

Con Edison Company of New York, Inc.  
**Small Business Direct Install Program**  
4th Quarter 2010 Scorecard Supplement

Program Status:

- We filed extensive comments on the EEPS Technical Manual to justify the request for lower goals.
- Free Lighting Corp., our Staten Island Implementation Contractor continues to gain momentum and reported 53,631 kWh of acquired savings and 339,435 kWh of committed savings for January.
- Willdan is preparing a February 2011 "program re-launch" training with existing subcontractors to help solidify the program changes and create renewed excitement in the program.
- Navigant continues with process evaluation. Evaluation work plans and survey instruments have been developed and approved.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal - 184,466 MWh; Acquired – 56,563 MWh
- Combined MW 2009/2010 Goal - 33MW; Acquired – 14.6 MW

Program Implementation Activities:

- Willdan continues to upgrade SMART system to track measures.
- Con Edison continues to promote program on website, via bill inserts, business forums and Small Business Development Centers.
- Con Edison's call center is handling customer calls/inquires.
- Con Edison is marketing various SBDI opportunities with several large chain accounts.
- Willdan's street sweeps are targeting the "larger" small businesses.
- Willdan has developed multi-lingual program materials and has hired marketing representatives for communities with significant language barriers.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- All marketing activities are now overseen by Con Edison. Willdan continues to market to high-profile chain accounts and vertical customers. Several case studies have been coordinated with Con Edison's Corporate Communications group to be used in videos that will be featured in the sales kits (currently awaiting Con Edison approval) and on the website.

Con Edison Company of New York, Inc.  
**Residential HVAC – Electric and Gas Programs**  
4<sup>th</sup> Quarter 2010 Scorecard Supplement

Program Status:

- Honeywell Utilities Solutions has contracted over 330 subcontractors.
- Navigant continues with process evaluation. Evaluation work plans and survey instruments have been developed and approved.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal – 4,509 MWh; Acquired – 639 MWh
- Combined MW 2009/2010 Goal – 7 MW; Acquired - 0.313 MW
- Combined Dth 2009/2010 Goal- 70,151 Dth; Acquired – 16,137 Dth

Program Implementation Activities:

- Marketing efforts continued to potential customers through the “Green Team” Awareness campaign. These collective efforts involve e-mail blasts, radio ads, direct mailings (Valpak, Post Cards), web-based advertising, and newspaper print ads.
- Honeywell continued to focus on understanding the contractor network currently operating in the program.
- Revised HVAC pool contractor participation requirements are being implemented to allow eligible customers to choose any NYS licensed contractor to install eligible measures in their homes.
- Honeywell has been meeting key manufacturers and distributors, such as Carrier, Rheem, and Amana to promote program awareness and improving participation.
- RHVAC staff met with Energy Masters, a company that specializes in duct and air sealing to discuss program barriers to these rebates.
- RHVAC staff attended the High Efficiency Gas Water Heating web-x seminar on 1/25 to understand the potential to utilize savings from rebates for tankless or instantaneous water heaters.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- Con Edison continues to train block of subcontractors.

Additional Issues:

- None

Con Edison Company of New York, Inc.

**Refrigerator Replacement Plus – Electric and Gas Programs**

4th Quarter 2010 Scorecard Supplement

Program Status:

- Association for Energy Affordability, Inc. (AEA) has been contracted as the Implementation Contractor in April 2009.

Performance relative to key goals:

- Combined MWh 2009/2010 Goal – 9,986 MWh; Acquired – 324 MWh
- Combined Dth 2009/2010 Goal – 118,211Dth; Acquired – 4,876 Dth

Program Implementation Activities:

- The Multifamily program participated in the DOE's Weatherization Innovation Pilot Program (WIPP) by supporting the Community Environmental Centers bid for funding. The program is now poised to support the installation of energy efficiency measures in over 1,000 dwelling units of moderate to low income in New York City and Westchester County.
- Con Edison continues to promote program on website, via bill inserts, business forums and organizational meetings.
- Con Edison is supporting financially challenged buildings by facilitating relationships with the weatherization community and with funding agencies such as Local Initiative Support Corporation, Enterprise Community Partners and New York City Housing Preservation and Development Corp. and other financing resources.
- An initial meeting was held with National Grid in which we established the guideline for how their Multifamily gas program and our electric program would be seamlessly merged for delivery to Brooklyn, Queens, and Staten Island customers.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- Data to date indicate that building level decision making has a long lead time: from one month to six months for moderate to low income buildings with multiple regulators or other stakeholders.

Con Edison Company of New York, Inc.  
**Multifamily Low Income – Gas Program**  
4th Quarter 2010 Scorecard Supplement

Program Status:

- The Yonkers Housing Authority (YHA) continues to install the remaining Steam Traps at several of its sites. YHA will continue with this effort into 2011 and will install an additional 3,000 steam traps, and will claim the associated savings in 2011.
- Lengthy design, engineering and approval processes continue to slow some of these projects from implementation, and we have asked for updated progress reports every two weeks from NYCHA's Director of Engineering.

Performance relative to key goals:

- Combined Dth 2009/2010 Goal – 15,647 Dth; Acquired – 786 Dth

Program Implementation Activities:

- MFLI continues to have dialogue with NYCHA and are currently monitoring potential projects for 2011. All currently proposed projects appear to be gas to gas projects, and Con Edison's Program Manager for the MFLI Program has clearly defined the eligibility parameters to NYCHA. We have asked NYCHA to begin collecting the pertinent data for these potential projects so that we can begin to check for eligibility, and start to make some therm savings projections for these projects.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Additional Issues:

- None

Con Edison Company of New York, Inc.  
**Residential Room AC Program – Electric Program**  
4th Quarter 2010 Scorecard Supplement

Program Status:

- We filed extensive comments on the EEPS Technical Manual to justify the request for lower goals.
- Through January 2011, a total of 20,810 applications have been received and 13,740 rebate applications have been approved.

Performance relative to key goals:

- 2010 Goal – 591 MWh; Acquired – 756 MWh

Program Implementation Activities:

- Honeywell continues to hold meetings with retailers and manufacturers to educate them about the rebate availability and influence purchasing of eligible equipment and size.
- Preparations are underway for the 2011 program. Honeywell will utilize feedback received from retailers to improve the application and overall process.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Con Edison Company of New York, Inc.  
**C&I Equipment Rebate Programs**  
4th Quarter 2010 Scorecard Supplement

Program Status:

- Our communications with customers indicates that there are many large projects in the final decision phase.
- Lockheed Martin (LM) has fully staffed the program team. Due to demand in the marketplace they will continue to add business development staff with a focus on down market opportunities.

Performance relative to key goals:

- Electric Rebate: 2010 Goal – 66,650 MWh; Acquired – 681 MWh
- Gas Rebate: 2010 Goal - 55,381 Dth; Acquired – 802 Dth
- Electric Custom: 2010 Goal-6,849 MWh; Acquired – 117 MW
- Gas Custom: 2010 Goal – 27,629 Dth; Acquired – No Activity

Program Implementation Activities:

- LM held their 4<sup>th</sup> market partner seminar in January in Brooklyn which drew 80 attendees. These seminars are generating a substantial amount of project leads including 17 applications from the January event.
- An aggressive marketing plan has been developed for 2011 which has resulted in approximately 22,561 MWh and 45,849 Dth in the C&I pipeline.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None