" System with site specific information |
| Custom Approach (Lighting Systems) | 0 | 233,713 | 10.00 % | 210,342 | "In Demand" System with site specific information |
| Custom Approach (Lighting Systems) | 0 | 143,910 | 10.00 % | 129,519 | "In Demand" System with site specific information |
| Custom Approach (Lighting Systems) | 0 | 1,814,825 | 10.00 % | 1,633,343 | "In Demand" System with site specific information |
| Custom Approach (Motors) | 0 | 580,640 | 10.00 % | 522,576 | "In Demand" System with site specific information |
| Custom Approach (Process Equipment and Systems) | 0 | 6,351 | 10.00 % | 5,716 | "In Demand" System with site specific information |
| Custom Approach (Refrigeration) | 0 | 16,706 | 10.00 % | 15,035 | "In Demand" System with site specific information |
| Custom Approach (Refrigeration) | 0 | 151,141 | 10.00 % | 136,027 | "In Demand" System with site specific information |
| Custom Approach (Refrigeration) | 0 | 60,518 | 10.00 % | 54,466 | "In Demand" System with site specific information |
| Custom Approach (VSD on HVAC Systems) | 0 | 40,062 | 10.00 % | 36,056 | "In Demand" System with site specific information |
| Custom Approach (VSD on non-HVAC Systems) | 0 | 50,312 | 10.00 % | 45,281 | "In Demand" System with site specific information |
| Interior Lighting (Fluorescent Systems w/EELIG BALLAST) | 31,921 | 7,080,254 | 10.00 % | 7,089,862 | NY Technical Manual 09/01/09 per calculation page 8 |
| Interior Lighting (Compact Fluorescents (Hard Wired)) | 50 | 14,651 | 10.00 % | 14,447 | NY Technical Manual 09/01/09 per calculation page 8 |
| Interior Lighting (LED Exit Signs) | 92 | 19,859 | 10.00 % | 19,483 | NY Technical Manual 09/01/09 per calculation page 8 |
| HID Lighting (High Intensity Discharge Systems (Hard Wired)) | 3,619 | 3,345,150 | 10.00 % | 3,235,867 | NY Technical Manual 09/01/09 per calculation page 8 |
| Controls (Occupancy Sensors) | 1,203 | 651,581 | 10.00 % | 634,872 | NY Technical Manual 09/01/09 per calculation page 13 |
| Controls (Daylight dimming) | 5 | 911 | 10.00 % | 918 | NY Technical Manual 09/01/09 per calculation page 13 |
| **Totals** | **37,985** | **15,664,392** | | **15,092,237** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross kWh: Total gross kWh for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net kWh Reduction: Gross kWh * Spillover net of free-ridership rate
(6) Gross kWh Source: Source of energy savings.
(7) Savings were calculated using the October 14, 2010 Technical Manual as the Company had already programmed the newer, more accurate algorithms into its tracking system. Savings using the alogorithm approved for 2010 programs resulted in savings which were 14% or 151 gross annual MWh lower than those claimed above.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Residential High-Efficiency Heating and Water Heating and Controls Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| Furnace (forced hot air) w/ ECM >=95%AFUE | 3,363 | 1,054,367 | 10.00 % | 948,930 | NY Technical Manual 12/16/09 per calculation page 54 |
| Furnace (forced hot air) w/ ECM >=94%AFUE | 33 | 9,831 | 10.00 % | 8,848 | NY Technical Manual 12/16/09 per calculation page 54 |
| Furnace (forced hot air) w/ ECM >=92%AFUE | 50 | 13,329 | 10.00 % | 11,996 | NY Technical Manual 12/16/09 per calculation page 54 |
| Furnace (forced hot air) >=92% AFUE | 1,250 | 333,239 | 10.00 % | 299,915 | NY Technical Manual 12/16/09 per calculation page 54 |
| Furnace (forced hot air) >=90% AFUE | 22 | 5,133 | 10.00 % | 4,620 | NY Technical Manual 12/16/09 per calculation page 54 |
| Boilers (FHW) | 827 | 95,105 | 10.00 % | 85,595 | NY Technical Manual 12/16/09 per calculation page 44 |
| Boilers (Steam) | 47 | 8,328 | 10.00 % | 7,495 | NY Technical Manual 12/16/09 per calculation page 44 |
| Indirect Water Heater | 201 | 8,040 | 10.00 % | 7,236 | Deemed Value from Implementation Plan |
| Programmable thermostats | 3,686 | 356,311 | 10.00 % | 320,680 | NY Technical Manual 12/16/09 per calculation page 48 |
| Boiler reset controls | 15 | 1,380 | 10.00 % | 1,242 | NY Technical Manual 12/16/09 per calculation page 46 |
| DUCT INS AND LEAKAGE SEALING | 22 | 1,936 | 10.00 % | 1,742 | Deemed Value from Implementation Plan |
| **Totals** | **9,516** | **1,886,999** | | **1,698,299** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross therms: Total gross therms for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net therms Reduction: Gross therms * Spillover net of free-ridership rate
(6) Gross therms Source: Source of energy savings.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Residential High-Efficiency Heating and Water Heating and Controls Program - Incremental**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| BOILER - HOT WATER | 243 | 69,881 | 10.00 % | 62,893 | NY Technical Manual 12/16/09 per calculation page 44 |
| BOILER - STEAM | 9 | 1,916 | 10.00 % | 1,725 | NY Technical Manual 12/16/09 per calculation page 44 |
| BOILER RESET CONTROLS | 1 | 81 | 10.00 % | 73 | NY Technical Manual 12/16/09 per calculation page 46 |
| DUCT INS AND LEAKAGE SEALING | 3 | 61 | 10.00 % | 55 | NY Technical Manual 12/16/09 per calculation page 57 |
| FURNACE | 1,399 | 393,274 | 10.00 % | 353,946 | NY Technical Manual 12/16/09 per calculation page 54 |
| THERMOSTAT | 364 | 31,832 | 10.00 % | 28,648 | NY Technical Manual 12/16/09 per calculation page 48 |
| Thermostat_Boiler | 111 | 9,100 | 10.00 % | 8,190 | NY Technical Manual 12/16/09 per calculation page 48 |
| Thermostat_Furnaces | 727 | 61,817 | 10.00 % | 55,635 | NY Technical Manual 12/16/09 per calculation page 48 |
| WATER HEATER - INDIRECT | 58 | 2,320 | 10.00 % | 2,088 | Deemed Value from Implementation Plan |
| **Totals** | **2,915** | **570,280** | | **513,252** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross therms: Total gross therms for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net therms Reduction: Gross therms * Spillover net of free-ridership rate
(6) Gross therms Source: Source of energy savings.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Energy*Wise* Gas Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| DHW | 141 | 8,380 | 10.00 % | 7,542 | NY Technical Manual 7/9/09 per calculation pages 79-87 |
| PIPE INSULATION | 175 | 2,900 | 10.00 % | 2,610 | NY Technical Manual 10/15/10 per calculation pages 101-104 |
| **Totals** | **316** | **11,280** | | **10,152** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross therms: Total gross therms for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net therms Reduction: Gross therms * Spillover net of free-ridership rate
(6) Gross therms Source: Source of energy savings.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Gas Enhanced Home Sealing Incentives Program**

