

Orange and Rockland Utilities, Inc.
Case 07-E-0949
Electric Revenue Requirement
For Twelve Months Ending June 30, 2009
\$000's

	<u>Rate Year Forecast</u>	<u>Rate Change</u>	<u>Rate Year With Rate Change</u>
<u>Operating Revenues</u>			
Sales to Public	\$ 427,479	\$ 23,287	\$ 450,766
Sales for Resale	29,259		29,259
Delivery Revenues	456,738	23,287	480,025
Other Revenues	6,896		6,896
Net Operating Revenues	<u>463,634</u>	<u>23,287</u>	<u>486,921</u>
<u>Operating Expenses</u>			
Purchased Power	254,136		254,136
Deferred Purchased Power	65		65
Operations & Maintenance Expenses	131,757	109	131,866
Depreciation & Amortization Expense	24,543		24,543
Taxes Other Than Income Taxes & GRT	25,075	221	25,296
Total Deductions	<u>435,576</u>	<u>330</u>	<u>435,906</u>
Operating Income Before Income Taxes	<u>28,058</u>	<u>22,957</u>	<u>51,015</u>
Income Taxes			
New York State Income Taxes	765	1,630	2,395
Federal Income Tax	2,389	7,464	9,854
Total Income Taxes	<u>3,155</u>	<u>9,094</u>	<u>12,249</u>
Utility Operating Income	<u>\$ 24,903</u>	<u>\$ 13,863</u>	<u>\$ 38,766</u>
Electric Rate Base	\$ 504,002		\$ 504,002
Rate of Return	<u>4.94%</u>		<u>7.69%</u>

Orange and Rockland Utilities, Inc.
Case 07-E-0949
Average Electric Rate Base
For Twelve Months Ending June 30, 2009
\$000's

Utility Plant:

Electric Plant In Service	\$ 793,146	
Electric Plant Held For Future Use	3,796	
Common Utility Plant (Electric Allocation)	109,609	
Non-Interest Bearing CWIP	9,192	
Total Utility Plant	\$ 915,743	

Utility Plant Reserves:

Accum. Deprec. (Electric Plant In Service & FU)	(252,467)	
Accum. Deprec. (Common Plant allocated to Electric)	(54,036)	
Total Utility Plant Reserves	(306,503)	
Net Utility Plant		609,240

Rate Base Additions:

Working Capital	29,785	
Rate Base Additions	29,785	

Rate Base Deductions:

Excess Rate Base Over Capitalization	(38,240)	
Accrued Pension Liability - Rate base Imputation	(6,403)	
Customer Advances for Construction - Net of Tax	(134)	
Rate Base Deductions	(44,777)	

Regulatory Asset / (Liabilities)

R & D Expenditures - Net of Tax	184	
Deferred Environmental Expenditures (MGP) - Net of Tax	5,947	
Deferred Environmental Expenditures (West Nyack) - Net of Tax	187	
Deferred Workers Comp Expense - Net of Tax	497	
Deferred Property Tax Refunds - Net of Tax	(371)	
Regulatory Deferrals	6,444	

Accum. Deferred Income Taxes

Accum. Deferred FIT - ACRS / ADR	(66,752)	
Accum. Deferred FIT - 263(A) Capitalized Overheads	(15,296)	
Accum. Deferred FIT - Bonus Depreciation	(5,213)	
Accum. Deferred SIT	(8,451)	
SIT Benefit - Pre 2000	366	
Accum. Deferred MTA	206	
Accum. Deferred Investment Tax Credits	(1,549)	
Accum. Deferred Income Taxes	(96,689)	

Electric Rate Base	\$ 504,002
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Orange and Rockland Utilities, Inc.
Case 07-E-0949
Capital Structure & Cost of Money
For Twelve Months Ending June 30, 2009

	<u>Capital Structure</u>	<u>Cost Rate</u>	<u>Cost of Capital</u>	<u>Pre-Tax Cost</u>
Long Term Debt	49.66%	6.19%	3.07%	3.07%
Customer Deposits	<u>1.22%</u>	<u>3.76%</u>	<u>0.05%</u>	<u>0.05%</u>
Total Cost of Debt	50.88%		3.12%	3.12%
Preferred Stock	1.12%	5.34%	0.06%	0.10%
Common Equity	<u>48.00%</u>	<u>9.40%</u>	<u>4.51%</u>	<u>7.47%</u>
Total	<u><u>100.00%</u></u>		<u><u>7.69%</u></u>	<u><u>10.69%</u></u>

Orange and Rockland Utilities, Inc.
Case 07-E-0949
Electric Revenue Requirement
For Twelve Months Ending June 30, 2010
\$000's

	Rate Year 1 With Rate Change	Rate Year 2 Rev / Exp Rate Base Changes	Rate Change	Rate Year 2 With Rate Change
<u>Operating Revenues</u>				
Sales to Public	\$ 450,766	\$ (9,677)	\$ 9,526	\$ 450,615
Sales for Resale	29,259	(960)		28,299
Delivery Revenues	480,025	(10,637)	9,526	478,914
Other Revenues	6,896	86		6,982
Net Operating Revenues	<u>486,921</u>	<u>(10,551)</u>	<u>9,526</u>	<u>485,896</u>
<u>Operating Expenses</u>				
Purchased Power	254,136	\$ (13,216)		240,920
Deferred Purchased Power	65	(26)		39
Operations & Maintenance Expenses	131,866	2,485	45	134,396
Depreciation & Amortization Expense	24,543	2,136		26,679
Taxes Other Than Income Taxes & GRT	25,296	273	91	25,659
Total Deductions	<u>435,906</u>	<u>(8,348)</u>	<u>135</u>	<u>427,693</u>
Operating Income Before Income Taxes	<u>51,015</u>	<u>(2,203)</u>	<u>9,391</u>	<u>58,204</u>
<u>Income Taxes</u>				
New York State Income Taxes	2,395	(296)	667	2,766
Federal Income Tax	9,854	(1,088)	3,055	11,821
Total Income Taxes	<u>12,249</u>	<u>(1,384)</u>	<u>3,722</u>	<u>14,588</u>
Utility Operating Income	<u>\$ 38,766</u>	<u>\$ (819)</u>	<u>\$ 5,669</u>	<u>\$ 43,616</u>
Electric Rate Base	\$ 504,002	\$ 63,082		\$ 567,085
Rate of Return	<u>7.69%</u>	<u>-1.30%</u>		<u>7.69%</u>

Orange and Rockland Utilities, Inc.
Case 07-E-0949
Electric Revenue Requirement
For Twelve Months Ending June 30, 2011
\$000's

	Rate Year 2	Rate Year 3	Rate Year 3	Rate Year 3
	With Rate	Rev / Exp	Rate	With Rate
	<u>Change</u>	<u>Rate Base</u>	<u>Change</u>	<u>Change</u>
	<u>Change</u>	<u>Changes</u>	<u>Change</u>	<u>Change</u>
<u>Operating Revenues</u>				
Sales to Public	\$ 450,615	\$ (6,336)	\$ 4,057	\$ 448,337
Sales for Resale	28,299	(1,462)		26,837
Delivery Revenues	478,914	(7,798)	4,057	475,174
Other Revenues	6,982	88		7,070
Net Operating Revenues	<u>485,896</u>	<u>(7,710)</u>	<u>4,057</u>	<u>482,244</u>
<u>Operating Expenses</u>				
Purchased Power	240,920	\$ (9,808)		231,112
Deferred Purchased Power	39	6		45
Operations & Maintenance Expenses	134,396	813	19	135,228
Depreciation & Amortization Expense	26,679	1,759		28,438
Taxes Other Than Income Taxes & GRT	25,659	297	39	25,995
Total Deductions	<u>427,693</u>	<u>(6,933)</u>	<u>58</u>	<u>420,818</u>
Operating Income Before Income Taxes	<u>58,204</u>	<u>(777)</u>	<u>4,000</u>	<u>61,426</u>
Income Taxes				
New York State Income Taxes	2,766	(121)	284	2,930
Federal Income Tax	11,821	(507)	1,301	12,614
Total Income Taxes	<u>14,588</u>	<u>(628)</u>	<u>1,585</u>	<u>15,544</u>
Utility Operating Income	<u>\$ 43,616</u>	<u>\$ (149)</u>	<u>\$ 2,415</u>	<u>\$ 45,882</u>
Electric Rate Base	\$ 567,085	\$ 29,605		\$ 596,689
Rate of Return	<u>7.69%</u>	<u>-0.50%</u>		<u>7.69%</u>

APPENDIX B

SALES FORECAST

Forecast of Sales Volume (MWh)

	Rate Year 1													
	SC 01	SC 19	SC 02	SC 20	SC 03	SC 09	SC 21	SC 22	SC 25	SC04	SC 05	SC 16	PA	Total O&R
Jul-08	170,660	12,366	88,713	3,952	35,671	40,847	10,048	33,526	7,000	1,314	283	1,062	7,850	413,292
Aug-08	182,927	12,676	90,983	3,289	38,785	40,764	10,351	35,568	8,200	1,497	288	1,021	11,046	437,395
Sep-08	159,242	11,345	89,033	3,073	35,148	35,823	9,154	30,829	6,900	1,634	285	1,206	10,827	394,499
Oct-08	118,952	7,918	74,601	3,359	36,026	37,414	9,598	33,299	6,300	1,682	307	1,386	9,572	340,414
Nov-08	114,606	7,053	71,393	3,410	29,449	32,399	8,233	29,711	3,300	2,222	267	1,359	7,608	311,010
Dec-08	127,849	7,587	75,038	3,630	35,628	32,887	8,835	29,743	1,900	2,209	287	1,481	8,064	335,138
Jan-09	145,971	8,490	79,765	3,818	35,395	38,726	9,291	29,212	2,000	2,163	288	1,553	8,499	365,171
Feb-09	126,668	7,346	77,056	3,624	33,025	31,399	8,422	29,243	1,300	1,779	284	1,386	8,345	329,877
Mar-09	114,604	6,838	72,330	3,541	28,957	32,711	7,872	25,877	600	1,759	283	1,277	7,383	304,032
Apr-09	104,867	6,420	68,117	3,391	30,608	32,372	8,127	27,399	2,700	1,327	268	1,079	7,605	294,280
May-09	102,463	6,345	70,057	3,402	34,966	39,282	10,011	35,238	5,500	1,355	300	1,187	9,528	319,634
Jun-09	129,468	8,793	79,465	3,679	32,536	33,552	8,592	29,610	6,300	1,272	295	1,133	8,757	343,452
Total Billed	1,598,277	103,177	936,551	42,168	406,194	428,176	108,534	369,255	52,000	20,213	3,435	15,130	105,084	4,188,194
Net Unbilled	(5,914)	(415)	(3,906)	(202)	(1,616)	(1,067)	(495)	(641)	-	-	-	-	-	(14,256)
RY1 Total	1,592,363	102,762	932,645	41,966	404,578	427,109	108,039	368,614	52,000	20,213	3,435	15,130	105,084	4,173,938

APPENDIX B

SALES FORECAST

Forecast of Sales Volume (MWh)

Rate Year 2

	SC 01	SC 19	SC 02	SC 20	SC 03	SC 09	SC 21	SC 22	SC 25	SC04	SC 05	SC 16	PA	Total O&R
Jul-09	173,152	12,546	89,493	3,986	34,331	39,311	9,670	32,268	6,800	1,327	286	1,072	7,758	412,000
Aug-09	180,314	12,495	89,172	3,223	38,573	40,542	10,295	35,374	8,300	1,512	290	1,031	11,281	432,402
Sep-09	153,783	10,956	85,491	2,951	33,792	34,440	8,800	29,640	6,600	1,650	288	1,217	10,689	380,297
Oct-09	118,709	7,902	74,541	3,357	32,268	33,511	8,597	29,824	5,700	1,697	309	1,398	8,933	326,746
Nov-09	111,275	6,848	69,406	3,315	29,014	31,921	8,111	29,273	3,400	2,241	269	1,371	7,810	304,254
Dec-09	133,005	7,893	78,166	3,781	37,368	34,493	9,267	31,196	2,100	2,229	290	1,493	8,813	350,094
Jan-10	153,361	8,920	83,202	3,982	36,806	40,271	9,662	30,376	2,100	2,182	291	1,566	9,040	381,759
Feb-10	130,380	7,561	78,744	3,703	33,300	31,659	8,492	29,488	1,300	1,794	287	1,398	8,606	336,712
Mar-10	122,855	7,331	76,986	3,768	31,284	35,339	8,504	27,957	700	1,773	285	1,289	8,158	326,229
Apr-10	116,166	7,111	74,440	3,706	30,757	32,528	8,166	27,533	2,700	1,340	271	1,089	7,790	313,597
May-10	107,988	6,687	72,842	3,537	34,071	38,276	9,755	34,336	5,400	1,368	303	1,199	9,464	325,226
Jun-10	129,082	8,766	78,162	3,618	33,819	34,875	8,931	30,778	6,600	1,285	298	1,144	9,279	346,637
Total Billed	1,630,070	105,016	950,645	42,927	405,383	427,166	108,250	368,043	51,700	20,398	3,467	15,267	107,621	4,235,953
Net Unbilled	3,045	214	2,013	104	832	550	255	330	-	-	-	-	-	7,343
RY2 Total	1,633,115	105,230	952,658	43,031	406,215	427,716	108,505	368,373	51,700	20,398	3,467	15,267	107,621	4,243,296

APPENDIX B

SALES FORECAST

Forecast of Sales Volume (MWh)

Rate Year 3

	SC 01	SC 19	SC 02	SC 20	SC 03	SC 09	SC 21	SC 22	SC 25	SC04	SC 05	SC 16	PA	Total O&R
Jul-10	172,390	12,491	88,366	3,936	36,655	41,974	10,325	34,451	7,200	1,337	288	1,081	8,519	419,013
Aug-10	191,493	13,269	93,922	3,395	36,119	37,962	9,640	33,123	7,800	1,523	293	1,039	10,865	440,443
Sep-10	164,280	11,703	90,572	3,126	34,990	35,661	9,112	30,691	6,900	1,663	290	1,226	11,384	401,598
Oct-10	121,106	8,061	75,140	3,383	34,588	35,921	9,215	31,969	6,100	1,711	312	1,409	9,739	338,654
Nov-10	116,953	7,197	72,075	3,443	29,157	32,078	8,151	29,416	3,400	2,259	271	1,383	7,982	313,765
Dec-10	133,443	7,919	77,485	3,748	34,135	31,508	8,465	28,498	1,900	2,246	292	1,506	8,186	339,331
Jan-11	153,512	8,929	82,545	3,951	36,694	40,147	9,633	30,285	2,100	2,199	293	1,579	9,269	381,136
Feb-11	131,858	7,647	78,933	3,712	33,199	31,564	8,467	29,399	1,300	1,809	289	1,409	8,824	338,410
Mar-11	125,537	7,491	77,968	3,816	30,150	34,058	8,196	26,942	600	1,788	288	1,299	8,085	326,218
Apr-11	110,665	6,774	70,841	3,526	29,690	31,400	7,883	26,577	2,700	1,351	273	1,097	7,679	300,456
May-11	103,992	6,439	70,072	3,402	30,871	34,681	8,838	31,111	4,900	1,379	306	1,207	8,756	305,954
Jun-11	135,867	9,227	82,184	3,804	37,194	38,356	9,822	33,849	7,300	1,294	300	1,154	10,421	370,772
Total Billed	1,661,096	107,147	960,103	43,242	403,442	425,310	107,747	366,311	52,200	20,559	3,495	15,389	109,709	4,275,750
Net Unbilled	17,205	1,206	11,362	589	4,703	3,101	1,439	1,866	-	-	-	-	-	41,471
RY3 Total	1,678,301	108,353	971,465	43,831	408,145	428,411	109,186	368,177	52,200	20,559	3,495	15,389	109,709	4,317,221

ORANGE AND ROCKLAND UTILITIES, INC.

Case 07-E-0949

Impact of Rate Year 1 Rate Change on Total Revenue
For the Rate Year Twelve Months Ending June 30, 2009 (1)
(Based on Billed Sales and Revenues)

<u>Service Classification</u>	<u>Rate Year Billed Sales</u> (MWH)	<u>Customers</u>	<u>Revenue At Current Rates</u> (\$000s)	<u>Revenue At Proposed Rates</u> (\$000s)	<u>Change</u> (\$000s)	<u>Percent Change</u>
SC1	1,598,277	188,465	264,923	273,076	8,153	3.08%
SC19	103,177	3,903	16,152	16,620	468	2.90%
Total Res	1,701,454	192,368	281,074	289,696	8,622	3.07%
SC2	936,551	27,150	144,312	147,592	3,280	2.27%
SC20	42,168	305	5,747	5,855	108	1.88%
Total Secondary	978,719	27,455	150,058	153,446	3,388	2.26%
SC3	406,194	260	51,130	52,281	1,151	2.25%
SC21	108,534	23	13,294	13,520	226	1.70%
Total Primary	514,728	283	64,424	65,801	1,377	2.14%
Total Sec & Pri	1,493,447	27,738	214,482	219,247	4,765	2.22%
SC9 (Commercial)	428,176	72	52,164	52,964	800	1.53%
SC22 (Industrial)	369,255	71	42,934	43,439	505	1.18%
Total SC9 & SC22	797,431	143	95,098	96,402	1,304	1.37%
SC4	20,213	74	4,630	4,947	317	6.85%
SC5	3,435	519	633	668	35	5.58%
SC 16 -dusk-to-dawn	10,703	2,670	2,259	2,405	145	6.43%
SC 16 - energy only	4,427	400	643	665	22	3.45%
SC16 - Total	15,130	3,070	2,903	3,070	168	5.77%
Total Lighting	38,778	3,663	8,165	8,685	520	6.37%
SC 25	52,000	1	6,050	6,111	61	1.00%
Public Authority	105,084	1	12,706	12,706	0	0.00%
Total	4,188,194	223,914	617,575	632,847	15,272	2.47%
<u>Competitive Services Revenues (2)</u>			0	315	315	NA
Total	4,188,194	223,914	617,575	633,163	15,588	2.52%

Notes:

1. For comparison purposes, an estimated electric supply charge for retail access customers has been included in total revenues. This is equivalent, on a per unit basis, to the cost of electric supply included in full service customer revenues.
2. Revenues associated with increase in Billing & Payment Processing Charges to gas customers and to ESCOs.

ORANGE AND ROCKLAND UTILITIES, INC.

Case 07-E-0949

Rate Design Work-papers - Rate Year 1

Calculation of Incremental Revenue Requirement for Rate Year 1 ⁽¹⁾

a. Incremental Revenue Requirement for Rate 1 Year Including Gross Receipts/MTA Taxes	\$15,591,000
b. Gross Receipts/MTA Tax Included in Incremental Revenue Requirement	<u>\$148,115</u>
c. Incremental Revenue Requirement for Rate Year 1 Excluding Gross Receipts/MTA Taxes (a - b)	\$15,442,885
d. Transfer of Purchase Power Working Capital Expense from Base Rates to MFC (2)	\$447,700
e. Incremental Revenue Derived from Gas Customers and Marketers as a result of increase in Billing and Payment Processing Charge and Billing Cost to Marketers as a result of increase in B&PPC/Billing Cost from \$0.62 to \$1.02	\$312,442
f. Transfer of Middletown Tap from ECA to Base Rates	\$1,620,000
g. Transfer of Commodity Related Uncollectibles for full service customers from Base Rates to MFC	\$1,073,000
h. Adjusted Incremental Revenue Requirement for Rate Year 1	\$15,229,743
i. Rate Year 1 Bundled Delivery Revenues at Current Rate Level, Excl. West Point	\$182,900,000
j. Rate Year 1 Overall Percentage Increase in Delivery Revenues (h / i)	8.32681%

Notes:

1 Twelve months ending June 30, 2009

2 Includes Uncollectibles

ORANGE AND ROCKLAND UTILITIES, INC.

Case 07-E-0949

Rate Design Work-papers - Rate Year 1

Allocation of Incremental Revenue Requirement Among Customer Classes

Class	Bundled Rate Yr. 1 Delivery Rev. (\$)	(Surplus)/ Deficiency (1) (\$)	Adj. Rate Yr. 1 Delivery Revenue (\$)	Rate Yr. 1 Incr. @ 8.32681% (\$)	Rate Yr. 1 Bundled Delivery Rev. at Rate Level (\$)	Rate Yr. 1 Increase Incl. (Surplus)/Deficiency (\$)	Rate Yr. 1 Bundled % Increase	Mitigation Adjustment (2)	Mitigation Increase	Adj. Rate Yr. 1 Incl. (Surplus)/Deficiency Incl. Mitigation Adj./Incr.	Adj. Rate Yr. 1 Bundled %	Adj. Rate Yr. 1 Bundled Delivery Rev. at Rate Yr. 1 Rate Level
SC1	99,396,000	(351,333)	99,044,667	8,247,261	107,291,928	7,895,928	7.94391%	0	204,242	8,100,170	8.14939%	107,496,170
SC19	<u>5,481,000</u>	<u>0</u>	<u>5,481,000</u>	<u>456,392</u>	<u>5,937,392</u>	<u>456,392</u>	<u>8.32680%</u>	<u>0</u>	<u>11,302</u>	<u>467,694</u>	<u>8.53300%</u>	<u>5,948,694</u>
Total Res	104,877,000	(351,333)	104,525,667	8,703,653	113,229,320	8,352,320	7.96392%	0	215,544	8,567,864	8.16944%	113,444,864
SC2	47,483,000	(705,000)	46,778,000	3,895,115	50,673,115	3,190,115	6.71844%	0	96,462	3,286,577	6.92159%	50,769,577
SC20	<u>1,406,000</u>	<u>(11,000)</u>	<u>1,395,000</u>	<u>116,159</u>	<u>1,511,159</u>	<u>105,159</u>	<u>7.47930%</u>	<u>0</u>	<u>2,877</u>	<u>108,036</u>	<u>7.68393%</u>	<u>1,514,036</u>
Total Sec	48,889,000	(716,000)	48,173,000	4,011,274	52,184,274	3,295,274	6.74032%	0	99,339	3,394,613	6.94351%	52,283,613
SC3	9,213,000	364,000	9,577,000	797,459	10,374,459	1,161,459	12.60674%	(10,735)	0	1,150,724	12.49022%	10,363,724
SC21	<u>2,174,000</u>	<u>37,667</u>	<u>2,211,667</u>	<u>184,161</u>	<u>2,395,828</u>	<u>221,828</u>	<u>10.20366%</u>	<u>0</u>	<u>4,561</u>	<u>226,389</u>	<u>10.41346%</u>	<u>2,400,389</u>
Total Pri	11,387,000	401,667	11,788,667	981,620	12,770,287	1,383,287	12.14795%	(10,735)	4,561	1,377,113	12.09373%	12,764,113
Total Sec & Pri	60,276,000	(314,333)	59,961,667	4,992,894	64,954,561	4,678,561	7.76190%	(10,735)	103,900	4,771,726	7.91646%	65,047,726
Total SC9 (Com)	8,061,000	110,000	8,171,000	680,384	8,851,384	790,384	9.80504%	0	16,850	807,234	10.01407%	8,868,234
Total SC22 (Mfg)	<u>4,882,000</u>	<u>85,333</u>	<u>4,967,333</u>	<u>413,620</u>	<u>5,380,953</u>	<u>498,953</u>	<u>10.22026%</u>	<u>0</u>	<u>10,243</u>	<u>509,196</u>	<u>10.43008%</u>	<u>5,391,196</u>
Total SC 9 & SC 22	12,943,000	195,333	13,138,333	1,094,004	14,232,337	1,289,337	9.96166%	0	27,093	1,316,430	10.17098%	14,259,430
SC4	2,531,000	180,667	2,711,667	225,795	2,937,462	406,462	16.05933%	(90,334)	0	316,128	12.49023%	2,847,127
SC5	278,000	22,000	300,000	24,980	324,980	46,980	16.89928%	(12,257)	0	34,723	12.49029%	312,723
SC 16 -dusk-to-dawn	1,145,000	258,333	1,403,333	116,853	1,520,186	375,186	32.76737%	(232,173)	0	143,013	12.49025%	1,288,013
SC 16 - energy only	185,000	9,333	194,333	16,182	210,515	25,515	13.79207%	(2,408)	0	23,107	12.49045%	208,107
SC16 - Total	<u>1,330,000</u>	<u>267,667</u>	<u>1,597,667</u>	<u>133,035</u>	<u>1,730,702</u>	<u>400,702</u>	<u>30.12794%</u>	<u>(234,581)</u>	<u>0</u>	<u>166,121</u>	<u>12.49028%</u>	<u>1,496,120</u>
Total Lights	4,139,000	470,333	4,609,333	383,810	4,993,143	854,143	20.63647%	(337,172)	0	516,971	12.49025%	4,655,970
SC 25												
Rate 1	0	0	0	0	0	0	0.00000%	0	0	0	0.00000%	0
Rate 2	0	0	0	0	0	0	0.00000%	0	0	0	0.00000%	0
Rate 3	0	0	0	0	0	0	0.00000%	0	0	0	0.00000%	0
Rate 4	<u>665,000</u>	<u>0</u>	<u>665,000</u>	<u>55,373</u>	<u>720,373</u>	<u>55,373</u>	<u>8.32677%</u>	<u>0</u>	<u>1,371</u>	<u>56,744</u>	<u>8.53293%</u>	<u>721,744</u>
Total	665,000	0	665,000	55,373	720,373	55,373		0	1,371	56,744	8.53293%	721,744
Total	182,900,000	(0)	182,900,000	15,229,734	198,129,734	15,229,734	8.32681%	(347,907)	347,908	15,229,735	8.32681%	198,129,735

Notes: 1 Exhibit E-12, Schedule 1, Table 1A adjusted to reflect Staff and Company agreement on tranformer costs.

Deficiencies & Surpluses phased-in equally over the three rate years.

2 Overall bundled delivery increase limited to no more than 1.5 or no less than 0.5 times the overall delivery revenue increase = 12.49022% 4.16341%

ORANGE AND ROCKLAND UTILITIES, INC.

Case 07-E-0949

Rate Design Work-papers - Rate Year 1

Determination of Non-competitive RY 1 Delivery Revenue Increase

Class	Rate Year 1 Competitive Services Revenues (1)								Non-Competitive Rate Yr. 1 Delivery Revenue Incr.
	Adj. Proposed Rate Yr. 1 Incl. (Surplus)/Deficiency <u>Incl. Mitigation Adj./Incr.</u>	MFC Supply Related <u>Rev.</u>	MFC Credit & Collections <u>Related Rev.</u>	POR Credit & Collections <u>Related Rev.</u>	Competitive Metering <u>Related Rev.</u>	Billing & Total Rate Yr. 1 Payment Proc. Competitive <u>Charge Rev. Services Rev.</u>			
	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	(\$)	
SC1	8,100,170	2,093,460	1,123,054	650,018	0	1,031,158	4,897,690	3,202,480	
<u>SC19</u>	<u>467,694</u>	<u>111,805</u>	<u>59,979</u>	<u>54,276</u>	<u>0</u>	<u>15,331</u>	<u>241,391</u>	<u>226,303</u>	
Total Res	8,567,864	2,205,265	1,183,033	704,294	0	1,046,489	5,139,081	3,428,783	
SC2	3,286,577	493,281	227,242	146,541	2,591,002	189,329	3,647,395	(360,818)	
<u>SC20</u>	<u>108,036</u>	<u>22,541</u>	<u>10,384</u>	<u>6,907</u>	<u>70,419</u>	<u>1,418</u>	<u>111,669</u>	<u>(3,633)</u>	
Total Sec	3,394,613	515,822	237,626	153,448	2,661,421	190,747	3,759,064	(364,451)	
SC3	1,150,724	102,287	34,096	45,695	52,977	2,019	237,074	913,650	
<u>SC21</u>	<u>226,389</u>	<u>30,720</u>	<u>10,240</u>	<u>11,568</u>	<u>14,214</u>	<u>281</u>	<u>67,023</u>	<u>159,366</u>	
Total Pri	1,377,113	133,007	44,336	57,263	67,191	2,300	304,097	1,073,016	
Total Sec & Pri	4,771,726	648,829	281,962	210,711	2,728,612	193,047	4,063,161	708,565	
Total SC9 (Com)	807,234	104,861	34,954	25,839	71,245	631	237,530	569,704	
Total SC22 (Mfg)	509,196	101,619	33,873	22,564	70,689	776	229,521	279,675	
Total SC 9 & SC 22	1,316,430	206,480	68,827	48,403	141,934	1,407	467,051	849,379	
SC4	316,127	5,677	2,615	6,640	0	661	15,593	300,534	
SC5	34,723	966	445	1,095	0	2,289	4,795	29,928	
SC 16 -dusk-to-dawn	143,013	7,674	3,535	994	0	2,481	14,684	128,329	
SC 16 - energy only	23,107	2,112	973	677	0	376	4,138	18,969	
<u>SC16 - Total</u>	<u>166,120</u>	<u>9,786</u>	<u>4,508</u>	<u>1,671</u>	<u>0</u>	<u>2,857</u>	<u>18,822</u>	<u>147,298</u>	
Total Lights	516,970	16,429	7,568	9,406	0	5,807	39,210	477,760	
SC 25									
Rate 1	0	0	0	0	0	0	0	0	
Rate 2	0	0	0	0	0	0	0	0	
Rate 3	0	0	0	0	0	0	0	0	
<u>Rate 4</u>	<u>56,744</u>	<u>23,400</u>	<u>7,800</u>	<u>0</u>	<u>1,278</u>	<u>12</u>	<u>32,490</u>	<u>24,254</u>	
Total	56,744	23,400	7,800	0	1,278	12	32,490	24,254	
Total	15,229,734	3,100,403	1,549,190	972,814	2,871,824	1,246,762	9,740,993	5,488,741	

Notes: 1 Excludes purchased power working capital



Orange & Rockland	
TOTAL	
AMT DUE:	\$ 137.31

12345-12345
SAMPLE BILL
22 ANY ROAD
NEW CITY, NY 10956

This bill is due on receipt.
Detach and mail this portion with payment

22 ANY ROAD
NEW CITY, NY 10956



Your next Meter
Reading will be Sep 10



Questions
call toll-free
1-877-434-4100

ELECTRIC RESIDENTIAL				Billing Date 08/12/08	
Aug 11	Reading (Actual)		6175		
Jul 9	Reading (Actual)		-5425		
<hr/>					
Total Usage KWH	33 Days		750		
Delivery Charges				Billing Summary	
				ACCOUNT NUMBER	
				12345-12345	
<hr/>					
Basic Service Charge			\$9.09	Last Bill	\$148.52
First	250 KWH @	5.692¢ each	14.23		
Next	500 KWH @	6.006¢ each	30.03		
Energy Cst Adj	750 KWH @	0.023¢ each	0.17		
SBC/RPS Chg	750 KWH @	0.182¢ each	1.37		
RDM Adjustment	750 KWH @	0.000¢ each	0.00		
Energy Efficiency Surch	750 KWH @	0.123¢ each	0.92	Payments	
Transition Adj Chg	750 KWH @	0.000¢ each	0.00	8/1/2008	\$148.52
Government surcharges delivery			1.13		
Total Delivery Charges			56.94		
Merchant Function Chg	750 KWH @	0.313¢ each	2.35	Other Charges/Credits	
Government surcharges delivery			0.05	Billing Charge	\$1.04
Total Merchant Function Chg			2.39		
Mkt Price Elec Supply	750 KWH @	10.000¢ each	75.00	Service Charges	
Mkt Supply Chg Adj	750 KWH @	0.055¢ each	0.41	Electric	\$136.27
Government surcharges commodity			1.52		
Total price for Elec Supply		10.258¢ Avg			
Total Supply Charges			76.94		
<hr/>					
Current Electric Charges			\$136.27	TOTAL	
				AMOUNT DUE	\$137.31

To avoid a 1.5% late charge, pay by 09/06/2008. If paying in person at an O&R business office, by phone, or on the internet please allow 1 to 2 business days for payment to post to your account.

