
MARK R. BEAUDOIN

PROFESSIONAL EXPERIENCE

IBERDROLA USA MANAGEMENT CORPORATION 2012–Present

2014 – present Director – Customer Services and Systems

- Responsible for the : Corporate and Field Marketing and Sales; Meter Services; Credit/Collections; Energy Efficiency; Business Systems and Support; and Joint Use functions at NYSEG and RG&E

2012 – 2014 Director – Quality and Franchise Development

- Direct the development of Iberdrola USA natural gas franchise expansion initiatives.
- Direct the development and execution of Iberdrola USA Quality programs.

NYSEG SOLUTIONS, INC./ENERGETIX, INC. 1998–2012

2009 – 2012 President

2005 – 2009 Chief Operating Officer/Vice President

1998 – 2005 Vice President

- Co-Developed the NYSEG Solutions, Inc. retail energy marketing company.
- Lead the strategic and operational activities of two successful retail energy service companies.
- Managed the retail systems, sales, marketing, and customer care operations.
- Responsible for wholesale procurement and scheduling for NY and PJM retail load obligations.
- Marketed, traded and dispatched output of 2 – 60 MW gas fired generation units.

NEW YORK STATE ELECTRIC & GAS CORPORATION (NYSEG) 1987–1998

1996-1998 Energy Trader – Generation

- Transacted on wholesale purchase and sale opportunities in the NYPP, PJM, and NEPOOL forward markets.
- Negotiated call options and market indexed transactions to enhance value of excess generation.
- Provided back-up to daily trading and generation operation functions.

1993-1996 Project Manager – Electric Marketing

1992-1993 Team Leader – Electric Marketing

1989-1992 Senior Energy Engineer – Electric Marketing

- Negotiated flexible electric pricing agreements with large industrial customers.
- Led team which provided alternatives to customers contemplating co-generation.
- Project manager for large load addition and energy conservation projects.
- Provided technical support to commercial and industrial customers.

1987-1989 Engineer – Substation Engineering

- Provided engineering and design on substations of all voltage levels.

NIAGARA MOHAWK POWER CORPORATION 1986–1987

1986-1987 Engineer – Stations Electrical Design

- Provided engineering and design on Extra High Voltage substations.

EDUCATION

BS, Electric Power Engineering, Rensselaer Polytechnic Institute, Troy, New York, 1986

AS, Engineering Science, Broome Community College, Binghamton, New York, 1984

JONI J. FISH-GERTZ

PROFESSIONAL EXPERIENCE

NEW YORK STATE ELECTRIC & GAS CORPORATION (NYSEG) 1991–Present

2010 – present Manager – Energy Efficiency Programs

- Responsible for development and operation of Electric and Gas Energy Efficiency Programs for NYSEG and Rochester Gas & Electric (RG&E)
- Manage Energy Efficiency Staff, Contractors and Multiple Vendors
- Responsible for Reporting to Public Service Commission and other Energy Efficiency Reporting
- Responsible for Evaluation of Energy Efficiency Programs
- Provide input for business planning and regulatory responses

2003 -2010 Manager, Marketing and Sales

- 2008 – 2010 Supported early development of Energy Efficiency Project Team
- 2003 – 2008 Managed Regional Marketing and Sales Account Managers for NYSEG and RG&E
- Responsible for management of large customer relationships, natural gas sales and electric and gas service issue liaisons

1991 – 2003 Lead Analyst, Key Account Manager and Marketing Representative

- Provided direct relationship management services to large electric and gas utility customers
- Managed customer sales side of large natural gas main extension projects and contracts
- Provided natural gas sales outreach to businesses

1987- 1991 Executive Director – Regional Economic Development and Energy Company (REDEC)

- Managed not-for-profit public, private partnership corporation to provide lending services for energy efficiency and economic development projects in the Southern Tier of New York
- Performed credit analysis and loan closing, servicing and foreclosure activities

EDUCATION

MBA, Alfred University, Alfred, NY, 1999

BA, Organizational Management, Ottawa University, Ottawa, KS, 1981

PROFESSIONAL AFFILIATIONS

Current Member – E2 Working Group and Subcommittees

Current Member and Former Chair – NY Joint Utilities Energy Efficiency Group

Former Member – Energy Efficiency Program Administrator’s Collaborative (EEPAC)

CARL A. TAYLOR

PROFESSIONAL EXPERIENCE

IBERDROLA USA 2010–Present

2011 – present Vice President – Customer Service

- Responsible for customer service at all three IUSA operating companies – Central Maine Power Company (CMP), New York State Electric & Gas Corporation (NYSEG), and Rochester Gas and Electric Corporation (RG&E)
- Responsible for all customer-facing office and field activities

2009-2011 Vice President – Business Transformation

- Responsible for leading business strategy development, the business effectiveness and transformation initiative
- Responsible for utility electric and gas research and development
- Responsible for smart grid/smart meter activities

THE ENERGY NETWORK, INC.

2003-2009 President and Chief Executive Officer

- Responsible for retail energy, merchant generation, fiber telecommunications, steam and chilled water production and sales, energy services and property management
- Major accomplishments included the integration of NYSEG Solutions (the NYSEG energy service company) and Energetix (the RG&E energy service company) after the merger between Energy East and RG&E as well as the successful divestiture of non-strategic assets

NYSEG SOLUTIONS, INC.

1998-2003 President

- Co-founded NYSEG Solutions, Inc.
- Responsible for creation and building of a retail energy company

NEW YORK STATE ELECTRIC & GAS CORPORATION (NYSEG)

1987-1998 Various Titles

- Spearheaded the creation of an Energy Trading Department with NYSEG’s Generation Business Unit comprised of Energy Trading, Wholesale Risk Management, Generation Systems Operations and Wholesale Billing
- Worked in areas of Generation Planning, Project Management – Transmission and Distribution Interconnections, Chief Customer Negotiator, and Utility Marketing and Sales

EDUCATION

MS, Business Administration, State University of New York at Binghamton, Binghamton, NY, 1998

BS, Electric Engineering, Rochester Institute of Technology, Rochester, NY, 1987

PROFESSIONAL AFFILIATIONS

Current Member – Director, The Energy Network

THERESA B. VANBROOKER

PROFESSIONAL EXPERIENCE

**IBERDROLA USA NETWORKS - ROCHESTER GAS AND ELECTRIC CORPORATION (RG&E)
AND NEW YORK STATE ELECTRIC & GAS (NYSEG) -1982 - Present**

2006 -- Present Director – Customer Service

- Job dimensions – Manage direct staff of 8; indirect 697
- Oversee core customer service functions – responsible for delivering exemplary service in:
 - 2 call centers (Binghamton, Rochester); Billing & Revenue Recovery; Low Income & Advocacy; Field Operations (meter reading, field collection, other meter-related activities); Walk In Offices (21 throughout New York State); Retail Access; Customer Satisfaction
- Responsible for relationship with regulators; highly experienced in rate proceedings
- Core team member of both NYSEG and RG&E union contract negotiation teams

2003 – 2006 Project Manager – NYSEG & RG&E Infrastructure Replacement Projects

- Responsible for all aspects of project to replace NYSEG and RG&E Customer Information Systems
- Successfully delivered project on-time and within budget
- Managed both employee and contract staff

