

**List of Information Request Responses
Submitted for the Record**

Response #	Question #	Subject Matter
NYSEG-RGE-67 (DPS)	NYSEG-RGE-67 (DPS)	Calculation for Reconnection Fees
NYSEG-RGE-68 (DPS)	NYSEG-RGE-68 (DPS)	Other Utility Service Quality Measures
NYSEG-RGE-137 (CPB)	NYSEG-RGE-137 (CPB)	Calculation of PSC Complaint Rate targets
NYRC-0128	DPS-121	NYSEG Low Income Program Administrative Costs
NYRC-0129	DPS-122	RG&E Low Income Program Administrative Costs
NYRC-0360	DPS-293	Low Income Programs - Administrative Costs
NYRC-0899	DPS-582	Year-end Updates to Low Income Program Statistics

Case Nos. 09-E-0715, 09-G-0716, 09-E-0717 & 09-G-0718

NYSEG and RG&E - Electric and Gas Rates

DPS Staff Response to Request For Information

<u>Staff Response To:</u>	NYSEG-RGE-67(DPS)
<u>Prepared By:</u>	Consumer Issues Panel
<u>Date:</u>	February 5, 2010

Question:

Page 47 of the Staff's Consumer Issues Panel testimony proposes funding for the waiver of reconnection fees not to exceed \$107,000 for NYSEG and \$92,000 for RG&E. Please provide all calculations supporting this amount.

Response:

On page 47, lines 20-21 of the Staff Consumer Issues Panel's testimony, the Company names were transposed. The corrected sentence should read, "The Panel recommends funding not to exceed \$107,000 for RG&E and \$92,000 for NYSEG for the reconnection waiver program." Calculations supporting these amounts are shown in the Attachment.

Worksheet for Response to NYSEG-RGE 67		
HEAP Reconnections	NYSEG	RG&E
2007	5,426	809
2008	8,173	2,520
2009	7,701	6,646
3-Year Average	7,100	3,325
Reconnection Fee	13.00	32.25
Waiver Cost	\$92,300	\$107,231

Case Nos. 09-E-0715, 09-G-0716, 09-E-0717 & 09-G-0718

NYSEG and RG&E - Electric and Gas Rates

DPS Staff Response to Request For Information

Staff Response To: NYSEG-RGE-68(DPS)
Prepared By: Consumer Issues Panel
Date: February 5, 2010

Question:

Please provide a list of the current service quality measures and performance threshold levels for all other major utilities in New York State. Please include the associated dollars at risk for each measure/threshold.

Response:

The information is provided in the Attachment.

Measurement Areas	Type	Energy Utility Customer Service Performance Incentive Plans										
		Central Hudson	Con Edison		KeySpan-NY*	KeySpan-LI*	National Fuel		National Grid		Orange & Rockland	
PSC Complaint Rate Target		1.7 -2.2 (\$950K)	2.6 - 3.1 (\$8M)		1.7 (\$4.68M)	1.1 (\$4.55M)	2.1 (\$188K)		3.0 - 5.0 (\$4M)		2.4 - 2.6 (elec.), 1.8 - 2.0 (gas) (\$800K)	
Customer Satisfaction Survey**	If more than one survey is included, each survey type is specified.	83.0% - 80.0% (\$950K)	Emergency	80% (\$2M)	84.8% (\$4.68M)	83.4% (\$4.55M)	Residential	85.1% (\$188K)	Residential	82.0% - 78.0% (\$2M)	Residential	6.99 - 6.69 (\$600K)
			Callers	82% (\$2M)								
			Walk-in	83% (\$2M)			C&I	86% (\$188K)	C&I	79.0% - 75.0% (\$2M)	C&I	6.73 - 6.23 (\$600K)
			Gas	88.1% (\$3.3M)								
Keeping Scheduled Appointments		\$20 pd. to customer for missed appointment		\$30/\$60 pd. to (res./non-res.) customer for missed appointment	\$30/\$60 pd. to (res./non-res.) customer for missed appointment	98% (\$188K)						
Calls Answered (within 30 seconds)			56.0% - 54.5% (\$4M)		52.9% (\$1.17M)		74% (\$188K)		75.0% - 70.0% (\$2M)			
Billing Accuracy	Unadjusted Bills		(\$4M)									
	Adjusted Bills			1.69-1.90% (\$1.17M)	1.69-1.90% (\$990K)	1.9% (\$188K)						
Meters Read	On-cycle Bills		86.9% (\$4M)					93.0% - 92.0% (\$2M)				
	Estimated Bills					15.9% (\$188K)						
New Service Jobs			4 days (Initial Phase)/7.3 days (Final Phase) (\$4M)				98.0% (within 10 days) (\$188K)					
LICAP								95.0% - 90.0%*** (\$1M)				
ONIM			**** (\$4M)									