**No Participation**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| **Totals** | **0** | **0** | | **0** | |

* Program did not achieve any savings in 2010 due to late program start-up.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Residential Building Practices and Demonstration Program**

**No Participation**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| **Totals** | **0** | **0** | | **0** | |

* Program did not achieve any savings in 2010 due to late program start-up.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Residential ENERGY STAR® Gas Products Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| Thermostat_Furnaces | 61 | 5,185 | 10.00 % | 4,666 | NY Technical Manual 12/16/09 per calculation pages 48-50 |
| Window | 1,519 | 7,787 | 10.00 % | 7,008 | NY Technical Manual 12/16/09 per calculation pages 29-32 |
| Thermostat_Steam Boiler | 4 | 259 | 10.00 % | 233 | NY Technical Manual 12/16/09 per calculation pages 48-50 |
| Thermostat_Hot Water Boiler | 43 | 2,604 | 10.00 % | 2,343 | NY Technical Manual 12/16/09 per calculation pages 48-50 |
| **Totals** | **1,627** | **15,835** | | **14,251** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross therms: Total gross therms for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net therms Reduction: Gross therms * Spillover net of free-ridership rate
(6) Gross therms Source: Source of energy savings.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Energy Initiative - Mid-Sized Gas Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| CONVECTION OVEN | 2 | 496 | 10.00 % | 446 | Deemed value per Implementation Plan 12/22/2009 |
| FRYER | 1 | 586 | 10.00 % | 527 | Deemed value per 2010 GasNetworks |
| CUSTOM - OTHER | 1 | 256,763 | 10.00 % | 231,087 | Custom calculations |
| HEATING CUSTOM COND BOILER | 22 | 40,916 | 10.00 % | 36,824 | Custom calculations |
| HEATING CUSTOM STEAM BOILER | 1 | 7,330 | 10.00 % | 6,597 | Custom calculations |
| THERMOSTAT | 7 | 768 | 10.00 % | 691 | NY Technical Manual 9/1/09 per calculation page 52 |
| VENTILATION - OTHER | 1 | 20,965 | 10.00 % | 18,869 | Custom calculations |
| **Totals** | **35** | **327,823** | | **295,041** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross therms: Total gross therms for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net therms Reduction: Gross therms * Spillover net of free-ridership rate
(6) Gross therms Source: Source of energy savings.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Energy Initiative - Large Industrial Gas Program**

**No Participation**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| **Totals** | **0** | **0** | | **0** | |

* Program did not achieve any savings in 2010 due to long lead time for project completion.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Actual Participation**
**Commercial High Efficiency Heating and Water Heating Program**

| (1) Measure Description | (2) Quantity | (3) Total Gross therms | (4) Free-Ridership Rate | (5) Net therms Reduction | (6) Gross therms Source |
|---|---|---|---|---|---|
| Condensing boiler <= 300 mbh | 8 | 1,950 | 10.00 % | 1,755 | NY Technical Manual 9/1/09 per calculation page 49 |
| Condensing boiler 1000-1700 mbh | 17 | 33,329 | 10.00 % | 29,996 | NY Technical Manual 9/1/09 per calculation page 49 |
| Condensing boiler 1701+ mbh | 12 | 43,529 | 10.00 % | 39,176 | NY Technical Manual 9/1/09 per calculation page 49 |
| Condensing boiler 300-499 mbh | 5 | 2,599 | 10.00 % | 2,339 | NY Technical Manual 9/1/09 per calculation page 49 |
| Condensing boiler 500-999 mbh | 8 | 8,131 | 10.00 % | 7,318 | NY Technical Manual 9/1/09 per calculation page 49 |
| CONDENSING UNIT HEATER 151-400 MBH | 2 | 818 | 10.00 % | 736 | Deemed value per Implementation Plan 12/22/2009 |
| Furnace 92+ AFUE (<150) w/ECM Motor | 8 | 2,858 | 10.00 % | 2,572 | NY Technical Manual 9/1/09 per calculation page 49 |
| Furnace92 | 37 | 14,548 | 10.00 % | 13,093 | NY Technical Manual 9/1/09 per calculation page 49 |
| Hydronic boiler 1000-1700 mbh | 4 | 2,714 | 10.00 % | 2,442 | NY Technical Manual 9/1/09 per calculation page 49 |
| Hydronic boiler 1701+ mbh | 25 | 66,081 | 10.00 % | 59,473 | NY Technical Manual 9/1/09 per calculation page 49 |
| Hydronic boiler 300-499 mbh | 1 | 299 | 10.00 % | 269 | NY Technical Manual 9/1/09 per calculation page 49 |
| INFRARED HEATER | 2 | 1,488 | 10.00 % | 1,339 | Deemed value per Implementation Plan 12/22/2009 |
| WATER HEATER - INDIRECT | 2 | 158 | 10.00 % | 142 | Deemed value per Implementation Plan 12/22/2009 |
| **Totals** | **131** | **178,502** | | **160,652** | |

(1) Measure Description: Type of measure or product installed.
(2) Quantity: Number of measures or products installed.
(3) Total Gross therms: Total gross therms for measures installed in measure decription for period.
(4) Free-ridership rate: New York Technical Manual
(5) Net therms Reduction: Gross therms * Spillover net of free-ridership rate
(6) Gross therms Source: Source of energy savings.

## Appendix 4 2010 Expenditures

**Niagara Mohawk Power Corporation d/b/a National Grid**
**Expense Summary of 2010 Electric Program Costs**

| Program | General Administration (1) | Program Planning | Program Marketing | Trade Ally Training | Incentives and Services | Direct Program Implementation | Program Evaluation | Total Utility Cost without Shareholder Incentive |
|---|---|---|---|---|---|---|---|---|
| Residential High Efficiency Central Air Conditioning (2) | $52,625 | $362 | $84,115 | $0 | $725,066 | $147,029 | $2,373 | $1,011,570 |
| Energy*Wise* Electric Program | $117,224 | $5,526 | $30,665 | $0 | $340,544 | $100,348 | $16,152 | $610,458 |
| Electric Enhanced Home Sealing Incentives Program (3) | $57,699 | $5,386 | $37,911 | $0 | $0 | $89,215 | $12,765 | $202,975 |
| Residential Building Practices and Demonstration Program (4) | $42,292 | $5,374 | $0 | $0 | $64,713 | $0 | $13,418 | $125,797 |
| Residential ENERGY STAR® Electric Products and Recycling Program | $143,094 | $5,764 | $175,024 | $0 | $321,034 | $615,446 | $108,102 | $1,368,465 |
| Small Business Services Energy Efficiency Program (5) | $447,225 | $43,082 | $309,556 | $0 | $40,351,466 | $15,468 | $136,281 | $41,303,079 |
| Energy Initiative - Mid-Sized Electric Program | $1,549,795 | $14,750 | $84,970 | $23,595 | $2,312,262 | $1,823 | $94,851 | $4,082,047 |
| Energy Initiative - Large Industrial Electric Program | $1,076,546 | $14,750 | $38,522 | $10,000 | $570,949 | $0 | $75,896 | $1,786,662 |
| **Total** | **$3,486,500** | **$94,994** | **$760,763** | **$33,595** | **$44,686,034** | **$969,329** | **$459,836** | **$50,491,051** |

(1) General administration expenditures include information technology ("IT") expenditures. In 2010 National Grid invested in modifications to its program tracking and work managements system, In Demand. These modifications were necessary to adapt In Deman to the unique requirements of programs in New York. Although IT expenditures of this magnitude were not originally anticipated in the approved program budgets, In Demand will continue to provide benefits to the energy efficiency programs for 2010 and beyond.