2000 – 2003 Manager – Business Processes

- Developed and documented efficient customer service processes
- Identified efficiency opportunities and implement within business
- Communicated processes to all employees and achieved effective results

1982 -1999 Various

- Senior Analyst – Collections: Analyzed collection data and recommend actions
- Customer Service Representative: Face-to-face interaction with customers; developed foundation in all aspects of Customer Service

EDUCATION

Masters of Business Administration, University of Rochester – William E. Simon School of Business, June 1999

Bachelor of Arts, State University of New York – Empire State College, 1992

MARC P. WEBSTER

PROFESSIONAL EXPERIENCE

NEW YORK STATE ELECTRIC & GAS CORPORATION (NYSEG) 1994–Present

2003 – Present Manager – Supplier Relations (NYSEG and RG&E)

- Responsible for NYSEG and RG&E Retail Access Programs
- Responsible for NYSEG and RG&E Customer Satisfaction and Customer Appeals (2012 – Present)
- Responsible for NYSEG and RG&E Electric Interval Metering (2010 – 2012)
- Responsible for NYSEG back-office billing (2007 – 2010)

1998-2003 Specialist – Gas Pricing

1994 – 1998 Principal Analyst – Gas Pricing Department

- Responsible for federal regulation and cost analysis group (January 2001-February 2003).
- Project Manager – NYSEG gas cost of service project. Responsible for all gas cost of service analyses.
- Represented company at New York State generic unbundling proceeding (Case 00-M-0504).
- Company sponsored USAID representative in Republic of Moldova to assist Moldovan government in reforming their energy sector - November, 2000.
- Responsible for gas adjustment clause calculation and filings and gas franchising.

BALTIMORE GAS & ELECTRIC COMPANY (BGE) 1987 - 1994

1993-1994 Market Analyst

- Developed load samples for electric load research purposes.
- Performed market segmentation on industrial and commercial customers for marketing Demand Side Management programs.

1991-1993 Rate Research Analyst

- Performed electric and gas Cost of Service analysis and designed electric and gas rates.
- Supported PJM After-the-fact accounting function for load settlement purposes.

1987-1991 Forecaster

- Developed long-term and short-term sales, peak demand, and customer forecasting models.

EDUCATION

MA, Economics, University of Delaware, Newark, DE, 1987

BA, Economics, University of Delaware, Newark, DE, 1986

SERVICE QUALITY APPENDIX

A. RG&E Service Quality Metrics, Targets and Amounts at Risk

Total risk = \$6,400,000

Effective immediately RG&E measures, targets, thresholds and negative revenue adjustments will be as follows:

Performance Measures	Performance	Maximum
	Thresholds	Revenue Amount at Risk
PSC Complaint Rate	> 1.8	\$500,000
	> 2.0	\$1,000,000
	> 2.2	\$1,500,000
	> 2.4	\$2,000,000
Customer Interaction Service Index (Contact Satisfaction Survey)	• <u>See below</u>	\$500,000
		\$1,000,000
		\$1,500,000
		\$2,000,000
Calls Answered in 30 Seconds	< 77%	\$300,000
	< 76%	\$600,000
	< 75%	\$900,000
	< 74%	\$1,200,000
Estimated Meter Reads	> 6%	\$300,000
	>7%	\$600,000
	> 8%	\$900,000
	>9%	\$1,200,000
Maximum Revenue Amount at Risk		<u>\$6,400,000</u>

- Measures, targets and associated revenue adjustments listed above are in effect for RG&E for all of 2010.

Survey

- A new Contact Satisfaction Survey was implemented by RG&E beginning January 2010.
- RG&E will replace its existing Customer Service Interaction Index with the new (already implemented) Contact Satisfaction Survey for 2010. Results from the

new Contact Satisfaction Survey that are achieved from January 2010 to June 2010 will be used to set targets for the remaining six months of 2010.

- RG&E will meet with Staff and interested parties in July 2010 to propose targets for Commission approval.
- July through December 2010 actual performance will be used to determine if RG&E has met the required targets for 2010. If RG&E should miss the target, a full year's financial risk for this measure would be assessed against performance for July through December 2010.
- RG&E will meet with Staff and interested parties in January 2011 to review twelve months' results for the RG&E Contact Satisfaction Survey and to discuss whether any revisions are necessary. If needed, the Company will propose targets that, if adopted by the Commission, will become effective retroactively to January 2011.

Cases 09-E-0715, et al.

Joint Proposal

Appendix R

B. NYSEG Service Quality Metrics, Targets and Amounts at Risk

Total risk 2010 = \$ 8,000,000

Total risk 2011 = \$10,333,333

Effective 1/1/2010 NYSEG measures, targets, thresholds and negative revenue adjustments will be as follows:

Performance Measures	Performance Thresholds	2010 Maximum	2011 Maximum
		Revenue Amount at Risk	Revenue Amount at Risk
PSC Complaints to the PSC	≥ 1.0	\$283,332	\$800,000
	≥ 1.2	\$1,166,666	\$1,600,000
	≥ 1.4	\$1,749,998	\$2,400,000
	> 1.7	\$3,333,333	\$3,200,000
Customer Satisfaction Index	≤73.0 %	\$283,332	\$800,000
	≤72.0%	\$1,166,666	\$1,600,000
	≤71.0%	\$1,749,998	\$2,400,000
	≤70.0%	\$2,333,333	\$3,200,000
Calls Answered in 30 Seconds	< 63.0 %	\$141,666	\$580,000
	< 62.0 %	\$583,333	\$1,160,000
	< 61.0%	\$874,999	\$1,740,000
	< 60.0 %	\$1,166,667	\$2,320,000
Estimated Meters Reads	> 6.1%	\$141,666	\$403,33
	> 7.1%	\$583,333	\$806,667
	> 8.1%	\$874,999	\$1,210,000
	> 9.1%	\$1,166,667	\$1,613,333
Maximum Revenue Amount at Risk		\$8,000,000	\$10,333,333

Survey

- For benchmarking purposes, a new Contact Satisfaction Survey was initiated by NYSEG beginning January 2010.
- For the purposes of measuring Service Quality, NYSEG will not use either the current Contact Satisfaction Survey or the new Contact Satisfaction Survey for 2010 or 2011, but instead will use its existing Overall Customer Satisfaction Survey. An additional \$50,000 will be included in the 2011 revenue requirements to account for the cost of continuing the Overall Customer Satisfaction Survey.
- For benchmarking purposes, NYSEG will continue to administer the existing Contact Satisfaction survey through 2011. An additional \$46,000 will be included in the 2011 revenue requirements to account for the cost of continuing the existing Contact Satisfaction survey.

Cases 09-E-0715, et al.
Joint Proposal
Appendix R

- Results of the benchmarking for the two (existing and new) Contact Satisfaction surveys will be used for the purposes of setting a target for the new Contact Satisfaction Survey which will be implemented as a Service Quality Measure at NYSEG effective January 1, 2012.
- NYSEG will meet with Staff and interested parties in July 2011 to propose NYSEG targets for the new Contact Satisfaction Survey to become effective January 2012 for Commission approval. Existing surveys (i.e., current Contact Satisfaction Survey and current Overall Customer Satisfaction Survey) will be discontinued upon agreement on targets for the new Contact Satisfaction Survey. If for some reason the existing surveys are extended past 2011, NYSEG would require additional funding to administer these surveys.
- NYSEG will meet again with Staff and interested parties in October 2012 to review data and discuss whether any revisions are necessary. Any needed revisions will be proposed to be effective January 2013 and thereafter.

