

Company Name: Con Edison
Case Description:
Case: 08-E-0539

Response to DPS Interrogatories – Set DPS15
Date of Response: 07/11/2008
Responding Witness: Infrastructure Investment Panel

Question No. :213.6

Subject: Process Improvement – Technical Support/ NYC Regulatory Liaison - Identify the existing O&M elements of cost that would be reduced as result of implementing the proposed process improvement program. Provide the specific amount of reduction by O&M element of cost and a reference to where those reductions are reflected in the company's rate case filing.

Response:

As indicated in the prior responses, Central Support Operations has been operating with very limited resources for this program. Interaction with regulatory agencies within the City of New York has not been fully staffed for over 5 years. In addition, our internal communication with regard to specification and process changes has relied on electronic notification instead of regional technical briefings methods. With the implementation of an expansion of central staff for this program and process by two persons, we intend to provide real time information to our employees, contractors and agency counterparts. The program is not designed to reduce costs in other areas and no such reductions are anticipated at this time.

As noted earlier (e.g., in response to 213.5), the focus of this program is increased customer satisfaction and improving the effectiveness of our employees. Streamlining some of the very time consuming processes as well developing skilled employees in a timely fashion will enhance the quality of service we will be able to provide to the customer.