(2) The Residential High Efficiency Central Air Conditioning Program incurred costs in 2010. On January 20, 2010 the Commission rejected the Company's proposal for a modified program in 2010-2011 and directed the Company to terminate the current program by March 31, 2010. As such, the Company implemented the program only from January 1 to March 31, 2010. The Company filed a petition with the Commission on February 19, 2010 seeking to recover actual 2010 program costs. The Commission has not yet acted on this petition.

(3) 2010 costs for the Electric Enhanced Home Sealing Incentive Program were higher than originally anticipated due to greater complexity in program tracking and reporting.

(4) The Residential Building Practices and Demonstration Program incurred costs in 2010, prior to the Company's August 5, 2010 petition filed with the Commission seeking to be relieved of program performance goals and the Commission's subsequent December 3, 2010 order authorizing the Company to launch the program in April 2011.

(5) Small Business Services Energy Efficiency Program Incentives and Services costs represent the total project cost of energy efficiency projects. The total project cost includes both the customer portion of the cost of an energy efficiency project and the Company payment or incentive. 2010 Incentives and Services represent the total cost of energy efficiency projects less any customer repayments received to date under the on-bill financing option.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**Expense Summary of 2010 Gas Program Costs**

| Program | General Administration (1) | Program Planning | Program Marketing | Trade Ally Training | Incentives and Services | Direct Program Implementation | Program Evaluation | Total Utility Cost without Shareholder Incentive |
|---|---|---|---|---|---|---|---|---|
| Residential High-Efficiency Heating and Water Heating and Controls Program (2) | $149,156 | $1,883 | $34,780 | $0 | $3,339,291 | $198,317 | $24,178 | $3,747,606 |
| Residential High-Efficiency Heating and Water Heating and Controls Program - Incremental | $70,585 | $208 | $6,748 | $2,086 | $775,850 | $41,797 | $5,060 | $902,333 |
| Energy*Wise* Gas Program | $118,875 | $5,354 | $30,501 | $0 | $1,160 | $3,116 | $15,150 | $174,156 |
| Gas Enhanced Home Sealing Incentives Program (3) | $69,305 | $5,369 | $13,991 | $0 | $0 | $76,140 | $13,007 | $177,812 |
| Residential Building Practices and Demonstration Program (4) | $38,041 | $18 | $0 | $0 | $69,713 | $0 | $451 | $108,223 |
| Residential ENERGY STAR® Gas Products Program | $2,229 | $5,357 | $1,748 | $0 | $20,107 | $9,441 | $12,517 | $51,398 |
| Energy Initiative - Mid-Sized Gas Program | $235,832 | $3,759 | $8,990 | $300 | $426,926 | $21,806 | $12,599 | $710,212 |
| Energy Initiative - Large Industrial Gas Program | $198,505 | $4,951 | $20,359 | $2,425 | $9,694 | $17,782 | $13,844 | $267,561 |
| Commercial High Efficiency Heating and Water Heating Program | $133,356 | $4,482 | $13,432 | $0 | $534,683 | $40,062 | $12,664 | $738,680 |
| **Total** | **$1,015,884** | **$31,381** | **$130,549** | **$4,812** | **$5,177,423** | **$408,461** | **$109,470** | **$6,877,980** |

(1) General administration expenditures include information technology ("IT") expenditures. In 2010 National Grid invested in modifications to its program tracking and work managements system, In Demand. These modifications were necessary to adapt In Demand to the unique requirements of programs in New York. Although IT expenditures of this magnitude were not originally anticipated in the approved program budgets, In Demand will continue to provide benefits to the energy efficiency programs for 2010 and beyond.

(2) On April 5, 2010 the Company filed a petition to recover incremental costs associated with the Residential High-Efficiency Heating and Water Heating and Controls Program for which funding was exhausted as of approximately mid-January 2010. During preparation of its annual report, the Company identified corrections to previously reported expenditures and have incorporated those herein.

(3) 2010 costs for the Gas Enhanced Home Sealing Incentive Program were higher than originally anticipated due to greater complexity in program tracking and reporting.

(4) The Residential Building Practices and Demonstration Program incurred certain costs in 2010, prior to the Company's August 5, 2010 petition filed with the Commission seeking to be relieved from program performance goals and the Commission's subsequent December 3, 2010 order authorizing the Company to launch the program in April 2011.

# Appendix 5 Summary of 2010 Results

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Electric Program Target and Actual Results**

| Program | Net kWh Savings | | | Customer Participation | | | Total Utility Cost without Shareholder Incentive | | |
|---|---|---|---|---|---|---|---|---|---|
| | Target | Year to Date | Percent Achieved | Target | Year to Date | Percent Achieved | Target | Year to Date | Percent Achieved |
| Residential High Efficiency Central Air Conditioning | 49,250 | 805,239 | 1635% | 181 | 2,078 | 1146% | $192,150 | $1,011,570 | 526% |
| Energy*Wise* Electric Program | 1,302,981 | 1,493,456 | 115% | 2,800 | 3,315 | 118% | $1,015,346 | $610,458 | 60% |
| Electric Enhanced Home Sealing Incentives Program (1) | 3,067,537 | - | 0% | 891 | - | 0% | $1,880,400 | $202,975 | 11% |
| Residential Building Practices and Demonstration Program (2) | 9,720,000 | - | 0% | 60,000 | - | 0% | $541,981 | $125,797 | 23% |
| Residential ENERGY STAR® Electric Products and Recycling Program | 9,368,116 | 7,887,549 | 84% | 16,636 | 7,517 | 45% | $3,870,000 | $1,368,465 | 35% |
| Small Business Services Energy Efficiency Program | 92,275,164 | 107,162,252 | 116% | 5,188 | 5,880 | 113% | $24,610,687 | $41,303,079 | 168% |
| Energy Initiative - Large Industrial Electric Program | 22,930,043 | 4,502,977 | 20% | 79 | 12 | 15% | $6,578,312 | $1,786,662 | 27% |
| Energy Initiative - Mid-Sized Electric Program | 101,083,000 | 15,092,237 | 15% | 793 | 140 | 18% | $16,664,684 | $4,082,047 | 24% |
| **Total** | **239,796,091** | **136,943,710** | **57%** | **86,568** | **18,942** | **22%** | **$55,353,560** | **$50,491,051** | **91%** |

(1) The Electric Enhanced Home Sealing Incentives Program did not have any 2010 customer participation and therefore achieved no 2010 kWh savings due to the late program implementation.

(2) The Residential Building Practices and Demonstration Program did not have any 2010 customer participation and therefore achieved no 2010 kWh savings. On August 5, 2010 the Company filed a petition with the Commission seeking relief from the Residential Building Practices and Demonstration Program performance goals. However, on December 3, 2010 the Commission issued an order authorizing the Company to launch the program in April 2011.