C. The Doubling Provision

The negative revenue adjustment for an individual measure set forth above will double if the Company misses any of the target levels for that particular measure for two consecutive years. Any doubling of the negative revenue adjustment would apply to the year encompassing the second miss of the target. The negative revenue adjustment would continue to double for each consecutive miss of the target. If doubling takes place and the Company subsequently meets the previously missed target, the negative revenue adjustment for that target will revert to the original (i.e., non-doubled) amounts set forth above. An example is set forth below.

Example (Revenue Adjustment Doubles In Year Encompassing Second Miss):				
RG&E Estimated Meter Reads: Target >9%				
	Missed/Met	Max Adjustment	Company revenue adjustment	
2009	Missed	\$1,200,000	\$0	
2010	Missed	\$2,400,000	\$1,200,000	(revenue adjustment from 2009)
2011	Missed	\$4,800,000	\$2,400,000	(revenue adjustment from 2010)
2012	Met	\$1,200,000	\$4,800,000	(revenue adjustment from 2011)
2013	Met	\$1,200,000	\$0	(no revenue adjustment for 2012)

D. Reporting Requirements

Each Company will submit the results of its individual service quality performance quarterly to the Secretary, within 30 days of the close of each quarter. A final report will be submitted for each calendar year within 30 days of the end of the year. The final report will also state whether a revenue adjustment is applicable, and if so, the amount of the revenue adjustment.



January 21, 2015

Hon. Kathleen H. Burgess
Secretary to the Commission
New York State Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350

Dear Secretary Burgess:

I, Theresa VanBrooker, am the Director, Customer Service and am authorized to make this verification on its behalf.

I have read the 2014 results for New York State Electric & Gas Corporation's ("NYSEG") and Rochester Gas and Electric Corporation's ("RGE") customer service quality performance pursuant to the Order Establishing Rate Plan, issued and effective September 21, 2010 (the "Order") in Cases 09-E-0715, 09-G-0716, 09-E-0717, 09-G-0718 and know the contents thereof. The information related to NYSEG and RG&E is true and correct of my own knowledge, information and belief.

This summary is intended to fulfill the annual report requirements approved per the Order.

RG&E:	<u>4th Quarter</u>	<u>YTD</u>
PSC Complaint Rate	0.3 /100,000	0.6 /100,000
Customer Interaction Service Index	89.8%	88.8%
Calls Answered in 30 seconds	87.6%	82.6%
Estimated Meter Reads	5.2%	5.5%

NYSEG:	<u>4th Quarter</u>	<u>YTD</u>
PSC Complaint Rate	0.2 /100,000	0.3 /100,000
Customer Interaction Service Index	90.8%	90.4%
Calls Answered in 30 seconds	84.1%	68.3%
Estimated Meter Reads	4.3%	5.0%



Very truly yours,

Theresa B VanBrooker

Subscribed and sworn to
before me on this th day
of January 2014.

cc: D. Elfner
S. Sloane
M. Insogna
L. Scherer

Shelley Morris

**SHELLEY MORRIS
NOTARY PUBLIC
State of Maine
My Commission Expires
May 26, 2018**

**LEY MORRIS
RY PUBLIC
of Maine
ission Expires
ay 26, 2018**

% of Calls Answered - Performance and Standard Deviation

NYSEG Customer Satisfaction 2010-2014 monthly

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	91.00%	90.50%	93.00%	91.30%	90.50%	92.67%	92.17%	93.00%	90.33%	90.83%	92.67%	93.17%
2011	92.00%	93.33%	92.50%	90.33%	87.83%	86.67%	91.33%	92.00%	87.50%	91.83%	88.17%	92.00%
2012	92.83%	91.83%	92.50%	93.00%	93.83%	93.17%	92.67%	91.50%	90.00%	90.13%	89.67%	92.83%
2013	93.01%	90.86%	92.68%	93.00%	93.00%	90.17%	91.50%	88.83%	93.00%	91.00%	92.50%	93.33%
2014	92.51%	91.01%	89.85%	91.50%	87.83%	88.17%	88.93%	90.85%	91.11%	91.09%	90.42%	90.86%

Customer Contact Satisfaction

NYSEG

2014	90.4%
2013	91.9%
2012	92.0%
2011	90.5%
2010	91.8%

Mean 91.3%
Std. Dev 0.8%

Target 89.7%

RG&E Customer Satisfaction 2010-2014 monthly

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	86.80%	87.50%	87.50%	85.80%	89.00%	91.50%	89.80%	90.17%	89.67%	89.83%	90.50%	90.83%
2011	91.33%	90.83%	89.67%	91.17%	92.00%	90.50%	91.67%	90.83%	91.17%	90.67%	92.83%	90.67%
2012	89.17%	89.50%	90.67%	90.17%	91.50%	91.50%	93.00%	88.33%	89.50%	90.80%	91.35%	91.83%
2013	89.52%	90.68%	90.50%	91.00%	90.50%	89.83%	89.00%	92.33%	90.33%	88.50%	89.00%	91.17%
2014	92.68%	91.04%	86.17%	83.33%	87.83%	84.67%	88.28%	90.86%	91.03%	90.86%	87.62%	91.00%

RG&E

2014	88.8%
2013	90.2%
2012	90.6%
2011	91.1%
2010	90.1%

Mean 90.2%
Std. Dev 0.9%

Target 88.4%

% of Calls Answered - Performance and Standard Deviation

NYSEG Calls Answered % within 30 seconds - Goal 63%					
	2010 Service Level	2011 Service Level	2012 Service Level	2013 Service Level	2014 Service Level
Date	%	%	%	%	%
Jan	77.0%	80.3%	68.0%	68.1%	70.1%
Feb	73.0%	68.8%	77.3%	64.6%	61.9%
Mar	74.0%	74.4%	87.6%	67.3%	59.8%
Apr	74.0%	69.9%	78.7%	58.4%	64.7%
May	64.0%	63.9%	65.8%	63.1%	61.5%
Jun	44.0%	63.9%	66.2%	69.3%	48.2%
Jul	67.0%	63.3%	62.6%	62.4%	56.9%
Aug	58.0%	55.1%	56.6%	69.7%	60.7%
Sep	57.0%	38.2%	55.7%	78.0%	86.0%
Oct	73.0%	64.9%	57.8%	70.0%	84.8%
Nov	74.0%	64.7%	58.0%	72.9%	79.5%
Dec	74.0%	69.0%	74.6%	72.4%	88.1%