Price to Compare --The O&R price for providing electricity supply this month is 10.577 cents per kWh. This price includes O&R's "Total Price for Electric Supply" and "Total Merchant Function Charge." If you decide to shop for electricity supply, you should compare these charges with the prices offered by energy service companies (ESCOs). But keep in mind that O&R's Total Price for Electric Supply changes each month. In addition to avoiding O&R's Total Price for Electric Supply and Total Merchant Function Charge, you could achieve some tax savings if you switch to an ESCO for your electric supply. Additionally, if the ESCO includes its charges on your O&R bill, you will avoid paying O&R's monthly billing charge. If you buy electric supply from an ESCO, O&R will continue to deliver the electricity to you and you will continue to pay O&R for all charges associated with delivery service.



Orange & Rockland
TOTAL
AMT DUE: \$ 135.69

98745-12345
SAMPLE BILL
325 NEW LANE
BARDONIA, NY 10954

This bill is due on receipt.
Detach and mail this portion with payment

325 NEW LANE
BARDONIA, NY 10954



Your next Meter
Reading will be Sep 10



Questions
call toll-free
1-877-434-4100

ELECTRIC RESIDENTIAL - DELIVERY				Billing Date	08/12/08
Aug 11	Reading (Actual)		6175		
Jul 9	Reading (Actual)		-5425		
Total Usage KWH 33 Days 750 KWH				Billing Summary	
Delivery Charges				ACCOUNT NUMBER	
				12345-12345	
Basic Service Charge			\$9.09	Last Bill	\$148.52
First	250 KWH @	5.692¢ each	14.23		
Next	500 KWH @	6.006¢ each	30.03		
Energy Cst Adj	750 KWH @	0.023¢ each	0.17		
SBC/RPS Chg	750 KWH @	0.182¢ each	1.37		
RDM Adjustment	750 KWH @	0.000¢ each	0.00		
Energy Efficiency Surch	750 KWH @	0.123¢ each	0.92	Payments	
Transition Adj Chg	750 KWH @	0.000¢ each	0.00	8/1/2008	\$148.52
Government surcharges delivery			1.13		
Total Delivery Charges			56.94		
				Service Charges	
Total Supplier Charges			78.75	Electric	\$135.69
				TOTAL	
Current Electric Charges			\$135.69	AMOUNT DUE	\$135.69

To avoid a 1.5% late charge, pay by 09/06/2008. If paying in person at an O&R business office, by phone, or on the internet please allow 1 to 2 business days for payment to post to your account.



Orange & Rockland	
TOTAL	
AMT DUE:	\$ 6,800.79

12345-12345
SAMPLE BILL
375 RT 304
NEW CITY, NY 10956

This bill is due on receipt.
Detach and mail this portion with payment

375 RT 304
NEW CITY, NY 10956



Your next Meter
Reading will be Sep 10



Questions
call toll-free
1-877-434-4100

ELECTRIC SMALL C&I GENERAL SERVICE SECONDARY				Billing Date	08/12/08
Aug 11	reading (Actual)	3666	109239		
Jul 9	reading (Actual)	-3541	-65489		
Total Usage				Billing Summary	
33 Days 125.0 KW 43750 KWH				ACCOUNT NUMBER	
				12345-12345	
Delivery Charges					
Basic Service Charge \$9.42				Last Bill \$6,842.52	
First	5.0 KW	.00	0.00		
Next	120.0 KW	10.68	1281.60		
First	1250 KWH @	6.351¢ each	79.39		
Next	36250 KWH @	2.111¢ each	765.24		
Next	6250 KWH @	0.326¢ each	20.38		
Energy Cst Adj	43750 KWH @	0.023¢ each	10.06		
SBC/RPS Chg	43750 KWH @	0.182¢ each	79.63		
RDM Adjustment	43750 KWH @	0.000¢ each	0.00		
Energy Efficiency Surch	43750 KWH @	0.123¢ each	53.81	Payments	
Transition Adj Chg	43750 KWH @	0.000¢ each	0.00	8/1/2008	\$6,842.52
Government surcharges delivery			-0.46		
Total Delivery Charges					
				2299.07	
Metering Charge					
Government surcharges delivery				9.76	
Total Metering Charge				0.00	
				9.76	
Merchant Function Chg					
Government surcharges delivery				90.56	
Total Merchant Function Chg				Other Charges/Credits	
				Billing Charge \$1.04	
				90.54	
Mkt Price Elec Supply					
Government surcharges commodity				4375.00	
Total price for Elec Supply				Service Charges	
				Electric \$6,799.75	
				4400.38	
Current Electric Charges				TOTAL	
				AMOUNT DUE \$6,800.79	

To avoid a 1.5% late charge, pay by 09/06/2008. If paying in person at an O&R business office, by phone, or on the internet please allow 1 to 2 business days for payment to post to your account.

Price to Compare --The O&R price for providing electricity supply this month is 10.577 cents per kWh. This price includes O&R's "Total Price for Electric Supply" and "Total Merchant Function Charge." If you decide to shop for electricity supply, you should compare these charges with the prices offered by energy service companies (ESCOs). But keep in mind that O&R's Total Price for Electric Supply changes each month. In addition to avoiding O&R's Total Price for Electric Supply and Total Merchant Function Charge, you could achieve some tax savings if you switch to an ESCO for your electric supply. Additionally, if the ESCO includes its charges on your O&R bill, you will avoid paying O&R's monthly billing charge. If you buy electric supply from an ESCO, O&R will continue to deliver the electricity to you and you will continue to pay O&R for all charges associated with delivery service.



Orange & Rockland
TOTAL
AMT DUE: \$ 6,902.58

12345-12345
SAMPLE BILL
425 RT 304
NEW CITY, NY 10956

This bill is due on receipt.
Detach and mail this portion with payment

425 RT 304
NEW CITY, NY 10956



Your next Meter
Reading will be Sep 10



Questions
call toll-free
1-877-434-4100

ELECTRIC SMALL C&I GENERAL SERVICE SEC - DELIVERY

Billing Date 08/12/08

Aug 11 reading (Actual)	3666	109239
Jul 9 reading (Actual)	<u>-3541</u>	<u>-65489</u>

Billing Summary

ACCOUNT NUMBER
12345-12345

Total Usage 33 Days 125.0 KW 43750 KWH

Delivery Charges

Basic Service Charge			\$9.42
First	5.0 KW	.00	0.00
Next	120.0 KW	10.68	1281.60
First	1250 KWH @	6.351¢ each	79.39
Next	36250 KWH @	2.111¢ each	765.24
Next	6250 KWH @	0.326¢ each	20.38
Energy Cst Adj	43750 KWH @	0.023¢ each	10.06
SBC/RPS Chg	43750 KWH @	0.182¢ each	79.63
RDM Adjustment	43750 KWH @	0.000¢ each	0.00
Energy Efficiency Surch	43750 KWH @	0.123¢ each	53.81
Transition Adj Chg	43750 KWH @	0.000¢ each	0.00
Government surcharges delivery			<u>-0.46</u>

Last Bill \$6,842.52

Total Delivery Charges 2299.07

Payments 8/1/2008 \$6,842.52

Metering Charge

Government surcharges delivery			9.76
			<u>0.00</u>
Total Metering Charge			9.76

Total Supplier Charge 4593.75

Service Charges
Electric \$6,902.58

Current Electric Charges \$6,902.58

TOTAL
AMOUNT DUE \$6,902.58

To avoid a 1.5% late charge, pay by 09/06/2008. If paying in person at an O&R business office, by phone, or on the internet please allow 1 to 2 business days for payment to post to your account.

REVENUE DECOUPLING MECHANISM

The revenue decoupling mechanism (“RDM”) will be based on a total delivery revenue¹ per class methodology for customer classes that are included in the RDM.

Those service classifications that are included in the RDM and those classes that are excluded from the RDM are as follows.

Service Classifications Included in the RDM

- 1 General Residential
- 2 General Secondary or Primary Service
- 3 General Primary Service (100 – 1,000 kW)
- 9 Commercial Service Over 1,000 kW (Mandatory Time of Use)
- 19 Residential Optional Time of Use Service
- 20 General Secondary Optional Time of Use Service
- 21 General Primary Optional Time of Use Service
- 22 Industrial Service Over 1,000 kW (Mandatory Time of Use)

Service Classifications Excluded From the RDM

- 4 Municipal Street Lighting
- 5 Traffic Signal Lighting
- 15 Buyback Service
- 16 Private Area Lighting
- 23 Individually Negotiated Contracts
- 25 Standby Service
- Contract Customers
- Riders G, H, J²

Under the RDM, actual delivery revenue is compared, on a monthly basis, with a delivery revenue target for each service classification.

¹ Total delivery revenue includes both billed and unbilled revenue.

² Customers taking service under the Company’s economic development riders, i.e., Riders G, H, and J, are included in Service Classification Nos. 2, 3, 9, 20, 21 and 22 and must be removed from those classes for purposes of setting delivery revenue targets and determining the actual delivery revenues for those classes.

Actual Delivery Revenue

Actual delivery revenue, determined for each customer class on a monthly basis, will be calculated as the sum of total revenue derived from customer charges and delivery charges, as defined in each service classification. Rate Year 3 delivery revenue will also include revenues associated with the portion of the Rate Year 3 revenue increase collected through a temporary surcharge in the ECA. Actual delivery revenues will not include revenues derived from the RDM Adjustment described below.

Delivery Revenue Targets

Delivery revenue targets will be adjusted to reflect delivery rate changes that occur during a rate plan. Monthly delivery revenue targets for Rate Year 1, Rate Year 2 and Rate Year 3 for each service classification included in the RDM will be calculated by the Company and supplied to the Signatory Parties by no later than June 1, 2008.

In addition, adjustments to the delivery revenue targets may be necessary if new legislation or regulation results in a change in delivery revenues for some or all service classifications included in the RDM.

RDM Adjustment

For each service classification subject to the RDM, the Company will, on a monthly basis, compare actual delivery revenue to the delivery revenue target. If the monthly actual delivery revenue exceeds the delivery revenue target, the delivery revenue excess will be accrued for refund to customers at the end of the annual RDM period³ (as described below). Likewise, if

³ The annual RDM periods are the three rate years established in this proceeding.

the monthly actual delivery revenue is less than the delivery revenue target, this delivery revenue shortfall will be accrued for recovery from customers at the end of the annual RDM period.

On a monthly basis, interest at the Commission's rate for other customer provided capital will be calculated on the average of the current and prior month's cumulative delivery revenue excess/shortfall (net of state and federal income tax benefits).

At the end of an annual RDM period, total delivery revenue excess/shortfalls for each service classification will be refunded/surcharged to customers through service classification-specific RDM Adjustments applicable during a subsequent twelve-month period. The Company will file a Statement of RDM Adjustments during the month following the end of an annual RDM period and no less than ten calendar days before the date on which the statement is proposed to be effective. Schedule 1 is an illustrative Statement of RDM Adjustments. The schedule for RDM adjustments applicable to this rate plan is set forth below.

	<u>Annual RDM Period</u>	<u>RDM Adjustment Filing Date</u>	<u>RDM Adjustment Recovery Period</u>
RY 1	7/1/08 – 6/30/09 ⁴	7/22/09	8/1/09 – 7/31/10
RY 2	7/1/09 – 6/30/10	7/22/10	8/1/10 – 7/31/11
RY 3	7/1/10 – 6/30/11	7/22/11	8/1/11 – 7/31/12

The service classification-specific RDM Adjustments will be determined on a cents per kWh basis by dividing the total delivery revenue excess/shortfalls for the annual RDM period for each class by forecast kWh deliveries of the associated class for the corresponding RDM Adjustment Recovery Period. If at any time during an annual RDM period the total of cumulative delivery revenue excess/shortfall for all of the Company's service classifications

⁴ Effective date of rate plan is July 1, 2008, however; the base rate change will not become effective until August 1, 2008.

subject to the RDM exceeds \$3 million, the Company will implement interim RDM Adjustments by service classification on no less than ten days notice. These interim RDM Adjustments would be subject to reconciliation at the end of the annual RDM period as part of the annual RDM Adjustment process described above.

Although the Signatory Parties agree that new rates should become effective July 1, 2008, because of administrative reasons, new rates will not become effective until August 1, 2008. Accordingly, since it is the intent of the Signatory Parties for the RDM to be in place for the full twelve months of Rate Year 1 (i.e., July 1, 2008 through June 30, 2009), for those customers subject to the RDM, the Company will be made whole for the revenue shortfall for July 2008 (i.e., the difference between the Company's actual revenues and the RDM targets) through the RDM true-up mechanism applicable to the cost month of July 2008. The true-up amount will be based on the class-specific revenue targets for that month. The July 2008 revenue shortfall will be recovered over 10 months (i.e., September 2008 through June 2009) through the class-specific RDM adjustment factors⁵ and will be subject to reconciliation at the end of the annual RDM period as part of the annual RDM Adjustment process. In the event that there is an interim RDM adjustment, as discussed above, the July 2008 shortfall will be combined with the interim RDM adjustment into a single set of class-specific RDM adjustments.

If for any reason, a service classification included in the RDM no longer has any customers, the revenue target for that discontinued service class, plus any delivery revenue excess or shortfall, would be reallocated to other remaining service classes to provide for

⁵ For those customers not subject to the RDM, the revenue shortfall for July 2008 (i.e., the difference between the forecast sales revenues included in the Company's revenue requirement calculation that would have been billed at new rates during July 2008, as compared to the same level of sales revenues at current rates) will be recovered over 10 months (i.e., September 2008-June 2009) through separate class-specific cents per kWh charges.

equitable treatment of any revenue excess or shortfall from the discontinued service class. The Company will consult with Commission Staff regarding such reallocation.

Orange and Rockland Utilities, Inc.
Case 07-E-1949
T&D Net Plant In Service Balances Target
\$ 000's

	Twelve Months Ended June 30, 2009			Twelve Months Ended June 30, 2010			Twelve Months Ended June 30, 2011		
	T&D Plant	T&D Reserve For Depreciation	T&D Net Plant	T&D Plant	T&D Reserve For Depreciation	T&D Net Plant	T&D Plant	T&D Reserve For Depreciation	T&D Net Plant
	In Service			In Service			In Service		
June	379,706	121,669	258,037	421,773	130,995	290,778	454,386	141,468	312,918
July	761,323	244,821	516,502	845,320	263,672	581,648	910,819	284,781	626,038
August	763,583	246,309	517,274	847,686	265,359	582,327	913,127	286,631	626,496
September	765,350	247,802	517,548	856,860	267,053	589,807	918,445	288,486	629,959
October	773,564	249,299	524,265	859,390	268,769	590,621	920,804	290,352	630,452
November	777,761	250,817	526,944	865,101	270,491	594,610	925,924	292,225	633,699
December	799,395	252,345	547,050	877,917	272,228	605,689	945,963	294,110	651,853
January	800,791	253,920	546,871	879,303	273,995	605,308	947,461	296,032	651,429
February	810,753	255,498	555,255	880,736	275,766	604,970	948,857	297,957	650,900
March	812,488	257,101	555,387	882,406	277,541	604,865	950,507	299,885	650,622
April	813,980	258,709	555,271	883,826	279,320	604,506	951,900	301,818	650,082
May	837,279	260,320	576,959	905,069	281,102	623,967	961,964	303,754	658,210
June	421,773	130,995	290,778	454,386	141,468	312,918	488,852	152,858	335,994
Total	<u>9,517,746</u>	<u>3,029,605</u>	<u>6,488,141</u>	<u>10,459,773</u>	<u>3,267,759</u>	<u>7,192,014</u>	<u>11,239,009</u>	<u>3,530,357</u>	<u>7,708,652</u>
Annual Target	<u>793,146</u>	<u>252,467</u>	<u>540,678</u>	<u>871,648</u>	<u>272,313</u>	<u>599,335</u>	<u>936,584</u>	<u>294,196</u>	<u>642,388</u>

Orange and Rockland Utilities, Inc.
Case 07-E-1949
True-Up Targets
\$ 000's

Expense Items	Twelve Months Ending June 30,			3-Year Rate Period
	2009	2010	2011	
Research and Development	\$ 1,001	\$ 1,001	\$ 1,001	\$ 3,003
Contractor Tree Trimming (shortfall true-up only) *	6,069	6,196	6,326	18,591
Low Income Program	317	324	330	971
Worker's Compensation Claims (Asbestos)	195	195	195	585
Pension Costs - Qualified Plan	12,962	11,440	9,836	34,238
- Non Qualified Plan	1,669	1,653	1,614	4,936
OPEB Costs	4,973	4,796	4,593	14,362
Rate relief phase-in adjustment	(7,792)	(1,823)	9,615	-
Net Target	11,812	16,066	25,658	53,536
Medicare Part D - Schedule M Flow Thru Deduction	1,449	1,449	1,449	4,347
Property Taxes - State, County & Town	5,020	5,083	5,148	15,251
Property Taxes - Village	1,176	1,191	1,206	3,573
Property Taxes - School	12,403	12,561	12,720	37,684
Total Property Taxes	18,599	18,835	19,074	56,508

* Annual tree trimming over / under expenditures may be netted, true up is cumulative.

Rate Base - Environmental and Deferred FIT

Environmental Remediation				
MGP	5,947	11,046	9,800	
West Nyack	187	166	104	
Deferred Environmental Balances	6,134	11,212	9,904	
Accum. Deferred FIT - ACRS / MACRS / ADR	(66,752)	(69,860)	(73,241)	
Accum. Deferred FIT - Bonus Depreciation	(5,213)	(5,575)	(5,108)	
Accum. Deferred FIT	(71,965)	(75,435)	(78,349)	
Accum. Deferred FIT - 263(A) Capitalized Overheads	(15,296)	(14,802)	(14,308)	

Electric Capital Program Reporting Requirements – Appendix H

The Company will file a quarterly report within 45 days after the end of each of the first three calendar quarters of each rate year (e.g., the report for the quarter January – March 2009 would be due by May 15, 2009). The annual report would be due 60 days after the end of the last quarter in each rate year (i.e., by August 31, 2009 for Rate Year 1). The quarterly and annual reports will include the following information as outlined below. The quarterly reports will focus primarily on capital projects budgeted at over \$1 million. The reports will explain any significant changes in project timelines or cost estimates exceeding 15%, as well as a detailed explanation of any new priority capital projects budgeted over \$1 million. Reports for illustrative purposes are attached.

Quarterly Reports - reports will reflect cumulative expenditures during the rate year

- Summary of Capital Expenditures - Blankets, Regular Projects under \$1.0 million and Regular Projects Over \$1.0 million
- Summary of Capital Additions - Blankets, Regular Projects under \$1.0 million and Regular Projects Over \$1.0 million
- Capital Projects Over \$1.0 million that includes
 - Rate Case – In-service date
 - Projected in-service date
 - Breakdown of expenditures (e.g., payroll, accounts payable, and materials & supplies categories)
 - Comparison of rate year budgeted vs. rate year actual to date
 - Comparison of calendar year budgeted vs. calendar year actual to date
 - Narrative on cost delta's exceeding 15% to date
 - Narrative on project design, permitting and/or construction status (including a detailed construction schedule for each project).
 - Inclusion of any new projects exceeding \$1 million
 - Capital project Authorization documents for any projects exceeding \$1 million that were authorized during the previous quarter

Annual Reports

- Summary of Capital Expenditures - Blankets, Regular Projects under \$1.0 million and Regular Projects Over \$1.0 million
- Summary of Capital Additions - Blankets, Regular Projects under \$1.0 million and Regular Projects Over \$1.0 million
- Blankets (detail listing) - comparison of actual expenditures vs. rate case expenditures
- Regular Projects less than \$1.0 million (detail listing) - comparison of actual expenditures vs. rate case expenditures
- Regular Projects greater than \$1.0 million (detailed listing) - comparison of actual expenditures vs. rate case expenditures

- Capital Projects Over \$1.0 million that includes
 - Rate Case – In-service date
 - Projected in-service date
 - Breakdown of expenditures (e.g., payroll, accounts payable, and materials & supplies categories)
 - Comparison of rate year budgeted vs. rate year actual to date
 - Comparison of calendar year budgeted vs. calendar year actual to date
 - Narrative on cost delta's exceeding 15% to date
 - Narrative on project design, permitting and/or construction status (including a detailed construction schedule for each project).
 - Inclusion of any new projects exceeding \$1 million
 - Capital project Authorization documents for any projects exceeding \$1 million that were authorized during the previous quarter

Orange and Rockland Utilities, Inc.
Electric Rate Case - Third Quarter Update
Summary of Electric Capital Expenditures
Nine Months Ending Rate Year 1

<u>Project Description</u>	<u>Rate Case</u>		<u>Nine Mo. Ending</u> <u>Rate Year 1</u>		<u>Variance</u>
	<u>Beginning Balance</u>	<u>Rate Case</u>	<u>Actual</u> <u>Beginning Balance</u>	<u>Actual</u>	
Blankets		21,668.4		21,668.4	-
Regular Projects Under \$1 Million		6,203.3		6,203.3	-
Regular Projects Over \$1 Million					-
Monroe Substation Upgrade and UG Exits		1,629.5		1,629.5	-
Transmission Line 77A - Ramapo to Sugarloaf		3,568.0		3,568.0	-
Ramapo 138kV Terminal		694.0		694.0	-
Sugarloaf 138kV Substation		3,432.3		3,432.3	-
Little Tor Substation and UG Exits		3,769.0		3,769.0	-
Snake Hill Road Substation and UG Exits		4,271.0		4,271.0	-
Port Jervis Substation Upgrade and UG Exits		7,339.0		7,339.0	-
Transmission Line 18 Upgrade		621.0		621.0	-
Mirant		800.0		800.0	-
Spare 138 - 69kV 175MVA Transformer		6.0		6.0	-
Transmission Line 31 Upgrade		482.0		482.0	-
Pocatello Substation and UG Exits		2,263.0		2,263.0	-
Hartley Road Substation and UG Exits		2,273.5		2,273.5	-
Corporate Drive Substation, UG Exits and Transmission Tap		188.0		188.0	-
Tappan Substation and UG Exits		300.0		300.0	-
Sterling Forest Line 26 Transmission Tap		99.6		99.6	-
Spare 345 - 138kV 400MVA Transformer		-		-	-
Tranmission Line 24 and 25 Upgrade		1,494.0		1,494.0	-
New Hempstead Substation Upgrade and UG Exits		-		-	-
West Warwick Substation and UG Exits		-		-	-
Transmission Line - Wisner to West Warwick		-		-	-
Transmission Lines 55 and 551 Upgrade		-		-	-
Westtown Substation Upgrade and UG Exits		-		-	-
Transmission Line 6 Upgrade - Pocatello to Decker		-		-	-
Silver Lake Substation Upgrade		-		-	-
		33,229.9		33,229.9	-

Orange and Rockland Utilities, Inc.
Electric Rate Case - Third Quarter Update
Summary of Electric Plant Additions
Nine Months Ending Rate Year 1

<u>Project Description</u>	<u>Rate Case</u>	<u>Nine Mo. Ending</u>	<u>Variance</u>
		<u>Rate Year 1</u>	
	<u>Actual</u>		
Blankets	21,105.5	21,105.5	-
Regular Projects Under \$1 Million	6,429.4	6,429.4	-
Regular Projects Over \$1 Million			
Monroe Substation Upgrade and UG Exits	6,266.4	6,266.4	-
Transmission Line 77A - Ramapo to Sugarloaf	8,413.2	8,413.2	-
Ramapo 138kV Terminal	1,751.2	1,751.2	-
Sugarloaf 138kV Substation	5,171.0	5,171.0	-
Little Tor Substation and UG Exits	9,283.4	9,283.4	-
Snake Hill Road Substation and UG Exits	-	-	-
Port Jarvis Substation Upgrade and UG Exits	-	-	-
Transmission Line 18 Upgrade	-	-	-
Mirant	-	-	-
Spare 138 - 69kV 175MVA Transformer	-	-	-
Transmission Line 31 Upgrade	-	-	-
Pocatello Substation and UG Exits	-	-	-
Hartley Road Substation and UG Exits	-	-	-
Corporate Drive Substation, UG Exits and Transmission Tap	-	-	-
Tappan Substation and UG Exits	-	-	-
Sterling Forest Line 26 Transmission Tap	-	-	-
Spare 345 - 138kV 400MVA Transformer	-	-	-
Tranmission Line 24 and 25 Upgrade	-	-	-
New Hempstead Substation Upgrade and UG Exits	-	-	-
West Warwick Substation and UG Exits	-	-	-
Transmission Line - Wisner to West Warwick	-	-	-
Transmission Lines 55 and 551 Upgrade	-	-	-
	<u>30,885.1</u>	<u>30,885.1</u>	<u>-</u>

Orange and Rockland Utilities, Inc.
Electric Rate Case - Third Quarter Update
Electric Capital Project Expenditures Over \$1 Million
Detailed Cost Breakdown

<u>Project Description</u>	<u>Rate Case In Service Date</u>	<u>Projected Actual In Service Date</u>	<u>Payroll</u>	<u>Nine Mo. Ending Rate Year 1</u>		<u>Total \$</u>
				<u>Accounts Payable</u>	<u>Materials & Supplies</u>	
Monroe Substation Upgrade and UG Exits	Oct-08	Oct-08	1,937.0	4,764.1	643.2	7,344.3
Transmission Line 77A - Ramapo to Sugarloaf	Dec-08	Dec-08	150.0	8,049.7	-	8,199.7
Ramapo 138kV Terminal	Dec-08	Dec-08	187.6	1,509.9	-	1,697.5
Sugarloaf 138kV Substation	Dec-08	Dec-08	415.0	4,654.2	-	5,069.2
Little Tor Substation and UG Exits	Feb-09	Feb-09	1,340.0	7,574.6	340.0	9,254.6
Snake Hill Road Substation and UG Exits	May-09	May-09	1,950.0	6,928.9	685.0	9,563.9
Port Jervis Substation Upgrade and UG Exits	May-09	May-09	1,453.9	7,642.7	435.0	9,531.6
Transmission Line 18 Upgrade	Jun-09	Jun-09	50.0	1,450.0	-	1,500.0
Lovett Closure	Jun-09	Jun-09	-	1,850.0	-	1,850.0
Spare 138 - 69kV 175MVA Transformer	Jun-09	Jun-09	10.0	1,990.0	-	2,000.0
Transmission Line 31 Upgrade	Dec-09	Dec-09	72.0	1,455.3	-	1,527.3
Pocatello Substation and UG Exits	Dec-09	Dec-09	1,162.7	6,282.6	225.0	7,670.3
Hartley Road Substation and UG Exits	Dec-09	Dec-09	1,022.6	6,065.5	305.0	7,393.1
Corporate Drive Substation, UG Exits and Transmission Tap	May-10	May-10	1,938.0	7,052.0	810.0	9,800.0
Tappan Substation and UG Exits	May-10	May-10	1,484.0	6,716.0	450.0	8,650.0
Sterling Forest Line 26 Transmission Tap	Sep-10	Sep-10	176.0	3,440.6	-	3,616.6
Spare 345 - 138kV 400MVA Transformer	Dec-10	Dec-10	10.0	3,990.0	-	4,000.0
Transmission Line 24 and 25 Upgrade	Dec-10	Dec-10	158.0	13,134.6	-	13,292.6
New Hempstead Substation Upgrade and UG Exits	May-11	May-11	517.0	7,005.0	460.0	7,982.0
West Warwick Substation and UG Exits	Jun-11	Jun-11	1,312.8	5,323.9	247.7	6,884.4
Transmission Line - Wisner to West Warwick	Jun-11	Jun-11	150.0	4,460.0	-	4,610.0
Transmission Lines 55 and 551 Upgrade	Jun-11	Jun-11	110.0	1,380.0	-	1,490.0
Westtown Substation Upgrade and UG Exits	Sep-11	Sep-11	210.0	1,710.0	180.0	2,100.0
Transmission Line 6 Upgrade - Pocatello to Decker	Dec-11	Dec-11	120.0	1,970.0	-	2,090.0
Silver Lake Substation Upgrade	Dec-11	Dec-11	160.0	1,195.0	-	1,355.0
Total						\$ 138,472.1