**Niagara Mohawk Power Corporation d/b/a National Grid**
**2010 Gas Program Target and Actual Results**

| Program | Net Therm Savings | | | Customer Participation | | | Total Utility Cost without Shareholder Incentive | | |
|---|---|---|---|---|---|---|---|---|---|
| | Target | Year to Date | Percent Achieved | Target | Year to Date | Percent Achieved | Target | Year to Date | Percent Achieved |
| Residential High-Efficiency Heating and Water Heating and Controls Program | 303,851 | 1,698,299 | 559% | 1,823 | 5,607 | 308% | $839,343 | $3,747,606 | 446% |
| Residential High-Efficiency Heating and Water Heating and Controls Program - Incremental | 908,250 | 513,252 | 57% | 5,698 | 1,661 | 29% | $1,760,175 | $902,333 | 51% |
| Energy*Wise* Gas Program | 158,760 | 10,152 | 6% | 1,800 | 61 | 3% | $1,081,924 | $174,156 | 16% |
| Gas Enhanced Home Sealing Incentives Program (1) | 113,756 | - | 0% | 471 | - | 0% | $709,896 | $177,812 | 25% |
| Residential Building Practices and Demonstration Program (2) | 776,520 | - | 0% | 60,000 | - | 0% | $513,547 | $108,223 | 21% |
| Residential ENERGY STAR® Gas Products Program | 34,450 | 14,251 | 41% | 538 | 258 | 48% | $87,589 | $51,398 | 59% |
| Energy Initiative - Mid-Sized Gas Program | 340,900 | 295,041 | 87% | 340 | 35 | 10% | $1,123,208 | $710,212 | 63% |
| Energy Initiative - Large Industrial Gas Program (3) | 176,180 | - | 0% | 11 | - | 0% | $784,734 | $267,561 | 34% |
| Commercial High Efficiency Heating and Water Heating Program | 263,667 | 160,652 | 61% | 450 | 131 | 29% | $1,030,222 | $738,680 | 72% |
| **Total** | **3,076,334** | **2,691,647** | **87%** | **71,131** | **7,753** | **11%** | **$7,930,637** | **$6,877,980** | **87%** |

(1) The Gas Enhanced Home Sealing Incentives Program did not have any 2010 customer participation and therefore no 2010 therm savings due to the late program implementation.

(2) The Residential Building Practices and Demonstration Program did not have any 2010 customer participation and therefore no 2010 therm savings. On August 5, 2010 the Company filed a petition with the Commission seeking relief from the Residential Building Practices and Demonstration Program performance goals. However, on December 3, 2010 the Commission issued an order authorizing the Company to launch the program in April 2011.

(3) The Energy Iniative - Large Industrial Gas Program did not have any 2010 customer participation and therefore no 2010 therm savings due to long project completion timelines (between 6 and 18 months).

# Appendix 6 Summaries of 2010 Energy Efficiency Program Evaluations

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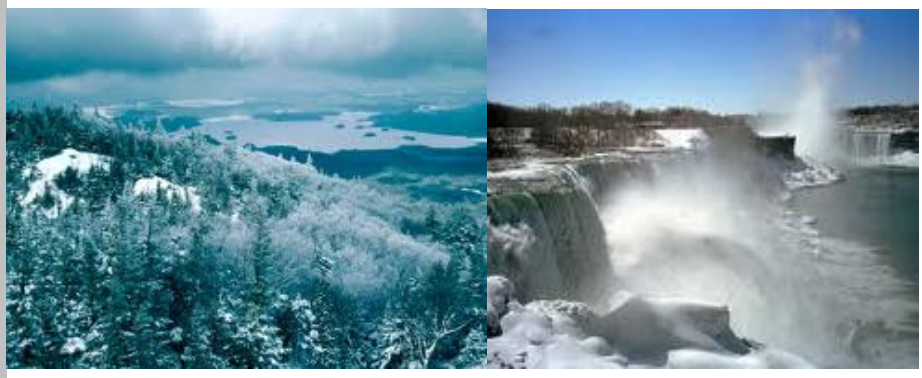
# National Grid

## New York Residential High-Efficiency Heating and Water Heating and Controls Program

## Process Evaluation Report – Final

**December 15, 2010**



# National Grid

## New York Residential High-Efficiency Heating and Water Heating and Controls Program

## Process Evaluation Report – Final

## December 15, 2010



Prepared for: National Grid

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# 1. EXECUTIVE SUMMARY

## 1.1 PROGRAM AND EVALUATION OVERVIEW

The Residential High–Efficiency Heating and Water Heating and Controls Program (the program) provides incentives for the installation of high-efficiency heating and water heating equipment. The program serves National Grid customers across three territories: upstate New York (Niagara Mohawk Power Corporation d/b/a National Grid), Long Island (KeySpan Gas East Corporation d/b/a National Grid), and New York City (The Brooklyn Union Gas Company d/b/a National Grid NY). Residential natural gas heating customers in buildings with one to four dwelling units are eligible to participate in the program, as well those who are converting from oil to gas heating. Measures rebated include high-efficiency furnaces (with and without ECM motors), high-efficiency hot water and steam boilers, boiler reset controls, programmable thermostats, and duct sealing. Customers can receive rebates for installing heating systems in new construction, oil-to-gas conversions, and gas-to-gas replacements.

On June 23, 2008, the New York Public Service Commission (Commission) issued an order establishing an electric and natural gas Energy Efficiency Portfolio Standard (EEPS). The EEPS established targets for energy efficiency, similar to the existing Renewable Portfolio Standard, and other programs intended to reverse the pattern of increasing energy use in New York. The proceeding establishes that electricity usage should decrease by 15 percent by 2015 statewide, and natural gas use should decrease by 4.34 BCF of gas annually through 2011 and 3.45 BCF annually after 2011. The program is included in the portfolio of programs under the EEPS.

Up to June 2010, the Commission required that heating and water heating related incentives and qualifying equipment be consistent across the state. The Commission, through an order posted on June 24, 2010, mandated decreased incentives offered to customers of upstate New York utilities that had exhausted their 2009 – 2011 budgets earlier in 2010.[1] This change was intended to control spending for those programs, which were granted additional funding in the June 2010 Order.

Table 1-1 documents the savings goals presented in the implementation plans.[2] Both Long Island and New York City's goals are higher than those of upstate New York.

---

[1] *Consolidated Edison Company of New York, Inc., New York State Energy Research Development Authority (NYSERDA), Central Hudson Gas & Electric Corporation, Order Approving Three New Energy Efficiency Portfolio Standard (EEPS) and Enhanced Funding and Making Other Modification for Other EEPS Programs.* Order posted by the Public Service Commission on 6/24/2010 under Case/Matter 09-G-0363, Filing No. 107. File Name 201_07m0548etal_Order.pdf pages 20-23.

[2] *High-Efficiency Heating and Water Heating and Controls Gas Efficiency Program Implementation Plan* submitted June 8, 2009 by KeySpan Gas East Corporation d/b/a/ National Grid (Case 08-G-1017)

*High-Efficiency Heating and Water Heating and Controls Gas Efficiency Program Implementation Plan* submitted June 8, 2009 by Niagara Mohawk Gas Corporation d/b/a/ National Grid (Case 08-G-1015)

*High-Efficiency Heating and Water Heating and Controls Gas Efficiency Program Implementation Plan* submitted June 8, 2009 by The Brooklyn Union Gas Company d/b/a/ National Grid NY (Case 08-G-1016)

**Table 1-1. Annual Therm Savings Goals by Company per Program Filings**

| Territory | 2009 | 2010 | 2011 |
|---|---|---|---|
| Upstate | 151,927 | 303,851 | 303,851 |
| Long Island | 168,477 | 336,951 | 336,951 |
| New York City | 185,665 | 371,329 | 371,329 |

Tetra Tech conducted a variety of research activities as part of this program evaluation. These activities are detailed below.