* KeySpan Incentive amounts are increased by 50% after any year in which targets are not met, and by 100% after any two years in a row that targets are not met.

** Survey questionnaires are proprietary to each utility; survey results therefore are not comparable between utilities.

*** Low Income Customer Assistance Program (LICAP) annual customer enrollment target is 3,750 = 100%.

**** Outage Notification Incentive Mechanism (ONIM) measures the company's performance in customer notification in the event of service outages.

**New York State Electric & Gas Corporation
Rochester Gas and Electric Corporation**

**PSC Case No. 09-E-0715
PSC Case No. 09-G-0716
PSC Case No. 09-E-0717
PSC Case No. 09-G-0718**

INTERROGATORY / DOCUMENT REQUEST

Request No.: NYSEG-RGE-137 (CPB)

Request Date: 1/27/10

Information Requested of: CPB Witness Gregg C. Collar

Reply Date: 2/9/10

Response Provided by: Collar

QUESTION:

Referring to Exhibits GCC-1 and GCC-2, Mr. Collar proposed PSC Complaint targets greater than 2009 year end performance, which were excellent already.

1. Why did CPB propose a PSC Complaint target for NYSEG of ≤ 0.7 , when 2009 Year End = 0.8?
2. Why did CPB propose a PSC Complaints target for RG&E of ≤ 1.3 , when 2009 Year End = 1.5?
3. What data does the CPB have that shows customers want to pay for this higher level of service? Please provide copies.

RESPONSE:

1. NYSEG's five-year average is .63. I maintained that performance but at the slightly higher level of .7
2. The CPB's target is based on the Company's five-year average.

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**PSC Case No. 09-E-0715
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PSC Case No. 09-E-0717
PSC Case No. 09-G-0718**

Information Request

Requesting Party and No.: D. DeVito (DPS-121)

NYRC Response No.: NYRC-0128 (DPS-121)

Request Date: October 26, 2009

Information Requested of: Consumer Service Panel

Reply Date: November 3, 2009

Responsible Witness: Consumer Service Panel

QUESTION:

NYSEG Low Income Program – Administrative Costs

The Company has identified one time start up costs for the proposed Low Income program in Exhibit NYSEGCSP-14 at \$268,594. It has included the start up costs in the administrative cost total of \$2.23 million identified in Exhibit NYSEGCSP-13, which amounts to 11% of proposed program costs, as stated at NYSEG CSP p. 29.

1. Please identify each component making up the start up costs and the administrative costs, and provide the amount of each component.
2. Please provide the current administrative costs of each of the three NYSEG low income programs (Power Partner, Power Partner Basic and Gas Affordable Energy), with the amount of each component identified separately.
3. Identify and quantify the administrative cost savings and operational efficiencies that will be achieved, if any, related to streamlining the Company's current three low income programs (Power Partner, Power Partner Basic and Gas Affordable Energy) into the proposed Low Income program. If administrative costs for the proposed Low Income program exceed administrative

costs for the three existing programs combined, identify the increased costs by category and amount.