Orange and Rockland Utilities, Inc.
 Electric Rate Case - Annual Update
 Electric Capital Expenditures - Projects Over \$1 Million
 Detail Narrative - Forecasted vs. Actuals

Electric Capital Expenditures:

Project Description	Rate Case	Actual	Projected Expenditures	Total Final Projected Expenditures	Expenditures in Rate	Delta	Reason for difference	Calendar Year	Calendar Year Actua	Project Update	Projected
	Beginning Balance	Beginning Balance	To Complete	Expenditures	Case			Budget	and Status	Completion Date	
Transmission Line 60 Upgrade				10,712.2	8,470.0	(2,242.2)	The project schedule was accelerated to complete and energized the project prior to the retirement of Mirant Lovett units 3 and 4. Additionally, the project scope expanded during construction to include the replacement of degraded wood poles that were n				
Tallman Substation Upgrade and UG Exits				6,652.6	5,734.2	(918.4)	The project scope expanded to address routing concerns with the underground distribution circuit exits. There were also increased equipment and material costs, primarily due to the increased cost of copper for the cable, switchgear and transformers.				
T/L 11 Upgrade Part 2				12,478.0	14,095.7	1,617.7	The best actual competitive bid for the successful Line Contractor for this project came in lower than anticipated due to competition in the industry for this type of project work.				
Monroe Substation Upgrade & U/G Exits				7,564.9	6,635.2	(929.7)	This project is presently under construction and the projected increase represents: (1) higher cable prices for the underground circuit exits, and (2) higher civil construction costs due to unanticipated interference with buried structures during excavati				
Snake Hill Road Substation & Underground Circuits				9,972.1	7,026.6	(2,945.5)	This project is designed to provide service to the local area as well as a large industrial customer. The original estimate was based on a large customer contribution (\$3.0M) to accept transmission service rates. The customer has reviewed the rates and ha				
Port Jervis Substation Upgrade and UG Circuits				9,760.9	9,020.0	(740.9)	The cost of the station increased due to the delays in the station construction, primarily caused by the delays in obtaining construction approvals for the transmission Line 11 rebuild project. There were also changes in the scope of work as the station h				

Orange and Rockland Utilities, Inc.
Electric Rate Case - Annual Update
Electric Capital Expenditures
Rate Year 1

<u>Project Description</u>	<u>Rate Case</u> <u>Beginning Balance</u>	<u>Rate Year 1</u>	<u>Actual</u> <u>Beginning Balance</u>	<u>Actual</u>	<u>Variance</u>
Blankets		29,756.5		29,756.5	-
Regular Projects Under \$1 Million		8,721.6		8,721.6	-
Regular Projects Over \$1 Million					-
Monroe Substation Upgrade and UG Exits		1,629.5		1,629.5	-
Transmission Line 77A - Ramapo to Sugarloaf		3,568.0		3,568.0	-
Ramapo 138kV Terminal		694.0		694.0	-
Sugarloaf 138kV Substation		3,432.3		3,432.3	-
Little Tor Substation and UG Exits		3,769.0		3,769.0	-
Snake Hill Road Substation and UG Exits		4,643.0		4,643.0	-
Port Jervis Substation Upgrade and UG Exits		8,409.5		8,409.5	-
Transmission Line 18 Upgrade		1,292.0		1,292.0	-
Mirant		1,850.0		1,850.0	-
Spare 138 - 69kV 175MVA Transformer		2,000.0		2,000.0	-
Transmission Line 31 Upgrade		872.0		872.0	-
Pocatello Substation and UG Exits		4,379.5		4,379.5	-
Hartley Road Substation and UG Exits		3,711.5		3,711.5	-
Corporate Drive Substation, UG Exits and Transmission Tap		1,224.0		1,224.0	-
Tappan Substation and UG Exits		616.0		616.0	-
Sterling Forest Line 26 Transmission Tap		414.6		414.6	-
Spare 345 - 138kV 400MVA Transformer		-		-	-
Tranmission Line 24 and 25 Upgrade		3,133.0		3,133.0	-
New Hempstead Substation Upgrade and UG Exits		-		-	-
West Warwick Substation and UG Exits		-		-	-
Transmission Line - Wisner to West Warwick		-		-	-
Transmission Lines 55 and 551 Upgrade		-		-	-
Westtown Substation Upgrade and UG Exits		-		-	-
Transmission Line 6 Upgrade - Pocatello to Decker		-		-	-
Silver Lake Substation Upgrade		-		-	-
		45,637.9		45,637.9	-

Orange and Rockland Utilities, Inc.
Electric Rate Case - Annual Update
Electric Plant Additions
Rate Year 1

<u>Project Description</u>	<u>Rate Year 1</u>	<u>Actual</u>	<u>Variance</u>
Blankets	28,986.7	28,986.7	-
Regular Projects Under \$1 Million	8,148.3	8,148.3	-
Regular Projects Over \$1 Million			
Monroe Substation Upgrade and UG Exits	6,266.4	6,266.4	-
Transmission Line 77A - Ramapo to Sugarloaf	8,413.2	8,413.2	-
Ramapo 138kV Terminal	1,751.2	1,751.2	-
Sugarloaf 138kV Substation	5,171.0	5,171.0	-
Little Tor Substation and UG Exits	9,283.4	9,283.4	-
Snake Hill Road Substation and UG Exits	9,972.1	9,972.1	-
Port Jarvis Substation Upgrade and UG Exits	9,760.9	9,760.9	-
Transmission Line 18 Upgrade	1,305.4	1,305.4	-
Mirant	1,850.7	1,850.7	-
Spare 138 - 69kV 175MVA Transformer	2,003.6	2,003.6	-
Transmission Line 31 Upgrade	-	-	-
Pocatello Substation and UG Exits	-	-	-
Hartley Road Substation and UG Exits	-	-	-
Corporate Drive Substation, UG Exits and Transmission Tap	-	-	-
Tappan Substation and UG Exits	-	-	-
Sterling Forest Line 26 Transmission Tap	-	-	-
Spare 345 - 138kV 400MVA Transformer	-	-	-
Tranmission Line 24 and 25 Upgrade	-	-	-
New Hempstead Substation Upgrade and UG Exits	-	-	-
West Warwick Substation and UG Exits	-	-	-
Transmission Line - Wisner to West Warwick	-	-	-
Transmission Lines 55 and 551 Upgrade	-	-	-
	<u>55,777.8</u>	<u>55,777.8</u>	<u>-</u>

Orange and Rockland Utilities, Inc.
Electric Rate Case - Annual Update
Electric Blanket Expenditures
Rate Year 1

<u>Project Description</u>	<u>Rate Year 1</u>	<u>Actual</u>	<u>Variance</u>
Electric Distribution Blankets - OH	7,892.3	7,892.3	-
Electric Distribution Blankets - UG	2,579.6	2,579.6	-
Pole Inspection/Treatment Program	522.8	522.8	-
Transformers - OH	4,869.1	4,869.1	-
Transformers - UG	1,800.7	1,800.7	-
O/H Capital Tools Blanket	85.0	85.0	-
Electric Meter Purchases	1,576.2	1,576.2	-
T & S Engineerin Software/Hardware Bkt	37.0	37.0	-
Distrib Substation Automation Blanket	200.0	200.0	-
U/G Rebuild Blanket	776.3	776.3	-
U/G Gasification (Rehab) Blanket	207.1	207.1	-
Electric Meter 1st Install Bkt	1,344.7	1,344.7	-
Load Research Meters Bkt	137.3	137.3	-
Smart Grid Devices	98.7	98.7	-
Distribution Engineering Test Equip Bkt	35.5	35.5	-
Distribution Automation Blanket	1,448.9	1,448.9	-
OMS Hardware Blanket	101.2	101.2	-
Weather Station	48.6	48.6	-
Sale Of Scrap Blanket	(5.0)	(5.0)	-
PCB Oil Testing And Disposal Blanket	103.0	103.0	-
Smart Grid Pilot Project	1,778.5	1,778.5	-
Property Program	1,000.0	1,000.0	-
AMI - Electric Program	1,509.4	1,509.4	-
Electric Meter Dept. Misc. Equipment Bkt	167.3	167.3	-
Bank Metering Upgrade Blanket	63.3	63.3	-
Pole Butt Removal Blanket	32.8	32.8	-
Paving & Drainage Blanket	71.4	71.4	-
U/G Capital Tools Blanket	53.6	53.6	-
Gas Meter AMR Upgrade Program Bkt	510.2	510.2	-
Substation Department Blanket	80.3	80.3	-
Install Battery Banks Blanket	34.2	34.2	-
Relay Department Blanket	42.0	42.0	-
Purchase Relay Test Set Blanket	67.2	67.2	-
Substation Comm. Protection Bkt	55.6	55.6	-
Transmission Relay Upgrade Bkt	155.7	155.7	-
EMS Equipment Upgrade Blanket	228.0	228.0	-
Substation Small Equipment Blanket	48.0	48.0	-
	<u>29,756.5</u>	<u>29,756.5</u>	<u>-</u>

Orange and Rockland Utilities, Inc.
Electric Rate Case - Annual Update
Electric Projects Under \$1 Million Expenditures
Rate Year 1

<u>Project Description</u>	<u>Rate Year 1</u>	<u>Actual</u>	<u>Variance</u>
Central Rockland - Subst Distrib Part 1	-	-	-
Central Rockland - Subst Distrib Part 2	-	-	-
Central Rockland - Subst Distrib Part 3	-	-	-
Central Rockland - Subst Distrib Part 4	-	-	-
Central Rockland - Subst Distrib Part 5	-	-	-
Central Rockland - Subst Distrib Part 6	-	-	-
Hartley Sub-Owens Rd-Sub to Philipsburg	218.3	218.3	-
Hartley Sub-Echo Lk Rd-Sub to Golf Links	213.0	213.0	-
Hartley Sub-Hartley Rd-Sub to Rt17M Dbl	-	-	-
Pocatello Transmission Tap	99.0	99.0	-
Pocatello New UG 69kV Line to Line 6	100.0	100.0	-
Line 100 Upgrade	-	-	-
SVOC UPS C Battery Requirements	-	-	-
Mobile OMS	250.0	250.0	-
Sterling Forest Rd - Step to State Line	40.2	40.2	-
Benjamin Meadow Rd-Mombasha to Rt 210	35.2	35.2	-
Recond 102-3-13 Rt 302-Rt17K to Cty Rt48	-	-	-
Woodbury - Distribution Part 1	222.5	222.5	-
Woodbury - Distribution Part 2	222.5	222.5	-
Goshen Tnpk-Step to Midland Lakes Rd	214.7	214.7	-
Goshen Tnpk-Midland Lakes Rd to Rt 302	242.1	242.1	-
Silver Lk Scotchtn Rd-Maltese Dr to Bert	-	-	-
Monsey 50MVA Banks & Switchgear	-	-	-
SVOC Circuit Backup from Monsey	411.0	411.0	-
Congers UG Circuit Exit Replacements	315.8	315.8	-
Hartley Road Transmission Tap	105.0	105.0	-
Blooming Grove Bank Upgrade & 2nd 35MVA Bk	-	-	-
Hunt 3rd Circuit Position	258.0	258.0	-
West Haverstraw Bank Upgrades	-	-	-
Ingrassia Rd-Rt 17M to Howells Rd Recond	-	-	-
Pomona - Distribution Part 1	-	-	-
Pomona - Distribution Part 2	-	-	-
Pomona - Distribution Part 3	-	-	-
Pomona - Distribution Part 4	-	-	-
Pocatello Rd-Sub to Kirbytown Rd 4th Ckt	25.9	25.9	-
Kirbytown Rd- Mt Orange to Wawayanda Ave	61.0	61.0	-
Washington Ave (New Square) Reconductor	138.2	138.2	-
Pocatello-Mt Hope Rd-Station to Cty Rd78	71.2	71.2	-
Pocatello- Mt Hope-Station to Whipple Rd	38.7	38.7	-
Decker-Howells/Decker/Dosen Reconductor	-	-	-
Decker-Myer Rd/Properous Valley Rd Recon	-	-	-
Decker-Properous Valley Rd-Howells Tnpk	-	-	-
Decker-Properous Valley Rd Station-Rt 17	-	-	-
Decker-VanBurenville to Dosen Rd Ingrasi	-	-	-
Black Meadow Rd-Station-Pine Hill Recond	-	-	-
Pine Hill/Hillside/Gotlet-Black Meadow	-	-	-
Blooming Grove - Additional Circuit Position	4.2	4.2	-
SG-Reservior Rd-South St to Conklingtn R	-	-	-
SG-Lower Reservior Rd-Sub to South St Dbl	-	-	-
SG-Clowes/W Main/Grand/Canal Reconductor	-	-	-

Orange and Rockland Utilities, Inc.
Electric Rate Case - Annual Update
Electric Projects Under \$1 Million Expenditures
Rate Year 1

<u>Project Description</u>	<u>Rate Year 1</u>	<u>Actual</u>	<u>Variance</u>
Rt 42 - Peenpack Rd to End of Ckt Recond	206.9	206.9	-
Rt 42-End of Ckt to Old Plank Rd Recond	212.7	212.7	-
Rt 42-New Vernon Rd-Winterton to Howells	-	-	-
Sparkill - William Street Double Circuit	52.1	52.1	-
Sparkill - Ferdon Ave Bogarttown Road	125.8	125.8	-
Silver Lake Ug Circuit Exit Tower Drive	250.0	250.0	-
Spare 138 x 69 - 13.2kV 35MVA Bank	740.0	740.0	-
Pocatell-Calif Ave Ext- Sub to Cty Rd 78	268.2	268.2	-
Monroe Rd Hunt Subst to Rt 17A	129.1	129.1	-
Lybolt Rd Brimstone Hill Rd to Feiertag	34.5	34.5	-
B Grove Roundhill Rd Sub to Rt 208 Dbl C	-	-	-
KJ Forest Rd/Stevens Springs/Mntn Rd to	-	-	-
Midland Lakes Rd Baker Rd to Goshen Tnpk	-	-	-
Burlingham Rd-Na-Sho-Pa to Hamilton Rd	216.5	216.5	-
Ski-Run Rd-Burlingham Rd to Step	148.3	148.3	-
Cty Rt 48 - Rt 302 to Burlingham Rd	342.9	342.9	-
Hamilton Rd - Burlingham Rd to Cty Rt 48	155.0	155.0	-
Westtown Ckt103-2-13 Unionville Conv Pt2	61.2	61.2	-
Snake Hill Rd-W Nyack Rd Dbl Ckt&Rem 4kV	58.3	58.3	-
Snake Hill Rd - West Nyack Rd Double Ckt	96.4	96.4	-
Snake Hill Rd - RR ROW Removal & Convert	71.5	71.5	-
South Goshen Second 13.2kV-35MVA Bank	-	-	-
Snake Hill OH Transmission Tap	159.5	159.5	-
Congers Terminal - Relaying	1.0	1.0	-
West Nyack Terminal - Relaying	1.0	1.0	-
Queensboro-Mine Rd - Sub to Rt 9W Recond	-	-	-
Queensboro-Old Rt9W-Mine Rdto Rt9W Recon	-	-	-
Queensboro-Rt9W-Old Rt9W to Morgan Rd Re	-	-	-
Little Tor Transmission Tap	161.0	161.0	-
Burns Terminal - Relaying	104.0	104.0	-
West Haverstraw Terminal - Relaying	104.0	104.0	-
Stony Point UG - Two Circuit Exits	500.0	500.0	-
Tappan Transmission Tap	-	-	-
Old Orangeburg Rd- Lester Drive Backup	-	-	-
Cty Rt1-Pulaski Hwy to Pine Is Sub Recon	-	-	-
Ford Ckt 1 Ramapo Ave Recond & Convert	33.7	33.7	-
Ford Ckt 1 E Maple/Washington/Blvd Dbl C	73.0	73.0	-
Hillburn Substation Digital Fault Record	40.0	40.0	-
Electronic Map Boards for ECC/DCC	263.6	263.6	-
Burns L541 Fluid Sys. Upgrades	3.0	3.0	-
T/L 26 Upgrade	-	-	-
Line 18 Terminal at Rio	304.9	304.9	-
Lovett Pumping Plant Upgrades	98.0	98.0	-
Hillburn 138kV Yard	-	-	-
New Hempstead 32MVAR Cap Bank	-	-	-
Decker Switching Station	-	-	-
Ramapo Fire Suppression System Replacem	61.0	61.0	-
EMS Expansion	358.0	358.0	-
	8,721.6	8,721.6	-

**Orange and Rockland Utilities, Inc.
Electric Rate Case - Annual Update
Electric Projects Over \$1 Million Expenditures
Rate Year 1**

<u>Project Description</u>	<u>Rate Year 1</u>	<u>Actual</u>	<u>Variance</u>
Monroe Substation Upgrade and UG Exits	1,629.5	1,629.5	-
Transmission Line 77A - Ramapo to Sugarloaf	3,568.0	3,568.0	-
Ramapo 138kV Terminal	694.0	694.0	-
Sugarloaf 138kV Substation	3,432.3	3,432.3	-
Little Tor Substation and UG Exits	3,769.0	3,769.0	-
Snake Hill Road Substation and UG Exits	4,643.0	4,643.0	-
Port Jervis Substation Upgrade and UG Exits	8,409.5	8,409.5	-
Transmission Line 18 Upgrade	1,292.0	1,292.0	-
Mirant	1,850.0	1,850.0	-
Spare 138 - 69kV 175MVA Transformer	2,000.0	2,000.0	-
Transmission Line 31 Upgrade	872.0	872.0	-
Pocatello Substation and UG Exits	4,379.5	4,379.5	-
Hartley Road Substation and UG Exits	3,711.5	3,711.5	-
Corporate Drive Substation, UG Exits and Transmission Tap	1,224.0	1,224.0	-
Tappan Substation and UG Exits	616.0	616.0	-
Sterling Forest Line 26 Transmission Tap	414.6	414.6	-
Spare 345 - 138kV 400MVA Transformer	-	-	-
Transmission Line 24 and 25 Upgrade	3,133.0	3,133.0	-
New Hempstead Substation Upgrade and UG Exits	-	-	-
West Warwick Substation and UG Exits	-	-	-
Transmission Line - Wisner to West Warwick	-	-	-
Transmission Lines 55 and 551 Upgrade	-	-	-
Westtown Substation Upgrade and UG Exits	-	-	-
Transmission Line 6 Upgrade - Pocatello to Decker	-	-	-
Silver Lake Substation Upgrade	-	-	-
	45,637.9	45,637.9	-

Orange and Rockland Utilities, Inc.
Electric Rate Case - Annual Update
Electric Projects Over \$1 Million Additions
Rate Year 1

<u>Project Description</u>	<u>Rate Year 1</u>	<u>Actual</u>	<u>Variance</u>
Monroe Substation Upgrade and UG Exits	6,266.4	6,266.4	-
Transmission Line 77A - Ramapo to Sugarloaf	8,413.2	8,413.2	-
Ramapo 138kV Terminal	1,751.2	1,751.2	-
Sugarloaf 138kV Substation	5,171.0	5,171.0	-
Little Tor Substation and UG Exits	9,283.4	9,283.4	-
Snake Hill Road Substation and UG Exits	9,972.1	9,972.1	-
Port Jervis Substation Upgrade and UG Exits	9,760.9	9,760.9	-
Transmission Line 18 Upgrade	1,305.4	1,305.4	-
Mirant	1,850.7	1,850.7	-
Spare 138 - 69kV 175MVA Transformer	2,003.6	2,003.6	-
Transmission Line 31 Upgrade	-	-	-
Pocatello Substation and UG Exits	-	-	-
Hartley Road Substation and UG Exits	-	-	-
Corporate Drive Substation, UG Exits and Transmission Tap	-	-	-
Tappan Substation and UG Exits	-	-	-
Sterling Forest Line 26 Transmission Tap	-	-	-
Spare 345 - 138kV 400MVA Transformer	-	-	-
Tranmission Line 24 and 25 Upgrade	-	-	-
New Hempstead Substation Upgrade and UG Exits	-	-	-
West Warwick Substation and UG Exits	-	-	-
Transmission Line - Wisner to West Warwick	-	-	-
Transmission Lines 55 and 551 Upgrade	-	-	-
	<u>55,777.8</u>	<u>55,777.8</u>	<u>-</u>

Orange and Rockland Utilities, Inc.
Electric Rate Case - Annual Update
Electric Capital Project Expenditures Over \$1 Million
Detailed Cost Breakdown

<u>Project Description</u>	<u>Rate Year 1</u>					<u>Total \$</u>
	<u>Rate Case In Service Date</u>	<u>Projected Actual In Service Date</u>	<u>Payroll</u>	<u>Accounts Payable</u>	<u>Materials & Supplies</u>	
Monroe Substation Upgrade and UG Exits	Oct-08	Oct-08	1,937.0	4,764.1	643.2	7,344.3
Transmission Line 77A - Ramapo to Sugarloaf	Dec-08	Dec-08	150.0	8,049.7	-	8,199.7
Ramapo 138kV Terminal	Dec-08	Dec-08	187.6	1,509.9	-	1,697.5
Sugarloaf 138kV Substation	Dec-08	Dec-08	415.0	4,654.2	-	5,069.2
Little Tor Substation and UG Exits	Feb-09	Feb-09	1,340.0	7,574.6	340.0	9,254.6
Snake Hill Road Substation and UG Exits	May-09	May-09	1,950.0	6,928.9	685.0	9,563.9
Port Jervis Substation Upgrade and UG Exits	May-09	May-09	1,453.9	7,642.7	435.0	9,531.6
Transmission Line 18 Upgrade	Jun-09	Jun-09	50.0	1,450.0	-	1,500.0
Lovett Closure	Jun-09	Jun-09	-	1,850.0	-	1,850.0
Spare 138 - 69kV 175MVA Transformer	Jun-09	Jun-09	10.0	1,990.0	-	2,000.0
Transmission Line 31 Upgrade	Dec-09	Dec-09	72.0	1,455.3	-	1,527.3
Pocatello Substation and UG Exits	Dec-09	Dec-09	1,162.7	6,282.6	225.0	7,670.3
Hartley Road Substation and UG Exits	Dec-09	Dec-09	1,022.6	6,065.5	305.0	7,393.1
Corporate Drive Substation, UG Exits and Transmission Tap	May-10	May-10	1,938.0	7,052.0	810.0	9,800.0
Tappan Substation and UG Exits	May-10	May-10	1,484.0	6,716.0	450.0	8,650.0
Sterling Forest Line 26 Transmission Tap	Sep-10	Sep-10	176.0	3,440.6	-	3,616.6
Spare 345 - 138kV 400MVA Transformer	Dec-10	Dec-10	10.0	3,990.0	-	4,000.0
Tranmission Line 24 and 25 Upgrade	Dec-10	Dec-10	158.0	13,134.6	-	13,292.6
New Hempstead Substation Upgrade and UG Exits	May-11	May-11	517.0	7,005.0	460.0	7,982.0
West Warwick Substation and UG Exits	Jun-11	Jun-11	1,312.8	5,323.9	247.7	6,884.4
Transmission Line - Wisner to West Warwick	Jun-11	Jun-11	150.0	4,460.0	-	4,610.0
Transmission Lines 55 and 551 Upgrade	Jun-11	Jun-11	110.0	1,380.0	-	1,490.0
Westtown Substation Upgrade and UG Exits	Sep-11	Sep-11	210.0	1,710.0	180.0	2,100.0
Transmission Line 6 Upgrade - Pocatello to Decker	Dec-11	Dec-11	120.0	1,970.0	-	2,090.0
Silver Lake Substation Upgrade	Dec-11	Dec-11	160.0	1,195.0	-	1,355.0
Total						\$ 138,472.1

Orange and Rockland Utilities, Inc.
 Electric Rate Case - Annual Update
 Electric Capital Expenditures - Projects Over \$1 Million
 Detail Narrative - Forecasted vs. Actuals

Electric Capital Expenditures:

Project Description	Rate Case	Actual	Projected Expenditures	Total Final Projected Expenditures	Expenditures in Rate	Delta	Reason for difference	Calendar Year	Calendar Year Actua	Project Update	Projected
	Beginning Balance	Beginning Balance	To Complete	Expenditures	Case			Budget	and Status	Completion Date	
Transmission Line 60 Upgrade				10,712.2	8,470.0	(2,242.2)	The project schedule was accelerated to complete and energized the project prior to the retirement of Mirant Lovett units 3 and 4. Additionally, the project scope expanded during construction to include the replacement of degraded wood poles that were n				
Tallman Substation Upgrade and UG Exits				6,652.6	5,734.2	(918.4)	The project scope expanded to address routing concerns with the underground distribution circuit exits. There were also increased equipment and material costs, primarily due to the increased cost of copper for the cable, switchgear and transformers.				
T/L 11 Upgrade Part 2				12,478.0	14,095.7	1,617.7	The best actual competitive bid for the successful Line Contractor for this project came in lower than anticipated due to competition in the industry for this type of project work.				
Monroe Substation Upgrade & U/G Exits				7,564.9	6,635.2	(929.7)	This project is presently under construction and the projected increase represents: (1) higher cable prices for the underground circuit exits, and (2) higher civil construction costs due to unanticipated interference with buried structures during excavati				
Snake Hill Road Substation & Underground Circuits				9,972.1	7,026.6	(2,945.5)	This project is designed to provide service to the local area as well as a large industrial customer. The original estimate was based on a large customer contribution (\$3.0M) to accept transmission service rates. The customer has reviewed the rates and ha				
Port Jervis Substation Upgrade and UG Circuits				9,760.9	9,020.0	(740.9)	The cost of the station increased due to the delays in the station construction, primarily caused by the delays in obtaining construction approvals for the transmission Line 11 rebuild project. There were also changes in the scope of work as the station h				

Orange and Rockland Utilities, Inc.
Case 07-E-1949
Amortization of Regulatory Deferrals (Credits & Debits)
\$ 000's

Electric Operations	Twelve Months Ending June 30,			Total
	2009	2010	2011	
Amortization of R&D	\$ 113,334	\$ 113,334	\$ 113,334	340,002
Amort. Of Asbestos Claims	170,000	170,000	170,000	510,000
MGP Sites Recovery	4,047	5,478	5,570	15,095
West Nyack Recovery	64	64	64	192
Amortization of Deferred Pension Costs	2,148,000	2,148,000	2,148,000	6,444,000
Amortization of OPEB Transitional Obligation	1,817,000	1,817,000	1,817,000	5,451,000
Amortization of Deferred OPEB Costs	3,686,000	3,686,000	3,686,000	11,058,000
Competitive Unbundling - Customer Information	12,000	12,000	12,000	36,000
Medicare Part D Tax Benefit Amortization	(1,583,000)	(1,583,000)	(1,583,000)	(4,749,000)
Property Tax Refunds	(228)	(228)	(228)	(684)

Orange and Rockland Utilities, Inc.
Case 07-E-1949
O&M expenses subject to inflation
\$ 000's

	Twelve Months Ending June 30,		
	2009	2010	2011
Direct Labor	\$ 43,092	\$ 44,504	\$ 45,699
Shared Services	9,123	9,315	9,511
Employee and Other Insurance Costs	8,553	8,780	8,982
T&D O&M (Excluding Tree Trimming)	8,765	8,950	9,138
Regulatory Commission Expenses	1,339	1,367	1,396
Other O&M Costs			
Advertising	546	557	569
Information Technology Solutions	2,302	2,539	2,776
Legal & Other Professional Services	812	829	846
Rents	1,111	1,134	1,158
Materials and Supplies	934	954	974
Corporate Fiscal	1,081	1,104	1,127
Other O&M	5,799	5,921	6,045

Orange and Rockland Utilities, Inc.
Case 07-E-1949
Pollution Control Debt

	Issue Date	Maturity Date	Amount Outstanding	Expense of Issuance	Net Proceeds	Effective Cost of Money	Effective Annual Cost
1994, 6.09%	10/1/94	10/1/14	55,000,000	4,544,524	50,455,476	6.85%	\$ 3,767,500
1995, Variable Rate	8/1/95	8/1/15	44,000,000	3,571,683	40,428,317	3.57%	1,570,800
			<u>99,000,000</u>			<u>5.39%</u>	<u>5,338,300</u>
			Allocation to Electric *				<u>65%</u>
			Annual Target				<u>\$ 3,469,900</u>

* To be updated monthly for actual electric / gas plant split.