**National Grid Staff and Implementation Contractor Interviews.** Tetra Tech formally conducted program staff interviews during the kick-off meeting in September, as well as additional follow-up interviews in October. Tetra Tech also spoke with three National Grid trade ally (also referred to as contractor) representatives and seven implementation contractors (four individuals from EFI and three individuals from ICF). Please note that staff from CSG were not interviewed as, at the time, the organization was not yet engaged in conducting quality assurance checks for the program. Quality assurance was CSG's only defined role in this program.

**Participating and Nonparticipating Trade Ally Interviews.** Tetra Tech conducted qualitative in-depth interviews with 27 participating and 12 nonparticipating trade allies in February and March of 2010. These interviews provided meaningful process insights into the program's operations, program interactions with trade allies, characteristics of program participants, and barriers to program participation.

**Participant Surveys.** The process evaluation also included quantitative telephone interviews with a random sample of 140 downstate[3] and 85 upstate New York[4] program participants conducted between March 23, 2010, and April 21, 2010. Prior to creating the survey participant sample, all households that were sampled as part of a separate National Grid energy efficiency customer satisfaction survey were removed from the Residential High-Efficiency Heating and Water Heating and Controls Program population. Through the survey process, Tetra Tech identified three cases in the sample that were related to new construction of multifamily buildings. These three cases were removed from the sample and contacted independently using a separate in-depth interview guide to direct the interview. The analysis from these cases is included in this report.

**Market Assessment.** Tetra Tech completed a market assessment of the upstate and downstate New York territories leveraging the US Census data analysis obtained from American Community Survey (ACS) data. The ACS data was considered the most relevant source of data, as it provided the most recent data at a county level.

[3] 69 completed surveys from New York City and 71 from the Long Island region.

[4] Niagara Mohawk

**Heating and Water Heating Program Review.** Through on-line research, Tetra Tech reviewed other heating and water heating programs available nation-wide and documented the qualifying equipment and rebates provided through these programs.

## 1.2 SUMMARY OF KEY FINDINGS

National Grid's Residential High-Efficiency Heating and Water Heating and Controls Program (the program) has experienced a considerable amount of scrutiny from the utility and Commission, as the upstate program exceeded its budget and goals for the three-year cycle by January 2010. After less than a year of operation, the program was suspended as of April 5, 2010, having achieved over 300 percent of its therm savings goal and nearly 400 percent of its program budget for the three-year program cycle. Meanwhile, downstate New York, particularly the New York City territory, has struggled to meet its first year goals. Program staff have attempted to react to the slower uptake found in New York City through various marketing strategies designed to engage trade allies and customers. While the program has progressed steadily through the first year, the New York City region continues to struggle.

On the whole, feedback from program managers, trade allies, and program participants emphasize the need for, and value of, the program. Despite the apparent need for the program in the state, the program faces both process challenges and difficult market conditions. Specifically, the program is confronted by issues associated with the rebate application process, the effectiveness of marketing targeting downstate New York customers and unique challenges facing the New York City territory.

Staff generally interact and communicate effectively with each other. There were some communication and procedural issues with EFI, the rebate processing vendor, identified early in the evaluation. Follow-up interviews with program staff revealed that, while there is regular communication, issues between National Grid and EFI persist.

One issue noted by both program staff and EFI is the number of data points required from program participants and contractors as part of the program. The Commission requires specific fields be captured in order to calculate measure-level energy savings. However, according to process interviews, the data requirements impact the program operations by requiring the tracking of additional data fields, affecting the rebate process through an increased percentage of flawed applications. Subsequently, the wait time for payments has increased.

Responses indicate the program may encounter moderate free-ridership rates, pending a formal study. Additionally, the benchmarking review indicates the efficiency requirements are low compared with other utility jurisdictions; these lower efficiency levels could lead to higher free-ridership rates.

Program staff, supported by ICF in downstate New York, are primarily responsible for marketing efforts. Due to the significant difference in program uptake by territory, the program's marketing activities vary by region. Staff in upstate New York did not need to do any significant direct marketing to either their customers or trade allies, as the program exceeded its goals so quickly. Conversely, downstate New York staff spend considerably more monetary and staff resources to market to their customers. Despite this increased effort, the results were mixed. According to program staff interviews, the funds dedicated to marketing in downstate New York do not go as far as the upstate funds, as marketing channels (e.g., radio advertisements) are more expensive in the downstate regions.

The program in downstate New York also invests in marketing and outreach directed towards trade allies in downstate New York. While the level of outreach efforts is sufficient, the differences in market conditions and in trade ally perceptions of high-efficiency equipment, as identified by interviewees, decreases the program's ability to move customers from standard- to high-efficiency installations and services. Additionally, a significant portion of the marketing and outreach is through the oil-to-gas conversion program. Program staff discussed the need to continue expanding the marketing initiative to those trade allies operating in the oil-to-gas conversion program who may also have opportunities to market the Residential High-Efficiency Heating and Water Heating and Controls Program.

Upstate New York exceeded the budget and savings goals for its three-year cycle by January 2010. Long Island is on track to meet its goals, and New York City continues to struggle to meet its goals. However, there are significant market barriers in downstate New York and this process evaluation provides evidence that the territory goals were not set appropriately relative to each other.

Program design is, and will continue to be, complicated by regional and national standards, particularly when attempting to estimate impacts attributable to the program. Currently, the federal tax credit offered through the American Reinvestment and Recovery Act (ARRA) provides a credit of up to 30 percent of the energy efficiency investment, although the qualifying equipment specifications are considerably higher than National Grid's specifications (e.g., a minimum of 95 percent AFUE for natural gas furnaces and a minimum of 90 percent AFUE for gas, propane, and hot water boilers).

Disentangling the impact of the tax credit, which will continue through 2010, is not a clear-cut process. However, the limited research on this issue provided some indicators that households that receive the program rebate and tax credit are more likely to say they would have installed the equipment without the program than those that received the rebates without any tax incentives.

By 2013, regional standards are projected to come into effect. These regional standards will require all replacement furnaces sold in the northern region, including New York, to have a minimum efficiency of 90 percent AFUE, compared to the current national standard of 78 percent AFUE.[5] A baseline efficiency of 90 percent AFUE will require HVAC programs, such as National Grid's, to significantly increase their standards to meet their impact goals.

## 1.3 RECOMMENDATIONS

**Continue to collaborate and maintain open communications with all program partners, especially when the suspension of program benefits is under consideration.** Program contractors discussed the desire for National Grid to continue to provide timely information about the program's status, especially when the program is facing the potential of suspension. While implementation contractors recognize that National Grid may not always have control over the decision to suspend a program or when that decision is made, the more advance notice they have, the better they can plan.

**Establish and communicate clear protocols and procedures for implementation contractors.** Discussions with program staff and implementation contractors revealed a desire and need to establish clear protocols and procedures. These include reporting timeframes, required level of

[5] Source: Alliance to Save Energy (http://ase.org/content/article/detail/6187)

information to be included in the data tracking system, and quality assurance processes. National Grid staff have provided this information to implementation contractors through their communications; however, the ability to reference a protocol document will protect the utility and ensure that all parties are familiar and can adhere to National Grid's requirements.