Calls Answered within 30 Seconds

NYSEG

2014	68.3%
2013	68.0%
2012	67.1%
2011	64.3%
2010	67.0%

Mean 66.9%
Std. Dev 1.6%

Target 63.8%

RG&E Calls Answered % within 30 seconds - Goal 77%					
	2010 Service Level	2011 Service Level	2012 Service Level	2013 Service Level	2014 Service Level
Date	%	%	%	%	%
Jan	71.3%	77.5%	85.8%	79.9%	72.9%
Feb	69.6%	80.8%	82.7%	76.0%	76.8%
Mar	68.2%	82.1%	86.6%	72.9%	78.4%
Apr	86.6%	85.0%	91.2%	82.9%	87.7%
May	79.2%	81.5%	82.8%	86.0%	85.7%
Jun	79.1%	83.0%	85.4%	79.7%	79.6%
Jul	85.6%	82.4%	85.0%	77.2%	81.2%
Aug	89.7%	76.9%	81.1%	78.0%	80.8%
Sep	86.8%	83.0%	79.6%	85.0%	85.3%
Oct	80.2%	79.6%	85.8%	86.0%	89.4%
Nov	79.2%	78.3%	78.0%	82.5%	88.0%
Dec	87.8%	78.9%	86.1%	72.5%	85.4%
YTD	79.7%	80.7%	84.2%	80.0%	82.6%

Calls Answered within 30 Seconds

RG&E

2014	82.6%
2013	80.0%
2012	84.7%
2011	80.7%
2010	79.7%

Mean 81.5%
Std. Dev 2.1%

Target 77.3%

Proposed Targets Based on 2 Standard Deviations from Mean

Customer Contact Satisfaction

Calls Answered within 30 Seconds

	NYSEG
2014	90.4%
2013	91.9%
2012	92.0%
2011	90.5%
2010	91.8%

	RG&E
	88.8%
	90.2%
	90.6%
	91.1%
	90.1%

	NYSEG
2014	68.3%
2013	68.0%
2012	67.1%
2011	64.3%
2010	67.0%

	RG&E
	82.6%
	80.0%
	84.7%
	80.7%
	79.7%

Mean 91.3%
Std. Dev 0.8%

90.2%
0.9%

Mean 66.9%
Std. Dev 1.6%

81.5%
2.1%

Target 89.7%

88.4%

Target 63.8%

77.3%

Proposed Metrics, Targets and Associated Revenue Adjustments

Proposed Performance Measures	NYSEG		RG&E		
	Performance Thresholds	Recommended Revenue Risk or Incentive	Performance Thresholds	Recommended Revenue Risk or Incentive	
PSC Complaint Rate	1.0	Target (\$)	1.7	Target (\$)	} Negative
	>1.0	\$ (800,000)	>1.7	\$ (500,000)	
	>1.1	\$ (1,600,000)	>1.8	\$ (1,000,000)	
	>1.2	\$ (2,400,000)	>1.9	\$ (1,500,000)	
	>1.3	\$ (3,200,000)	>2.0	\$ (2,000,000)	
Contact Satisfaction Index	>95%	\$ 3,200,000	>94%	\$ 2,000,000	} Positive
	>94%	\$ 2,400,000	>93%	\$ 1,500,000	
	>93%	\$ 1,600,000	>92%	\$ 1,000,000	
	>=92%	\$ 800,000	>=91%	\$ 500,000	
	89.5%	Target (\$)	88%	Target (\$)	} Negative
	<89.5%	\$ (800,000)	<88%	\$ (500,000)	
	<88%	\$ (1,600,000)	<87%	\$ (1,000,000)	
	<87%	\$ (2,400,000)	<86%	\$ (1,500,000)	
Calls Answered in 30 Seconds	<86%	\$ (3,200,000)	<85%	\$ (2,000,000)	} Positive
	>69%	\$ 2,320,000	>82%	\$ 1,200,000	
	>68%	\$ 1,740,000	>81%	\$ 900,000	
	>67%	\$ 1,160,000	>80%	\$ 600,000	
	>66%	\$ 580,000	>79%	\$ 300,000	} Negative
	63%	Target (\$)	77%	Target (\$)	
	< 63.0 %	\$ (580,000)	< 77.0 %	\$ (300,000)	
	< 62.0 %	\$ (1,160,000)	< 76.0 %	\$ (600,000)	
< 61.0%	\$ (1,740,000)	< 75.0%	\$ (900,000)		
< 60.0 %	\$ (2,320,000)	< 74.0 %	\$ (1,200,000)		
Maximum Revenue Risk or Revenue		\$ 8,720,000	\$ 5,200,000		

Budget Balance Forgiveness Proposal

Number of Customer Removed From Low Income Arrears Forgiveness Program Per Year Due to Non Payment of Budget

	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>Total</u>	<u>Average</u>
NYSEG	2,371	5,826	3,754	3,565	15,516	3,879
RG&E	1,374	4,212	2,889	1,294	9,769	2,442

Proposed Cost of Customer Retention:

LIAF Customers can receive up to \$500.00 toward budget balance if payments are made on time during budget year

	Average Number of Customer Removed From LIAF Program	Up to \$500 Budget Balance Forgiveness	Total Annual Budget Balance Forgiveness	
NYSEG	3,879	\$500	\$1,939,500	Total Cost per Year
RG&E	2,442	\$500	\$1,221,125	Total Cost per Year

Average number of customer removed from LIAF program based on the number of actual customer removed from the program during years 2011 - 2014.

Low Income Program Funding

	NYSEG	RG&E
Forecast HEAP participants	70,842	43,497
Monthly Bill Reduction	\$ 14,405,000	\$ 5,591,493
Arrears Forgiveness	\$ 1,500,000	\$ 1,129,865
Reconnect Fee Waiver	\$ 55,000	\$ 113,000
Administrative Costs	\$ 1,048,500	\$ 739,159
Budget Balance Forgiveness	\$ 1,940,000	\$ 1,221,000
Total	\$ 18,948,500	\$ 8,794,517

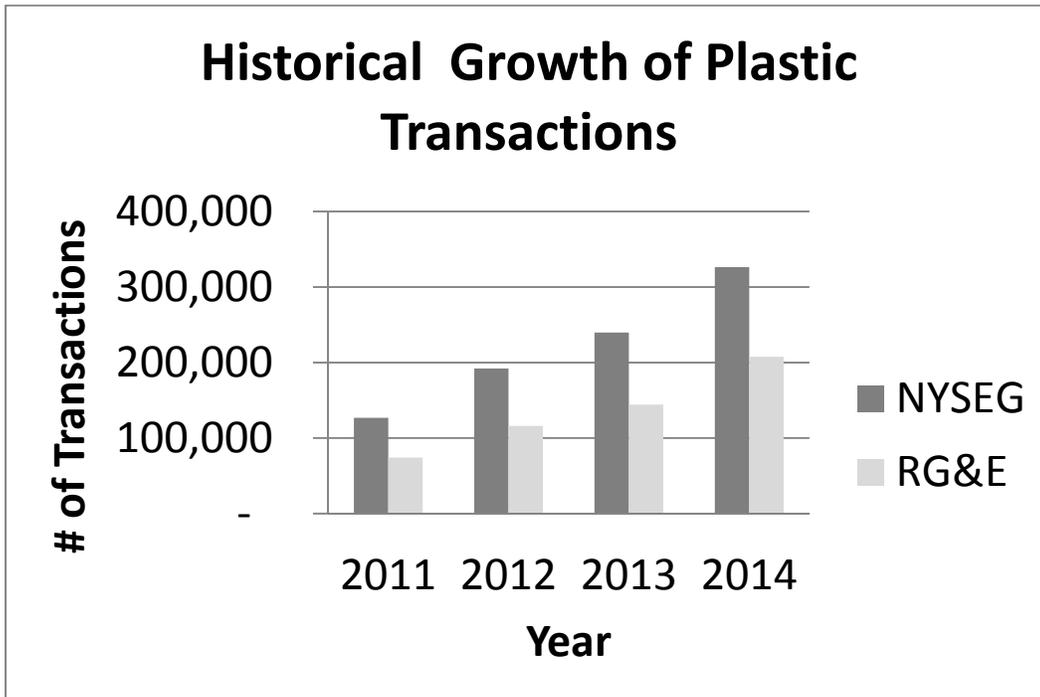
Energy Summit Expense Forecast
Summarized Total Cost by Company and Component