ORANGE AND ROCKLAND UTILITIES, INC.
Electric Base Rate Case 07-E-0949
Settlement Position - Labor (a)

Appendix L

	<u>Rate Year 1</u>		<u>Rate Year 2</u>		<u>Rate Year 3</u>		<u>Total</u>	
	<u># of</u>		<u># of</u>		<u># of</u>		<u># of</u>	
<u>Weekly Employees:</u>	<u>positions</u>		<u>positions</u>		<u>positions</u>		<u>positions</u>	
Specialized Field Technicians	4	\$ 198,831		\$ 203,802		\$ 208,897	4	\$ 611,530
OHD Linemen	2	72,358		74,167		76,021	2	222,546
Drafting Technicians	1	17,698	1	35,838		36,734	2	90,270
Service Layout Estimator			1	49,315		50,548	1	99,863
<u>Monthly Employees:</u>								
Field Technician Supervisor	1	85,527		87,665		89,857	1	263,049
Division Engineer	1	90,563		92,827		95,147	1	278,537
Reliability Engineer	1	55,628		57,019		58,444	1	171,091
Work Management System (WMS) Support Specialist	1	43,511		53,453		54,789	1	151,753
Compliance Specialist	1	52,149		53,453		54,789	1	160,391
Community Relations Manager	1	43,625		44,716		45,834	1	134,175
System Specialist	1	43,625		44,716		45,834	1	134,175
Electric Engineers- Career Development Rotation Program	1	55,626		57,016	1	58,442	2	171,084
Environmental Remediation Project Manager	1	79,237		81,218		83,248	1	243,703
Customer Programs Analyst	1	35,446		36,332		37,240	1	109,018
Labor Relations Administrator			1	43,625		44,716	1	88,341
Training Specialist					1	43,625	1	43,625
Mobile Workforce Administrator			1	31,289		64,143	1	95,432
Mobile Workforce Systems Analyst					1	62,579	1	62,579
System Specialists (ECC Oper Suprt)			2	118,208		121,162	2	239,370
Supervisor (LTS)			1	57,572		59,012	1	116,584
	<u>17</u>	<u>\$ 873,824</u>	<u>7</u>	<u>\$ 1,222,231</u>	<u>3</u>	<u>\$ 1,391,061</u>	<u>27</u>	<u>\$ 3,487,116</u>

(a) Dollar amounts represent electric operation and maintenance portion only including wage increase.
(b) Excludes incremental positions for Smart Grid program that will be capitalized.

ORANGE AND ROCKLAND UTILITIES, INC.
Electric Base Rate Case 17-E-0949
Settlement Detail - Additional Employee Positions

Appendix L

Specialized Field Technicians - 4 positions

Field Technician Supervisor – 1 position

Division Engineer – 1 position

As discussed in Mr. Regan's Direct Testimony (p. 27), O&R will establish a new work group dedicated to Field Automation Technology Support. The addition of four new full time specialized field technicians, a new Supervisor and Division Engineer are required to support the continued expansion of the Company's existing distribution automation program, deployment of Smart Grid devices to the distribution system and the field communications systems required. The number and complexity of automatic and technically advanced devices on the distribution system and their protective coordination continues to increase annually. The need to focus new workers specifically dedicated to the commissioning, troubleshooting, repair, and maintenance of these units is essential, especially with the program acceleration planned to improve reliability. Also, the complexity and variability of the control systems from manufacturer to manufacturer, even with open architecture as a standard, requires that employees charged with maintaining and repairing these devices, have an increasingly sophisticated skill set to assure interoperability.

Overhead Linemen – 2 positions

As stated in Mr. Kosior's Rebuttal Testimony (p. 3), the additional overhead linemen positions are required to reflect the employee count for the Electric Operations Department that was approved by the Commission's Order Setting Permanent Rates, Reconciling Overpayments During Temporary Rate Period, and Establishing Disposition of Property Tax Refunds issued October 18, 2007 in Case 06-E-1433 ("Temporary Rate Order").

The Company is facing a challenging situation in training and maintaining a qualified contingent of electric overhead and underground linemen. In an attempt to overcome the challenges of an aging workforce, year 2008 pension plan enhancements that are expected to result in a large number of retirements during the calendar year 2008, and a shortage of qualified candidates in the general population for this type of work, the Company has, and will continue to conduct annual line schools. The first overhead line school scheduled for 2008 began on March 17, 2008 and is currently ongoing. While the total personnel count of the Electric Operations Department may fluctuate during the rate year, the Company fully expects that it will attain, at a minimum, an average of at least 212 positions in the Electric Operations Department.

Drafting Technicians – 2 positions

As discussed in Mr. Regan's Rebuttal Testimony (p. 11), the employee level of the Design / Drafting Department in the 1980's was at 15 full time equivalent ("FTE") employees. This was the last period of significant transmission and substation construction activity within the Company's service territory. Through the early 1990's, this headcount was reduced through attrition to its present level of eight FTE's. Department capital workload during the 1990's, and up until a few years ago, was on average one major substation project annually, with no capital transmission projects. Within the past few years, the capital project workload has on average increased to four major substation projects annually, as well as a stepped up and ongoing effort to upgrade the transmission system throughout the service territory. In addition to the ongoing transmission upgrades, there are seven major substation projects that require design packages in 2008. With the projected capital budget requirements, the project workload for Design / Drafting moving forward will continue to increase and has reached the point where the existing in-house Design / Drafting resources must be increased to address the escalating workload and expanding capital budget project requirements. To exacerbate this situation, the Design / Drafting Department also is facing significant attrition issues. Based on work and manpower plans forecasted for this Department, the Company requires two new Design / Drafters to address the increased Department workload.

Service Layout Estimator - 1 position

As stated in Mr. Regan's Rebuttal Testimony (p.)15, the Line Technical Services ("LTS") group has offices in Spring Valley, Blooming Grove and Middletown, New York, and handles projects geographically in a way that mirrors the geographic functionality of the Company's Operations Department. The structure of the group is set up with the manager and five estimators in Spring Valley, a supervisor and two estimators in Blooming Grove, and a supervisor and an estimator in Middletown. The Company's expanding capital budget has substantially increased the workload for distribution design projects in the LTS Department. Moreover, there are significant attrition issues that will challenge this group. Four of the eight existing Estimators can retire today, and within the next four years, five Estimators and both supervisors will be eligible for retirement. The near term attrition of 50% of LTS personnel not only will result in the loss of most of their talent and experience, but also impede their ability to meet scheduled capital project commitments and general work orders and other work requirements utilized by the Company's line forces on a daily basis. There will be a severe lack of qualified personnel available to complete the day to day work, as well as to train any new hires for both the Estimator and Supervisor positions.

The estimator position requires extensive knowledge of the overhead and underground systems including pole sizing, clearances, guying, conductor spans

along with the ability to size transformers and conductors and be able to input projects into the Company's Work Management System and other associated computer programs. It takes approximately three years for a new hire to be proficient at the estimator position. Based on forecasted work and manpower plans, the Company has determined that one incremental new LTS Estimator position will be required.

Reliability Engineer - 1 position

As stated in Mr. Regan's Direct Testimony (p. 36), reliability of the electric system is of the utmost concern and priority for the Company. While there are many facets to implementing an effective reliability program, paramount is to better understand the types and causes of outages, and what programs are available, or can be defined, for minimizing future occurrences, particularly for those that are having the greatest impact on the frequency of outages. To create this "understanding", sufficient and valid data must be collected and analyzed. With new tools available for visualizing outage data, for recording data (e.g., field mobile data terminals, outage management system improvements), and for accessing improved sources of data (e.g., "smart" relays, tools, sensors and localized weather stations), the Company is seeking to become more proactive in the area of developing meaningful programs to better anticipate and react to system events and thereby significantly improve reliability performance.

Now that more tools are becoming available, additional staffing is required, dedicated to addressing issues associated with collecting, recording, analyzing, and acting on dynamic as well as historical outage data. To address this, the Company is proposing to add a reliability engineer/analyst, whose principal tasks would be to:

- Determine what information is necessary to make accurate dynamic and historical assessment of root causes for outages;
- Assess the adequacy of existing processes and tools to collect and record this data;
- Determine appropriate media for optimum analysis once the data is collected;
- Determine programs to address and prioritize infrastructure problems after analysis, and appropriate responses moving forward, including operating strategy and procedures, training issues, equipment issues, and construction standards review and modifications;
- Review existing programs and develop new programs to cost effectively improve service reliability and reduce SAIFI; and

- Create analysis techniques for evaluating the effectiveness of ongoing programs.

The new reliability engineer would lead, and work closely with, a team of key people from Electric Operations, Substation Operations, and Electrical Engineering to jointly develop, maintain and improve the processes and program described above.

WMS Support Specialist - 1 position

As noted in Mr. Regan's Direct Testimony (p. 40), the Company will be making significant improvements to its Work Management System ("WMS") over the course of the next two to three years. WMS is a mission critical system used by all of the Operations field forces to manage, report and control costs on their daily work activity.

At the present time, only one individual is engaged in a full time role of WMS strategy and support. In order to provide the resources to properly administer, manage, and promote this system, and provide adequate backup support for this critical function, the Company will add a WMS Technical Support Specialist. This Technical Support Specialist will provide the added ability to deliver guidance and training to all users of the existing system. Management of each operational area will be made fully aware of all functionalities available in WMS, and the tools in place in WMS that allow for the effective management of the workforce and processes, and uncover any deviations from the established norms.

The addition of this Technical Support Specialist is also critical to provide resources necessary to expand and improve the present capabilities of the system. WMS is a mainframe based system with old technology user accessibility. The Company has identified the need for a major effort to improve WMS by transforming its user interface to a more intuitive and user-friendly web based format.

Compliance Specialist – 1 position

As stated in Mr. Regan's Direct Testimony (p. 41), the Company will add a Compliance Specialist in order to address the initial and ongoing fulfillment of all applicable requirements of any mandatory reliability standards established and enforceable under the authority of the Electric Reliability Organization ("ERO"), which is the North American Electric Reliability Corporation ("NERC"), and the Federal Energy Regulatory Commission ("FERC"), as well as address future reliability rule changes promulgated by the New York State Reliability Council ("NYSRC") and the New York Independent System Operator ("NYISO"). The need for a Compliance Specialist is a direct result of Section 39.2 of FERC Order 672, 18 C.F.R. § 39.2 (April 19, 2007) that requires each owner, operator, and user of the bulk power system to register with the ERO and the appropriate

Regional Entities. Being listed in the NERC Compliance Registry indicates that an entity is subject to compliance with the NERC reliability standards that have been approved by the FERC.

Community Relations Manager – 1 position

As stated in Mr. Kosior’s Direct Testimony (p. 7), Community Relations Managers play a vital role in communication with elected officials and community leaders involving service reliability, vegetation management, storm response, and safety. There is currently one Community Relations Manager working out of the Company’s facility in Middletown, NY. That employee has responsibility for northern and western Orange County and Sullivan County in NY. The workload in the western Orange County/Port Jervis area has increased significantly as a result of a number of Company infrastructure projects in that area that require extensive community outreach and education, particularly the construction of the Port Jervis substation, the rebuilding of transmission Line 11, and the planned remediation of the Company’s former Manufactured Gas Plant (“MGP”) site in Port Jervis.

The Community Relations Manager for the area will be expected to complete an assessment of the impacts of Company projects on the community. In addition, the Company’s efforts to expand gas use in Orange County will require a comprehensive outreach and education program. Finally, another area requiring more intensified Community Relations efforts is the Company’s Sullivan County, NY service territory which is expected to experience significant growth over the next several years.

An increased Community Relations focus in these areas will serve the customer, the community, and the Company through increased communication and interaction with community leaders, more extensive community education concerning the Company’s building plans and the resulting community impact, and more direct feedback from the community to the Company. The new manager also will serve as a Community Response Team (“CRT”) liaison to this area and work closely with the Offices of Emergency Management.

Managing these expanded community outreach and communications activities requires an additional Community Relations Manager.

System Specialist (Call Center) – 1 position

As discussed in Mr. Kosior’s Direct Testimony (p. 8), reliance on round-the-clock technology is critical to the operation of the Company’s Customer Call Center. After reviewing the Commission’s recommendations following the Con Edison Long Island City incident, the Company determined to update and improve the O&R customer call management systems. The System Specialist position will be responsible for initiating, installing, and managing expanded and enhanced

technology for the Company's Customer Call Center. These improvements would include expanding the incoming call capabilities of the Voice Response Unit ("VRU") by adding lines and possibly implementing speech technology. Improved communication between the VRU and the Outage Management System also will be investigated in order to provide the ability to contact customers with updated restoration times and other outage related information in a more timely and efficient fashion. In addition, the proposed System Specialist will assist with the maintenance of remote locations that would be used to mobilize the Call Center staff more effectively in an emergency. The System Specialist will oversee the call forecasting system, which is a system that analyzes historical call data and utilizes such data to forecast the necessary staffing requirements to provide optimum customer call response time. Managing this technology initiative requires the addition of a System Specialist.

Electrical Engineer-Career Development Program

As stated in Mr. Regan's Direct Testimony (p. 38), the Company will be implementing a new Electric Operations Career Development program, which will add new electrical engineers who will be placed within the Electrical Engineering and Electric Operations organization. These new engineers will participate in rotational assignments in various positions that will allow them to develop and follow a career path that will prepare them for future technical and managerial challenges. The Company has recognized that attrition is currently a major concern. If left unaddressed, this can and will have significant effects on the talent, knowledge and experience that is necessary to plan, design and operate the electric delivery system. The organizations within the Company's Operations Organization that will provide rotational assignments will include Electric Operations, Distribution Engineering and System Operations. This will give the rotational assignees the substantial background and experience needed to develop them for the future. This also will provide for a more highly educated and technically competent workforce in each of these areas, which is becoming an ever-increasingly important requirement as the technical complexity of the electric delivery system, and its design and operation, continues to escalate. Each Department will prescribe a career path for their organization with rotational assignments in the other identified organizations, as well as short stay exposure periods in several other areas of the Company.

Environmental Remediation Project Manager – 1 position

As stated in Mr. Kosior's Direct Testimony (p. 9), the Environmental Department provides oversight and management of all environmental transmission and distribution related matters, which include emergency spill response, regulatory compliance, permitting, hazardous and non-hazardous waste management, natural resource management, petroleum bulk storage, Environmental Health and Safety Plan ("EHASP") reviews and related training. In addition, the Environmental Department is responsible for management of the investigation

and remediation of the Company's seven MGP sites and the West Nyack Operating Center (a State Superfund Site), which are under Consent Order with NYSDEC. In addition to managing the day to day activities of the Environmental Department, the Manager has been solely responsible for project management and oversight of the Company's MGP/Remediation programs.

Oversight of these remedial activities has become increasingly complex relative to remedial design issues, property purchase strategies, public concerns and regulatory pressure to complete investigations, design and remediation. In addition, both the complexity and scope of the MGP program and ever increasing demands to support environmental transmission and distribution activities have increased substantially. Requirements for the Environmental Department to support and provide oversight to the Company's expansion and upgrade of the electric and gas system have been significant. In order to support the Company's capital projects, the Environmental Department will be required to provide staff resources and direct contractors to conduct site assessments, property acquisitions and permitting requirements. The Environmental Department also manages the increasing volume of wastes (both hazardous and non hazardous) associated with the Company's ongoing operations.

Managing these growing environmental responsibilities requires the addition of one Environmental Remediation Project Manager.

Customer Programs Analyst – 1 position

As discussed in Ms. Quin's Direct Testimony (p. 7), the Energy Services/Retail Access Department has witnessed a surge in workload over the past year and, consequently, the Company proposes to add a Customer Programs Analyst to the Department, which has been combined into the Customer Energy Services Department. The Customer Energy Services Department staff perform a multitude of roles, including electronic data interchange ("EDI") testing for new ESCOs; ESCO billing for energy deliveries; ESCO scheduling and balancing for energy deliveries; ESCO training regarding the Company's systems and requirements; accounting for the Company's low income programs and for remittances of Societal Benefits Charges to the New York State Energy Research and Development Authority and the reporting of various retail access and load data to the Commission and the New York Independent System Operator.

Although retail access migration has been relatively stable, the Company has been enrolling new ESCOs at a rate not seen since the beginning of the Company's retail choice program. Each new enrolling ESCO must progress through two phases of the EDI testing prescribed by the Commission – a process that can be laborious and time consuming depending upon the skills of the ESCO or its testing agent. Also, for each new applicant, the Company must respond to inquiries, process applications and agreements, and examine

creditworthiness. The addition of new ESCOs also increases the workload for ESCO billing and scheduling and balancing.

With regard to regulatory tasks, the Department has participated in a number of on-going generic proceedings initiated by the Commission within the past several year, including the Commission's review of retail access policies in Case 07-M-0458, and more recently, the Commission's examination of ESCO marketing practices and potential revisions to the Uniform Business Practices in Case 07-M-1514 and 98-M-1343. The additional Customer Programs Analyst will assist the Company in preparing for regulatory proceedings and coordinating the input of various Departments within the Company in the active proceedings.

In response to customer concerns regarding energy supply prices, the Department has increased substantially its retail access and energy efficiency outreach and education efforts over the past year. The Department has developed outreach materials, including some foreign language materials, on its retail access program and on weatherization and using appliances efficiently. The Department has partnered with the Company's Corporate Communications Department in promoting the Company's "Change a Light, Change the World" campaign and has given dozens of presentations to schools, community organizations and civic groups on retail access and energy efficiency. These efforts are critical to the Company's goal of maintaining customer satisfaction levels, particularly in view of increasing energy costs related to the volatility of the commodity markets.

This increase in retail access work attributable to new ESCO participation in the service territory; the increase in regulatory work load due to new Commission proceedings; the demand of keeping current on the day-to-day responsibilities, many of which are time sensitive and cannot be delayed or postponed; and the challenges faced with maintaining customer satisfaction in the face of increasing commodity costs necessitate the addition of a one new staff positions in the Customer Energy Services Department.

Labor Relations Administrator – 1 position

As detailed in the Rebuttal Testimony (p. 4) of Mr. Kosior in this proceeding, the Company currently has one full time position, the Director of Labor Relations, which is responsible for all aspects of corporate labor relations, from the high level policy setting and administration of this function to the record-keeping and clerical tasks associated with all labor relations activities. There is currently no assistance available to this position, either professional or clerical.

The broad categories of responsibilities of the Director of Labor Relations include formulating Company-wide labor relations strategies and policies; administering, maintaining, negotiating, and documenting all aspects of the collective bargaining agreement between the Company and Local Union No. 503 of the International

Brotherhood of Electrical Workers, which represents all of the Company's bargaining unit employees; responsibility for studies regarding the development of bargaining unit work practices, wages, and policies regarding absenteeism and work rules; and providing labor relations and bargaining agreement training to management employees.

Maintaining the day-to-day work load of this function is such that it precludes many of the high level developmental, administrative, and policy setting functions that this position should be responsible for, and which are simply not being handled to the extent required. For example, in an average year, the Director of Labor Relations is solely responsible for handling between 30 to 40 third step union grievances and 12 fourth step grievances, as well as 3 to 4 labor arbitration cases, 50 disciplinary actions, 6 severe discipline actions involving employee suspensions and/or terminations, and 6 employee assistance cases resulting from the Company's random drug testing policy.

The addition of one Labor Relations Administrator position would enable the Director of Labor Relations to focus on global labor strategies. The lack of this particular focus can lead to missed opportunities for the development of strategies and policies that could lead to efficiencies in the context of general contract negotiations and to missed opportunities in the maintenance of a mutually beneficial relationship with the Company's bargaining unit work force.

In addition, the Labor Relations Administrator, under the direction of the Director, would ultimately become responsible for handling some of the functions outlined above, particularly regarding grievances, arbitration and disciplinary actions. In addition, the record keeping aspect of the Labor Relations function is currently a completely manual function. One of the immediate responsibilities of the new Labor Relations Administrator position would be the automation of several major functions, particularly grievance and arbitration tracking, disciplinary action tracking, and the monitoring of sick time and lost time due to disability situations. For all the reasons outlined above, the Company requires the addition of a Labor Relations Administrator.

Training Specialist – 1 position

As detailed in the Rebuttal Testimony (p. 5) of Mr. Kosior in this proceeding, the Company does not currently have a position dedicated to Health and Safety training and this function is currently provided by members of the Environmental Health and Safety Department and by union instructors, who are coordinated by the Company's Quality Assurance and Compliance Department. In addition to coordinating and providing health and safety training on a Company-wide basis, as mandated by the Occupational Health and Safety Administration ("OSHA"), the Training Specialist will be responsible for assisting the Company's one Electric Trainer because of a significant increase in the duties and responsibilities of that position.

The Electric Trainer position was initially dedicated to training the electric overhead workforce. The role of this position has been expanded to also include training the underground workforce. In addition, due to employee turnover and attrition in the Electric Operations Department and in other areas (i.e. New Business, Customer Service, Substation, etc.) the need for Company-specific operational training has become evident to compensate for the lack of experience in the workforce and to make employees more effective. This situation exists not only for Company employees, but also for Company contractors, where changes in their workforce have caused the Company to be ever more vigilant regarding compliance with the Company's safety procedures. It has become increasingly evident that one dedicated Electric Trainer position cannot meet the training needs of the existing electric overhead and underground workforce.

In addition to the training responsibilities outlined above, the present electric trainer is responsible for the development and implementation of Company specific instructional materials for new technologies as they are implemented in the various operating Departments. The proposed Training Specialist is expected to assist the Electric Trainer in developing and providing Company specific Substation skills training, and developing training and instructional curriculum for new technologies, NERC requirements, and providing training to other work groups that have demonstrated a need for increased training.

Adding a Training Specialist would provide for the consolidation of all health and safety training responsibilities on a Company-wide basis and also supplement the existing Electrical Trainer so that Company specific skills and technical training could be developed and provided to a wider segment of the workforce.

Mobile Workforce - 1 Administrator
- 1 Analyst

As stated in Mr. Regan's Rebuttal Testimony (p. 16), commencing in 2008, the Company plans to expand significantly its electric mobile workforce efforts to other key electric operating and supervisory personnel, as well as other Departments with significant involvement with the electric business. This expansion will include all overhead and underground electric line crews, Electric Operations troubleshooter crews, the Contractor Administration Group, Meter Technicians, supervisory personnel in Electric Meter Operations, and the New Business Department. Further development and enhancements of the software is also planned. Components of these mobile workforce efforts at O&R include:

- Providing mobile data terminals ("MDTs") to field and office personnel, along with the ongoing support and maintenance required for these devices;
- Providing real time communications capabilities to these MDTs, along with the ongoing support and maintenance required for these devices;

- Providing cellular plans to enable communications;
- Installing the necessary infrastructure in appropriate vehicles including signal boosters, antennae, mounting platforms, and GPS devices, along with the ongoing support and maintenance required for these devices;
- Providing mobile computer applications for Outage Management activities, for accessing Company infrastructure maps, for system design in the field, for routing work assignments and entering field collected data, and for accessing corporate databases on a real time basis;
- Providing ongoing training, support and maintenance for these applications; and
- Developing enhancements to existing software.

In addition to those mentioned above, there are many benefits of a system that provides instant and easy access to Company records on MDTs and mobile electronic devices. These benefits are significantly enhanced when that electronic device can easily and remotely access Company maps, information and other key and critical corporate databases. Providing the ability to voicelessly and wirelessly communicate with other mobile users and/or personnel at the various Company facilities adds another level of significance to this system.

There are certain requirements associated with these improvements. The Company's recent experience with mobile workforce has confirmed that ongoing support in both funding and assigned personnel is essential for the adequate performance of the equipment and systems. Because of this experience, additional personnel and funding will be required due to the significant increase in equipment and services associated with the proposed expansion of the system. Since computing hardware and associated communications infrastructure is new to the field environment, all associated first costs and ongoing maintenance costs are incremental to existing costs. These costs include initial purchase costs of hardware, associated installation costs, hardware repair costs, hardware replacement costs, hardware upgrade costs, subscription costs for communications, GPS services, and software development and support. Of equal importance is the incremental manpower needed to introduce, implement, and support the mobile workforce. Mobile outage management system ("OMS") requires one full time System Analyst to provide system field troubleshooting for hardware and software issues. It also will require one full time Administrator to support and further develop the software, as well as develop and maintain all training documents and provide training to field personnel.

System Specialist- ECC Operations Support - 2 positions

As discussed in Mr. Regan's Rebuttal Testimony (p. 23), the Company's System Operations Support Services Group performs crucial routine and urgent response functions in the O&R Control Centers. This Group is responsible for the bi-annual expansions of the EMS system coupled with the required maintenance of essential equipment at two locations, demands for greatly

enhanced field and engineering support and the implementation of new technologies that include smart grid, increased securitization of all aspects of EMS information, and the functionality and actions necessary to comply with regulatory mandates. In order to meet the escalating workload that includes the advancement of distribution automation and new technologies such as smart grid continue to create more interface work and requirements for information sharing with the EMS. In addition, the substantial expansion in the number of substations and associated remote terminal unit interface work also continues to add to the existing workload and pressure the existing in-house resources. The EMS system has evolved from one primary and backup system in the Spring Valley Energy Control Center to an additional backup system in the Company's Alternate Control Center (ACC) in Blooming Grove. By the end of this year, the ACC system will match the requirements for upkeep with the Spring Valley ECC. During the proposed three-year rate plan, the Company has determined the need to increase the Support Services Group staffing by two Engineers/Technical Experts.

Supervisor (LTS) – 1 position

As stated in Mr. Regan's Rebuttal Testimony (p. 13), as of November 1, 2007, the Company merged two of its Departments, LTS and Mapping. The LTS Department performs many duties related to the design of the electrical distribution system including Engineering and New Business jobs, state and local road widening projects, bridge/culvert replacements, broken and defective poles, URD cable rehabilitation and rebuild projects, reclosers, and other system improvement projects. The Mapping Department is responsible for recording all of the Company's physical assets and geographic information system ("GIS") maintenance.

The merging of these two Departments is important to the Company in order to leverage the existing and future capabilities of its GIS system. Presently, all LTS projects are designed on paper with color copies of the maps drawn in pencil. The ability of LTS to design their layouts in the GIS with a "redline" tool presents many opportunities for streamlining the entire process for the design and management of construction jobs. Having the layout stored in GIS will streamline the entire process, allowing new designs and re-designs to be made and distributed more easily to the Operations organization. This is extremely important since the quality and timeliness of GIS updates directly affect the connectivity and load flow models used for OMS and planning studies. Eventually this will have a significant effect with real-time operational analysis and Smart Grid decision analysis applications.

In order to accomplish these goals, the current manager of LTS has assumed management responsibility for the new overall combined Department and its strategic merger. The manager of LTS presently has a substantial workload of daily activities that continues to expand with increased municipal and state

activity associated with road widening projects, beautification projects and other interference work. The present workload is already exceeding the bounds of one FTE. Further, to optimize the integration of the two Departments will require focused attention to understand fully the responsibilities and day to day activities of the Mapping Department. Afterwards, continuous process changes will have to be introduced and managed to take full advantage of this merger. As a result, with the additional management responsibilities associated with being a strategic leader for the new LTS / Mapping Department, a new LTS supervisor will be required to assume many of the everyday responsibilities of the current LTS manager. These include, among other things, prioritizing and assigning work to estimators, attending preconstruction meetings with contractors, developers, and municipalities, and coordinating everyday activities with New Business, Electrical Engineering, and Electric Operations.

Electric Customer Service Reliability Performance Mechanism

1. Customer Service

Customer Surveys

During the Electric Rate Plan, the RCAS and CICAS targets and associated penalties will be as set forth below. As ordered in Case 06-E-1433, the RCAS and CICAS targets exclude price opinion.

Residential Customer Assessment Survey (RCAS)	Payment Amount
>=6.99	\$ 0
6.84 – 6.98	\$ 100,000
6.69 – 6.83	\$ 200,000
< 6.69	\$ 300,000
C&I Customer Assessment Survey (CICAS)	Payment Amount
> =6.73	\$ 0
6.48 – 6.72	\$ 100,000
6.23 – 6.47	\$ 200,000
< 6.23	\$ 300,000

The actual RCAS and CICAS scores will also exclude price opinion and be subject to adjustment to account for any applicable margin of error. The Company will utilize the survey instruments attached hereto to determine the annual RCAS and CICAS.

Customer Complaint Rate Target

The annual Complaint Rate will be calculated in the manner approved by the Commission in its Order Approving Complaint Rate Targets issued August 26, 2005.¹ In

¹ Case 02-G-1553, *Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Orange and Rockland Utilities, Inc. for Gas Service*, and Case 03-E-0797, *In the Matter of Orange and Rockland*

calculating the annual Complaint Rate, (i) duplicative rate consultant complaints, (ii) high commodity prices complaints, as described in the Complaint Rate Targets Order, (iii) complaints regarding the Company’s implementation of its Commission-approved transmission right-of-way management plan, and (iv) any other complaints generated by new Commission requirements, will be excluded. During the Electric Rate Plan, the complaint rate not to exceed targets and associated penalties levels are set forth below.

PSC Complaint Rate

12-Month Complaint Rate	Payment
<=2.4	\$ 0
2.5	\$150,000
2.6	\$300,000
>2.6	\$500,000

PSC Complaint Rate

If Exceptional Results in Prior Year.

Exceptional Results is <= 0.9

12-Month Complaint Rate	Payment
<=2.4	\$ 0
2.5	\$100,000
2.6	\$250,000
> 2.7	\$500,000

For measurement purposes, results from months having abnormal operating conditions will not be considered. Abnormal operating conditions are deemed to occur during any period of emergency, catastrophe, strike, natural disaster, “Major Storm” (as that term is defined by 16 NYCRR Part 97), or other unusual event not in the Company’s control affecting more than ten percent of the customers during any month. When abnormal operating conditions occur, application of the Customer Service Performance Measurements will be based on survey results and, if applicable, PSC complaint rates for the remaining months of the affected year.

Utilities, Inc.’s Proposal for an Extension of an Existing Rate Plan, filed in Case 96-E-0900, Order Approving Complaint Rate Target (issued August 26, 2005) (“Complaint Rate Targets Order”).

