

BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of
Consolidated Edison Company of New York, Inc.

Case 09-E-0428

August 2009

Prepared Exhibit of:

Martin Insogna
Utility Consumer Program
Specialist 5
Office of Consumer Services

State of New York
Department of Public Service
Three Empire State Plaza
Albany, New York 12223-1350

Con Edison Customer Service Performance Incentive				
Indicator	Current		Proposed	
	Threshold Level	Payment Amount	Threshold Level	Payment Amount
PSC Compliant Rate	≤ 2.6	\$0	≤ 2.5	\$0
	$>2.6 - \leq 2.8$	\$2,000,000	$>2.5 - \leq 2.7$	\$6,000,000
	$>2.8 - \leq 3.0$	\$4,000,000	$>2.7 - \leq 2.9$	\$12,000,000
	>3.0	\$6,000,000	>2.9	\$18,000,000
Customer Satisfaction Survey of Emergency Callers (electric only)	≥ 80.0	\$0	≥ 79.0	\$0
	<80.0	\$2,000,000	$<79.0 - \geq 76.0$	\$2,000,000
			$<76.0 - \geq 73.0$	\$4,000,000
			<73.0	\$6,000,000
Customer Satisfaction Survey of Phone Center Callers (non-emergency)	≥ 82.0	\$0	≥ 82.0	\$0
	<82.0	\$2,000,000	$<82.0 - \geq 80.0$	\$2,000,000
			$<80.0 - \geq 78.0$	\$4,000,000
			<78.0	\$6,000,000
Customer Satisfaction Survey of Service Center Visitors (includes Walk-in Centers)	≥ 83.0	\$0	≥ 84.0	\$0
	<83.0	\$2,000,000	$<84.0 - \geq 82.0$	\$2,000,000
			$<82.0 - \geq 80.0$	\$4,000,000
			<80.0	\$6,000,000
Outage Notification	n/a	\$8,000,000	n/a	\$4,000,000
Five Other Measures	various	\$20,000,000	none	\$0
Total		\$40,000,000		\$40,000,000