RESPONSE:

1. The components of the start up and administrative costs of the proposed low income program are listed in the table below:

Proposed Low Income Program for NYSEG		
One Time Costs	Proposed Program	
System changes to support new program	\$184,375	1/2 of Total estimated IT costs for both companies
Outreach to tell current customers about new program	\$53,592	Letter (\$7500 printing) and postage (\$17,340) to HEAP recipients; print brochures (\$5276 per 15,000), mail (\$.44 per piece), distribute outreach materials
Outreach to current Power Partner/GAE informing them of changes to the program and their status	\$21,627	Letter (\$6000 printing) and postage (\$15,627)
Total Initial Costs	\$259,594	
Ongoing Costs		
Staffing	\$1,697,477	
Outreach	\$480,000	Outreach, HSC, meetings, training
Office	\$53,000	Supplies, Equipment, PO Box
Administrative Costs	\$2,230,477	

2. The current administrative costs of each of the three NYSEG low income programs (Power Partner, Power Partner Basic and Gas Affordable Energy) are listed in the table below.

2009 Administrative Costs	
Staffing	\$901,406
Office Equipment/Supplies	\$5,268
HSC/Outreach	\$50,000
Total	\$956,674

3. The administrative costs associated with maintaining the current low income programs at NYSEG are for all the programs (electric and gas).

The current low income program serves 36,000 customers. The proposed program is targeted to serve 12,621 Arrears Forgiveness customers and 55,693 Bill Reduction customers. This is a

significant increase in the volume of customers that would be enrolled in NYSEG's low income program

Staffing costs would increase from \$901,406 to \$1,697,477, for a difference of \$796,071.

In the initial years it is expected that administrative costs would be higher in an effort to increase enrollment to the desired program size. Inquiries about the program and enrollments would be heavy at the onset as would questions regarding bill appearance and program benefits as customers begin to benefit from it. Another temporary added cost would be initial data entry. It is anticipated that the influx of applications at the start of the new program would require additional staffing levels at the start of the program. Streamlining the process and having programs that mirror each other at each company would allow for centralization of some administrative functions as well as technical support since the system requirements would be identical. As efficiencies are gained, staffing levels would be adjusted accordingly

Outreach would increase from \$50,000 to \$480,000, for a difference of \$455,000.

Outreach would be done for a period of time to promote the program and educate customers as well as service agencies about the new initiative. These costs would most likely scale down as the program becomes routine and the staff and customers are made familiar with the processes involved in maintaining it.

Office would increase from \$6,468 to \$53,000 for a difference of \$46,532 which covers initial costs.

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PSC Case No. 09-G-0716
PSC Case No. 09-E-0717
PSC Case No. 09-G-0718**

Information Request

Requesting Party and No.: D. DeVito (DPS-122)

NYRC Response No.: NYRC-0129 (DPS-122)

Request Date: October 26, 2009

Information Requested of: Consumer Service Panel

Reply Date: November 2, 2009

Responsible Witness: Consumer Service Panel

QUESTION:

RG&E Low Income Program - Administrative Costs

The Company has identified one time start up costs for the proposed Low Income program in Exhibit RGECS-12 of \$264,017. It has included the start up costs in the administrative cost total of \$1.34 million identified in Exhibit RGECS-11, which amounts to 8% of proposed program costs, as stated at RG&E CSP p. 19.

1. Please identify each component making up the start up costs and the administrative costs, and provide the amount of each component.
2. Please provide the current administrative costs of each of the two RG&E low income programs (Residential Energy Consumer Assistance Program-RECAP, and I-HEAP), with the amount of each component identified separately.
3. Identify and quantify the administrative cost savings and operational efficiencies that will be achieved, if any, related to streamlining the Company's current two income programs into the proposed Low Income program. If administrative costs for the proposed Low Income program exceed administrative costs for the two existing programs combined, identify the increased costs by category and amount.

RESPONSE:

1. The components of the start up and administrative costs of the proposed low income program are listed in the table below:

Proposed Low Income Program for RG&E		
One Time Costs	Proposed Program	
System changes to support new program	\$184,375	1/2 of Total estimated IT costs for both companies
Costs to establish office spaces for 5 persons (construction, supplies, phones/headsets, etc)	\$30,000	
Outreach to tell current customers about new program	\$47,862	Letter (\$5850 printing) and postage (\$13,260) to HEAP recipients; print brochures (\$5276 per 15,000), mail (\$.44 per piece), distribute outreach materials
Outreach to current RECAP/IHEAP informing them of changes to the program and their status	\$1,780	Letter (\$300 printing) and postage (\$1480)
Total Initial Costs	\$264,017	
Staffing	\$1,115,397	
Outreach	\$215,000	
Office	\$7,500	
Administrative Costs	\$1,337,897	

2. The current administrative costs of each of the RG&E low income programs are listed in the table below:

2009 Administrative Costs	
Staffing	\$154,230
Office Supplies	\$200
CCCS Workshops	\$12,967
HSC/Outreach	\$28,501
Total	\$195,898

3. The administrative costs associated with maintaining the current low income programs at RG&E are for both (electric and gas) programs. The average administrative cost per customer will decrease from \$1,088/customer to \$33/customer.