NYSEG

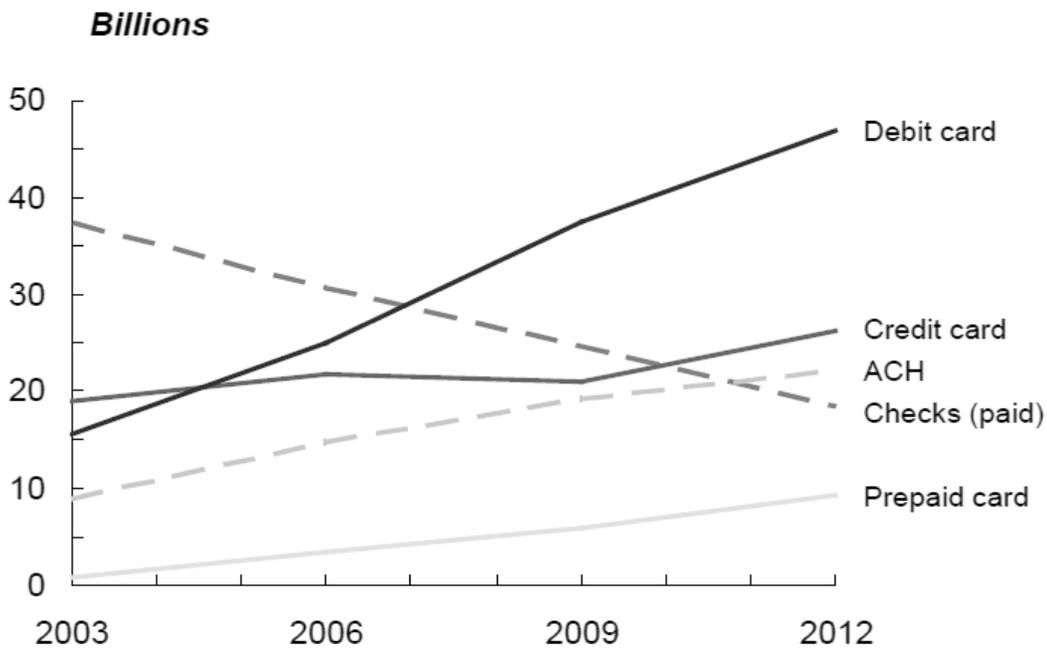
	2017	2018	2019	2020	2021
Energy Summit Expenses	\$ 23,600.00	\$ 23,600.00	\$ 23,600.00	\$ 23,600.00	\$ 23,600.00

RG&E

	2017	2018	2019	2020	2021
Energy Summit Expenses	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00



Trends in noncash payments by number and type of transaction



2013 Federal Reserve Payments Study

Forecast Cost of “Plastic” Payments

NYSEG

Year	Projected Transactions	Estimated Cost
2016*	292,115	\$319,282
2017**	119,743	\$131,718

RG&E

Year	Projected Transactions	Estimated Cost
2016*	161,039	\$176,015
2017**	66,363	\$ 72,985

* 9 months of rate year

** 3 months of rate year

Payments by Channel

RG&E Division Payments by channel	2014 Total	% of total payments
DSS Agency Payment	119,757	2.61%
Walk-in Office Payment	317,734	6.91%
Kiosks	76,041	1.65%
Coll Agency Payment	7,444	0.16%
Direct Debit	1,077,622	23.44%
Remittance Payment	1,475,580	32.10%
Other - 3rd Party	729	0.02%
KUBRA	1,468,116	31.94%
Western Union	45,617	0.99%
Walmart	8,083	0.18%
Grand Total	4,596,723	100.00%

NYSEG Division Payments by channel	2014 Total	% of total payments
DSS Agency Payment	87,077	0.87%
Walk-in Office Payment	397,381	3.98%
Kiosks	119,102	1.19%
Coll Agency Payment	11,366	0.11%
Direct Debit	2,575,724	25.77%
Other - 3rd Party	4,074,835	40.77%
EDI	62,098	0.62%
KUBRA	2,401,729	24.03%
Western Union	221,110	2.21%
Walmart	38,751	0.39%
Field Rep Payment	4,790	0.05%
Grand Total	9,993,963	100.00%

Exhibit_(CSEERA-12) Walk In Office Data Analysis

Rep-assisted Transactions

RG&E Division	2014 Total "rep-assisted" Transactions	Percent of "rep-assisted" by Total	Average Transactions Per Day	Average Transactions Per Hour
Geneseo	277	0.5%	1.1	0.1
Belmont	283	0.5%	1.1	0.1
Fillmore	853	2%	5.6	0.6
Canandaigua	1,525	3%	6.0	0.7
Sodus	3,479	6%	13.8	1.5
Rochester	51,354	89%	203.0	22.6
Grand Total	57,771			

NYSEG Division	2014 Total "rep-assisted" Transactions	Percent of "rep-assisted" by Total	Average Transactions Per Day	Average Transactions Per Hour
Mechanicville	574	0.6%	2.3	0.3
Lancaster	1,405	1.5%	5.7	0.6
Liberty	2,594	2.7%	10.4	1.2
Hornell	4,297	4.4%	17.3	1.9
Oneonta	4,374	4.5%	17.6	2.0
Brewster	5,300	5.5%	21.3	2.4
Auburn	5,987	6.2%	24.1	2.7
Ithaca	6,020	6.2%	24.2	2.7
Geneva	8,493	8.8%	34.2	3.8
Elmira	10,058	10.4%	40.5	4.5
Plattsburgh	10,753	11.1%	43.3	4.8
Lockport	13,310	13.8%	53.6	6.0
Binghamton	23,430	24.3%	94.3	10.5
Grand Total	96,595			

**Exhibit_(CSEERA-12) Walk In Office Data Analysis
Payments by Office**

RGE	Total WIO payments for 2014	Percent of payments	% of total payments by Division	Average # of WIO pmts per day	Average # of WIO pmts per hour	Total Kiosk Payments
Belmont	3,823	1.20%	0.08%	15.1	1.7	3704
Geneseo	7,895	2.48%	0.17%	31.2	3.5	
Fillmore	9,712	3.06%	0.21%	38.4	4.3	
Canandaigua	24,161	7.60%	0.53%	95.5	10.6	2677
Sodus	25,545	8.04%	0.56%	101.0	11.2	2838
East Ave Roche	49,260	15.50%	1.07%	194.7	21.6	83250
Waring Road R	94,463	29.73%	2.06%	373.4	41.5	
West Avenue R	102,869	32.38%	2.24%	406.6	45.2	
Corporate	6	0.002%	N/A	N/A	N/A	N/A
Grand Total	317,734	100.00%		1255.8	139.5	88765