2. Service Reliability

Average Duration of Interruptions

The Company-wide average duration of interruption level target is 1.70 Hrs./Int. (“Interruption Duration Target”) for each calendar year. If, for any of the calendar years covered by the Proposal, Orange and Rockland fails to achieve the Interruption Duration Target, a penalty equal to the following basis points on New York electric equity will be assessed:

RY1 10 basis points

RY2 10 basis points

RY3 20 basis points

Average Frequency of Interruptions

The Company-wide average frequency of interruption level target is 1.36 Hrs./Cust. (“Interruption Frequency Target”) for each calendar year. If, for any of the calendar years covered by the Proposal, Orange and Rockland fails to achieve the Interruption Frequency Target, a penalty equal to the following basis points on New York electric equity will be assessed:

RY1 10 basis points

RY2 15 basis points

RY3 20 basis points

Eagle Bay Consulting, Inc.
 10 Hudson Watch Drive
 Ossining, New York 10562

QUEST. NO.: _____ (101-105)
 DATE OF INTERVIEW: _____ (106-111)
 PHONE # 112-121
 LENGTH 122-123

	<u>Weighted</u>
Division: Rockland.....	184 (40%)
Orange.....	158 (34%)
New Jersey....	116 (25%)

Project No. 1459- **CAS RESIDENTIAL**
 Oct 17-Nov 10, 2007
 Top line results - November 12, 2007
 N = 458

Service: Electric Only.. 241 (53%)
 Electric & Gas. 216 (47%)

INTRODUCTION:

Hello, I am (INTERVIEWER NAME) calling from Eagle Bay Consulting, a public opinion research firm. We have been asked by (Orange and Rockland Utilities/Rockland Electric) to conduct a survey so the Company can learn how customers view the job it is doing in providing service. Your household has been randomly selected to be contacted for the survey. I assure you this is not a sales call. I'd like to conduct the survey with the male or female head of the household. Are you that person or may I speak with that person?

IF PERSON ANSWERING PHONE IS ELIGIBLE: The interview will take about 15 minutes. Is this a convenient time for you or shall I call back at another time? (IF CONVENIENT - CONTINUE; IF NOT CONVENIENT, TRY TO SET UP TIME FOR CALL BACK)

IF PERSON ANSWERING PHONE IS NOT ELIGIBLE: ASK TO SPEAK WITH ELIGIBLE RESPONDENT AND REPEAT INTRODUCTION ABOVE AND VERIFY THAT IT IS A CONVENIENT TIME FOR THE RESPONDENT TO PARTICIPATE

CAS DEPENDENT VARIABLE

1a. First, in thinking about all aspects of **[O&R/Rockland Electric]**, please rate your satisfaction on a scale where "1" means "very dissatisfied" and "5" means "very satisfied." How would you rate **[O&R/Rockland Electric]** on this "1" to "5" scale?

	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Average score	4.0	4.0	4.1	4.6	3.9	3.9	4.0	4.0	4.0
Not sure (Vol.).....	1%	1%	*%	2%	*%	2%	1%	1%	*%

CAS DEPENDENT VARIABLE

1b. Now on a scale of "1" to "5" where "1" means very unfavorable and "5" means very favorable, please rate your overall opinion of **[O&R/Rockland Electric]**? The more favorable you feel about the company, the higher the number you would give.

	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Average score	3.9	4.0	4.0	4.1	3.8	3.9	3.9	3.9	3.9
Not sure (Vol.).....	2%	1%	1%	1%	1%	2%	1%	1%	1%

CAS DEPENDENT VARIABLE

1c. If value means the service you receive is worth the price you pay, would you rate the value of your electric service as excellent, pretty good, not so good or poor?

	<u>'94</u>	<u>'95</u>	<u>'96</u>	<u>'97</u>	<u>'98</u>	<u>'99</u>	<u>'00</u>	<u>'01</u>	<u>'02</u>	<u>6/03</u>	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Excellent.....	18%	18%	20%	15%	16%	18%	14%	11%	17%	20%	23%	17%	19%	20%	19%	15%	16%	17%	16%
Pretty good.....	59	62	64	65	65	60	59	64	65	61	60	63	66	58	56	62	63	61	59
Not so good.....	15	14	10	14	12	15	16	17	14	14	12	11	10	13	14	14	12	12	14
Poor.....	6	4	5	3	5	5	9	6	2	4	3	5	3	6	7	7	8	8	8
Not sure (Vol.)..	2	2	1	3	2	2	2	2	2	1	2	4	2	3	4	2	1	2	3

CAS DEPENDENT VARIABLE

1d. (IF TYPE OF SERVICE "ELEC/GAS" OR "GAS" -- ALL "ELEC ONLY" ONLY SKIP TO 1e) And would you rate the value of your natural gas service as excellent, pretty good, not so good or poor?

	<u>'94</u>	<u>'95</u>	<u>'96</u>	<u>'97</u>	<u>'98</u>	<u>'99</u>	<u>'00</u>	<u>'01</u>	<u>'02</u>	<u>6/03</u>	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Excellent.....	20%	19%	23%	19%	18%	22%	16%	12%	20%	21%	30%	17%	21%	25%	20%	19%	23%	22%	20%
Pretty good.....	61	65	63	64	65	59	52	60	68	61	54	60	63	49	52	56	55	55	56
Not so good.....	10	10	7	11	10	11	16	15	6	11	9	12	10	13	12	14	14	12	14
Poor.....	4	3	3	2	4	4	10	9	2	5	4	6	4	8	10	9	6	8	6
Not sure (Vol.)..	5	3	4	4	3	4	6	4	4	2	3	5	2	5	6	2	2	3	4

1e. And using a scale of "1" meaning you strongly disagree to "5" meaning you strongly agree, how much do you agree with the statement **[O&R/Rockland Electric]**:

Average Not Sure

<u>ROTATE</u>		<u>Score</u>	<u>(Vol)</u>
GAS & ELECTRIC CAS (CORPORATE RESPONSIBILITY FACTOR)			
1. Operates in an environmentally responsible manner...	10/03	3.8	19%
	5/04	4.0	27%
	10/04	4.1	23%
	6/05	4.0	21%
	10/05	4.0	18%
	6/06	3.8	19%
	10/06	3.9	20%
	6/07	3.8	21%
	10/07	3.9	23%
2. Is committed to ensuring public safety.....	10/06	4.1	14%
	10/07	4.2	19%
3. Supports local community activities.....	10/06	3.7	37%
	10/07	3.5	44%
4. Offers assistance to customers in managing their energy use.....	10/06	3.7	14%
	10/07	3.6	15%
5. Is a good neighbor that supports non-profit organizations and volunteerism in the community.....	10/06	3.8	37%
	10/07	3.7	37%

2a. And how would you rate [O&R's/Rockland Electric's] performance in (READ FIRST ITEM ON LIST) -- is (O&R/Rockland Electric) doing an excellent, pretty good, not so good or poor job? (RECORD -CONTINUE FOR EACH ITEM ON LIST)

<u>ROTATE</u>		<u>Excel- lent</u>	<u>Pretty Good</u>	<u>Not So Good</u>	<u>Poor</u>	<u>Not Sure (Vol.)</u>
GAS & ELECTRIC CAS (CORPORATE RESPONSIBILITY FACTOR)						
1. Conducting themselves in an open and honest manner	1992	15%	59%	8%	6%	12%
	1993	17	47	13	12	11
	1994	18	45	14	12	11
	1995	24	45	13	9	9
	1996	23	55	10	5	7
	1997	21	55	9	5	10
	1998	24	58	7	5	6
	1999	23	56	10	4	7
	2000	20	55	9	7	9
	2001	25	60	7	3	5
	2002	28	58	5	3	6
	6/03	30	54	4	3	9
	10/03	17	61	10	5	7
	5/04	21	55	9	5	10
	10/04	20	62	5	4	9
	6/05	26	55	8	4	7
	10/05	27	53	8	5	7
	6/06	23	55	6	6	10
	10/06	20	60	9	5	6
	6/07	20	58	9	5	8
	10/07	20	54	11	5	10

2a CONTINUED. And how would you rate [O&R's/Rockland Electric's] performance in (READ FIRST ITEM ON LIST) -- is (O&R/Rockland Electric) doing an excellent, pretty good, not so good or poor job? (RECORD -CONTINUE FOR EACH ITEM ON LIST)

		<u>Excel- lent</u>	<u>Pretty Good</u>	<u>Not So Good</u>	<u>Poor</u>	<u>Not Sure (Vol.)</u>
2. Maintaining its energy delivery system....	10/06	35%	53%	6%	3%	3%
	10/07	30	59	5	3	3
3. Maintaining good working relationships with local police, fire department and other emergency services.....	10/06	19%	38%	3%	3%	37%
	10/07	19	39	4	1	37

GAS & ELECTRIC CAS (ENERGY DELIVERY FACTOR)

3a. And now I'd like to ask you a few questions about the reliability of your electric service. How satisfied are you with the reliability of electric power supplied by [O&R/Rockland Electric] -- that is, keeping down the number and length of service outages lasting 5 minutes or longer -- are you very satisfied, fairly satisfied, not too satisfied or not at all satisfied?

	'94	'95	'96	'97	'98	'99	'00	'01	'02	6/03	10/03	5/04	10/04	6/05	10/05	10/06	10/07
Very satisfied.....	50%	47%	52%	49%	52%	42%	45%	50%	54%	55%	48%	49%	51%	50%	46%	53%	54%
Fairly satisfied.....	38	39	37	36	35	38	39	40	32	35	39	34	38	39	38	36	34
Not too satisfied....	8	9	7	10	8	12	9	7	9	6	9	11	7	8	10	7	7
Not at all satisfied.	3	4	3	4	4	7	6	3	3	3	3	4	4	3	4	3	4

Not sure (Vol.)..... * 1 1 1 1 1 1 - 2 1 1 2 * * 2 1 1

GAS & ELECTRIC CAS (ENERGY DELIVERY FACTOR)

3b. On a scale of "1" meaning strongly disagree to "5" meaning strongly agree, how much do you agree with the statement "The power supply I receive from [O&R/Rockland Electric] is near perfect, with few, if any, outages, power surges or fluctuations?"

	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Average score.....	3.8	3.8	3.8	3.9	3.7	3.8	3.9	3.8	3.8
Not sure (Vol.).....	2%	3%	*%	2%	1%	4%	1%	1%	2%

3c. During the past 12 months, how many electric service outages lasting longer than 5 minutes, if any, did your household experience? (RECORD NUMBER BELOW)

	1995	1996	1997	1998	1999	2000	2001	10/02	10/03	10/04	10/05	10/06	10/07
None.....	17%	25%	21%	28%	14%	18%	26%	20%	28%	22%	20%	26%	27%
One.....	17	18	19	18	18	19	19	19	14	19	18	21	21
Two.....	17	16	19	18	20	20	20	17	20	23	20	20	20
Three.....	14	12	11	11	15	13	12	15	15	12	12	13	12
Four.....	6	6	7	6	8	8	4	6	7	6	6	6	5
Five.....	5	4	5	4	5	7	4	5	4	5	5	3	4
Six or more.....	12	7	9	7	12	10	6	9	5	9	10	6	5
Not sure (Vol.).....	12	12	9	7	7	6	9	9	7	3	8	5	6
Average.....	3.1	2.4	2.5	2.2	3.2	3.7	2.1	2.8	2.2	2.4	2.6	2.2	2.5
Total Experienced	71%	63%	70%	66%	79%	76%	65%	71%	65%	75%	72%	69%	67%

3d. In (READ ITEM ON LIST) -- does [O&R/Rockland Electric] do an excellent, pretty good, not so good or poor job? (RECORD -- CONTINUE FOR EACH ITEM)

		Excel- lent	Pretty Good	Not So Good	Poor	Not Sure (Vol.)
GAS & ELECTRIC CAS (ENERGY DELIVERY FACTOR)						
1. Restoring electric power quickly	1992	26%	55%	9%	4%	6%
	1993	26	58	7	2	7
	1994	26	57	10	2	5
	1995	33	54	7	3	3
	1996	32	56	7	2	3
	1997	27	53	11	4	5
	1998	30	55	8	3	4
	1999	22	55	13	5	5
	2000	24	58	8	7	3
	2001	30	54	10	3	3
	2002	30	55	8	2	5
	6/03	33	54	7	2	4
	10/03	27	61	7	2	3
	5/04	26	57	10	4	3
	10/04	26	58	10	3	3
	6/05	33	55	7	3	2
	10/05	30	52	10	5	3
	6/06	29	57	6	4	4
	10/06	26	58	8	3	5
	6/07	26	57	9	5	3
	10/07	25	56	10	4	5

GAS & ELECTRIC CAS (ENERGY DELIVERY FACTOR)

2. Providing a reliable supply of energy	1992	34%	56%	4%	2%	4%
	1993	33	57	4	2	4
	1994	30	60	5	2	3
	1995	35	58	3	2	2
	1996	33	59	5	1	2
	1997	37	57	3	1	2
	1998	40	53	4	1	2
	1999	31	59	5	3	2
	2000	29	58	5	5	3
	2001	33	61	3	1	2
	2002	42	50	4	1	3
	6/03	39	56	2	2	1
	10/03	32	58	5	2	3
	5/04	30	60	5	3	2
	10/04	31	61	4	2	2
	6/05	34	57	6	2	1
	10/05	35	53	7	3	2
	6/06	31	62	3	2	2
	10/06	40	53	4	2	1
	6/07	31	61	3	4	1
	10/07	32	61	4	2	1

3. Providing accurate information

on when your power will be restored	10/03	20	46	14	6	14
	10/04	16	51	12	6	15
	10/05	24	47	14	7	8
	10/06	16	50	15	6	13
	10/07	19	49	15	8	9

4. Being easy to reach to report a power problem	10/03	22	47	13	6	12
	10/04	26	47	12	8	7
	10/05	27	45	14	7	7
	10/06	28	43	12	6	11
	10/07	25	47	11	4	13

GAS ONLY CAS (ENERGY DELIVERY FACTOR)

3e. [IF "E/G OR "G" - ALL "E" ONLY SKIP TO 4a] And overall, how satisfied are you with the reliability of O&R's natural gas service -- are you very satisfied, fairly satisfied, not too satisfied or not at all satisfied?

	10/02	10/03	5/04	10/04	6/05	10/05	6/06	10/06	10/07
(Base)	(49%)	(45%)	(40%)	(48%)	(44%)	(44%)	(41%)	(50%)	(47%)
Very satisfied.....	68%	63%	55%	56%	60%	56%	53%	59%	62%
Fairly satisfied.....	26	32	32	38	31	34	40	34	31
Not too satisfied.....	2	1	5	2	4	5	4	1	1
Not at all satisfied.....	2	2	2	2	1	3	2	3	1
Not sure (Vol.).....	2	2	3	2	3	2	1	3	5

4a. And in (READ ITEM ON LIST) -- does [O&R/Rockland Electric] do an excellent, pretty good, not so good or poor job? (RECORD BELOW -- CONTINUE FOR EACH ITEM)

		Excel- lent	Pretty Good	Not So Good	Poor	Not Sure (Vol.)
GAS & ELECTRIC CAS (ENERGY DELIVERY FACTOR)						
1. Communicating effectively with customers	1992	25%	53%	11%	3%	8%
	1993	23	57	7	5	8
	1994	21	55	10	6	8
	1995	26	51	10	4	9
	1996	26	54	9	5	6
	1997	24	54	11	4	7
	1998	27	54	10	4	5
	1999	21	54	12	5	8
	2000	17	60	12	7	4
	2001	22	59	10	4	5
	2002	28	52	9	3	8
	6/03	27	55	9	3	6
	10/03	23	56	13	4	4
	5/04	22	55	13	4	6
	10/04	19	62	8	4	7
	6/05	27	54	9	5	5
	10/05	27	51	13	4	5
	6/06	19	61	11	4	5
	10/06	24	54	12	4	6
	6/07	23	57	11	5	4
	10/07	27	54	12	3	4

GAS & ELECTRIC CAS (ENERGY DELIVERY FACTOR)

2. Providing convenient telephone access to a company representative	10/03	26	44	11	4	15
	5/04	16	56	12	6	10
	10/04	20	52	12	6	10
	6/05	24	48	14	6	8
	10/05	27	46	13	7	7
	6/06	22	53	10	5	10
	10/06	21	50	12	6	11
	6/07	19	52	12	5	12
	10/07	23	49	11	5	12

GAS & ELECTRIC CAS (ENERGY DELIVERY FACTOR)

3. Making it easy for customers to do business with them	10/03	27	58	7	3	5
	5/04	25	59	7	3	6
	10/04	22	64	6	2	6
	6/05	27	55	8	5	5
	10/05	29	55	7	4	5
	6/06	26	59	8	3	4
	10/06	29	56	6	3	6
	6/07	25	60	8	3	4
	10/07	27	57	6	3	7

4a. CONTINUED And in (READ ITEM ON LIST) -- does [O&R/Rockland Electric] do an excellent, pretty good, not so good or poor job? (RECORD BELOW -- CONTINUE FOR EACH ITEM)

		Excel- lent	Pretty Good	Not So Good	Poor	Not Sure (Vol.)
4. Being courteous to customers	1992	34%	56%	4%	2%	4%
	1993	35	53	2	3	7
	1994	34	53	4	2	7
	1995	35	52	4	2	7
	1996	35	52	5	1	7
	1997	35	53	4	1	7
	1998	37	52	4	1	6
	1999	33	53	5	1	8
	2000	26	61	6	1	6
	2001	30	55	8	2	5
	2002	38	49	2	2	9
	6/03	37	52	2	3	6
	10/03	38	51	4	1	6
	5/04	33	51	5	2	9
	10/04	37	52	3	1	7
	6/05	40	48	4	2	6
	10/05	42	48	4	2	4
	10/06	39	47	3	3	8
	10/07	38	48	5	2	7
5. Being genuinely concerned about customer needs and problems	10/03	21	54	13	5	7
	10/04	18	59	10	3	10
	10/05	22	56	12	6	4
	10/06	22	54	10	4	10
	10/07	20	57	8	5	10

5a. Over the past 12 months, have you called or visited or written [O&R/Rockland Electric] for any reason? (MULTIPLE RESPONSES PERMITTED -- RECORD EACH TYPE OF CONTACT)

	'92	'93	'94	'95	'96	'97	'98	'99	'00	'01	10/02	10/03	10/04	10/05	10/06	10/07
Called.....	44%	36%	31%	45%	44%	43%	41%	48%	24%	21%	19%	38%	35%	37%	46%	43%
Visited.....	3	3	2	1	3	2	4	2	1	2	2	2	2	1	4	3
Written.....	5	1	1	1	1	2	3	1	*	*	1	1	1	1	1	1
Internet/e-mail.....	-	-	-	-	-	-	-	*	1	1	5	1	2	2	2	2
Did not call/visit/write.	49	60	65	51	52	53	53	47	73	75	73	57	59	58	48	51
Do not remember (Vol.)...	2	1	1	1	1	1	1	1	*	1	1	2	1	1	1	2
Not sure (Vol.).....	*	1	1	1	1	2	1	1	1	2	1	1	2	*	1	1
Net Contact.	49	39	34	48	46	45	45	51	26	23	25	40	39	40	50	46

5b. (IF "CALLED" OR "VISITED" or "WRITTEN" OR "INTERNET/EMAIL" IN 5a - ALL OTHERS SKIP TO 5e) What was the main reason for your most recent contact with [O&R/Rockland Electric]? (DO NOT READ -- SINGLE RECORD ONLY)

	1996	1997	1998	1999	2000	2001	10/02	10/03	10/04	10/05	10/06	10/07
Base:	(46%)	(45%)	(45%)	(51%)	(26%)	(23%)	(25%)	(40%)	(39%)	(40%)	(50%)	(46%)
Power outage/outage report/question.	56%	42%	27%	56%	41%	26%	40%	41%	37%	49%	39%	44
Billing: report problem/ask question	22	25	34	22	30	35	31	23	32	23	28	24
Other service requests.....	6	15	22	12	12	12	10	8	14	3	8	11
Gas leak/gas problem/emergency.....	5	4	4	2	6	4	4	6	2	1	3	6
Credit/payment extension request....	-	-	-	-	-	4	2	3	1	3	2	5
Power surges/quality problems/quest.	-	-	-	1	1	3	*	2	*	5	5	3
Connect/disconnect service.....	1	2	3	2	2	4	3	3	2	3	5	2
Retail Choice/Dereg/Power Pick/NJEC..	-	-	1	1	-	3	2	1	1	-	2	2
Meter problem/question.....	3	5	2	2	3	4	4	6	6	5	5	1
Change electric utility/natural gas..	-	-	-	-	1	4	1	3	1	2	*	1
Other (SPECIFY).....	6	4	5	1	2	-	1	3	1	4	2	*
Not sure.....	3	1	3	1	2	4	2	1	2	2	1	1

5c. (IF "CALLED" OR "VISITED" IN 5a -- ALL "WRITTEN" IN 5a SKIP TO 5d) And how would you rate the employee who assisted you in (READ ITEM ON LIST) -- excellent, pretty good, not so good or poor? (RECORD -- CONTINUE FOR EACH ITEM ON LIST)

		Excel- lent	Pretty Good	Not So Good	Poor	Not Sure (Vol.)
1. Listening carefully to your question, request or comments.....	1994	45%	39%	9%	3%	4%
	1995	39	46	9	3	3
	1996	42	39	6	5	8
	1997	36	43	7	4	10
	1998	44	39	7	4	6
	1999	36	44	6	6	8
	2000	39	43	7	6	5

	2001	45	48	4	2	1
	2002	38	50	4	4	4
	10/03	49	37	5	6	3
	10/04	40	41	7	5	7
	10/05	33	46	7	5	9
	10/06	38	40	7	9	6
	10/07	44	39	7	6	4
2. Having enough authority to resolve your problems or provide the assistance you requested	1994	41	34	11	6	8
	1995	32	42	14	7	5
	1996	37	35	13	7	8
	1997	31	37	13	7	12
	1998	39	37	9	7	8
	1999	29	35	13	11	12
	2000	28	46	12	8	6
	2001	40	40	13	4	3
	2002	26	48	12	9	5
	10/03	40	35	12	9	4
	10/04	33	42	9	8	8
	10/05	24	42	16	7	11
	10/06	32	35	11	13	9
	10/07	31	41	13	8	7
3. Taking the time you feel was necessary to provide assistance to you.....	1994	44	40	7	4	5
	1995	38	46	9	4	3
	1996	42	40	8	4	6
	1997	36	42	7	5	10
	1998	43	38	6	7	6
	1999	35	42	8	7	8
	2000	39	42	7	8	4
	2001	43	47	7	2	1
	2002	36	46	9	5	4
	10/03	48	38	4	7	3
	10/04	41	43	5	5	6
	10/05	34	45	6	6	9
	10/06	36	41	8	9	6
	10/07	39	42	10	6	3
4. Treating you with courtesy.....	1994	48	39	6	3	4
	1995	47	41	6	3	3
	1996	48	40	4	3	5
	1997	42	43	4	2	9
	1998	52	36	4	4	4
	1999	43	41	5	4	7
	2000	48	38	4	6	4
	2001	53	43	2	1	1
	2002	41	46	4	5	4
	10/03	53	35	4	5	3
	10/04	50	34	4	5	7
	10/05	44	39	5	4	8
	10/06	47	38	4	6	5
	10/07	51	37	5	4	3
5c. (CONTINUED) (IF "CALLED" OR "VISITED" IN 5a -- ALL "WRITTEN" IN 5a SKIP TO 5d) And how would you rate the employee who assisted you in (READ ITEM ON LIST) -- excellent, pretty good, not so good or poor? (RECORD -- CONTINUE FOR EACH ITEM ON LIST)						
		Excel-	Pretty	Not So	Not Sure	
		lent	Good	Good	Poor	(Vol.)
5. Answering your questions or resolving your problem.....	1995	37	43	10	6	4
	1996	40	37	10	7	6
	1997	36	38	11	7	8
	1998	41	37	8	7	7
	1999	30	43	11	7	9
	2000	34	41	9	11	5
	2001	46	39	10	4	1
	2002	32	44	14	6	4
	10/03	44	34	10	8	4
	10/04	35	45	6	7	7
	10/05	31	40	10	8	11

10/06	35	38	10	11	6
10/07	37	40	13	6	4

5d. (ASK EVERYONE IN THIS SERIES) And overall, were you very satisfied, fairly satisfied, fairly dissatisfied, or very dissatisfied with the way your most recent contact was handled?

	1994	1995	1996	1997	1998	1999	2000	2001	2002	10/03	10/04	10/05	10/06	10/07
Base:	(34%)	(48%)	(46%)	(45%)	(45%)	(51%)	(26%)	(23%)	(25%)	(40%)	(39%)	(40%)	(50%)	(46%)
Very satisfied.....	55%	46%	51%	46%	50%	39%	45%	49%	41%	46%	50%	42%	50%	46%
Fairly satisfied...	28	32	32	32	32	34	38	33	35	33	36	31	29	34
Fairly dissatisfied	7	11	8	11	4	13	7	7	10	12	6	11	6	9
Very dissatisfied..	8	10	6	9	8	12	10	8	12	8	6	12	13	8
Not resolved (Vol.)	1	1	1	1	1	1	-	1	1	-	1	3	1	-
Not sure (Vol.)....	1	-	2	1	5	1	*	2	1	1	1	1	1	2

5e. (IF NY ONLY, SP1 & SP2 - ALL NJ, SP# SKIP TO 6a) As part of energy deregulation, [O&R/ROCKLAND ELECTRIC] and all other electric utilities were required to sell their power plants. As far as you know, has O&R sold all its power plants or does O&R still own and operate some power plants?

	10/06	10/07
Sold all power plants.....	13%	6%
Still owns & operates some power plants.	17	17
Not sure (Vol.).....	70	77

5f. (IF "SOLD ALL POWER PLANTS" IN 5e - ALL OTHERS SKIP TO 5g) For customers who continue to purchase energy from [O&R/ROCKLAND ELECTRIC], the Company purchases the necessary energy on the open market from energy supply companies. In your opinion, how much control does the company have on the price it pays for the supply of electricity it delivers to customers - does [O&R/ROCKLAND ELECTRIC] have a great deal of control, some control, very little control or no control at all?

	10/06	10/07
(Base)	(13%)	(6%)
A great deal of control...	15%	17
Some control.....	57	43
Very little control.....	15	24
No control at all.....	5	6
Not sure (Vol.).....	8	10

5g. (IF "STILL OWNS AND OPERATES SOME POWER PLANTS" OR "NOT SURE" IN 5e - ALL OTHERS IN THIS SERIES SKIP TO 6a) In fact, [O&R/ROCKLAND ELECTRIC] has sold all its power plants, so for customers who continue to purchase energy from [O&R/ROCKLAND ELECTRIC], the Company purchases the necessary energy on the open market from energy supply companies. In your opinion, how much control does the company have on the price it pays for the supply of electricity it delivers to customers - does [O&R/ROCKLAND ELECTRIC] have a great deal of control, some control, very little control or no control at all?

	10/06	10/07
(Base)	(17%)	(17%)
A great deal of control...	15%	21
Some control.....	31	34
Very little control.....	15	13
No control at all.....	8	5
Not sure (Vol.).....	31	27

6a. GAS CAS (PRICE FACTOR) (ASK EVERYONE) On another subject, do you feel the price you pay for electricity today is low, reasonable, a little higher than it should be or a lot higher than it should be?

	'94	'95	'96	'97	'98	'99	'00	'01	'02	6/03	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Low.....	1%	-%	*%	1%	1%	1%	*%	1%	3%	*%	*%	*%	*%	-%	1%	*%	*%	-%	*%
Reasonable.....	21	17	23	23	30	29	22	23	32	23	24	24	28	26	20	20	24	15	22
A little high..	38	37	38	38	37	37	37	36	36	42	41	37	37	41	34	34	40	36	38
A lot high.....	35	42	35	34	27	27	38	38	24	31	32	34	30	32	41	43	33	46	36
Not sure (Vol.)	5	3	5	4	4	6	3	2	5	4	3	5	5	1	4	3	3	3	4

6b. **GAS CAS (PRICE FACTOR)** (IF TYPE OF SERVICE "ELEC/GAS" OR "GAS" - ALL "ELEC ONLY" SKIP TO 6c)
 And is the price you pay for natural gas today low, reasonable, a little higher than it should be or a lot higher than it should be?

	'94	'95	'96	'97	'98	'99	'00	'01	'02	6/03	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Low.....	1%	-%	1%	1%	2%	1%	-%	1%	1%	-%	-%	*%	-%	-%	-%	-%	3%	-%	1%
Reasonable.....	27	32	30	29	35	34	22	19	39	22	15	14	16	22	11	13	17	7	14
A little high....	34	31	40	34	33	35	29	29	36	38	36	30	36	28	31	20	34	29	33
A lot high.....	28	32	25	27	23	22	43	46	18	34	46	50	40	45	53	61	41	62	48
Not sure (Vol.)	10	5	4	9	7	8	6	5	6	6	3	6	8	5	5	6	5	2	4

6c. **GAS CAS (PRICE FACTOR)** (ASK EVERYONE) And using a scale of "1" meaning you strongly disagree to "5" meaning you strongly agree, how much do you agree with the statement that [O&R/Rockland Electric] "is efficient in holding down costs and avoiding waste?"