The current low income program only serves 1800 customers. The proposed program is targeted to serve 4285 Arrears Forgiveness customers and 40,607 Bill Reduction customers. This is a

substantial increase in the volume of customers that would be enrolled in RG&E's low income program

Staffing costs would increase from \$154,230 to \$1,115,397, for a difference of \$961,167.

In the initial years it is expected that administrative costs would be higher in an effort to increase enrollment to the desired program size. Inquiries about the program and enrollments would be heavy at the onset as would questions regarding bill appearance and program benefits as customers begin to benefit from it. In the current program applying the rate reduction credit at the end of the program is a manual process due to the nature of the program and the possibility of prorated benefits being applied. The new bill reduction program would be set up so that the customer would benefit from the meter charge discount on a monthly basis and see it as a line item on their bill, eliminating the need to apply manual credits. The arrears forgiveness component of the program would also occur monthly upon timely payment and eliminate manual adjustments at the end of a year or prorated adjustments for partial years. A temporary added cost would be initial data entry. It is anticipated that the influx of applications at the start of the new program would require additional staffing levels until that levels off. Streamlining the process and having two programs that mirror each other at each company would allow for centralization of some administrative functions as well as technical support since the system requirements would be identical. Combining all the low income programs within the individual company would also provide for a cost savings since outreach and promotional materials would be limited to a single program. Initial projections for program administration were determined to ensure successful implementation. As efficiencies are gained, staffing levels would be adjusted accordingly.

Outreach would increase from \$28,501 to \$215,000, for a difference of \$186,499.

Outreach would be done for a period of time to promote the program and educate customers as well as service agencies about the new initiative. These costs would most likely scale down as the program becomes routine and the staff and customers are made familiar with the processes involved in maintaining it.

Office would increase from \$200 to \$7,500 for a difference of \$7,300 which covers initial costs.

The CCS Budget Workshops would be eliminated eliminating \$12,967 in workshop costs as well as costs for administration and outreach. No longer requiring customers to attend a budget counseling session as a condition of enrolling in the program would eliminate the expense of setting them up at a cost of \$861 per workshop. On average there were 24 attendees per workshop. This averages approximately \$36 per customer as a prerequisite to be enrolled in RECAP. Furthermore, this would eliminate the delay for customers enrolling in the program and allow them the flexibility of attending budget counseling on a voluntary basis as their schedule permits.

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**PSC Case No. 09-E-0715
PSC Case No. 09-G-0716
PSC Case No. 09-E-0717
PSC Case No. 09-G-0718**

Information Request

Requesting Party and No.: D. DeVito (DPS-293)

NYRC Response No.: NYRC-0360 (DPS-293)

Request Date: November 9, 2009

Information Requested of: Customer Service Panel

Reply Date: November 23, 2009

Responsible Witness: Customer Service Panel

QUESTION:

Low Income Programs — Administrative Costs

NYRC-0128 (DPS-121) and NYRC-0129 (DPS-122) address low income program administrative costs.

1. For both NYSEG and RG&E, provide the annual low income staffing expenses for the period 2006 through 2009 to date. Break down the annual expense by job title, with an explanation of the duties of each, and provide the number of employees in each job title.
2. For both NYSEG and RG&E, per DPS-121(1) and DPS-122(1), respectively, break down the annual forecast staffing expenses of \$1.7 million and \$1.1 million, respectively, by job title, with an explanation of the duties of each, and provide the number of employees in each job title.
3. For the 5 new employees attributed to the new RG&E low income program, provide their job titles and an explanation of the duties of each, and explain why existing employees cannot perform those duties.
4. Explain the difference in the administrative cost for office expense between NYSEG and RG&E, at \$53,000 and \$7,500 respectively, per DPS-121(1) and DPS-122(1), respectively.