NYSEG	Total WIO payments for 2014	Percent of payments	% of total payments by Division	Average # of WIO pmts per day	Average # of WIO pmts per hour	Total Kiosk Payments
Elmira Office	3,144	0.79%	0.07%	12.7	1.4	37409
Ithaca Office	6,483	1.63%	0.14%	26.1	2.9	7237
Hornell Office	8,327	2.10%	0.18%	33.5	3.7	7257
Mechanicville C	13,551	3.41%	0.29%	54.5	6.1	876
Oneonta Office	17,714	4.46%	0.39%	71.3	7.9	14654
Liberty Office	18,228	4.59%	0.40%	73.4	8.2	9177
Plattsburgh Offi	20,555	5.17%	0.45%	82.7	9.2	10405
Brewster Office	21,059	5.30%	0.46%	84.7	9.4	2136
Lancaster Office	22,682	5.71%	0.49%	91.3	10.1	3009
Auburn Office	28,841	7.26%	0.63%	116.1	12.9	16264
Geneva Office	29,792	7.50%	0.65%	119.9	13.3	10877
Lockport Office	45,893	11.55%	1.00%	184.7	20.5	3672
Binghamton Of	121,592	30.60%	2.65%	489.3	54.4	14256
Corporate	39,520	9.95%	N/A	N/A	N/A	N/A
Grand Total	397,381	100.00%	3.58%	1440.1	160.0	137229

Exhibit_(CSEERA-12) Walk In Office Data Analysis

NYSEG Overall Transactions

Avenue	Total Number of transaction per avenue	% of overall Transactions
Internet Transactions	6,228,933	42%
IVR Transactions	5,792,258	39%
WIO Transactions	231,677	2%
Telephone Rep Transactions	2,497,748	17%
Grand Total	14,750,616	100%

RG&E Overall Transactions

Avenue	Total Number of transaction per avenue	% of overall Transactions
Internet Transactions	3,225,933	41%
IVR Transactions	2,799,382	36%
WIO Transactions	149,660	2%
Rep Transactions	1,648,547	21%
Grand Total	7,823,522	100%

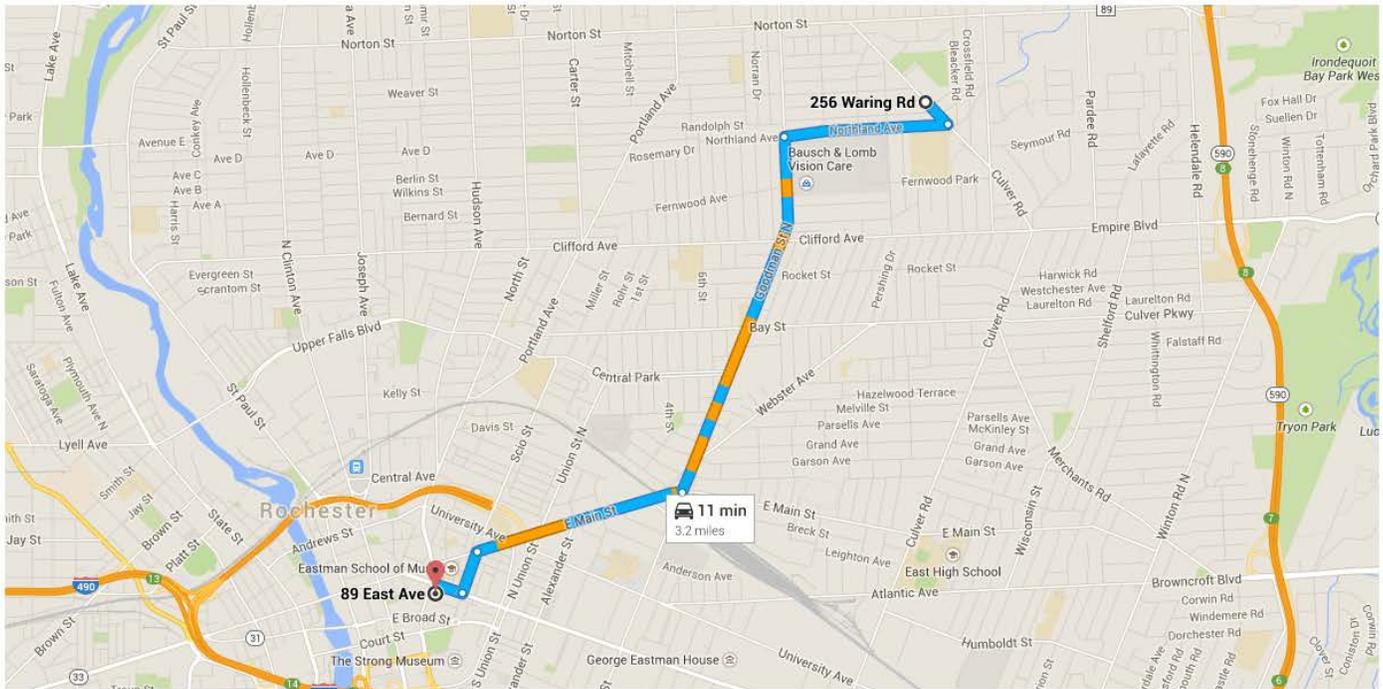
NYSEG Division	Totals	% of total WIO contacts	% of overall Contacts
Mechanicville	7436	3%	0.05%
Lancaster	1450	1%	0.01%
Liberty	21159	9%	0.14%
Hornell	19090	8%	0.13%
Oneonta	11835	5%	0.08%
Brewster	4420	2%	0.03%
Auburn	16999	7%	0.12%
Ithaca	47591	20%	0.32%
Geneva	11575	5%	0.08%
Elmira	19508	8%	0.13%
Plattsburgh	13358	6%	0.09%
Lockport	22333	10%	0.15%
Binghamton	37856	16%	0.26%
Total	234610	100%	
Grand total of all transactions	14750616		

RG&E Division	Totals	% of total WIO Contacts	% of overall Contacts
Geneseo	1454	1.0%	0.02%
Belmont**	1103	0.7%	0.01%
Fillmore**	2571	1.7%	0.02%
Canandaigua	4213	2.8%	0.01%
Sodus	6328	4.2%	0.03%
Rochester	135386	89.6%	0.05%
Total	151055	100.0%	
Grand Total of all Contacts	7823522		



Directions from 256 Waring Rd to 89 East Ave

Drive 3.2 miles, 11 min
 Exhibit __ (CSEERA-13)
 Page 1 of 2



○ 256 Waring Rd
 Rochester, NY 14609

1. Head southeast on Waring Rd toward Master St



0.1 mi

2. Turn right onto Northland Ave



0.6 mi

3. Turn left onto Goodman St N



1.4 mi

4. Turn right onto E Main St



0.8 mi

5. Turn left onto Scio St



0.2 mi

6. Turn right onto East Ave



Destination will be on the left

0.1 mi

○ 89 East Ave
 Rochester, NY 14604

These directions are for planning purposes only. You may find that construction projects.
 Map data ©2015 Google

Customer Service Panel
Exhibit __ (CSEERA-14)

Uncollectible Expense

NYSEG - Elec	2012	2013	2014
Uncollectible Expense Electric	9,879,161	11,047,352	14,464,065
NYSEG - Gas	2012	2013	2014
Uncollectible Expense Gas	4,406,168	4,318,428	5,049,239