**Continue working with implementation contractors to identify new techniques to market to trade allies and complete a trade ally market assessment to identify any existing barriers.** The contractor market is a primary outreach channel for program participants; therefore, it is critical that the program continue to identify means to effectively market to this group. Process interviews revealed that program staff often discuss methods to increase the effectiveness of marketing to trade allies. Program staff should continue to collaborate with contractors to develop effective outreach techniques. Additionally, the program significantly leverages contractor relationships through the oil-to-gas conversion program to inform customers about the energy efficiency market. The program should continue to educate these trade allies about the energy efficiency offerings in addition to the oil-to-gas offerings. We also recommend National Grid conduct a more thorough market assessment of the trade ally market to further identify barriers to installation of high-efficiency equipment.

**Provide trade allies with additional tools to promote high-efficiency equipment.** Trade allies interviewed expressed a desire to receive additional information supporting high-efficiency measure adoption. Trade allies in downstate New York reportedly have more sales tools available to them than those in upstate New York, including an energy calculator. These trade allies found the tools helpful in moving customers from standard to high-efficiency. Examples of sales tools that trade allies shared interest in include a return on investment calculator and energy savings calculator. Trade allies also expressed interest in some guidance on how to effectively move customers from standard to high-efficiency equipment.

**Continue to provide outreach, training, and education opportunities to trade allies.** Trade allies that attended training or marketing events sponsored by National Grid were generally very complimentary of the offering. We recommend that the program continue to offer these opportunities for trade allies. We also recommend that the education opportunities continue to include information on program requirements and accurate completion of program applications, proper installation of high-efficiency equipment and techniques on installing within more difficult-to-serve buildings (e.g., multi-unit buildings).

**Continue to promote the program through trade ally infrastructure, while increasing direct marketing to customers.** A majority of customers report that they first heard of the program from a trade ally. The response to the means of program awareness illustrates the significant impact the trade ally infrastructure has on customers' decisions to install high-efficiency equipment. Additionally, while the upstate program did not focus on trade ally marketing as much as downstate New York, these trade allies still have the potential to have significant influence on customers' decisions, even outside of the program.

Although a majority of participant remarked that they heard of the program through trade allies, they also voiced a desire to receive information through direct mailings from National Grid. Experience with other heating and water heating program evaluations indicate that some direct mailings, such as bill stuffers, are not as effective as the contractor or retailer infrastructure to reach out to the public. With that said, it is a relatively low cost marketing tool that may be employed.

**Complete market analysis when establishing program goals to manage expectations and avoid suspension of program offerings.** Programs, especially those that are relatively new, may

experience surprising performance issues. Often, these unexpected results are due to unrealistic program goals. Understanding the market in which a program is offered is essential in establishing realistic program goals. One unfortunate byproduct of unrealistic goals is the need to suspend a program when the program goals are set too low for the market in which the program is offered. Program suspension has the potential to negatively affect customer and trade ally satisfaction with the utility, as well as decrease their level of trust in the utility and its energy efficiency programs. There are also cost-effectiveness implications associated with discontinuing a program early in the program cycle. Should the program be re-instated in upstate New York, National Grid should conduct a market analysis in order to support setting of more realistic goals in an attempt to avoid any future suspensions. The state-wide baseline study, which is currently in the planning, will help with this assessment. The utility can also do a similar activity using a customer market survey.

**Review the heating measures rebated and incentive values provided through the program by region in light of potential net-to-gross issues.** The program rebates heating equipment as low as 90 percent AFUE, although the most commonly rebated measure is 92 percent AFUE. The benchmarking review identified that this level of efficiency is the lowest amongst the utilities reviewed and that other programs are more commonly rebating a minimum efficiency level of 92 percent AFUE, with a number of utilities moving to a minimum efficiency level of 94 or 95 percent AFUE. Traditionally, lower efficiency equipment tends to yield lower net-to-gross ratios (through higher free-ridership rates). Increasing the efficiency level could translate into net-to-gross ratios for the program.

Additionally, there is a movement toward increased federal standards. These federal standards will move the baseline to 90 percent AFUE for New York. Reaching savings goals and gaining contractor buy-in should these standards change may prove difficult if the program does not begin pushing the high-efficiency HVAC market earlier.

Similarly, the incentives should be evaluated taking into consideration the unique barriers presented by each region. The utility benchmarking review identified that the incentive values may be set too high for some measures, such as the higher efficiency forced air furnaces with ECM motors. The higher incentive values may be necessary for downstate New York; however, in upstate New York a high incentive may not be necessary. Increasing the required efficiency levels and reducing incentives in upstate New York may help to manage the budget while encouraging market transformation toward higher efficiency levels.

**Ensure any net-to-gross estimation techniques take into consideration the federal stimulus funded tax incentives.** Net-to-gross evaluations are confounded by the potential impact of the federal tax credits. It is often difficult to disentangle the true impact of the program when a significant tax credit exists for the same equipment. Respondents that received or planned to receive a tax credit for their purchases exhibited a greater tendency toward free-ridership than those that did not receive this credit. Should the impact evaluation require the assessment of net-to-gross estimates while the tax credit is available to customers, it will be important that the approach include a means for identifying the impact of that tax credit.

**Review and discuss data required to be tracked for the program.** We recognize that the Commission stipulates the type of data that should be collected through the program and that National Grid is adhering to that requirement by ensuring EFI is collecting the information as well. However, there is evidence that the requirements are affecting customer satisfaction as well as program cost-effectiveness. We recommend that National Grid, along with their impact evaluation contractor and EFI, proactively identify the following items: the most essential fields for the impact

evaluation, the fields that cause the greatest problems for rebate processing, and potential efforts to reducing the number of flawed applications.

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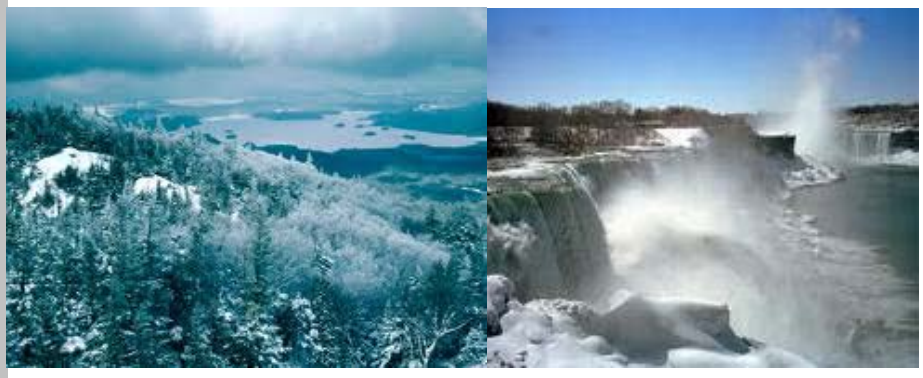
# National Grid

## New York Upstate Small Business Services Energy Efficiency Program

## Process Evaluation Report--Final

**December 15, 2010**



# National Grid

## New York Upstate Small Business Services Energy Efficiency Program

## Process Evaluation Report--Final

## December 15, 2010



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# *1. EXECUTIVE SUMMARY*

This report presents the findings and recommendations resulting from the 2009–2010 process evaluation of National Grid's Small Business Services Energy Efficiency Program in upstate New York. This report is one of a series of process evaluation reports of National Grid's energy efficiency programs in New York.

