

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

Response to DPS Interrogatories – Set DPS15  
Date of Response: 07/14/2008  
Responding Witness: Infrastructure Investment Panel

Question No. :214.6

Subject: Process Improvement – Field Auditing & Quality Control - 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. With the implementation of an expansion of central staff for this program, it will provide additional guidance and supervision for the CSR's and CPM's. 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 Staff 214.5), the focus of this program is to field audit the work performed by CSR's and CPM's whose responsibility is to validate that contactors are performing work that meets Company specifications and electrical code requirements. The program is designed to increase to customer and contractor satisfaction.