RGE - Elec	2012	2013	2014
Uncollectible Expense Elec	8,748,203	7,235,460	10,274,042
RGE - Gas	2012	2013	2014
Uncollectible Expense Gas	6,127,981	5,805,266	8,081,930

NYSEG Electric – 46% increase from 2012 to 2014

NYSEG Gas – 15% increase from 2012 to 2014

RGE Electric – 17% from 2012 to 2014

RGE Gas – 32% increase from 2012 to 2014

**Customer Service Panel
Exhibit __ (CSEERA-15)**

NYSEG	1 - 30 days	31 - 60 days	61 - 90 days	> 90 days
3/31/2014	40.76%	12.40%	4.05%	42.78%
2/28/2015	36.50%	8.80%	2.81%	51.89%
RGE	1 - 30 days	31 - 60 days	61 - 90 days	> 90 days
3/31/2014	29.30%	10.40%	4.65%	55.65%
2/28/2015	26.32%	7.53%	3.56%	62.58%

Percent of arrears by aging

Data from CCS Arrears reports

**Customer Service Panel
 Exhibit __ (CSEERA-16)**

CCS Arrears as of 03/31/14										
Aging										
OpCo	Current	1-30	31-60	61-90	91-120	121 plus	Total	Arrears	>90 Days	
RGE	\$93,816,487	\$21,350,253	\$7,576,301	\$3,388,191	\$1,442,927	\$39,099,950	\$166,674,108	\$72,857,621	\$40,542,877	
NYSEG	\$161,074,640	\$30,093,697	\$9,158,129	\$2,989,884	\$859,334	\$30,727,608	\$234,903,291	\$73,828,651	\$31,586,942	
							% of Total Arrears			
OpCo	1-30	31-60	61-90	>90 Days	Arrears	1-30	31-60	61-90	>90 Days	
RGE	\$21,350,253	\$7,576,301	\$3,388,191	\$40,542,877	\$72,857,621	29.30%	10.40%	4.65%	55.65%	
NYSEG	\$30,093,697	\$9,158,129	\$2,989,884	\$31,586,942	\$73,828,651	40.76%	12.40%	4.05%	42.78%	

Percent of arrears by aging
 Data from CCS Arrears reports

CCS Arrears as of 2/28/15										
Aging										
OpCo	Current	1-30	31-60	61-90	91-120	121 plus	Total	Arrears	>90 Days	
RGE	\$74,804,111	\$16,760,660	\$4,796,819	\$2,268,451	\$3,415,340	\$36,437,705	\$138,483,086	\$63,678,974	\$39,853,045	
NYSEG	\$126,232,036	\$25,362,311	\$6,118,098	\$1,950,203	\$3,867,765	\$32,192,429	\$195,722,842	\$69,490,806	\$36,060,194	
							% of Total Arrears			
OpCo	1-30	31-60	61-90	>90 Days	Arrears	1-30	31-60	61-90	>90 Days	
RGE	\$16,760,660	\$4,796,819	\$2,268,451	\$39,853,045	\$63,678,974	26.32%	7.53%	3.56%	62.58%	
NYSEG	\$25,362,311	\$6,118,098	\$1,950,203	\$36,060,194	\$69,490,806	36.50%	8.80%	2.81%	51.89%	

Percent of arrears by aging
 Data from CCS Arrears reports

**Customer Service Panel
Exhibit __ (CSEERA-17)**

RGE UNCOLLECTIBLES

	Number Uncollectible Accounts			Dollars Uncollectible Accounts			Average Cost Per Customer		
	2014	Res	Non-Res	Total # Accts	Res	Non-Res	Total \$ Accts	Res	Non-Res
Totals		28,279	1,009	29,288	\$17,861,851	\$494,120	\$18,355,971	\$632	\$490

	Number Uncollectible Accounts			Dollars Uncollectible Accounts			Average Cost Per Customer		
	2013	Res	Non-Res	Total # Accts	Res	Non-Res	Total \$ Accts	Res	Non-Res
Totals		27,826	963	28,789	\$12,351,284	\$686,943	\$13,038,227	\$444	\$713

NYSEG UNCOLLECTIBLES

	Number Uncollectible Accounts			Dollars Uncollectible Accounts			Average Cost Per Customer		
	2014	Res	Non-Res	Total # Accts	Res	Non-Res	Total \$ Accts	Res	Non-Res
Totals		41,372	2,396	43,768	\$18,105,746	\$1,408,676	\$19,514,421	\$438	\$588

	Number Uncollectible Accounts			Dollars Uncollectible Accounts			Average Cost Per Customer		
	2013	Res	Non-Res	Total # Accts	Res	Non-Res	Total \$ Accts	Res	Non-Res
Totals		39,815	2,304	42,119	\$14,278,755	\$1,019,786	\$15,298,541	\$359	\$443

Data from CCS reports

Analysis of Residential Write-off (July 2013 – June 2014)

- July 2013 – June 2014
 - o NYSEG
 - # Accounts - 40,237 – 94.55%
 - \$ 14,721,828 – 91.71%
 - o RGE
 - # Accounts - 28,122 – 96.52%
 - \$ 13,196,813 – 93.41%

- Write off res totals 2014
 - o NYSEG - \$18,105,746 - #41,372
 - o RGE - \$17,861,851 - #28,279

**Customer Service Panel
Exhibit __ (CSEERA-18)**

**Residential Write Off Correlation to Years Of Service
7/2013 Through 6/2014**

NewCustomer		(All)																			
Xfer		(All)																			
Count of Contract				Yr	Mm																
				2013							2013 Total	2014						2014 Total	Grand Total		
Company	YrsSvc	7	8	9	10	11	12	2013 Total	1	2	3	4	5	6	2014 Total	Grand Total	%	Total %			
NYSEG	<1	2,436	2,612	2,168	2,632	1,974	2,304	14,126	1,849	1,391	1,166	1,511	1,706	1,902	9,525	23,651	54%	54%			
	1	873	854	747	887	709	876	4,946	580	455	324	414	656	737	3,166	8,112	19%	72%			
	2	349	393	332	354	311	370	2,109	294	226	154	208	309	321	1,512	3,621	8%	81%			
	3	190	213	166	196	156	225	1,146	161	135	96	126	172	225	915	2,061	5%	85%			
	4	133	139	104	99	105	127	707	103	96	67	84	126	114	590	1,297	3%	88%			
	5+	454	446	443	458	403	551	2,755	443	334	240	371	425	514	2,327	5,082	12%	100%			
NYSEG Total		4,435	4,657	3,960	4,626	3,658	4,453	25,789	3,430	2,637	2,047	2,714	3,394	3,813	18,035	43,824					
RG&E	<1	2,261	2,110	2,165	2,333	1,912	2,384	13,165	2,024	1,003	1,074	1,194	1,257	2,089	8,641	21,806	58%	58%			
	1	825	753	721	770	646	931	4,646	694	362	393	387	528	800	3,164	7,810	21%	79%			
	2	257	281	271	248	215	339	1,611	320	176	151	182	207	305	1,341	2,952	8%	87%			
	3	125	128	125	139	119	175	811	135	103	79	76	138	148	679	1,490	4%	91%			
	4	76	72	75	54	57	76	410	94	45	54	63	44	116	416	826	2%	93%			
	5+	238	266	219	178	143	205	1,249	315	192	257	184	281	267	1,496	2,745	7%	100%			
RG&E Total		3,782	3,610	3,576	3,722	3,092	4,110	21,892	3,582	1,881	2,008	2,086	2,455	3,725	15,737	37,629					
Grand Total		8,217	8,267	7,536	8,348	6,750	8,563	47,681	7,012	4,518	4,055	4,800	5,849	7,538	33,772	81,453					