	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Average score	3.1	3.2	3.3	3.3	3.3	3.1	3.2	3.1	3.1
Not sure (Vol.)	14%	19%	17%	12%	12%	15%	18%	18%	19%

6d. And in (READ ITEM ON LIST), does [O&R/Rockland Electric] do an excellent, pretty good, not so good or poor job? (RECORD - CONTINUE)

		Excel- lent	Pretty Good	Not So Good	Poor	Not Sure (Vol.)
GAS CAS (PRICE FACTOR)						
1. Keeping prices as low as possible.....	1992	7%	28%	30%	19%	16%
	1993	6	33	27	20	14
	1994	7	31	27	22	13
	1995	6	34	33	17	10
	1996	5	41	26	14	14
	1997	5	41	29	13	12
	1998	6	44	26	12	12
	1999	6	41	27	12	14
	2000	5	40	23	18	14
	2001	4	43	27	17	9
	2002	8	47	24	6	15
	6/03	9	43	26	10	12
	10/03	7	42	28	10	13
	5/04	7	40	29	11	13
	10/04	7	41	27	6	19
	6/05	9	44	26	10	11
	10/05	10	39	27	13	11
	6/06	5	44	27	13	11
	10/06	5	43	25	14	13
	6/07	5	40	31	12	12
	10/07	7	40	25	15	13

GAS & ELECTRIC CAS (BILL QUALITY)						
2. Providing bills that accurately reflect the amount of energy your household uses.....	10/03	30	56	7	2	5
	5/04	28	55	8	3	6
	10/04	33	58	4	3	2
	6/05	32	53	9	3	3
	10/05	36	48	7	4	5
	6/06	30	51	10	4	5
	10/06	34	52	7	3	4
	6/07	31	57	8	2	2
	10/07	32	49	7	8	4

GAS & ELECTRIC CAS (BILL QUALITY)						
3. Providing bills that include the information you need.....	10/03	35	58	3	2	2
	5/04	30	56	8	3	3
	10/04	35	58	3	2	2
	6/05	33	54	9	3	1
	10/05	36	51	8	3	2
	6/06	32	57	6	3	2
	10/06	34	56	5	3	2
	6/07	32	56	6	4	2
	10/07	35	51	8	5	1

6e. (ASK EVERYONE) Now, using a 5-point scale where 1 means "strongly disagree" and 5 means "strongly agree," how much do you agree or disagree with this statement, "When I pay my monthly [O&R/Rockland Electric] bill, I always feel that I get my money's worth."

	2000	2001	2002	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07	
Strongly agree.....	(5).....	19%	17%	23%	22%	20%	19%	23%	19%	16%	15%	14%	18%
.....	(4).....	22	21	22	23	26	31	25	22	26	23	26	22
.....	(3).....	34	33	29	27	28	26	23	24	26	32	31	25
.....	(2).....	10	12	11	13	12	8	11	16	14	12	14	10
Strongly disagree.....	(1).....	12	15	13	13	10	12	16	16	15	16	11	20
Not sure (Vol.).....		3	2	2	2	4	4	2	3	3	2	4	5

Average..... 3.3 3.1 3.3 3.3 3.4 3.4 3.3 3.1 3.2 3.1 3.2 3.1

6f. Does your energy bill itemize and show separate charges for energy supply and energy delivery, or are the charges for supply and delivery shown as one amount on your bill?

	10/03	10/04	10/05	10/06	10/07
Separate charges on bill.....	52%	66%	52%	56%	54%
One amount on bill.....	22	14	21	15	19
Don't know/never noticed (Vol.)..	19	8	18	19	19
Not sure (Vol.).....	7	12	9	10	8

7. I'd like to ask you about topics O&R could include in the newsletter that is included with your bill. First, how much of the [O&R/ROCKLAND ELECTRIC] newsletter do you read or scan - all, most, some, very little or nothing at all?

	1992	1993	1994	1995	1997	1998	1999	2000	2001	2002	10/03	10/06	10/07
All.....	35%	34%	24%	29%	13%	19%	18%	17%	14%	20%	20%	11%	13%
Most.....	25	24	22	25	17	21	22	18	16	18	19	15	14
Some.....	21	18	21	21	23	25	26	25	24	23	26	18	23
Very little.....	9	11	14	13	21	19	16	20	25	19	17	20	18
Nothing at all.....	9	9	16	9	21	14	16	18	19	17	16	34	29
It varies (Vol.).....	1	2	2	2	1	1	*	*	1	*	1	*	*
Do not receive any (Vol.)..	-	*	*	-	2	*	1	*	*	1	*	1	2
Not sure (Vol.).....	*	2	1	1	2	1	2	1	2	1	1	1	*
Total all/most/some.....	81	76	67	75	53	65	66	60	54	61	65	44	50
Total little/nothing.....	18	20	30	22	42	33	32	38	44	36	33	54	47

8. [IF "NOTHING AT ALL" OR "DO NOT RECEIVE" OR "NOT SURE" IN 7, SKIP TO 9a - ASK ALL OTHERS] And on a scale of "1" to "5" where "1" means "not at all interested" and "5" means "very interested, how interested would you be in reading an article about [READ FIRST ITEM ON LIST]? (RECORD - CONTINUE FOR EACH ITEM] Base: 10/07 68%

ROTATE		Not at					Very	Not Sure (Vol.)	Average Score
		All	1	2	3	4			
1. Energy efficiency tips and advice...	10/06	5%	6%	13%	27%	48%	1%	4.1	
	10/07	7	7	14	22	49	1	4.0	
2. Payment options.....	10/06	19%	10%	21%	23%	24%	3%	3.3	
	10/07	23	10	17	14	34	2	3.2	
3. Gas safety.....	10/06	13%	6%	16%	19%	41%	5%	3.7	
	10/07	16	9	14	16	40	5	3.6	
4. Electrical safety.....	10/06	6%	7%	20%	23%	43%	1%	3.9	
	10/07	9	9	18	19	44	1	3.8	
5. Understanding Energy Choice.....	10/06	8%	6%	17%	29%	39%	1%	3.9	
	10/07	8	8	19	21	42	2	3.8	

9a. (ASK NY ONLY, SP1 & SP2 - ALL NJ, SP3 SKIP TO F1) As you may know, many states have deregulated energy companies. With deregulation, O&R still delivers electricity and natural gas, but customers have the option of buying the actual electricity and natural gas from different supply companies that sell or produce energy - including O&R. Have you seen, heard or read anything informing you that you can choose to buy electricity from a company other than O&R?

Note: Question revised in 2005: Are you aware that you can choose to buy electricity from a company other than O&R and that O&R would still deliver it?

	1996	1997	1998	1999	2000	2001	2002	10/03	10/04	10/05	10/06	10/07
Yes, heard of/aware.....	42%	57%	74%	79%	77%	81%	77%	76%	72%	75%	76%	73%
No, have not/not aware..	57	42	25	20	22	18	22	23	27	22	21	25
Not sure (Vol.).....	1	1	*	1	1	1	1	1	1	3	3	2

9b. (IF "YES" IN 9a - ALL OTHERS SKIP TO 9c) Have you switched or considered switching to another electric supplier?

	(Base)	2000 (77%)	2001 (81%)	2002 (77%)	10/03 (76%)	10/04 (72%)	10/05 (75%)	10/06 (76%)	10/07 (73%)
Yes, switched.....		6%	18%	17%	25%	31%	25%	31%	23%
Yes, have considered switching...	22	21	16	18	16	19	15	14	

No.....	71	60	66	56	51	53	51	61
Not sure (Vol.).....	1	1	1	1	2	3	3	2

9b-1. (YES, SWITCHED" IN 9b - ALL OTHERS SKIP TO 9c) In thinking about all aspects of the energy supply company that supplies you with your electric supply, I'd like you to rate your satisfaction on a 5-point scale where "1" means "very dissatisfied" and "5" means "very satisfied." How would rate your electric supplier on this "1" to "5" scale?

	<u>10/07</u>
(Base)	(23%)
Very dissatisfied (1)....	7%
.....(2)....	11
.....(3)....	27
.....(4)....	25
Very satisfied....(5)....	28
Not sure (Vol.).....	2
Average score.....	3.6

9c. (IF SP#1 OR SP#2, NY AND "E/G" OR "G" - ALL OTHERS IN THIS SERIES SKIP 10a) And have you seen, heard or read anything informing you that you can choose to buy natural gas from a company other than O&R?

Note: Question revised in 2005: Are you aware that you can choose to buy natural gas from any other than O&R and that O&R would still deliver it?

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>10/03</u>	<u>10/04</u>	<u>10/05</u>	<u>10/06</u>	<u>10/07</u>
Base:	(69%)	(50%)	(47%)	(47%)	(49%)	(45%)	(48%)	(44%)	(50%)	(47%)
Yes, heard of/aware.....	39%	36%	41%	58%	59%	75%	64%	75%	79%	70%
No have not/not aware.....	57	58	53	35	35	25	30	19	18	24
Not sure (Vol.).....	4	6	6	7	6	-	6	6	3	6

9d. (IF "YES" IN 9c - ALL OTHERS SKIP 10a) Have you switched or considered switching to another natural gas supplier?

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>10/03</u>	<u>10/04</u>	<u>10/05</u>	<u>10/06</u>	<u>10/07</u>
(Base)	(41%)	(58%)	(59%)	(75%)	(64%)	(75%)	(79%)	(70%)
Yes, switched.....	18%	27%	19%	25%	35%	31%	29%	24%
Yes, have considered switching...	17	12	14	14	17	19	15	18
No.....	63	58	63	57	47	48	52	55
Not sure (Vol.).....	2	3	4	4	1	2	4	3

9d-1. (YES, SWITCHED" IN 9d - ALL OTHERS SKIP TO 10a) In thinking about all aspects of the energy supply company that supplies you with your natural gas supply, I'd like you to rate your satisfaction on a 5-point scale where "1" means "very dissatisfied" and "5" means "very satisfied." How would rate your natural gas supplier on this "1" to "5" scale?

	<u>10/07</u>
(Base)	(24%)
Very dissatisfied.(1)....	6%
.....(2)....	3
.....(3)....	12
.....(4)....	32
Very satisfied....(5)....	41
Not sure (Vol.).....	6
Average score.....	4.0

10a. (PSC DEREGULATION INDEX 10 A THROUGH 10B) (IF "E/G" AND "YES, AWARE" IN Q9a AND Q9c-ALL OTHERS SKIP TO 10a-1) Based on what you may have heard or read, or any impression you may have, I would like you to tell me whether you agree or disagree with each of the following statements in regard to natural gas and electric deregulation in New York State and how it affects O&R customers. Do you agree or disagree with the statement (READ ITEM ON LIST)? (CONTINUE FOR EACH ITEM)

- Base 2005:** 70% Combination customers "aware" both natural gas and electric deregulation
- Base 2006:** 74% Combination customers "aware" both natural gas and electric deregulation
- Base 2007:** 66% Combination customers "aware" both natural gas and electric deregulation

ROTATE

Dis- Not Sure
Agree Agree (Vol.)

1. If my energy supplier fails to supply electricity or natural gas on my behalf, I understand that O&R will be sure the energy is delivered to me as needed.....	2005	76%	7%	17%
	2006	81	4	15
	2007	81	4	15
2. If I buy my natural gas from someone other than O&R, <u>and</u> if there is a gas leak or other <u>gas emergency</u> , I should call O&R regardless of the natural gas supplier I choose.....	2005	85%	10%	5%
	2006	92	4	4
	2007	90	4	6
3. If there is a power outage or other electric emergency, I should call O&R regardless of the electric supplier I choose.....	2005	86%	8%	6%
	2006	93	4	3
	2007	90	5	5
4. The <u>reliability</u> of my <u>electric</u> service will <u>depend</u> on O&R <u>regardless</u> of the supplier I choose.....	2005	85%	7%	8%
	2006	86	6	8
	2007	89	3	8
5. I believe O&R <u>supports</u> competition in the energy industry.....	2005	60%	21%	19%
	2006	65	18	17
	2007	69	17	14
6. The <u>safety</u> of my natural gas service will <u>depend</u> on O&R <u>regardless</u> of the supplier I choose.....	2005	82%	9%	9%
	2006	88	7	5
	2007	91	3	6
7. Even if I switch to another energy supplier, I will receive the same <u>customer service</u> from O&R as customers who decide to remain with O&R	2005	75%	12%	13%
	2006	78	12	10
	2007	83	7	10
8. I understand how to make competitive choices and switch to another energy supplier if I choose to do so.....	2005	80%	15%	5%
	2006	74	21	5
	2007	82	15	3
9. If I switch to another energy supplier, I can return to O&R for my energy service.....	2005	90%	3%	7%
	2006	89	3	8
	2007	90	4	6

10a-1. (IF "E/G" AND "NO" IN 9a BUT "YES, AWARE" IN 9c OR "G ONLY" AND "YES, AWARE" IN 9c - ALL OTHERS SKIP TO 10b) Based on what you may have heard or read, or any impression you may have, I would like you to tell me whether you agree or disagree with each of the following statements in regard to natural gas deregulation in New York State and how it affects O&R customers. Do you agree or disagree with the statement (READ ITEM ON LIST)? (CONTINUE FOR EACH ITEM)

Note: Prior to 2005 base = "aware" gas customers

- 2005 Base: 5% combo/gas only "aware" gas (9c) but "not aware" electric (9a) (9 customers)
- 2006 Base: 5% combo/gas only "aware" gas (9c) but "not aware" electric (9a) (9 customers)
- 2007 Base: 5% combo/gas only "aware" gas (9c) but "not aware" electric (9a) (10 customers)

		<u>Agree</u>	Dis- <u>Agree</u>	Not Sure <u>(Vol.)</u>
1. If my <u>gas</u> supplier fails to supply gas on my behalf, I understand that O&R will be sure gas is delivered to me as needed.....	2000	73%	11%	16%
	2001	77	10	13
	2002	72	9	19
	10/03	73	9	18
	10/04	75	4	21
	10/05	65%(6)	24%(2)	11%(1)
	10/06	74%(7)	-	26%(2)
	10/07	79%(8)	21%(2)	-
2. If I buy my natural gas from someone other than O&R, <u>and</u> if there is a gas leak or other <u>gas emergency</u> , I should call O&R regardless of the natural gas supplier I choose REVISED IN 2005	2000	41%	49%	10%
	2001	38	53	9
	2002	37	48	15
	10/03	44	42	14
	10/04	27	59	14
	10/05	63%(6)	24%(2)	13%(1)
	10/06	89%(8)	11%(1)	-
	10/07	89%(9)	-	11%(1)
3. I believe O&R <u>supports competition</u> in the natural gas industry REVISED IN 2005	2000	55%	34%	11%
	2001	68	19	13
	2002	64	20	16
	10/03	69	18	13
	10/04	64	16	20
	10/05	50%(5)	50%(4)	-
	10/06	89%(9)	11%(1)	-
	10/07	100%(10)	-	-
4. The <u>safety</u> of my natural gas service will <u>depend</u>				

on O&R regardless of the supplier I choose.....	2000	42%	52%	6%
	2001	39	52	9
	2002	39	49	12
	10/03	43	45	12
	10/04	86	5	9
	10/05	63%(6)	24%(2)	13%(1)
	10/06	76%(7)	13%(1)	11%(1)
	10/07	100%(10)	-	-

5. Even if I switch to another natural gas supplier, I will receive the same customer service from O&R as customers who decide to remain with O&R.....

	2000	65%	22%	13%
	2001	68	20	12
	2002	70	21	9
	10/03	69	13	18
	10/04	79	10	11
	10/05	61%(5)	39%(4)	-
	10/06	100%(9)	-	-
	10/07	67%(7)	23%(2)	11%(1)

10a-1. [CONTINUED]

ROTATE

		<u>Agree</u>	Dis- <u>Agree</u>	Not Sure <u>(Vol.)</u>
6. I understand how to make competitive choices and switch to another natural gas supplier if I choose to do so.....	2000	79%	17%	4%
	2001	80	15	5
	2002	78	15	7
	10/03	83	13	4
	10/04	79	17	4
	10/05	74%(7)	26%(2)	-
	10/06	65%(6)	35%(3)	-
	10/07	68%(7)	21%(2)	11%(1)
7. If I switch to another natural gas supplier, I can return to O&R for my natural gas service.....	2000	91%	3%	6%
	2001	87	6	7
	2002	87	6	7
	10/03	92	1	7
	10/04	87	3	10
	10/05	74%(7)	13%(1)	13%(1)
	10/06	87%(8)	-	13%(1)
	10/07	89%(9)	-	11%(1)

10b. (IF "E ONLY" AND "YES, AWARE" IN 9a OR "E/G" AND "YES, AWARE IN 9a BUT "NO" IN 9c - ALL OTHERS SKIP TO F1) And based on what you may have heard or read, or any impression you may have, I would like you to tell me whether you agree or disagree with each of the following statements in regard to electric deregulation in New York State and how it affects O&R customers. Do you agree or disagree with the statement (READ ITEM ON LIST)?

Note: 2005 Base: 72% "aware" electric only customers and 9% combo aware "electric" but not "gas" (17 customers)
2006 Base: 64% "aware" electric only customers and 8% combo aware "electric" but not "gas" (15 customers)
2007 Base: 70% "aware" electric only customers and 6% combo aware "electric" but not "gas" (14 customers)

ROTATE

		<u>Agree</u>	Dis- <u>Agree</u>	Not Sure <u>(Vol.)</u>
1. If my electric supplier fails to supply <u>electricity</u> on my behalf, I understand that O&R will be sure the <u>electricity</u> is delivered to me as needed.....	10/04	78%	7%	15%
	[electric] 10/05	77	13	10
	[electric] 10/06	83	7	10
	[electric] 10/07	77	9	14
	[combo] 10/05	80%(14)	7%(1)	13%(2)
	[combo] 10/06	47%(7)	24%(4)	29%(4)
	[combo] 10/07	58%(8)	17%(2)	25%(4)
2. If there is a power outage or other electric emergency, I should call O&R regardless of the electric supplier I choose.	10/04	78%	10%	12%
	[electric] 10/05	73	17	10
	[electric] 10/06	86	7	7
	[electric] 10/07	85	6	9
	[combo] 10/05	81%(14)	6%(1)	13%(2)
	[combo] 10/06	47%(7)	22%(3)	31%(5)
	[combo] 10/07	92%(13)	8%(1)	-
3. I believe O&R <u>supports</u> competition in the electric industry....	10/04	64%	17%	19%
	[electric] 10/05	62	28	10

[electric]	10/06	69	22	9
[electric]	10/07	72	17	11
[combo]	10/05	47%(8)	33%(6)	20%(3)
[combo]	10/06	54%(9)	23%(3)	23%(3)
[combo]	10/07	42%(6)	24%(3)	34%(5)

10b. [CONTINUED]

ROTATE

		<u>Agree</u>	<u>Dis- Agree</u>	<u>Not Sure (Vol.)</u>
4. The <u>reliability</u> of my <u>electric</u> service will <u>depend</u> on O&R <u>regardless</u> of the supplier I choose.....	10/04	77%	10%	13%
	[electric] 10/05	76	11	13
	[electric] 10/06	87	9	4
	[electric] 10/07	79	12	9
	[combo] 10/05	74%(13)	6%(1)	20%(3)
	[combo] 10/06	46%(7)	32%(5)	22%(3)
	[combo] 10/07	75%(11)	8%(1)	17%(2)
5. <u>Even</u> if I switch to another electric supplier, I will receive the same <u>customer service</u> from O&R as customers who decide to remain with O&R.....	10/04	76%	11%	13%
	[electric] 10/05	68	17	15
	[electric] 10/06	84	9	7
	[electric] 10/07	78	12	10
	[combo] 10/05	73%(13)	14%(2)	13%(2)
	[combo] 10/06	70%(11)	8%(1)	22%(3)
	[combo] 10/07	66%(9)	17%(2)	17%(2)
6. I understand how to make competitive choices and switch to other electric supplier if I choose to do so.....	10/04	76%	17%	7%
	[electric] 10/05	65	30	5
	[electric] 10/06	83	10	7
	[electric] 10/07	78	16	6
	[combo] 10/05	73%(13)	20%(3)	7%(1)
	[combo] 10/06	40%(6)	22%(3)	38%(6)
	[combo] 10/07	75%(11)	17%(2)	8%(1)
7. If I switch to another electric supplier, I can return to O&R for my electric service.....	10/04	86%	4%	10%
	[electric] 10/05	75	13	12
	[electric] 10/06	94	-	6
	[electric] 10/07	89	4	7
	[combo] 10/05	80%(14)	7%(1)	13%(2)
	[combo] 10/06	61%(9)	8%(1)	31%(5)
	[combo] 10/07	84%(12)	8%(1)	8%(1)

F1. **(DEMOGRAPHICS F1 THROUGH F9a) (ASK EVERYONE)** And now a few final questions about you and your household. First, approximately how many years have you been a customer of [O&R/Rockland Electric]?

	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>10/03</u>	<u>10/04</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Average years.....	20.0	20.1	20.2	19.0	19.8	19.8	21.5	22.3	20.2	23.3	21.4	23.9	20.3
Refused (Vol.)...	1%	2%	1%	1%	1%	1%	1%	1%	5%	1%	1%	1%	3%
Not sure (Vol.)..	1	1	1	1	1	1	1	3	2	1	1	1	*

F2. From the following age categories, please stop me when I read the category that best represents your age: (READ LIST)

	<u>'92</u>	<u>'93</u>	<u>'94</u>	<u>'95</u>	<u>'96</u>	<u>'97</u>	<u>'98</u>	<u>'99</u>	<u>'00</u>	<u>'01</u>	<u>'02</u>	<u>6/03</u>	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
18-24....	3%	1%	3%	1%	1%	2%	1%	2%	2%	2%	3%	1%	1%	3%	2%	1%	2%	1%	3%	1%	2%
25-34....	15	15	13	14	11	11	12	12	12	12	12	8	9	6	7	7	12	6	9	8	7
35-44....	25	26	26	25	27	25	25	25	23	24	22	20	18	22	24	19	17	20	15	19	
45-54....	26	22	26	25	26	27	26	24	24	22	23	22	23	26	27	21	20	20	25	24	27
55-59....	8	10	8	11	10	8	8	10	9	10	14	14	12	12	10	16	11	14	11	14	13
60 plus..	22	24	23	22	23	24	23	25	25	30	22	29	32	31	27	28	27	40	30	37	27
Refused.	1	2	1	1	2	2	4	2	3	1	2	4	3	4	5	3	9	2	2	1	5

F3. From the following education categories, please stop me when I read the category that best represents the last grade or level of school that you completed: (READ LIST)

	<u>'92</u>	<u>'93</u>	<u>'94</u>	<u>'95</u>	<u>'96</u>	<u>'97</u>	<u>'98</u>	<u>'99</u>	<u>'00</u>	<u>'01</u>	<u>'02</u>	<u>6/03</u>	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
1-11 grade...	5%	4%	5%	4%	4%	4%	4%	3%	3%	4%	4%	2%	4%	5%	3%	5%	2%	3%	3%	2%	1%
HS grad.....	29	29	25	23	25	24	21	25	23	18	22	4	20	16	18	16	20	20	21	22	20
Some coll....	18	18	18	21	19	19	18	18	16	18	17	20	18	17	17	17	15	20	14	19	18

2-yr coll....	9	8	9	10	12	10	11	10	8	12	10	15	11	10	8	10	5	9	9	10	11
4-year coll..	18	20	23	21	21	20	21	21	23	25	24	11	22	24	24	24	23	24	25	25	23
Graduate sch.	14	11	10	11	11	11	12	11	16	12	12	21	12	16	12	16	14	13	15	10	14
Post-grad	7	8	9	9	6	8	6	8	7	9	8	11	10	9	12	9	8	8	11	9	8
Refused.....	-	2	1	1	1	3	5	4	3	2	2	3	3	4	5	4	2	2	2	2	4

F4. And from the following income categories, please stop me when I read the category that represents the one for your total household income for this year before taxes: (READ LIST)

	'92	'93	'94	'95	'96	'97	'98	'99	'00	'01	'02	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
<\$30,000..	.20%	12%	16%	14%	17%	14%	11%	9%	11%	12%	8%	11%	11%	7%	9%	10%	12%	8%	9%	8%
\$30K-\$49,999..	.25	19	20	21	20	19	17	16	19	14	14	12	12	14	14	9	11	12	12	9
\$50K-\$69,999....	9	9	9	10	9	10	8	8	7	6	7	13	14	13	12	12	15	13	13	13
\$70K plus.....	29	29	28	35	34	34	36	35	42	43	45	38	37	36	37	26	38	44	44	44
Refused (Vol.)..	14	18	23	18	18	20	23	22	20	23	20	19	24	27	26	40	23	19	21	23
Not sure (Vol.)..	3	3	4	2	2	4	3	10	1	2	6	3	2	3	2	3	1	4	1	3

F5. Do you have access to the Internet at home, at work, or both at home and work?

	10/03	10/04	10/05	10/06	10/07
At home.....	29%	31%	32%	29%	27%
At work.....	6	5	8	4	4
At home and work..	43	41	35	49	51
Refused (Vol.)....	15	17	16	9	12
Not sure (Vol.)...	7	6	9	9	6

F6-1. (IF SP#1 AND SP#2, NY - ALL SP#3, NJ SKIP TO F7) Just as a reminder, please keep in mind that in case of a gas emergency or problem, you should always call O&R.

F6. (ASK EVERYONE) Do we have your permission to share your individual results with [O&R/Rockland Electric]?

Yes.....89%
No.....11%

NOTE: IF RESPONDENT ASKS FOR TELEPHONE NUMBER, PLEASE PROVIDE THE FOLLOWING: 1-800-533-5325.

F7. (EVERYONE) That concludes the survey. On behalf of (O&R/Rockland Electric), thank you for your time and participation.

RECORD THE FOLLOWING -- DO NOT ASK

F8. Respondent Gender:

Male.....49%
Female.....51%

F9a. Length of interview: average 13.9 minutes

Account Information from Sample: (Excel column identified)

- F10. Zip Code (H)
- F11. Account Number (C)
- F12. Premise Number (D)
- F13. Electric service indicator (Q) n=458 (100%)
- F14. Gas service indicator (R) n=217 (47%)
- F15. Flat service indicator (S) n=2
- F16. Retail (T) n=114 (25%)
- F17. Budget plan customer (U) n=166 (36%)
- F18. Settlement Month (V)
- F19. Bill Month/Amount (W to BE)
- F20. Outage report (BF)

Eagle Bay Consulting, Inc.
 10 Hudson Watch Drive
 Ossining, New York 10562

	<u>Weighted</u>
Division: Rockland.....	46% (116)
Orange.....	19% (47)
New Jersey...	35% (87)
Service: Electric only	65% (163)
Electric & Gas	35% (87)

Project No. 1460 - **CAS BUSINESS**
 Oct 17-31, 2007

Top line - November 5, 2007
 N = 250

SWITCHBOARD INTRODUCTION:

Hello, my name is (INTERVIEWER NAME). I'm calling from Eagle Bay Consulting, a public opinion research firm. We're conducting an opinion survey for (Orange and Rockland Utilities/Rockland Electric). They are interested in obtaining feedback from their business customers about the service they provide. I'd like to locate the person in your organization who is responsible for electric and natural gas decisions and who typically has contact with (O&R/Rockland Electric). May I please have the name and title of that person? I promise that as a result of this call no one will try to sell anything to your organization.

IF PERSON ANSWERING PHONE IS ELIGIBLE: The interview will take about 15 minutes. Is this a convenient time for you or shall I call back at another time? (IF CONVENIENT - CONTINUE; IF NOT CONVENIENT, TRY TO SET UP TIME FOR CALL BACK)

IF PERSON ANSWERING PHONE IS NOT ELIGIBLE: ASK TO SPEAK WITH ELIGIBLE RESPONDENT AND USE INTRODUCTION BELOW AND VERIFY THAT IT IS A CONVENIENT TIME FOR THE RESPONDENT TO PARTICIPATE

RESPONDENT INTRODUCTION:

Hello, my name is (INTERVIEWER NAME). I'm calling from Eagle Bay Consulting, a public opinion research firm. We're conducting an opinion survey for (Orange and Rockland Utilities/Rockland Electric). They are interested in obtaining feedback from their business customers about the service they provide. Are you the person in your organization who is responsible for energy decisions and is most knowledgeable about the types of energy your organization uses at this location, such as electricity and natural gas, and who typically has contact with (O&R/Rockland Electric)?

IF NOT, ASK: May I please have the name and title of that person? I promise that as a result of this call no one will try to sell anything to your organization.

IF YES: Your opinion is valuable to (O&R/Rockland Electric). You have our pledge that this interview is being conducted off the record -- that your identity and specific attitudes and opinions will be held in strict confidence. I also assure you that as a result of this call no one will try to sell anything to your organization. In answering this survey, we would like you to keep in mind the building and all facilities at this location that you make energy decisions for.

CAS DEPENDENT VARIABLE

1a. First, in thinking about all aspects of [O&R/Rockland Electric], please rate your satisfaction on a scale where "1" means "very dissatisfied" and "5" means "very satisfied." How would you rate [O&R/Rockland Electric] on this "1" to "5" scale?

	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Average score....	3.6	3.9	4.0	4.1	3.9	4.0	3.9	4.0	3.9
Not sure (Vol.)..	1%	1%	*%	1%	1%	3%	1%	-%	1%

CAS DEPENDENT VARIABLE

1b. And please rate your organization's opinion of (O&R/Rockland Electric) on a scale of "1" to "5" where "1" means very unfavorable and "5" means very favorable? How would you rate (O&R/Rockland Electric) on this scale?

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Average.....	3.7	3.8	3.8	3.6	3.9	3.9	4.0	3.8	3.9	3.9	3.9	3.9
Not sure (Vol.)....	2%	1%	2%	4%	2%	2%	4%	2%	5%	1%	4%	3%

CAS DEPENDENT VARIABLE

1c. If value means that the service you receive is worth the price you pay, how would you assess the value of your electric service -- excellent, good, fair or poor?