RESPONSE:

1.

NYSEG Power Partner Staffing Expenses	Explanation of Duties	Number of Employees	Cost
2006			
Payroll			
Contractors	Processing correspondence, screening for enrollments, various admin tasks	0.25	\$11,307
Admin/Clerical	Payroll, outreach support, filing, paperwork	0.75	\$37,706
Customer Representatives	Responding to customer inquiries, enrollments, termination, etc.	6 reps plus overtime	\$362,060
Analysts	Responding to escalated customer inquiries, development and coordination of outreach, program tracking, interface with energy svcs, etc.	1.6	\$81,773
Supervisor	Budget, program management, supervision, development and coordination of outreach, etc.	0.7	\$40,661
Total			\$533,506
2007			
Payroll			
Contractors	Processing correspondence, screening for enrollments, various admin tasks	1	\$40,012
Admin/Clerical	Payroll, outreach support, filing, paperwork	0.75	\$38,103
Customer Representatives	Responding to customer inquiries, enrollments, termination, etc.	6 plus overtime	\$370,569
Analysts	Responding to escalated customer inquiries, development and coordination of outreach, program tracking, interface with energy svcs, etc.	1.5	\$78,035
Supervisor	Budget, program management, supervision, development and coordination of outreach, etc.	0.8	\$47,165
Advocates	Responding to customer	10% of 7 advocates	\$42,155
Total			\$616,039

2008			
Payroll			
Contractors	Processing correspondence, screening for enrollments, various admin tasks	eliminated early 2008 (1)	\$5,034
Admin/Clerical	Payroll, processing correspondence, outreach support, filing, paperwork	0.65	\$33,093
Customer Representatives	Responding to customer inquiries, enrollments, termination, etc.	6	\$365,586
Analysts	Responding to escalated customer inquiries, development and coordination of outreach, program tracking, interface with energy svcs, etc.	0.85	\$46,501
Supervisor	Budget, program management, supervision, development and coordination of outreach, etc.	0.7	\$45,233
Advocates	Responding to customer inquiry, promoting program, interface with human service agencies, etc.	10% of 10 advocates	\$51,438
Total			\$546,885
2009			
Payroll (thru October)			
Admin/Clerical	Payroll, processing correspondence, outreach support, filing, paperwork	0.5	\$23,862
Customer Representatives	Responding to customer inquiries, enrollments, termination, etc.	6	\$330,665
Analysts	Responding to escalated customer inquiries, development and coordination of outreach, program tracking, interface with energy svcs, etc.	0.65	\$35,420
Supervisor	Budget, program management, supervision, development and coordination of outreach, etc.	0.6	\$38,212
Advocates	Responding to customer inquiry, promoting program, interface with human service agencies, etc.	10% of 10 advocates	\$61,164
Total			\$489,323

NYSEG LIRA/GAE Staffing Expenses	Explanation of Duties	Number of Employees	Cost
2006 - 2009 - Gas Affordable Program			
Payroll			
The GAE program requires very limited support due to periodic system query and automated enrollments. Customer inquiries are responded to by the Call Center or Power Partner representatives and costs are not separately tracked.			

RG&E RECAP Staffing Expenses	Explanation of Duties	Number of Employees	Cost
2006			
Payroll (program costs)			
Customer Representatives	Processing enrollments, terminations.	1	\$33,569
Analysts	Running system queries, various technical support and reporting	0.05	\$1,739
Supervisor	Budget, program management, supervision, etc.	0.3	\$18,736
Advocates	Responding to escalated customer concerns, enrollments and terminations, budget counseling program management, promoting program.	2.8	\$100,807
Total			\$154,851
2007			
Payroll			
Analysts	Running system queries, various technical support and reporting	0.4	\$20,712
Supervisor	Budget, program management, supervision, etc.	0.25 (overlap of 2 supervisors - transferring duties)	\$16,396
Advocates	Responding to escalated customer concerns, enrollments and terminations, budget counseling program management, promoting program.	2.2	\$110,620
Total			\$147,728

