

BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of
Central Hudson Gas & Electric Corporation
Cases 09-E-0588 and 08-G-0589

November 2009

Prepared Exhibits of:

Leonard Silverstein
Utility Consumer Assistance
Specialist
Office of Consumer Services
State of New York
Department of Public Service
Three Empire State Plaza
Albany, New York 12223-1350

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

Central Hudson Gas & Electric Corporation
Case Nos. 09-E-0588 & 09-G-0589
Response to Staff Information Request No. 313

From: Silverstein
Requested of: Low Income Panel
Date of Request: October 14, 2009

Silverstein: For Central Hudson's Low Income Panel (Royce and Ojulo):

313) How many customers are presently on the waiting list for the Enhanced Powerful Opportunities Program?

Response: As of 10/15/09 there are 21 customers on the EPOP waiting list.

Date of Response: 10/16/2009
Response by: Low Income Panel (Royce and Ojulo)

Central Hudson Gas & Electric Corporation
Case Nos. 09-E-0588 & 09-G-0589
Response to Staff Information Request No. 314

From: Silverstein
Requested of: Low Income Panel
Date of Request: October 14, 2009

Silverstein: For Central Hudson's Low Income Panel (Royce and Ojulo):

314) Does the Company propose to continue the \$5 monthly bill discount for HEAP recipients? If not, please explain why not.

Response: The Company did not support Staff's initial proposal of a \$5/month supplemental benefit, subsequently mandated in Cases 08-E-0887 and 08-G-0888, and it does not support continuation of this benefit.

The \$5/month bill credit is not consistent with the design and intention of our EPOP. EPOP addresses our most needy customers, those with electric or natural gas heat, in an effective way. The basic purpose of the EPOP is to address that relatively smaller group of most needy low-income customers with a meaningful benefit, as contrasted with a larger group with a much smaller benefit of \$5/month. We doubt that recipients of a \$5 monthly benefit would actually perceive a meaningful value given the average low-income customer (EPOP) monthly bill of \$275, and redirecting the funding constrains reaching the population our EPOP is designed to address. Rather than providing the monthly benefit of \$5, with a maximum annual benefit of \$60, we believe funding for the most needy low-income customers should be targeted where it provides the greatest value. In the past when funding was available, we provided substantial benefits to all HEAP-eligible customers in the form of a \$200 or \$300 credit to their Central Hudson account, which is of far greater value to the customer than the \$5/month credit.

Date of Response: 10/16/2009
Response by: Low Income Panel (Royce and Ojulo)