

BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of
Central Hudson Gas & Electric Corporation
Cases 08-E-0887 and 08-G-0888

November 2008

Prepared Exhibits of:

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State of New York
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Central Hudson's Current Service Quality Performance Mechanism

CSI Annual Performance	Basis Points Rate Adjustment
85 or Higher	None
$84 \leq \text{CSI} < 85$	3.125
$83 \leq \text{CSI} < 84$	6.25
$82 \leq \text{CSI} < 83$	9.375
CSI < 82	12.5

PSC Annual Complaint Rate	Basis Point Rate Adjustment
<2.5	None
2.5	6.00
2.6	6.65
2.7	7.30
2.8	7.95
2.9	8.60
3.0	9.25
3.1	9.90
3.2	10.55
3.3	11.20
3.4	11.85
3.5	12.50

- a) The "Appointments Kept" incentive is \$20 per missed appointment

Proposed CHGE Service Quality Performance Mechanism

CSI Annual Performance	Proposed Amount
85 or Higher	none
$84 \leq \text{CSI} < 85$	\$237,500
$83 \leq \text{CSI} < 84$	\$475,000
$82 \leq \text{CSI} < 83$	\$712,500
$\text{CSI} < 82$	\$950,000

PSC Annual Complaint Rate	Proposed Amount
<1.7	None
1.7	\$475,000
1.8	\$570,000
1.9	\$665,000
2.0	\$760,000
2.1	\$855,000
2.2	\$950,000

- a) The "Appointments Kept" incentive is \$20 per missed appointment

Complaint Rate Analysis

	monthly data	12 month avg
Jan-06		1.3
Feb-06	0.3	1.2
Mar-06	0.3	1.1
Apr-06	0.7	1.0
May-06	1.4	1.1
Jun-06	1.4	1.1
Jul-06	0.7	1.2
Aug-06	1.0	1.1
Sep-06	0.7	1.0
Oct-06	0.0	1.0
Nov-06	2.7	0.9
Dec-06	0.3	0.9
Jan-07	0.3	0.8
Feb-07	0.7	0.8
Mar-07	0.7	0.9
Apr-07	0.7	0.9
May-07	0.3	0.8
Jun-07	0.7	0.7
Jul-07	0.7	0.7
Aug-07	1.0	0.7
Sep-07	0.3	0.7
Oct-07	0.3	0.7
Nov-07	1.0	0.6
Dec-07	1.0	0.6
Jan-08	0.0	0.6
Feb-08	0.0	0.6
Mar-08	0.0	0.5
Apr-08	0.7	0.5
May-08	0.3	0.5
Jun-08	0.3	0.5
Jul-08	0.7	0.5
Aug-08	1.0	0.5
Sep-08	1.0	0.5
Average	0.7	0.8
Standard deviation		0.2

Central Hudson Gas & Electric Corporation
Case Nos. 08-E-0887 & 08-G-0888
Response to Staff Information Request No. 631

From: Silverstein
Requested of: Royce
Date of Request: 10/23/2008

Silverstein: For Central Hudson Witness Royce:

631) Please provide updated EPOP participant statistics, including the number of customers currently enrolled by source, the departures and reasons for departure.

Response:

Shown below are the requested updated statistics for the period 7/1/08 thru 9/30/08.

	<u>7/1/08-9/30/08</u>
Active participants at beginning of reporting period	376
Enrollments by source:	
Central Hudson	106
Dept. Soc. Serv.	13
Offices for Aging	7
Comm. Action Agencies	7
Other	9
POP Xfers	6
Total Enrollments	148
Departures by reason:	
Other	10
Moved (non-heating)	1
Moved (no active account)	9
Locked for nonpayment 2Xs	1
Income ineligible	0
Non-compliant	2
Total Departures	23
Active participants at end of reporting period	501

Date of Response: 10/27/2008
Response by: Susan M. Royce

Central Hudson Gas & Electric Corporation
Case Nos. 08-E-0887 & 08-G-0888
Response to Staff Information Request No. 569

From: Silverstein
Requested of: Royce
Date of Request: 10/9/2008

Silverstein: For Central Hudson Witness Royce:

569) For the last three years, what is the annual number of HEAP recipients for basic and emergency grants?

Response:

For HEAP year 2005-2006: 8,399 customers received HEAP
For HEAP year 2006-2007: 8,131 customers received HEAP
For HEAP year 2007-2008: 8,174 customers received HEAP

Our account records do not distinguish between a regular (basic) and emergency HEAP grant. The above numbers are the number of customers receiving at least one grant for that particular HEAP year.

Date of Response: 10/15/2008
Response by: Susan M. Royce