

Con Edison Company of New York, Inc.
Small Business Direct Install Program
3rd Quarter 2010 Scorecard Supplement

Program Status:

- Free Lighting Corp., our Staten Island Implementation Contractor is gaining traction in the program. Acquired savings is expected for November 2010.
- Nexant has performed QC/QA activities of installations and provided two reports on their findings.
- 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 – 46,030 MWh
- Combined MW 2009/2010 Goal - 33MW; Acquired – 11.9 MW

Program Implementation Activities:

- Willdan continues to upgrade SMART system to track measures.
- Con Edison continues work with Salesforce as central program data warehouse.
- 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:

- Barriers to participation include the continuing economic downturn, ESCO confusion, and the lack of ability to finance the customer contribution. Willdan is taking a more strategic approach to street sweeps to avoid confusion with ESCO representatives. Con Edison plans to work with lenders to establish a network of finance opportunities for SBDI participants.

Con Edison Company of New York, Inc.
Residential HVAC – Electric Program
3rd 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 – 227 MWh
- Combined MW 2009/2010 Goal – 7 MW; Acquired - 0.118 MW

Program Implementation Activities:

- Call Center operations as part of Con Edison's Green Team Corporate Awareness went on-line in September 2010.
- Marketing efforts to potential customers through the "Green Team" Awareness campaign, and program specific communications Energy Efficiency Programs Department and Honeywell. These collective efforts involve e-mail blasts, radio ads, direct mailings (Valpak, Post Cards), web-based advertising, and newspaper print ads.
- 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.
- Honeywell created a contractor newsletter and is establishing a contractor focus group to obtain program feedback.

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.
Residential HVAC – Gas Program
3rd 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. .

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Performance relative to key goals:

- Combined Dth 2009/2010 Goal – 70,151 Dth; Acquired – 7,219 Dth

Program Implementation Activities:

- Call Center operations as part of Con Edison's Green Team Corporate Awareness went on-line in September 2010.
- Marketing efforts to potential customers through the "Green Team" Awareness campaign, and program specific communications Energy Efficiency Programs Department and Honeywell. These collective efforts involve e-mail blasts, radio ads, direct mailings (Valpak, Post Cards), web-based advertising, and newspaper print ads.
- 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.
- Honeywell created a contractor newsletter and is establishing a contractor focus group to obtain program feedback.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- Con Edison continues to train subcontractors.

Additional Issues:

- None

Con Edison Company of New York, Inc.
Refrigerator Replacement Plus – Electric Program
3rd 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 – 63 MWh

Program Implementation Activities:

- As of September 2010 -- Active Building Pipeline 535; Applications Received 245; and Common Energy Surveys Completed 169.
- 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.

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.
Refrigerator Replacement Plus – Gas Program
3rd 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 Dth 2009/2010 Goal – 118,211Dth; Acquired – 538 Dth

Program Implementation Activities:

- As of September 2010 -- Active Building Pipeline 535; Applications Received 245; and Common Energy Surveys Completed 169.
- 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.

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
3rd Quarter 2010 Scorecard Supplement

Program Status:

- The Yonkers Housing Authority received final financing HUD approval of their Phase 2 project proposals during September. Due to lengthy construction time, constraints on construction due to seasonality issues and the interdependence of measures, (e.g. steam trap install with oil to gas conversion), most or all of the therms saved are not expected to be installed until 2011.
- Con Edison retains ICF International to provide engineering services for review of all submitted projects.

Performance relative to key goals:

- Combined Dth 2009/2010 Goal – 15,647 Dth; Acquired – No Activity

Program Implementation Activities:

- Reviewed steam trap replacement project with a TRC >1. Savings associated with the Steam Trap replacement program includes enough savings to hit our 2010 EEPS program goal.

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
3rd Quarter 2010 Scorecard Supplement

Program Status:

- Through September 30th, a total of 20,810 applications were received and 12,470 rebates were processed, which is 5,090 or 69% higher than the original goal of 7,380 units.
- Con Edison has contracted with Navigant to perform process evaluation.

Performance relative to key goals:

- 2010 Goal – 591 MWh; Acquired – 545 MWh

Program Implementation Activities:

- Virtually no marketing beyond notifications to retail outlets. Higher than normal temperatures in NYC. Company expects to meet or exceed its 2010 EEPS program goals.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None

Con Edison Company of New York, Inc.
C&I Equipment Rebate –Electric Program
3rd Quarter 2010 Scorecard Supplement

Program Status:

- Con Edison has hired Lockheed Martin as the Implementation Contractor.
- Con Edison has contracted with Navigant to perform process evaluation.

Performance relative to key goals:

- 2010 Goal – 66,650 MWh; Acquired – 681 MWh

Program Implementation Activities:

- During September, one electric rebate application was paid for a lighting project in Manhattan. We currently have 56 projects in the pipeline for the prescriptive programs, 38 commitment letters have been developed, with a total of 28 approved by customers. There is over four million kWh in our program pipeline.

Customer Complaints and/or Disputes:

- None

Changes to subcontractors or Staffing:

- None