2008			
Payroll			
Customer Representatives	Supported advocates, processing some enrollments and terminations.	0.3	\$9,356
Analysts	Responding to escalated customer concerns, enrollments and terminations, budget counseling program management, promoting program.	1.9	\$91,726
Supervisor	Budget, program management, supervision, etc.	0.1	\$6,810
Advocates	Transition of role, program support	0.05	\$2,166
Total			\$110,058
2009			
Payroll (thru October)			
Analysts	Responding to escalated customer concerns, enrollments and terminations, budget counseling program management, promoting program.	1.75	\$82,045
Supervisor	Budget, program management, supervision, etc.	0.1	\$7,209
Total			\$89,254

RG&E IHEAP - 2006 - 2009	Explanation of Duties	Number of Employees	Cost
Very limited support due to periodic system query and automated enrollments. Customer inquiries typically handled by call center. Representative and management costs are not separately tracked.		0	\$0

2.

NYSEG Low Income Program - Administrative costs for Rate Year (Salary and 0.4 Benefits adder)	Explanation of Duties	Number of Employees	Cost
Contractors	Initial year - data entry and enrollment	4.5	\$150,000
Admin/Clerical	Payroll, processing correspondence, outreach support, filing, paperwork	0.5	\$37,398
Customer Representatives	Responding to customer inquiries, enrollments, termination, etc.	12	\$1,128,719
Analysts - * calculation error found in original budget for analyst, was \$30,000 too high. Now adjusted.	Responding to escalated customer inquiries, program tracking, outreach support, interface with energy svcs support, etc.	1	\$75,600
Lead Analyst	Budget, Outreach development, program tracking, quality monitoring,	0.5	\$42,000
Supervisor	Program management, regulatory, supervision, etc.	0.5	\$49,000
Advocates	Responding to customer inquiry, promoting program, interface with human service agencies	20% of advocate salaries	\$173,600
Total			\$1,656,317

RG&E Low Income Program - Administrative costs for Rate Year (Salary and 0.4 Benefits adder)	Explanation of Duties	Number of Employees	Cost
Contractors	Initial year - data entry and enrollment	1.5	\$50,000
Admin/Clerical	Payroll, processing correspondence, outreach support, filing, paperwork	0.5	\$37,398
Customer Representatives - *an error was made in the calculation of rates. This wage has been reduced to reflect the correct rate and reduces the overall cost by \$259,679.	Responding to customer inquiries, enrollments, termination, etc.	8	\$492,800
Analysts	Responding to escalated customer inquiries, program tracking, Human Services Conferences, interface with energy svcs support, etc.	2	\$155,680
Lead Analyst	Budget, Outreach development, program tracking, quality monitoring,	0.5	\$42,000
Supervisor	Budget, program management, regulatory, supervision, etc.	0.5	\$49,000
Advocates	Responding to customer inquiry, promoting program, interface with human service agencies	20% of advocate salaries	\$28,840
Total			\$855,718

3. The proposed RG&E Low Income would increase from 1,800 customers currently enrolled to potentially 41,000 customers. This tenfold increase in customer count will require additional staff to support both the outreach and setup for the new program and continued support of the customer base. Customer calls for the 1,800 customers are currently handled within the call center as a portion of their daily volume (RECAP volume not quantified). The substantial increase in customer participation would significantly increase call volume requiring a dedicated staff (similar to the current NYSEG program that supports 36,000 customers).

It is expected that initially (first few years) there would be significantly more maintenance to enroll customers and respond to customer inquiries (NYSEG's program initially required additional support for the first few years of the program, until customers became familiar with it). The proposed program suggests 8 dedicated representatives to start. This number was derived by projecting staffing levels based on NYSEG's experience. NYSEG currently has 6 representatives to support 36,000 customers in a stable, multi-year program.

In addition, increased enrollments are expected to generate more mail and enrollment forms. One and one-half contractors would be used for an undetermined period of time to process enrollments. Clerical support would also be added (.5 FTE) to process applications, filing, outreach support, payroll, etc.