## 1.1 PROGRAM AND EVALUATION OVERVIEW

The Small Business Services Energy Efficiency Program ("SBS program") is designed to increase the energy efficiency of small business customers' facilities by directly addressing this sector's primary barriers to energy efficiency: initial cost, and the hassle and sustained cost of implementation. The program provides direct retrofit installation of energy-efficient lighting, refrigeration, and other unique custom electric energy saving measures for small commercial and industrial ("C&I") customers of National Grid. These customers have an average monthly demand of less than 100 kW.

National Grid selected regional program administrators (RPAs) to conduct marketing, audits and implementation activities for lighting measures in three geographies of National Grid's upstate New York territory. National Grid also selected a refrigeration vendor that has a similar role to the RPAs, except that responsibilities are limited to refrigeration measures and their territory covers all of the National Grid upstate New York territory.

Through the end of June 2010, completed customer projects account for 45,688 MWh savings. This is 28% of the ordered 2009/2010 goal, and 18% considering the program's 3 year goal. The program has received 3,223 applications, totaling $13.9 million worth of potential projects, with 1,614 of these applications approved. The average project cost to date is approximately $8,000 per customer. National Grid expects savings of 112,749 MWh by 2010 year end. While this would achieve only 70% of the 2009/2010 ordered goal of 161,481, it is 44% of the combined three year goal, which is through the end of 2011. National Grid had sought approval of more level goals across 2009/2010 and 2011; approval for this change in goals was not received.

The process evaluation collected data through qualitative interviews with 15 program management and implementation staff and 148 quantitative surveys with program participants. Participants included both those who had only had an audit through the program (71) and those who had completed a project (77). The process evaluation also included the development of a program logic model that informed data collection activities. From the program logic model, National Grid and evaluators identified the following four primary researchable questions for the process evaluation:

1. Is the program design and infrastructure effectively delivering the program to meet energy savings goals within cost constraints?
2. Are sufficient customer leads being generated for the program to meet its energy savings goals?
3. How effective is the audit and project proposal process?
4. Is the program on track to meet its energy savings goals through retrofits?

## 1.2 SUMMARY OF KEY FINDINGS

On the whole, feedback from program management and implementation staff (staff interviewees) and customers involved with the Small Business Services Energy Efficiency program indicate the program is off to a successful start. At the same time, the program faced several challenges, most specifically those associated with ramping up a new program in a down-turned economy. The following summarizes what were identified as the most important and recurring key findings, highlighting both areas that are working well as well as opportunities for improvement.

### 1.2.1 Areas that are working well

- The program has had an extremely effective roll-out and has been steadily increasing participation. National Grid has been piloting new marketing efforts, taking advantage of free public press opportunities, and assisting in marketing efforts that were originally to be the sole responsibility of RPAs. National Grid's marketing efforts have been key to program uptake as one-half of participants reported learning of the program through National Grid direct marketing activities compared to a quarter who learned of the program through RPAs. This could be a result of the program start-up and the RPAs just coming on board. However, National Grid's promotion of the program appears to be key at this early stage and an area that is working well.
- Most staff interviewees commented that the program's turn-key approach makes program participation simple for small business customers and is another important driver for customer participation.
- Nearly all staff interviewees identified the program's design as highly effective with the program's incentive and flexible financing options topping the list of what makes the program work. Participants report high satisfaction with the program overall as well as with the program's incentive and financing components.
- Customers overwhelmingly reported that the primary reason they participated in the program was to decrease energy costs.
- An effective program manager is critical to program success. National Grid and its SBS implementers have a positive relationship largely facilitated through an effective National Grid project manager as well as committed National Grid field staff, according to interviews. Implementers gave positive feedback on the support they receive and the relationship they have with National Grid.
- Several staff interviewees reported that the structure of the program functions well, especially the ability of the RPAs to hire local subcontractors or businesses, which is important to the communities in which they are working. Despite participants' high satisfaction with the program, the participant surveys indicate that there may be opportunities for increased quality control procedures for the subcontractors to maintain a consistent level of quality through the program.

### 1.2.2 Opportunities for Improvement

- The inefficiency of the pick-up or recycling process was a consistent source of dissatisfaction reported by program staff and participants. National Grid is working with their procurement department to identify ways to address this issue. In addition,

National Grid has worked with the existing recycling vendor to improve the existing process, which includes increasing their staff, trucks and scheduled trips.

- Many staff interviewees identified the need to expand the marketing approach and to explore new strategies in order to meet aggressive program goals. One key strategy they suggested, which was substantiated in customer survey results, is to leverage participant referrals to the program.
- Expanding eligible equipment available through the program was another consistently identified area for improvement. Some staff interviewees reported that a barrier for some customers is the equipment available through the program. Participant satisfaction with the type of available equipment was lower than satisfaction with the program overall and satisfaction with most of the other program components. In addition, 14 percent of participants recommended 'expanding eligible equipment' when asked an open-ended question regarding ways to improve the program, including HVAC equipment, gas measures, and different types of lighting.
- Both program staff interviewees and participant surveys indicate there is some confusion in the customer base between NYSERDA, National Grid, and Energy Service Companies (ESCOs) that may be a barrier for the program.
- Program staff would like to increase the project close rate, which is the percentage of customers who have an audit that then complete a project. At the time the customer survey sample was selected, over one-third of customers that had received an audit at least three months prior (audit completed in 2009) had not yet installed any recommended equipment through the program. This indicates the program's close rate is around 62 percent. Audit-only customers reported various reasons for not completing projects. Without increasing the program's incentive which is already generous, one of the most effective ways to increase the project close rate may be to effectively present the energy savings resulting from the project and the amount of the project that National Grid covers. In addition, project payback was a key decision criterion for most customers. Analysis of the last 3 months of program project data through May 2010 indicate the project close rate has increased to 75%.
- Several RPAs reported that they found the data tracking system inflexible and difficult to use effectively for the SBS program, and some have had to set up their own tracking system.
- Implementers noted that they are struggling to hire qualified and experienced lighting auditors as the program grows, and they do not receive much formal training from National Grid. There were some dissatisfied participants, which may be resulting from this issue.

## 1.3 CONCLUSION AND RECOMMENDATIONS

Overall, program staff interviews and customer surveys indicate that this new program is working quite well. Both groups are generally pleased with their experiences and most praised the success of the program thus far. To summarize the evaluation results, the four key researchable questions identified for the process evaluation above are answered. Under each researchable question specific recommendations for program improvements are provided.

### 1.3.1 Is the program design and infrastructure effectively delivering the program to meet energy savings goals within cost constraints?

The early evidence suggests the program design and infrastructure will enable National Grid to meet its three year energy savings goals within cost constraints**.** Overall, the program's competitive selection of regional program administrators to implement the program appears to be functioning very well. RPAs and the refrigeration vendor have the freedom and flexibility to make decisions such as hiring auditors and subcontracting electricians and have a local presence in the area they are serving.