	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>6/03</u>	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>6/05</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Excellent.....	15%	12%	14%	13%	14%	9%	12%	11%	24%	15%	29%	19%	14%	16%	20%	19%	21%
Good.....	42	44	49	50	40	51	58	52	36	45	42	44	47	43	43	51	45
Fair.....	29	26	25	25	32	26	26	26	25	28	20	28	27	27	23	15	18

Poor.....	13	16	9	11	13	10	4	8	13	8	7	5	9	9	11	10	11
Not sure (Vol.)..	1	2	3	1	1	4	-	3	2	4	2	4	3	5	3	5	5

CAS DEPENDENT VARIABLE

1d. (IF TYPE OF SERVICE "ELEC/GAS" OR "GAS" - ALL "ELEC ONLY" SKIP TO 1e) And would you rate the value of your natural gas service as excellent, pretty good, not so good or poor?

Base:	10/03 (36%)	5/04 (42%)	10/04 (40%)	6/05 (41%)	10/05 (33%)	6/06 (35%)	10/06 (42%)	6/07 (38%)	10/07 (35%)
Excellent.....	25%	16%	28%	24%	16%	18%	25%	14%	30%
Pretty good.....	45	54	47	51	50	53	45	57	52
Not so good.....	8	8	7	6	13	12	11	6	2
Poor.....	6	7	1	2	11	14	11	12	9
Not sure (Vol.)....	16	15	17	17	10	3	8	11	7

1e. (ASK EVERYONE) And how would you rate the job [O&R/Rockland Electric] does in taking an active role in the community - is this excellent, pretty good, not so good or poor?

	1996	1997	1998	1999	2000	2001	2002	6/03	10/03	5/04	10/04	6/05	10/05	10/06	10/07
Excellent.....	16%	10%	14%	11%	10%	12%	16%	10%	16%	15%	16%	14%	13%	17%	19%
Pretty good.....	35	41	42	40	42	39	44	47	30	43	36	39	46	39	48
Not so good.....	9	9	8	9	9	13	7	7	12	8	6	7	9	8	5
Poor.....	4	5	4	2	6	3	3	5	12	6	5	4	5	7	5
Not sure (Vol.)...	36	35	32	38	33	33	30	31	30	28	37	36	27	29	23

1f. And using a scale of "1" meaning you strongly disagree to "5" meaning you strongly agree, how much do you agree with the statement [O&R/Rockland Electric]:

ROTATE		Average Score	Not Sure (Vol)
GAS & ELECTRIC CAS (COMPANY ATTRIBUTES)			
1. Is a well organized and efficient company.....	10/03	3.5	6%
	5/04	3.7	5%
	10/04	3.8	6%
	6/05	4.0	6%
	10/05	3.7	9%
	6/06	3.9	5%
	10/06	3.7	5%
	6/07	3.8	3%
	10/07	3.7	9%
GAS & ELECTRIC CAS (COMPANY ATTRIBUTES)			
2. Deals fairly and honestly with customers.....	10/03	3.6	2%
	5/04	3.8	4%
	10/04	3.9	2%
	6/05	4.0	4%
	10/05	3.8	2%
	6/06	3.8	5%
	10/06	3.8	1%
	6/07	3.8	1%
	10/07	3.7	3%
3. Is committed to ensuring public safety.....	10/06	4.0	14%
	10/07	3.9	9%
4. Supports local community activities.....	10/06	3.6	40%
	10/07	3.4	35%

1f. [CONTINUED] (CAS #1,2) And using a scale of "1" meaning you strongly disagree to "5" meaning you strongly agree, how much do you agree with the statement [O&R/Rockland Electric]:

ROTATE		Average Score	Not Sure (Vol)
5. Offers assistance to customers in managing their energy use	10/06	3.4	15%
	10/07	3.5	10%
6. Is a good neighbor that supports non-profit organizations and volunteerism in the community.....	10/06	3.5	45%
	10/07	3.5	33%

2a (ASK EVERYONE) In (READ ITEM ON LIST) - does [O&R/Rockland Electric] do an excellent, pretty good, not so good or poor job? (RECORD BELOW -- CONTINUE FOR EACH ITEM)

Excellent	Pretty Good	Not so Good	Not Sure (Vol.)
-----------	-------------	-------------	-----------------

1. Being environmentally responsible.....	1996	15%	42%	4%	1%	38%
	1997	12	44	6	2	36
	1998	14	48	7	2	29
	1999	11	45	4	2	38
	2000	13	42	5	3	37
	2001	17	44	8	-	31
	2002	10	59	3	-	28
	6/03	12	50	2	3	33
	10/03	14	44	12	5	25
	5/04	15	42	4	3	36
	10/04	19	47	4	3	27
	6/05	15	49	3	2	31
	10/05	14	48	7	2	29
	10/06	17	44	9	3	27
	10/07	18	50	4	6	22
2. Conducting themselves in an open and honest manner.....	10/03	21%	50%	11%	10%	8%
	10/04	24	55	7	7	7
	10/05	21	57	10	5	7
	10/06	20	56	9	7	8
	10/07	24	56	8	5	7
3. Maintaining its energy delivery system.....	10/06	31%	56%	5%	4%	4%
	10/07	33	56	4	4	3
4. Maintaining good working relationships with local police, fire department and other emergency services.....	10/06	22%	34%	2%	1%	41%
	10/07	19	44	4	4	29

2b. And do you rate the job (O&R's/Rockland Electric's) management does in operating the company as excellent, pretty good, not so good or poor?

	10/03	10/04	10/05	10/06	10/07
Excellent.....	15%	19%	13%	14%	20%
Pretty good.....	53	55	57	50	52
Not so good.....	9	8	8	10	7
Poor.....	9	6	7	3	4
Not sure (Vol.)....	14	12	15	23	17

3a. How would you assess the quality of the electric power your organization receives at this location, that is the lack of surges, dips or fluctuations or brief outages of less than 1 minute -- are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	1996	1997	1998	1999	2000	2001	2002	6/03	10/03	5/04	10/04	6/05	10/05	10/06	10/07
Very satisfied.....	41%	41%	48%	35%	45%	42%	40%	43%	31%	46%	52%	43%	40%	44%	50%
Somewhat satisfied....	39	40	32	43	35	40	38	38	39	37	34	41	41	39	38
Somewhat dissatisfied..	13	11	12	14	11	9	11	9	17	9	8	10	13	12	7
Very dissatisfied.....	6	6	6	6	9	7	10	4	12	7	5	3	4	4	4
Not sure (Vol.).....	1	1	2	2	-	2	1	6	1	1	1	3	2	1	1

3b. And how would you assess the reliability of electric power your organization receives at this location, that is the lack of outages lasting over 5 minutes -- are you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

	1996	1997	1998	1999	2000	2001	2002	6/03	10/03	5/04	10/04	6/05	10/05	10/06	10/07
Very satisfied.....	52%	49%	51%	42%	47%	52%	47%	46%	41%	46%	58%	45%	40%	47%	46%
Somewhat satisfied....	32	35	30	38	33	36	35	41	31	38	32	39	39	35	41
Somewhat dissatisfied..	9	9	11	12	9	8	12	7	15	8	5	12	14	9	5
Very dissatisfied.....	6	5	6	7	10	3	5	4	11	7	4	1	3	7	5
Not sure (Vol.).....	1	2	2	1	1	1	1	2	2	1	1	3	4	2	3

GAS & ELECTRIC CAS (ENERGY DELIVERY)

3c. On a scale of "1" meaning strongly disagree to "5" meaning strongly agree, how much do you agree with the statement "The power supply I receive from [O&R/Rockland Electric] is near perfect, with few, if any outages, power surges or fluctuations?"

	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Average score....	3.5	3.7	3.9	3.7	3.6	3.5	3.6	3.7	3.2
Not sure (Vol.)..	2%	1%	1%	2%	4%	3%	4%	2%	2%

3d. During the past 12 months, how many electric service outages lasting longer than 5 minutes, if any, did your organization experience at this location? (DO NOT PROMPT)

	1996	1997	1998	1999	2000	2001	2002	10/03	10/04	10/05	10/06	10/07
Experienced 1 or more...	66%	65%	54%	73%	68%	57%	65%	66%	55%	66%	59%	42%

None.....	28	25	38	16	26	34	30	20	33	11	34	52
Not sure (Vol.).....	6	10	8	11	6	9	5	14	12	23	7	6
Average.....	2.3	3.5	1.7	2.9	3.2	1.9	2.4	2.6	1.6	2.2	1.9	1.6

GAS & ELECTRIC CAS (ENERGY DELIVERY)

3e. How effective do you think (O&R/Rockland Electric) is in trying to reduce and keep down the number of power interruptions -- very effective, somewhat effective, somewhat ineffective, or very ineffective?

	'96	'97	'98	'99	2000	'01	'02	6/03	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Very effective.....	46%	46%	49%	42%	41%	44%	46%	45%	37%	45%	55%	40%	45%	34%	44%	39%	48%
Somewhat effective..	37	34	34	39	38	46	40	35	35	37	32	43	40	45	37	44	38
Somewhat ineffective.	6	6	7	9	12	3	9	7	11	6	4	4	8	10	7	8	7
Very ineffective...	3	5	3	4	7	2	2	3	7	4	4	3	2	3	4	4	2
Not sure (Vol.)....	8	9	7	6	2	5	3	10	10	8	5	10	5	8	8	5	5

3f. And in [READ ITEM] -- does (O&R/Rockland Electric) do an excellent, pretty good, not so good or poor job? (RECORD BELOW -- CONTINUE FOR EACH ITEM -- REPEAT ALL ANSWER CATEGORIES EACH TIME)

		Excellent	Pretty Good	Not so Good	Poor	Not Sure (Vol.)
GAS & ELECTRIC CAS (ENERGY DELIVERY)						
1. Restoring electric power quickly.....	10/03	23%	51%	13%	8%	5%
	5/04	33	51	7	5	4
	10/04	28	58	8	3	3
	6/05	30	59	5	1	5
	10/05	25	62	7	2	4
	6/06	22	60	10	4	4
	10/06	27	57	10	3	3
	6/07	24	66	4	5	1
	10/07	28	50	9	4	9
2. Keeping the number of outages down.....	1996	32%	52%	8%	3%	5%
	1997	27	56	8	4	5
	1998	31	52	9	3	5
	1999	22	56	13	5	4
	2000	23	58	8	9	2
	2001	27	60	8	3	2
	2002	32	54	9	4	1
	6/03	24	63	6	3	4
	10/03	22	50	12	10	6
	5/04	31	51	7	5	6
	10/04	29	54	7	5	5
	6/05	26	59	6	4	5
	10/05	27	54	10	3	6
	10/06	31	49	9	5	6
	10/07	33	53	7	4	3
3. Providing accurate information on when your power will be restored.....	10/03	17%	44%	15%	13%	11%
	10/04	21	51	14	6	8
	10/05	17	55	16	6	6
	10/06	22	50	13	6	9
	10/07	25	49	12	4	10
4. Being easy to reach to report a power problem.	10/03	23%	41%	13%	13%	10%
	10/04	28	47	11	9	5
	10/05	27	51	11	6	5
	10/06	30	45	12	8	5
	10/07	32	50	6	5	7

3g. [IF "E/G" OR "G" - ALL "E" ONLY SKIP TO 4a) Overall, how satisfied are you with the reliability of O&R's natural gas service -- are you very satisfied, fairly satisfied, not too satisfied or not at all satisfied?

	(Base)	2002 (41%)	10/03 (36%)	10/04 (40%)	10/05 (33%)	10/06 (42%)	10/07 (35%)
Very satisfied.....		47%	38%	50%	45%	58	62
Fairly satisfied.....	29	35	34	35	27	30	
Not too satisfied.....	4	3	2	6	5	2	
Not at all satisfied.....	3	3	-	6	2	-	
Not sure (Vol.).....	17	21	14	8	8	6	

4a. (ASK EVERYONE) And in (READ ITEM ON LIST) -- does (O&R/Rockland Electric) do an excellent, pretty good, not so good or poor job? (RECORD BELOW -- CONTINUE FOR EACH ITEM)

	Excellent	Pretty Good	Not so Good	Poor	Not Sure (Vol.)
--	-----------	-------------	-------------	------	-----------------

GAS & ELECTRIC CAS (CUSTOMER RELATIONS)

1. Providing convenient telephone access to a company representative.....	10/03	24%	38%	15%	11%	12%
	5/04	24	39	20	13	4
	10/04	23	48	12	12	5
	6/05	22	57	11	6	4
	10/05	20	51	16	8	5
	6/06	26	48	14	7	5
	10/06	26	43	16	7	8
	6/07	19	52	14	8	7
	10/07	27	53	9	6	5

GAS & ELECTRIC CAS (CUSTOMER RELATIONS)

2. Making it easy for customers to do business with them.....	1996	27%	57%	8%	4%	4%
	1997	17	60	12	6	4
	1998	21	62	8	5	4
	1999	17	62	11	5	5
	2000	20	52	17	8	3
	2001	16	61	12	8	3
	2002	13	70	12	3	2
	6/03	20	60	8	8	4
	10/03	27	50	12	9	2
	5/04	26	51	11	8	4
	10/04	26	55	9	7	3
	6/05	24	60	8	6	2
	10/05	23	56	10	8	3
	6/06	28	54	10	6	2
	10/06	28	52	11	6	3
	6/07	20	64	10	5	1
	10/07	32	49	9	7	3
3. Being courteous to customers.....	10/03	39%	46%	4%	6%	5%
	10/04	38	54	3	3	2
	10/05	38	55	3	2	2
	10/06	38	52	4	2	4
	10/07	43	47	4	4	2
4. Communicating effectively with customers like you.....	10/03	25%	49%	11%	13%	2%
	10/04	24	54	12	7	3
	10/05	20	57	15	6	2
	10/06	25	52	13	7	3
	10/07	36	52	6	4	2
5. Responding quickly to customer questions and problems.....	10/03	21%	51%	11%	13%	4%
	10/04	23	56	11	7	3
	10/05	23	51	16	5	5
	10/06	26	48	17	4	5
	10/07	34	54	7	4	1
6. Being genuinely concerned about customer needs and problems.....	1996	26%	49%	13%	4%	8%
	1997	11	57	15	7	9
	1998	15	60	11	8	6
	1999	15	60	13	7	5
	2000	21	48	16	11	4
	2001	11	62	14	8	5
	2002	12	60	18	6	4
	6/03	13	61	12	7	7
	10/03	21	44	17	13	5
	5/04	18	50	15	9	8
	10/04	20	57	10	9	4
	6/05	20	57	12	6	5
	10/05	20	53	16	7	4
	10/06	21	52	15	6	6
	10/07	29	53	7	6	5

5a. Over the past 12 months, has your organization called or visited or written or e-mailed (O&R/Rockland Electric) for any reason? (MULTIPLE RESPONSES PERMITTED -- RECORD EACH TYPE OF CONTACT)

	1996	1997	1998	1999	2000	2001	2002	10/03	10/04	10/05	10/06	10/07
Called.....	39%	43%	33%	33%	8%	15%	24%	54%	58%	58%	58%	37%
Visited.....	2	4	5	3	1	1	2	3	4	3	4	3
Written.....	4	3	3	2	2	1	3	3	3	2	4	2
Internet/e-mail.....	-	-	1	1	2	2	2	2	2	4	4	2
Did not call/visit/write	57	50	60	62	88	79	70	40	33	39	34	54
Do not remember (Vol.)..	-	1	*	1	-	*	*	*	2	1	2	2
Not sure (Vol.).....	1	1	1	1	3	4	3	4	4	2	2	4
Net contact.....	42%	47%	38%	36%	10%	17%	27%	56%	61%	59%	62%	41%

5b. (IF "CALLED, VISITED" WRITTEN, INTERNET/E-MAIL" IN 5a - ALL OTHERS SKIP TO 5e) What was the main reason for your organizations's most recent contact with (O&R/Rockland Electric)? (DO NOT

READ -- SINGLE RECORD ONLY - MULTIPLE RESPONSE PERMITTED)

	1996	1997	1998	1999	2000	2001	2002	10/03	10/04	10/05	10/06	10/07
Base:	(42%)	(47%)	(38%)	(36%)	(10%)	(17%)	(27%)	(56%)	(61%)	(59%)	(62%)	(41%)
Billing: report problem/question...	19%	28%	30%	29%	27%	45%	38%	33%	37%	35%	39%	42%
Power outage/outage report/question..	46	26	21	37	33	22	27	34	32	31	27	32
Other <u>service</u> requests.....	18	31	26	19	18	22	13	7	13	8	7	10
Connect/disconnect service.....	6	3	3	1	-	-	4	5	2	5	2	5
Gas leak/gas problem/emergency.....	2	4	3	3	-	3	2	2	1	-	1	5
Meter problem/question.....	4	7	3	4	5	4	1	3	4	3	4	4
Power surges/quality problems/question	-	-	-	2	5	1	4	5	4	1	3	2
Credit/payment extension request.....	-	-	-	-	-	-	3	1	2	-	3	2
Change electric utility/natural gas co	-	-	1	1	-	-	-	1	1	1	1	1
Retail Choice/Dereg/Power Pick/NJEC...	1	1	1	1	-	2	-	1	1	-	1	1
Other (SPECIFY).....	2	1	8	*	12	-	4	6	2	14	13	5
Not sure.....	4	-	5	3	-	1	4	2	1	2	3	1

5c. (IF "CALLED" OR "VISITED" IN 5a -- ALL OTHERS IN THIS SERIES SKIP TO 5d) And how would you rate the employee who assisted you in (READ ITEM ON LIST) -- excellent, pretty good, not so good or poor? (RECORD -- CONTINUE FOR EACH ITEM ON LIST)

		Excellent	Good	Good	Poor	(Vol.)
1. Listening carefully to your question, request or comments	1996	38%	43%	4%	8%	7%
	1997	38	43	5	7	7
	1998	46	36	6	8	4
	1999	31	50	7	7	5
	2000	27	60	-	5	8
	2001	50	33	9	6	2
	2002	52	36	6	5	1
	10/03	40	41	5	12	2
	10/04	41	46	10	3	*
	10/05	37	42	11	4	6
	10/06	43	39	9	5	4
	10/07	37	48	7	3	5
2. Having enough authority to resolve your problems or provide the assistance you requested.....	1996	35%	33%	11%	11%	10%
	1997	32	39	8	11	9
	1998	32	41	11	12	4
	1999	26	40	14	16	4
	2000	15	41	14	15	15
	2001	47	29	7	10	7
	2002	40	35	10	13	2
	10/03	30	34	16	15	5
	10/04	33	39	15	10	3
	10/05	25	48	15	7	5
	10/06	28	35	20	13	4
	10/07	34	43	13	4	6

5c. [CONTINUED] (IF "CALLED" OR "VISITED" IN 5a -- ALL OTHERS IN THIS SERIES SKIP TO 5d) And how would you rate the employee who assisted you in (READ ITEM ON LIST) -- excellent, pretty good, not so good or poor? (RECORD -- CONTINUE FOR EACH ITEM ON LIST)

		Excellent	Good	Good	Poor	(Vol.)
3. Taking the time you feel was necessary to provide assistance to you.....	1996	42%	35%	6%	9%	8%
	1997	37	40	8	7	7
	1998	39	44	7	8	2
	1999	30	47	12	7	4
	2000	18	63	8	3	8
	2001	48	30	10	10	2
	2002	50	33	7	8	2
	10/03	38	37	9	12	4
	10/04	42	42	9	6	1
	10/05	33	47	11	7	2
	10/06	39	38	12	8	3
	10/07	34	50	7	4	5
4. Treating you with courtesy.....	1996	48%	37%	5%	5%	5%
	1997	50	37	4	3	7
	1998	59	30	2	7	2
	1999	43	44	3	6	4
	2000	33	51	3	5	8
	2001	58	30	5	5	2
	2002	54	35	4	5	2
	10/03	46	41	2	9	2
	10/04	49	42	5	4	*
	10/05	40	50	3	3	4
	10/06	44	44	5	3	4

	10/07	43	48	5	2	2
5. Answering your questions or resolving your problem.....	1996	34%	38%	11%	11%	6%
	1997	33	43	7	9	9
	1998	37	40	7	11	5
	1999	28	40	14	13	5
	2000	20	50	13	5	12
	2001	47	24	16	11	2
	2002	43	27	10	14	6
	10/03	33	35	13	18	1
	10/04	37	37	15	10	1
	10/05	28	42	18	9	3
	10/06	29	38	17	11	5
	10/07	34	44	12	6	4

5d. (IF "CALLED", "VISITED" "WRITTEN" OR "INTERNET/EMAIL" IN 5a - ALL OTHERS SKIP TO 5e) And thinking of your most recent contact, how satisfied were you with the outcome - very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

	1996	1997	1998	1999	2000	2001	2002	10/03	10/04	10/05	10/06	10/07
Base:	(42%)	(47%)	(38%)	(36%)	(10%)	(17%)	(27%)	(56%)	(61%)	(59%)	(62%)	(41%)
Very satisfied.....	39%	50%	45%	29%	15%	44%	45%	36%	46%	40%	45	37
Somewhat satisfied.....	36	22	29	34	42	25	26	30	31	30	30	32
Somewhat dissatisfied...	10	11	8	18	21	17	9	7	6	11	11	11
Very dissatisfied.....	12	14	15	19	12	12	17	25	15	15	13	17
Not resolved yet (Vol.)...	1	2	3	-	7	2	3	*	2	4	1	3
Not sure (Vol.).....	2	1	1	-	3	-	-	2	*	-	-	-

5e. (ASK NY, SP#1 & SP#2 - ALL NJ, SP#3 SKIP TO 6a)) As part of energy deregulation, O&R and all other electric utilities were required to sell their power plants. As far as you know, has O&R sold all its power plants or does O&R still own and operate some power plants?

	10/06	10/07
Sold all power plants.....	8%	25%
Still owns & operates some power plants.	19	22
Not sure (Vol.).....	73	53

5f. (IF "SOLD ALL POWER PLANTS" IN 5e - ALL OTHERS SKIP TO 5g) For customers who continue to purchase energy from O&R, the Company purchases the necessary energy on the open market from power generators. In your opinion, how much control does the company have on the price it pays for the supply of electricity it delivers to customers - does O&R have a great deal of control, some control, very little control or no control at all?

	10/06	10/07
(Base) (8%)	(25%)	
A great deal of control...	21%	25%
Some control.....	25	47
Very little control.....	34	19
No control at all.....	7	6
Not sure (Vol.).....	13	3

5g. (IF "STILL OWNS AND OPERATES SOME POWER PLANTS" OR "NOT SURE" IN 5e - ALL OTHERS SKIP TO 6a) In fact, O&R has sold all its power plants, so for customers who continue to purchase energy from O&R, the Company purchases the necessary energy on the open market from power generators. In your opinion, how much control does the company have on the price it pays for the supply of electricity it delivers to customers - does [O&R/ROCKLAND ELECTRIC] have a great deal of control, some control, very little control or no control at all?

	10/06	10/07
(Base) (19%)	(22%)	
A great deal of control...	16%	25%
Some control.....	27	36
Very little control.....	15	8
No control at all.....	3	1
Not sure (Vol.).....	40	30

GAS CAS (PRICE OPINION)

6a. (ASK EVERYONE) And do you think the price you pay for electricity today is low, reasonable, a little higher than it should be, or a lot higher than it should be?

	'96	'97	'98	'99	2000	2001	2002	6/03	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Low.....	**	**	**	**	-	-	-	**	-	1%	-	-	**	**	**	-	1%
Reasonable.....	12	15	24	24	15	17	24	23	14	22	24	22	16	17	17	17	18
A little higher	36	35	42	40	26	40	49	35	39	40	35	42	31	33	36	34	32

A lot higher...	44	45	27	29	52	37	20	33	39	36	32	27	47	45	45	44	42
Not sure (Vol.)	8	5	7	7	7	6	7	9	8	1	9	9	6	5	2	5	7

GAS CAS (PRICE OPINION)

6b. (IF "E/G" OR "G ONLY" - ALL "E ONLY" SKIP TO 6c) And do you think the price you pay for natural gas today is low, reasonable, a little higher than it should be, or a lot higher than it should be?

	'96	'97	'98	'99	'00	'01	'02	6/03	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Base:	(37%)	(30%)	(37%)	(49%)	(53%)	(47%)	(39%)	(35%)	(36%)	(42%)	(40%)	(41%)	(33%)	(35%)	(42%)	(38%)	(35%)
Low.....	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%
Reasonable....	32	34	48	24	17	34	19	20	16	19	19	18	10	15	13	13	23
A little higher	35	26	28	25	21	27	34	28	22	25	31	26	24	23	26	20	22
A lot higher..	22	28	14	20	48	28	20	33	44	43	31	37	50	59	53	54	46
Not sure (Vol.)	10	11	9	30	14	11	27	19	18	13	19	19	16	3	8	13	7

6c. (ASK EVERYONE) In (READ ITEM ON LIST) - does [O&R/Rockland Electric] do an excellent, pretty good, not so good or poor job? (RECORD BELOW -- CONTINUE FOR EACH ITEM)

GAS CAS (PRICE OPINION)			Pretty		Not so		Not Sure (Vol.)
			Excellent	Good	Good	Poor	
1. Keeping rates as low as possible.....	1996	6%	27%	34%	17%	16%	
	1997	1	31	33	21	14	
	1998	5	41	27	15	12	
	1999	4	40	27	12	17	
	2000	5	31	33	22	9	
	2001	3	43	24	18	12	
	2002	3	52	26	8	11	
	6/03	4	44	27	11	14	
	10/03	8	34	23	19	16	
	5/04	5	46	29	9	11	
	10/04	10	45	21	10	14	
	6/05	6	50	17	10	17	
	10/05	7	34	32	14	13	
	6/06	5	39	22	18	16	
	10/06	6	32	33	14	15	
	6/07	5	44	28	12	11	
	10/07	10	51	17	10	12	

GAS & ELECTRIC CAS (BILL QUALITY)

2. Sending a bill that's easy to understand....	10/03	32%	48%	10%	7%	3%
	5/04	30	52	9	7	2
	10/04	29	55	10	6	*
	6/05	26	53	11	5	5
	10/05	30	50	12	5	3
	6/06	29	51	10	8	2
	10/06	33	50	9	6	2
	6/07	21	59	11	6	3
	10/07	28	53	10	4	5

GAS & ELECTRIC CAS (BILL QUALITY)

3. Providing bills that accurately reflect the amount of energy your organization uses..	10/03	29%	49%	12%	4%	6%
	5/04	29	54	7	5	5
	10/04	31	55	5	3	6
	6/05	25	60	5	3	7
	10/05	27	60	8	3	2
	6/06	26	53	10	5	6
	10/06	26	55	9	4	6
	6/07	16	66	8	5	5
	10/07	26	51	10	5	8

4. Providing bills that include the information your organization needs.....	10/03	33%	45%	9%	7%	6%
	10/04	28	63	6	3	*
	10/05	27	58	10	4	1
	10/06	30	49	12	6	3
	10/07	31	54	8	4	3

6d. (ASK EVERYONE) Now, using a 5-point scale where 1 means "strongly disagree" and 5 means "strongly agree," how much do you agree or disagree with this statement, "When my organization pays the monthly (O&R/Rockland Electric) bill, we always feel that we get our money's worth."

	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Average score....	3.2	3.2	3.6	3.4	3.1	3.2	2.9	3.2	3.0
Not sure (Vol.)..	3%	2%	2%	6%	3%	4%	2%	4%	3%

7. Does your energy bill itemize and show separate charges for energy supply and energy delivery, or are the charges for supply and delivery shown as one amount on your bill?

	<u>10/03</u>	<u>10/04</u>	<u>10/05</u>	<u>10/06</u>	<u>10/07</u>
Separate charges on bill.....	55%	64%	66%	58%	55%
One amount on bill.....	20	13	17	17	18
Don't know/never noticed (Vol.)..	13	16	9	18	12
Not sure (Vol.).....	12	7	8	7	15

8a. (ASK NY ONLY, SP1 & SP2 - ALL NJ, SP3 SKIP TO F1) On another topic, are you aware that you can choose to buy electricity from a company other than O&R and that O&R would still deliver it?

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>10/03</u>	<u>10/04</u>	<u>10/05</u>	<u>10/06</u>	<u>10/07</u>
Yes, aware.....	89%	81%	82%	83%	69%	90%	81%	80%
No, not aware.....	11	18	17	16	30	9	16	15
Not sure (Vol.)...	-	1	1	1	1	1	3	5

Note: 2000-2002 asked of all customers/2003 asked only in NY

Note: Question wording revised 10/2005

8b. (IF "YES" IN 8a - ALL OTHERS IN THIS SERIES SKIP TO 8c) Have you switched or considered switching to another electric supplier?

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>10/03</u>	<u>10/04</u>	<u>10/05</u>	<u>10/06</u>	<u>10/07</u>
(Base)	(89%)	(81%)	(82%)	(83%)	(69%)	(90%)	(81%)	(80%)
Yes, switched.....	10%	18%	14%	34%	41%	34%	38%	28%
Yes, have considered switching..	28	23	20	19	16	17	21	12
No.....	53	54	62	47	43	47	38	57
Not sure (Vol.).....	9	5	4	-	-	2	3	3

Note: 2000-2002 asked of all customers/2003 asked only in NY

8b-1. (YES, SWITCHED" IN 8b - ALL OTHERS SKIP TO 8c) In thinking about all aspects of the energy supply company that supplies you with your electric supply, I'd like you to rate your satisfaction on a 5-point scale where "1" means "very dissatisfied" and "5" means "very satisfied." How would rate your electric supplier on this "1" to "5" scale?