It is proposed that analysts increase from 1.75 to 2.5. They would be responsible for program tracking, system reports, escalated customer inquiries, quality review of representative work, outreach and education.

Supervision is proposed to increase from .1 to .5 to support program implementation and reporting, supervision, etc. As with the current programs, staffing will be evaluated each year and adjusted according to need. It is expected the initial year(s) would require the greatest support.

4. For NYSEG, a portion of the outreach budget was inadvertently included under the office expense. The office portion of the budget is \$15,000. This amount includes the purchase of office equipment (chairs, headsets, desk supplies), PO Box yearly rental and on-going office supplies cost. The remaining part of this budget should have been applied within the outreach budget.

The RG&E budget of \$7,500 includes a fax machine, headsets, chairs, PO Box Rental and office supplies for staff.

**New York State Electric & Gas Corporation
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PSC Case No. 09-E-0717
PSC Case No. 09-G-0718**

Information Request

Requesting Party and No.: D. DeVito (DPS-582)

NYRC Response No.: NYRC-0899 (DPS-582)

Request Date: January 5, 2010

Information Requested of: Customer Service Panels

Reply Date: January 12, 2010

Responsible Witness: Customer Service Panels

QUESTION:

Updates to NYRC-0130, 0139 & 0364

1. Please update to year-end 2009 the information and statistics provided in the following:
 - a. NYRC-0130(DPS-123), Question 2 – Total number of low income and HEAP customer defaulted payment plans.
 - b. NYRC-0139(DPS-132), Question 2 - Total number of HEAP customer reconnections.
 - c. NYRC-0364(DPS-297) – Total number of HEAP customer terminations.

RESPONSE:

a) Defaulted DPAs (update to NYRC 130 – DPS-123)

DEFAULTED IPS	num of Sept 30, 2008	num of Oct 31, 2008	num of Nov 30, 2008	num of Dec 31, 2008
NYSEG				
Total # of IPS	38,890	38,200	37,403	36,022
Defaulted # of IPS	13,880	12,492	12,881	11,719
% of Defaulted IPS	34%	32%	34%	33%
RG&E				
Total # of IPS	31,205	30,443	29,180	28,419
Defaulted # of IPS	10,041	9,030	9,785	9,002
% of Defaulted IPS	34%	32%	34%	31%

b) Reconnects/HEAP Customers (NYRC 139; DP-132) – December numbers updated

RGE

Year Recon Fee	# Accts with HEAP and fee	Total Quantity of Residential Reconnection Fees
2007	809	12704
2008	2520	18858
2009 YE	6646	26122

NYSEG

Year Recon Fee	# Accts with HEAP and fee	Total Quantity of Residential Reconnection Fees
2006	2709	24898
2007	5426	24897
2008	8173	35909
2009 YE	7701	42842

c) HEAP customer terminations (NYRC-036; DPS-297)December numbers updated.

Total RGE Terminations by Year

Year Terminated	Total Terminated Non-Pay Customers	Total Terminated HEAP Customers
2007	14,920	4,737
2008	19,645	7,273
2009	25,482	8,769

Total NYSEG Terminations by Year

Year Terminated	Total Terminated Non-Pay Customers	Total Terminated HEAP Customers
2007	25,280	6,129
2008	32,314	8,700
2009	37,811	9,183

HEAP Customers in Arrears

	NYSEG			RG&E		
	Customer Quantity			Customer Quantity		
	Low Income Program Participants	Other	Total	Low Income Program Participants	Other	Total
\$1 - \$239	6,161	6,528	12,689	107	4,682	4,789
\$240 - \$1,250	4,551	5,798	10,349	394	7,222	7,616
\$1,251 - \$2,400	1,381	1,823	3,204	418	2,953	3,371
\$2,401 - \$4,800	627	1,019	1,646	382	2,205	2,587
\$4,801+	148	326	474	168	1,193	1,361
Total	12,868	15,494	28,362	1,469	18,255	19,724

NYSEG

% of customers benefiting at \$240 - 1250 36.5%

% of customers benefiting at \$240 - \$2400 47.8%

RG&E

% of customers benefiting at \$240 - 1250 38.6%

% of customers benefiting at \$240 - \$2400 55.7%