**Customer Service Panel
Exhibit __ (CSEERA-19)**

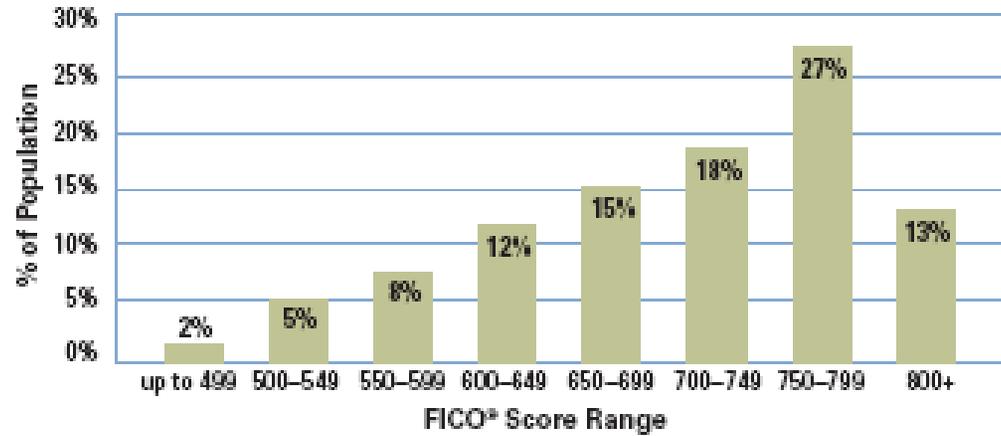
Analysis of Residential Write-off (July 2013 – June 2014)

		Residential Write-Off (July 2013-June 2014)	Totals	%	
NYSEG	Customer With Previous Debt		9,152	20.9%	67.3%
	New Customer with not prior history		20,338	46.4%	
	Total Account in Write-off		43,824		

		Residential Write-Off (July 2013-June 2014)	Totals	%	
RG&E	Customer With Previous Debt		10,372	28.0%	61.0%
	New Customer with not prior history		12,399	33.0%	
	Total Account in Write-off		37,629		

Customer Service Panel
Exhibit __ (CSEERA-20)

National Distribution of FICO® Scores



Source: Fair Isaac Corporation

Exhibit __ (CSEERA-21)
Payments Collected by Field Collector

RGE 2014	Available	Worked	Collected in Field
13 Canandaigua	5,828	4,094	589
14 Rochester	97,629	69,592	6,613
15 Filmore	6,181	4,399	545
18 Sodus	6,179	4,246	431
RG&E Total	115,817	82,331	8,178

Percentage of collected orders worked **9.93%**

NYSEG 2014	Available	Worked	Collected in Field
26 Brewster	13,150	8,408	1,349
30 Mechanicville	11,493	7,667	1,537
34 Plattsburgh	8,738	7,520	885
38 Oneonta	21,406	18,938	4,480
48 Liberty	19,256	16,334	2,376
51 Lancaster	24,902	19,514	3,125
55 Lockport	10,049	7,675	432
57 Elmira	18,983	15,346	1,853
61 Hornell	14,366	13,047	2,211
65 Geneva	18,173	16,214	2,698
68 Ithaca	11,369	7,468	776
70 Auburn	9,564	8,674	1,030
71 Binghamton	33,693	31,798	5,067
NYSEG Total	215,142	178,603	27,819

Percentage of collected orders worked **15.58%**

NYSEG and RGE	Available	Worked	Collected in Field
2014 Totals	330,959	260,934	35,997

Development of EDI Testing Deposit

System Set up, Document review, and EDI Testing Time - Single Bill	30	Hours
Lead Analyst Associated Cost	\$ 60.00	per Hour
Cost to Set up and test single bill - Per ESCO	\$ 1,800.00	

INDEX OF WORKPAPERS SUPPORTING DIRECT TESTIMONY OF CUSTOMER SERVICES, ENERGY EFFICIENCY, AND RETAIL ACCESS PANEL						
Exhibit Reference	Description of Exhibit	No. WP	Title of Workpaper (or WP) File	Content of Workpaper	WP Format	Trade Secret
CSEERA-7	Funding Amounts requested by component for Low Income Program	2	NC-RRP-2WP-XX-Low Income RC-RRP-2-WP-xx-Low Income	Revenue requirements schedule for Low Income	.xls	No
CSEERA-10	Rate year forecast for credit/debit card costs	1	Plastic RR calculation	Historical information on customers paying by credit and/or debit cards with forecast grown and costs	.xls	No
CSEERA-11	Percentage of customer payments by channel	1	2014 Walk In Office Analysis	All applicable 2014 data for analysis of walk in office proposal	.xls	No
CSEERA-12	Statistics for payments and representative-assisted transactions in Walk-In Offices as compared to other channels	1	2014 Walk In Office Analysis	All applicable 2014 data for analysis of walk in office proposal		
CSEERA-14	Uncollectible expense increases.	1	NYSEG and RGE uncollectible expense	Monthly write-offs, net of recoveries for 2012 through 2014	.xls	No
CSEERA-15	Percent of arrears by aging as of 02/28/15	1	NYSEG and RGE-Aging Buckets	Aging buckets for March 2014 through February 2015	.xls	No
CSEERA-16	Percent and dollars of arrears greater than 90 days	1	NYSEG and RGE percent of arrears > 90 days	Arrears buckets for dollars and percentages aged > 90 days	.xls	No
CSEERA-17	Residential write-off from July 2013 through June 2014	2	NYSEG and RGE term of service	Residential New Customers Written Off 7/2013 Through 6/2014 and Balance Transfers Written Off 7/2031 Through 6/2014	.xls	No
CSEERA-18	Residential write-off from July 2013 through June 201	1	NYSEG and RGE residential write-off less than 1 year of service	Residential Write Off Correlation to Years of Service 7/2008 Through 6/2009 for contract quantities and service dollars	.xls	No
CSEERA-19	Analysis of residential write-off from July 2013 through June 2014	1	NYSEG and RGE -New and Prior Debt Cust	Residential New Customers Written Off 7/2013 Through 6/2014	.xls	No

INDEX OF WORKPAPERS SUPPORTING DIRECT TESTIMONY OF CUSTOMER SERVICES, ENERGY EFFICIENCY, AND RETAIL ACCESS PANEL						
Exhibit Reference	Description of Exhibit	No. WP	Title of Workpaper (or WP) File	Content of Workpaper	WP Format	Trade Secret
CSEERA-20	Chart on the national distribution of FICO score range	1	Understanding your credit score	Understanding Your FICO Score Booklet	.pdf	No
CSEERA-22	EDI Testing	1	EDI Testing - System Set up, Document review, and EDI Testing Time - Single Bill	Estimated time on supplier relations, CCS Business support and IT support	.xls	No