	<u>10/07</u>
(Base)	(28%)
Average score.....	3.8
Not sure (Vol.).....	2%

8c. (IF SP#1 OR SP#2, NY AND "E/G" OR "G" - ALL OTHERS IN THIS SERIES SKIP 9a) And are you aware that you can choose to buy natural gas from a company other than O&R and that O&R would deliver it?

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>10/03</u>	<u>10/04</u>	<u>10/05</u>	<u>10/06</u>	<u>10/07</u>
(Base)	(46%)	(40%)	(38%)	(53%)	(40%)	(33%)	(42%)	(35%)
Yes, heard of.....	50%	49%	51%	65%	59%	85%	78%	74
No, have not.....	36	38	39	30	34	10	15	14
Not sure (Vol.).....	14	13	10	5	7	5	7	12

Note: Question wording revised 10/2005

8d. (IF "YES, HEARD OF" IN 8c - ALL OTHERS IN THIS SERIES SKIP 9a) Have you switched or considered switching to another natural gas supplier?

	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>10/03</u>	<u>10/04</u>	<u>10/05</u>	<u>10/06</u>	<u>10/07</u>
(Base)	(50%)	(49%)	(51%)	(65%)	(59%)	(85%)	(78%)	(74%)
Yes, switched.....	27%	35%	22%	47%	43%	43%	44%	29%
Yes, have considered switching...	16	14	17	19	18	13	21	10
No.....	52	48	56	33	39	40	30	60
Not sure (Vol.).....	5	3	5	1	-	4	5	1

8d-1. (YES, SWITCHED" IN 8d - ALL OTHERS SKIP TO 9a) In thinking about all aspects of the energy supply company that supplies you with your natural gas supply, I'd like you to rate your satisfaction on a 5-point scale where "1" means "very dissatisfied" and "5" means "very satisfied." How would rate your natural gas supplier on this "1" to "5" scale?

	<u>10/07</u>
(Base)	(29%)
Average score.....	3.5

Not sure (Vol.)..... -

9a. **(PSC GAS DEREGULATION INDEX FROM 9A THROUGH 9C)** (IF "E/G" AND "YES, AWARE" IN 8a (ELECTRIC) AND 8c (GAS) - ALL OTHERS SKIP TO Q9b) Based on what you may have heard or read, or any impression you may have, I would like you to tell me whether you agree or disagree with each of the following statements in regard to natural gas and electric deregulation in New York State and how it affects O&R customers. Do you agree or disagree with the statement (READ ITEM ON LIST)? (CONTINUE FOR EACH ITEM)

Base 2005: 77% Combination customers "aware" both natural gas and electric deregulation
Base 2006: 74% Combination customers "aware" both natural gas and electric deregulation
Base 2007: 71% Combination customers "aware" both natural gas and electric deregulation

ROTATE		Dis- Not Sure		
		Agree	Agree	(Vol.)
1.	If my energy supplier fails to supply electricity or natural gas on my behalf, I understand that O&R will be sure the energy is delivered to me as needed.....	2005 78%	5%	17%
		2006 80%	3%	17%
		2007 88%	7%	5%
2.	If I buy my natural gas from someone other than O&R, and if there is a <u>gas leak</u> or other <u>gas emergency</u> , I should call O&R regardless of the natural gas supplier I choose (2005 Revised)	2005 87%	9%	4%
		2006 89%	6%	5%
		2007 81%	14%	5%
3.	If there is a power outage or other electric emergency, I should call O&R regardless of the electric supplier I choose.....	2005 94%	3%	3%
		2006 94%	1%	5%
		2007 88%	8%	4%
4.	The reliability of my electric service will depend on O&R regardless of the supplier I choose.....	2005 88%	7%	5%
		2006 86%	8%	6%
		2007 89%	9%	2%
5.	I believe O&R <u>supports</u> competition in the energy industry.....	2005 70%	17%	13%
		2006 57%	26%	17%
		2007 74%	13%	13%
6.	The <u>safety</u> of my natural gas service will <u>depend</u> on O&R <u>regardless</u> of the supplier I choose.....	2005 91%	1%	8%
		2006 87%	7%	6%
		2007 87%	9%	4%
7.	<u>Even</u> if I switch to another energy supplier, I will receive the same <u>customer service</u> from O&R as customers who decide to remain with O&R.....	2005 83%	4%	13%
		2006 89%	6%	5%
		2007 90%	7%	3%
8.	I understand how to make competitive choices and switch to another energy supplier if I choose to do so.....	2005 85%	11%	4%
		2006 90%	5%	5%
		2007 95%	5%	-%
9.	If I switch to another energy supplier, I can return to O&R for my energy service.....	2005 90%	4%	6%
		2006 92%	4%	4%
		2007 95%	5%	-%

9b. **(PSC GAS DEREGULATION INDEX)** (IF E/G AND "NO" IN 8a (ELECTRIC) BUT "YES, AWARE" IN 8c (GAS) OR "G ONLY" AND "YES, AWARE" IN 8c - ALL OTHERS SKIP TO 9c) Based on what you may have heard or read, or any impression you may have, I would like you to tell me whether you agree or disagree with each of the following statements in regard to natural gas deregulation in New York State and how it affects O&R customers. Do you agree or disagree with the statement

Note: 2004 Base: 59% "aware" gas customers
 Note: 2005 Base: 7% combo "aware" gas (9c) but "not aware" electric (9a) (6 customers)
 Note: 2006 Base: 5% combo "aware" gas (9c) but "not aware" electric (9a) (5 customers)
 Note: 2007 Base: 1% combo "aware" gas (9c) but "not aware" electric (9a) (1 customer)

ROTATE		Dis- Not Sure		
		Agree	Agree	(Vol.)
1.	If my gas supplier fails to supply gas on my behalf, I understand that O&R will be sure gas is delivered to me as needed.....	2000 65%	6%	29%
		2001 75	9	16
		2002 79	9	12
		10/03 90	2	8
		10/04 79	4	17
		10/05 43%(3)	22%(1)	35%(2)
		10/06 79%(4)	-	21%(1)
		10/07 100%(1)	-	-

2. (2005 revised) If I buy my natural gas from someone other than O&R, and if there is a gas leak or other gas emergency, I should

call O&R regardless of the natural gas supplier	2000	23%	53%	24%
	2001	32	57	11
	2002	25	62	13
	10/03	24	68	8
	10/04	28	57	15
	10/05	65%(4)	22%(1)	13%(1)
	10/06	100%(5)	-	-
	10/07	100%(1)	-	-
3. I believe O&R <u>supports</u> competition in the natural gas industry.....	2000	59%	24%	17%
	2001	71	22	7
	2002	72	15	13
	10/03	73	20	7
	10/04	83	7	10
	10/05	65%(4)	35%(2)	-
	10/06	58%(3)	21%(1)	21%(1)
	10/07	100%(1)	-	-
4. (2004 revised) The safety of my natural gas service will <u>depend</u> on O&R regardless of the supplier I choose	2000	41%	49%	10%
	2001	28	61	11
	2002	40	53	7
	10/03	34	62	4
	10/04	80	10	10
	10/05	100%(6)	-	-
	10/06	100%(5)	-	-
	10/07	-	100%(1)	-
5. <u>Even</u> if I switch to another natural gas supplier, I will receive the same <u>customer service</u> from O&R as customers who decide to remain with O&R.....	2000	72%	11%	17%
	2001	73	13	14
	2002	73	19	8
	10/03	82	8	10
	10/04	81	2	17
	10/05	100%(6)	-	-
	10/06	79%(4)	-	21%(1)
	10/07	100%(1)	-	-

9b. [CONTINUED] (PSC GAS DEREGULATION INDEX) (IF E/G AND "NO" IN 8a (ELECTRIC) BUT "YES, AWARE" IN 8c (GAS) OR "G ONLY" AND "YES, AWARE" IN 8c - ALL OTHERS SKIP TO 9c) Based on what you may have heard or read, or any impression you may have, I would like you to tell me whether you agree or disagree with each of the following statements in regard to natural gas deregulation in New York State and how it affects O&R customers. Do you agree or disagree with the statement:

- Note: 2004 Base: 59% "aware" gas customers
- Note: 2005 Base: 7% combo "aware" gas (9c) but "not aware" electric (9a) (6 customers)
- Note: 2006 Base: 5% combo "aware" gas (9c) but "not aware" electric (9a) (5 customers)
- Note: 2007 Base: 1% combo "aware" gas (9c) but "not aware" electric (9a) (1 customer)

		<u>Agree</u>	Dis- <u>Agree</u>	Not Sure <u>(Vol.)</u>
6. I understand how to make competitive choices and switch to another natural gas supplier if I choose to do so.....	2000	79%	10%	11%
	2001	89	8	3
	2002	79	13	8
	10/03	94	6	-
	10/04	88	10	2
	10/05	57%(4)	43%(2)	-
	10/06	100%(5)	-	-
	10/07	100%(1)	-	-
7. If I switch to another natural gas supplier, I can return to O&R for my natural gas service.....	2000	85%	2%	13%
	2001	88	3	9
	2002	90	5	5
	10/03	94	-	6
	10/04	92	4	4
	10/05	65%(4)	22%(1)	13%(1)
	10/06	79%(3)	21%(1)	-
	10/07	100%(1)	-	-

9c. (PSC GAS DEREGULATION INDEX) (IF "E ONLY" AND "YES, AWARE" IN 8a (ELECTRIC) OR "E/G" AND "YES, AWARE" IN 8a BUT "NO" IN 8c (GAS) - ALL OTHERS SKIP TO F1) And based on what you may have heard or read, or any impression you may have, I would like you to tell me whether you agree or disagree with each of the following statements in regard to electric deregulation in New York State and how it affects O&R customers. Do you agree or disagree with the statement (READ ITEM ON LIST)?

- Note: 2005 Base: 94% "aware" electric only customers and 11% combo aware "electric" but not "gas" (9 customers)

Note: 2006 Base: 78% "aware" electric only customers and
 4% combo aware "electric" but not "gas" (4 customers)
Note: 2007 Base: 72% "aware" electric only customers and
 5% combo aware "electric" but not "gas" (4 customers)

		Dis- Not Sure		
		<u>Agree</u>	<u>Agree</u>	<u>(Vol.)</u>
ROTATE				
1. If my electric supplier fails to supply <u>electricity</u> on my behalf, I understand that O&R will be sure the <u>electricity</u> is delivered to me as needed.....				
	10/04	79%	6%	15%
	[elect]10/05	89%	1%	10%
	[elect]10/06	77%	9%	14%
	[elect]10/07	84%	5%	11%
	[combo]10/05	72%(6)	19%(2)	9%(1)
	[combo]10/06	80%(3)	20%(1)	-
	[combo]10/07	100%(4)	-	-
2. If there is a power outage or other electric emergency, I should call O&R regardless of the electric supplier I choose.....				
	10/04	85%	5%	10%
	[elect]10/05	84%	3%	13%
	[elect]10/06	86%	8%	6%
	[elect]10/07	89%	7%	4%
	[combo]10/05	91%(8)	9%(1)	-
	[combo]10/06	80%(3)	20%(1)	-
	[combo]10/07	100%(4)	-	-

9c. [PSC GAS DEREGULATION INDEX CONTINUED] (IF "E ONLY" AND "YES, AWARE" IN 8a (ELECTRIC) OR "E/G" AND "YES, AWARE" IN 8a BUT "NO" IN 8c (GAS) - ALL OTHERS SKIP TO F1) And based on what you may have heard or read, or any impression you may have, I would like you to tell me whether you agree or disagree with each of the following statements in regard to electric deregulation in New York State and how it affects O&R customers. Do you agree or disagree with the statement (READ ITEM ON LIST)?

Note: 2005 Base: 94% "aware" electric only customers and
 11% combo aware "electric" but not "gas" (9 customers)
Note: 2006 Base: 78% "aware" electric only customers and
 4% combo aware "electric" but not "gas" (4 customers)
Note: 2007 Base: 72% "aware" electric only customers and
 5% combo aware "electric" but not "gas" (4 customers)

		Dis- Not Sure		
		<u>Agree</u>	<u>Agree</u>	<u>(Vol.)</u>
ROTATE				
3. I believe O&R <u>supports</u> <u>competition</u> in the electric industry....				
	10/04	73%	16%	11%
	[elect]10/05	69%	19%	12%
	[elect]10/06	62%	15%	23%
	[elect]10/07	82%	11%	7%
	[combo]10/05	74%(7)	26%(2)	-
	[combo]10/06	47%(2)	53%(2)	-
	[combo]10/07	100%(4)	-	-
4. The <u>reliability</u> of my <u>electric</u> service will <u>depend</u> on O&R <u>regardless</u> of the supplier I choose.....				
	10/04	84%	9%	7%
	[elect]10/05	86%	1%	13%
	[elect]10/06	90%	8%	2%
	[elect]10/07	82%	8%	10%
	[combo]10/05	83%(7)	17%(2)	-
	[combo]10/06	100%(4)	-	-
	[combo]10/07	100%(4)	-	-
5. <u>Even</u> if I switch to another electric supplier, I will receive the same <u>customer</u> <u>service</u> from O&R as customers who decide to remain with O&R.....				
	10/04	79%	5%	16%
	[elect]10/05	81%	3%	16%
	[elect]10/06	79%	11%	10%
	[elect]10/07	84%	14%	2%
	[combo]10/05	92%(8)	8%(1)	-
	[combo]10/06	80%(3)	20%(1)	-
	[combo]10/07	50%(2)	25%(1)	25%(1)
6. I understand how to make competitive choices and switch to another electric supplier if I choose to do so.....				
	10/04	84%	9%	7%
	[elect]10/05	78%	13%	9%
	[elect]10/06	86%	11%	3%
	[elect]10/07	86%	10%	4%
	[combo]10/05	92%(8)	8%(1)	-
	[combo]10/06	80%(3)	20%(1)	-
	[combo]10/07	100%(4)	-	-

7. If I switch to another electric supplier, I can return to O&R for my electric service.....

10/04	92%	1%	7%
[elect]10/05	87%	-	13%
[elect]10/06	86%	9%	5%
[elect]10/07	92%	3%	5%
[combo]10/05	100%(9)	-	-
[combo]10/06	100%(4)	-	-
[combo]10/07	75%(3)	-	25%(1)

DEMOGRAPHICS FROM F1 THROUGH END OF QUESTIONNAIRE

F1. (ASK EVERYONE) What is the primary activity in which your organization engages? (PROBE FOR SPECIFICS) What specifically is done at this location?

Gave answer (SPECIFY) .95%
 Refused..... 5

F2. What is the total number of full time employees at this location? (PROBE FOR PROPER LOCATION -- RECORD BELOW)

	1996	1997	1998	1999	2000	2001	2002	6/03	10/03	10/04	10/05	10/06	10/07
10 or less.....	67%	63%	47%	59%	57%	58%	49%	52%	49%	55%	59%	59%	55%
11-19.....	11	9	9	10	10	11	16	8	9	12	8	11	13
20-29.....	6	8	7	9	7	4	8	9	9	6	6	6	10
30 or more.....	10	15	20	15	23	22	22	21	23	19	17	16	16
Refused/not sure.	6	5	15	7	4	4	3	10	11	8	4	6	4

F3. Were your organization's gross revenues for the latest fiscal year (READ LIST) (IF NECESSARY, EXPLAIN THIS INFORMATION IS TO HELP US ANALYZE THIS SURVEY)

	'96	'97	'98	'99	'00	'01	'02	6/03	10/03	5/04	10/04	6/05	10/05	6/06	10/06	6/07	10/07
Under \$500,000.....	28%	27%	21%	23%	17%	26%	21%	15%	21%	21%	23%	15%	18%	22%	24%	25%	18%
\$500,000 & \$999,999.....	14	16	13	11	16	9	16	11	12	13	17	11	12	12	14	12	15
\$1 million & \$1.9 million.	7	13	10	11	6	11	10	8	7	14	9	10	10	11	10	9	14
\$2 million & \$4.9 million.	9	6	8	3	5	7	10	5	5	7	7	5	7	7	10	5	11
\$5 million & \$9.9 million.	3	4	3	2	3	9	3	4	3	4	3	4	7	4	4	2	6
Over \$10 million.....	4	5	5	4	6	9	8	10	8	8	8	14	6	7	6	7	4
Not sure (Vol.)	16	17	20	16	22	10	19	20	20	16	15	22	25	22	16	23	20
Refused (Vol.).....	19	14	20	30	25	19	13	27	24	17	18	19	15	15	16	17	12

F4. And does your organization primarily own or lease its facilities at this location?

	1996	1997	1998	1999	2000	2001	2002	6/03	10/03	10/04	10/05	10/06	10/07
Own.....	47%	55%	47%	48%	53%	47%	58%	49%	53%	51%	52%	47%	51%
Lease.....	48	40	39	46	46	49	40	41	35	44	38	47	45
Neither (Vol.).....	1	*	*	*	-	-	-	1	1	-	2	1	1
Both.....	*	2	2	1	-	2	1	2	2	1	1	-	1
Not sure (Vol.).....	1	1	4	2	-	-	-	2	7	2	2	1	*
Refused (Vol.).....	3	1	8	3	1	-	1	5	2	2	5	4	2

F5a. And what is your exact title? (DO NOT READ LIST)

	Respondent Title											
	2000	2001	2002	10/03	5/04	10/04	10/05	6/06	10/06	6/07	10/07	
Owner/senior partner/co-owner.....	24%	22%	20%	23%	18%	17%	21%	19%	17%	17%	32%	
President/Chief Executive Officer/ Chief Operating Officer.....	16	16	15	12	14	20	16	12	16	9	8	
Manager/director/supervisor (non-specific).....	12	8	13	14	11	7	11	12	12	17	14	
Managers/Directors: general/office/ business/operations/ administrative.....	11	15	14	10	16	15	13	17	14	14	14	
Vice President/Treasurer/Controller Administrative: secretary/ receptionist/clerk.....	7	9	7	9	10	10	6	6	10	10	2	
Financial: accountant/finance manager/ bookkeeper/accounts payable....	10	9	11	6	13	12	10	12	8	9	8	
Assistants: director/administrative/ operations/branch.....	3	3	3	3	5	3	4	5	2	5	1	
Managers: plant/facilities/ maintenance/production/warehouse	7	5	4	3	4	6	1	2	2	4	3	
Managers: district/branch/region..	1	1	1	2	-	1	1	-	1	3	3	
Superintendent.....	1	1	1	*	*	-	-	-	2	1	1	
None/no specific title.....	*	1	*	*	*	*	*	1	*	1	1	
Administrator (non-specific).....	2	3	2	*	2	1	2	1	-	*	3	
Other (SPECIFY).....	1	*	1	3	-	3	9	3	11	5	6	
Refused.....	1	3	2	8	2	1	2	1	1	1	1	

F6. (NEW YORK/SP#1 AND SP#2 - ALL NEW JERSEY/SP#3 SKIP TO F7) Just as a reminder, please keep in mind that in case of a gas emergency or problem, you should always call O&R.

F6-1. Do we have your permission to share your individual results with [O&R/Rockland Electric]?

	<u>10/07</u>
Yes.....	65%
No.....	35

NOTE: IF RESPONDENT ASKS FOR TELEPHONE NUMBER, PLEASE PROVIDE THE FOLLOWING: 1-800-533-5325.

F7. (EVERYONE) On behalf of [O&R/Rockland Electric], thank you for your time and participation.

RECORD THE FOLLOWING - DO NOT ASK

F8. Gender:

	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>6/03</u>	<u>10/03</u>	<u>5/04</u>	<u>10/04</u>	<u>10/05</u>	<u>6/06</u>	<u>10/06</u>	<u>6/07</u>	<u>10/07</u>
Male.....	59%	65%	50%	57%	58%	51%	57%	50%	55%	49%	56%	59%	52%	58%
Female.....	41	35	50	43	42	49	43	50	45	51	44	41	48	42

F9a. Length of interview: average 11.8 minutes

Account Information from Sample (Excel column identified)

- F10. Zip Code (L).....
- F11. KYRA Account Number (C)
- F12. Premise Number (D)
- F13. O&R NAICS (W)
- F14. Demand (X)
- F15. Electric indicator (Q).....100% (250)
- F16. Gas indicator (R)..... 35% (87)
- F17. Flat indicator (S)..... 11% (27)
- F18. Retail (T)..... 24% (60)
- F19. Budget plan customer..... 1% (1)
- F20. Outage Report (BI)
- F21. Settlement Month (V)
- F22. Bill Month/Amounts (Y to BH)

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**ORANGE & ROCKLAND UTILITIES
DEPRECIATION RATES**

FERC ACCT	ACCOUNT TITLE	LIFE TABLE	AVERAGE SERVICE LIFE	NET SALVAGE	ANNUAL RATE
<u>ELECTRIC PLANT</u>					
<u>TRANSMISSION PLANT</u>					
350000	LAND - EASEMENTS	h3.0	60	0	1.67
350100	LAND AND LAND RIGHTS - FEE	-	-	-	-
352000	STRUCTURES AND IMPROVEMENTS	h2.0	65	(10)	1.69
353000	STATION EQUIPMENT	h1.5	40	(10)	2.75
354000	TOWERS AND FIXTURES	h3.0	60	(20)	2.00
355000	POLES AND FIXTURES - WOOD	h3.0	55	(50)	2.73
355100	POLES AND FIXTURES - STEEL	h3.0	55	(50)	2.73
356000	OH CONDUCTORS & DEVICES	h2.0	65	(10)	1.69
356100	OH COND & DEVICES - CLEARING	h2.0	65	-	1.54
357000	UNDERGROUND CONDUIT	h2.5	40	-	2.50
358000	UG CONDUCTOR AND DEVICES	h3.5	30	-	3.33
359000	ROADS AND TRAILS	h3.0	60	-	1.67
<u>DISTRIBUTION PLANT</u>					
360000	LAND - EASEMENTS	h3.0	50	-	2.00
360100	LAND AND LAND RIGHTS - FEE	-	-	-	-
361000	STRUCTURES AND IMPROVEMENTS	h2.5	60	(10)	1.83
362000	STATION EQUIPMENT	h1.5	40	(10)	2.75
364000	POLES, TOWERS, AND FIXTURES	h1.5	50	(80)	3.60
365000	OH CONDUCTORS & DEVICES	h1.5	60	(70)	2.83
365100	OH COND AND DEVICES - CAPACITORS	h2.5	30	(40)	4.67
366000	UNDERGROUND CONDUIT	h1.5	65	(40)	2.15
367000	UG CONDUCTOR AND DEVICES	h1.5	60	(40)	2.33
367100	U.G. COND. & DEVICES - CABLE CURE			AMORTIZABLE	
368100	LINE TRANSFORMERS-OVERHEAD	h1.0	40	(5)	2.63
368200	LINE TRANSFORMERS-O/H INSTALLS	h1.0	40	(5)	2.63
368300	LINE TRANSFORMERS-UG	h1.0	40	(5)	2.63
368400	LINE TRANSFORMERS-UG INSTALLS	h1.0	40	(5)	2.63
369100	SERVICES-OVERHEAD	h2.0	55	(80)	3.27
369200	SERVICES-UNDERGROUND	h2.5	50	(80)	3.60
370100	METERS	h1.5	25	-	4.00
370200	METER INSTALLATIONS	h1.5	25	-	4.00
370300	DEMAND REC. & METERS	h1.5	25	-	4.00
370400	DEMAND REC. & METERS-INSTALLS	h1.5	25	-	4.00
371000	INSTALLATION ON CUSTOMER PREMISES	h2.0	40	-	2.50
371100	PALISADES MALL METERING			AMORTIZABLE	
373100	STREET LIGHTS-OVERHEAD	h1.0	35	(60)	4.57
373200	STREET LIGHTS-UNDERGROUND	h1.0	35	(60)	4.57
<u>INTANGIBLE PLANT</u>					
302000	FRANCHISES AND CONSENTS			AMORTIZABLE	
303100	WMS SOFTWARE			AMORTIZABLE	
303110	DISTRIBUTION MANAGEMENT SYSTEM			AMORTIZABLE	

**ORANGE & ROCKLAND UTILITIES
DEPRECIATION RATES**

<u>FERC ACCT</u>	<u>ACCOUNT TITLE</u>	<u>LIFE TABLE</u>	<u>AVERAGE SERVICE LIFE</u>	<u>NET SALVAGE</u>	<u>ANNUAL RATE</u>
<u>ELECTRIC PLANT</u>					
<u>GENERAL PLANT</u>					
389100	LAND AND LAND RIGHTS - FEE	-	-	-	-
390000	STRUCTURES AND IMPROVEMENTS	h1.5	50	(20)	2.40
391100	OFFICE FURN & EQUIP - FURNITURE	h1.5	20	-	5.00
391200	OFFICE FURN & EQUIP - BUS. MACHINES	h1.0	18	-	5.56
391700	OFFICE FURN & EQUIP - P/C EQUIPMENT	h1.5	10	-	10.00
391710	OFFICE FURN & EQUIP - NON PC EQ.	h2.0	10	-	10.00
391800	OFFICE FURN & EQUIP - E.C.C.	h2.5	13	-	7.69
392100	TRANSP EQUIP - PASSENGER CARS	h2.0	8	10	11.25
392200	TRANSP EQUIP - LIGHT TRUCKS	h2.0	8	10	11.25
392300	TRANSP EQUIP - HEAVY TRUCKS	h3.0	12	5	7.92
392400	TRANSP EQUIP - TRAILERS/TR. MTD EQ.	h3.0	12	5	7.92
393000	STORES EQUIPMENT	h2.0	25	-	4.00
394000	TOOLS, SHOP AND WORK EQUIPMENT	h1.5	20	-	5.00
395000	LABORATORY EQUIPMENT	h1.5	30	-	3.33
396000	POWER OPERATED EQUIPMENT	h3.0	17	20	4.71
396100	POWER OPERATED EQ - NON FLEET	h3.0	17	20	4.71
397000	COMMUNICATION EQUIPMENT	h1.0	20	-	5.00
398000	MISCELLANEOUS EQUIPMENT	h1.5	25	-	4.00

**ORANGE & ROCKLAND UTILITIES
DEPRECIATION RATES**

<u>FERC ACCT</u>	<u>ACCOUNT TITLE</u>	<u>LIFE TABLE</u>	<u>AVERAGE SERVICE LIFE</u>	<u>NET SALVAGE</u>	<u>ANNUAL RATE</u>
<u>COMMON PLANT *</u>					
<u>INTANGIBLE PLANT</u>					
301000	ORGANIZATION	-	-	-	-
303200	MAPPING SOFTWARE			AMORTIZABLE	
303400	CIMS SYSTEM SOFTWARE			AMORTIZABLE	
303500	PLUS SYSTEM SOFTWARE			AMORTIZABLE	
303600	WALKER SYSTEM SOFTWARE			AMORTIZABLE	
303700	BUDGET SYSTEM SOFTWARE			AMORTIZABLE	
303800	RETAIL ACCESS SOFTWARE			AMORTIZABLE	
303810	RETAIL ACCESS SOFTWARE PHASE 4			AMORTIZABLE	
303840	FIELD ORDER ROUTE DESIGN SYSTEM			AMORTIZABLE	
303870	DATAPIPE SOFTWARE			AMORTIZABLE	
303900	NEW BUS. PROJECT MANAGEMENT SYS.			AMORTIZABLE	
<u>GENERAL PLANT EQUIPMENT</u>					
389000	LAND-EASEMENTS	h3.0	50	-	2.00
389100	LAND AND LAND RIGHTS - FEE	-	-	-	-
389500	LAND AND LAND RIGHTS - MOMBASHA			AMORTIZABLE	
390000	STRUCTURES AND IMPROVEMENTS	h1.5	50	(20)	2.40
390100	LEASEHOLD IMPROVEMENTS-BLUE HILL			AMORTIZABLE	
391100	OFFICE FURN & EQUIP - FURNITURE	h1.5	20	-	5.00
391200	OFFICE FURN & EQUIP - BUS. MACHINES	h1.0	18	-	5.56
391300	OFFICE FURN & EQUIP - CASH EQUIPMENT	h1.5	10	-	10.00
391700	OFFICE FURN & EQUIP - P/C EQUIPMENT	h1.5	10	-	10.00
391710	OFFICE FURN & EQUIP - NON PC EQ.	h1.5	10	-	10.00
392100	TRANSP EQUIP - PASSENGER CARS	h2.0	8	10	11.25
392200	TRANSP EQUIP - LIGHT TRUCKS	h2.0	8	10	11.25
392300	TRANSP EQUIP - HEAVY TRUCKS	h3.0	12	5	7.92
392400	TRANSP EQUIP - TRAILERS/TR. MTD EQ.	h3.0	12	5	7.92
393000	STORES EQUIPMENT	h2.0	25	-	4.00
394000	TOOLS, SHOP AND WORK EQUIPMENT	h1.5	20	-	5.00
394200	GARAGE EQUIPMENT	h2.0	25	-	4.00
395000	LABORATORY EQUIPMENT	h1.5	30	-	3.33
396000	POWER OPERATED EQUIPMENT	h3.0	17	20	4.71
396100	POWER OPERATED EQ. - NON FLEET	h3.0	17	20	4.71
397000	COMMUNICATION EQUIPMENT	h1.0	20	-	5.00
397100	COMMUNICATION EQ.-TELE SYS COMPUTER	h1.5	10	-	10.00
397200	COMMUNICATION EQ.-TELE SYS EQPT	h1.0	20	-	5.00
398000	MISCELLANEOUS EQUIPMENT	h1.5	25	-	4.00

* An excess reserve in the amount of \$11.4 million will be amortized over a 5 year period.