In terms of the program infrastructure, it is clear that National Grid's support of the RPAs is needed, at least at this initial stage. For example, as the program was originally designed, RPAs were responsible for generating customer leads. However, at least half of the customers surveyed came into the program through National Grid's marketing efforts. In addition, the evaluation research identified other areas in the program infrastructure that could benefit from National Grid's continued involvement. These include training of auditors and facilitating best practices among the RPAs.

**Recommendations**

***Promptly recycle old equipment after project completion.*** The recycling and disposal process was reported by almost all staff interviewees as the aspect of the program that is working least well, specifically for lighting measures. It was also the program component having the most dissatisfied participants. National Grid may want to consider tracking the time between project completion and the recycling of old equipment and putting parameters in the recycling vendors' implementation contract to ensure more prompt service. Other suggestions included adding another recycling contractor or scheduling the current recycling contractor to make more frequent trips across upstate New York. Program managers report that they are currently working to address this issue.

***Educate internal staff on the SBS program and encourage collaboration and communication across internal and implementation staff.*** Some National Grid staff who have more limited involvement with the program said they often need to know more about the SBS program for referral purposes. In order for the referral process to work effectively, even staff with partial program responsibilities should be trained on the basics of the program and given regular updates on progress. We also encourage regular communication among National Grid and implementation staff. We recommend National Grid hold periodic meetings with implementers and internal staff so they can share success stories, effective marketing strategies in their region, and solutions to challenges they have encountered.

***Refine the data tracking software to be more effective for all National Grid and implementation staff members.*** We are acutely aware that National Grid has made several revisions to the data tracking system in order to accommodate the New York programs. However, the data tracking software was singled out as a source of frustration for implementers. Taking input from staff who use this program on a regular basis and adapting the software to better suit their needs could help make the program more efficient and keep the tracking process working smoothly.

Most interviewees who suggested that the data tracking system needed improvement cited its "clunkiness" and inflexibility. Implementers even reported setting up their own separate

tracking systems, the development and management of which takes limited time and resources away from the program. Several interviewees mentioned the inability to track based on marketing method; something which if implemented could increase efficiency and help marketing staff target the small business population more effectively as discussed above. As the program continues to ramp up, these small issues could quickly snowball into larger and more troublesome inefficiencies. Our above recommendation to encourage communication across all staff would be useful for this application as well so those who work with the data tracking system can collaborate on what needs they have and how they should be addressed.

### 1.3.2 Are sufficient customer leads being generated for the program to meet its energy savings goals?

The multi-pronged marketing methods have been effective in generating leads and increasing participation. The current aggressive marketing efforts will most likely need to continue. Several program staff cited tough market barriers in reaching the small business community. National Grid has been piloting several new marketing techniques for the program, such as taking spots on local TV stations to highlight the capabilities of the program. In addition as program participation grows, so does the opportunity to leverage prior participant referrals to the program. RPAs are also becoming more experienced at how to target and reach the small business sector.

**Recommendations**

***Explore new marketing strategies.*** Several interviewees mentioned they thought they had additional useful marketing ideas. Interviewees also noted that they felt that the small business community had not been saturated or "courted" enough. Many interviewees felt that tapping into the ideas of all program staff and implementers and exhausting more marketing methods would be a way to more fully saturate the market and reach the aggressive program goals. We recommend now that all the implementers are on board, National Grid hold a brainstorming session with internal staff and implementers to broaden current marketing strategies. The National Grid program manager reported that this was done recently.

It was also mentioned in staff interviews that the program's marketing strategies needs to address customer confusion between the Small Business Services Energy Efficiency program with similar NYSERDA programs or ESCO solicitations. This was substantiated in the participant surveys.

An area for additional new marketing strategies suggested by some interviewees was to identify ways to better leverage participants for referrals to new customers. It was mentioned that the program needs to gain a certain level of trust within the small business customer base and one of the best ways to do this is to leverage the "word-of-mouth" method of marketing. Another suggestion was to increase the program's presence in the community by participating in more local community events.

***Improve coordination of marketing activities.*** Several interviewees reported that coordination between National Grid's internal marketing efforts and the implementers' marketing efforts could be improved. A lack of coordination makes it somewhat difficult for each to know what the other is doing and making sure they are working together. Informal communication has been happening, but a more formal coordination process between internal and implementer marketing efforts should be put in place. This is especially important

since the participant surveys indicate the effectiveness of both National Grid's and the RPA's marketing efforts and therefore both should continue to keep the program on target to meet its goals.

***Analyze the effectiveness of marketing strategies.*** Another important issue raised by both internal and implementer staff was the lack of current statistics on effective marketing strategies. Several interviewees noted that it would be useful to have the ability to track how customers are referred to the program and which methods are most successful. There is not the capability to do this in the data tracking software. Real time analysis of sources of referrals could help internal and implementer marketing staff weed through strategies that aren't working and funnel more resources towards those that are. The participant surveys conducted as part of the process evaluation have provided an assessment of the effectiveness of marketing strategies, but ideally this assessment would continue on a more real time basis. Since the time of initial interviews, National Grid has established a system to track the effectiveness of marketing strategies. RPAs are now tracking how leads are being generated. This information is reported monthly to the National Grid program manager who in turns shares the information with internal marketing staff.

### 1.3.3 How effective is the audit and project proposal process?

While it is not without issues, such as the data tracking system, the processes used by the program to deliver audits and energy efficient equipment to small business customers are generally effective and functioning well. Many of the identified issues with the processes were reported as "start-up" issues that would resolve as the program matures in New York. High satisfaction rates from program participants support the effectiveness of the audit and project proposal process. At the same time, approximately one-third of audit participants are not going forward with projects.

#### Recommendations

***Explore ways to increase the program's close rate.*** The audit-only customers report a variety of barriers to moving forward with projects. While several of these are difficult for the program to address, the customer surveys clearly show the importance of an effective presentation of the project proposal that clearly lays out the project savings, the payback period (a key factor for many customers to gain internal approval of projects), and the amount of the project that National Grid will cover through incentives. Another barrier identified is the type of eligible equipment. National Grid may want to assess any opportunities for expanding eligible equipment offerings within the program's cost constraints as this could also increase the close rate. Analysis of the last 3 months of the program data show the project close rate has increased and is now around 75%. This is consistent with the project close rate of National Grid's New England Small Business Energy Efficiency Program.

### 1.3.4 Is the program on track to meet its energy savings goals through retrofits?

When asked to give opinions on the predicted success of the program in meeting what are generally viewed by program staff interviewees as aggressive goals for 2010, staff interviewees' response is best described as cautiously optimistic, although the higher energy savings goals at the program's beginning are a concern expressed across all interviewed staff.

## Recommendations

***Provide formal training for RPAs.*** Hiring and training auditors was identified as an issue in program staff interviews. Because RPAs have so many different responsibilities in relation to the program, implementers may benefit from receiving formal training from National Grid, especially as it relates to marketing, conducting audits, or presenting customer proposals that may lie outside their expertise area. Conducting trainings with all implementers will also encourage communication between them and keep everyone on the same page and integrating best practices. National Grid staff and implementers should also work together on means of hiring and processes for training new audit and implementation staff in order to ensure that the implementers have enough resources to keep the program growing and a consistent level of quality service is provided to customers through the program to make sure the program stays on track in delivering energy savings. While not a huge problem, the participant survey did indicate room for improvement in both the quality control processes and the helpfulness of staff. These could be largely addressed through training.