

BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of

New York State Electric and Gas Corporation
Rochester Gas and Electric Corporation

Cases 09-E-0082, 09-G-0083, 09-E-0084, 09-G-0085

February 2009

Prepared Exhibits of:

Staff Service Quality and
Reliability Panel

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Staff Service Quality and Reliability Panel

Exhibits

State of New York Department of Public Service
 Cases 09-E-0082, 09-G-0083, 09-E-0084, 09-G-0085
 Comprision of RG&E Electric Capital Investment Plans

Exhibit (SQRP-1)

(\$000) Budget Class Description	Financing	Financing	Financing	Rate	Variance	Financing	Rate	Variance
	Petition 2007	Petition 2008	Petition 2009	Case 2009		Petition 2010	Case 2010	
Electric Department								
Electric Baseline	35,562	38,037	39,939	24,600	(15,339)	41,936	29,244	(12,692)
Major Activities								
Webster East New 12 kV Source Carryover - Elec	150	2,043	-	1,659	1,659	-	-	-
Station 113 Transformer Replacement Carryover - Roch - Elec	438	2,123	-	-	-	-	-	-
Station 110 Replace Transformer and 12 kV Conversion Rochester	-	300	2,800	925	(1,875)	-	4,152	4,152
Station 42 Circuit Swap Carryover	-	1,130	-	-	-	-	-	-
Station 198- 218- 194 Capacitor Bank Additions - Lakeshore - Elec	-	1,628	-	-	-	-	-	-
Station 127- 125- 120 Capacitor Bank Additions - Canandaigua - Elec	-	2,080	-	-	-	-	-	-
Station 42 Replace 115- 11.5 kV (4T) Transformer - Central - Elec	-	933	4,963	1,619	(3,344)	-	1,639	1,639
Station 56 Replace Transformer - Central - Elec	-	1,578	4,838	4,966	128	-	-	-
U of R New Substation (115 kV - 34 kV)	-	700	9,530	1,036	(8,494)	-	5,700	5,700
Station 218 Second Line Clyde - Elec	-	797	2,500	-	(2,500)	3,000	-	(3,000)
Station 168 Service Area Reinforcements Carryover	2,376	11,264	-	-	-	-	-	-
Station 424 New Line/Transformer Carryover - Elec	5,481	4,561	-	5,161	5,161	-	-	-
Station 49 Replace Transformers Carryover - Central - Elec	100	4,986	-	2,975	2,975	-	-	-
Station 95 New Transformer Carryover - Central - Elec	60	2,320	-	-	-	-	-	-
Station 42 Capacitor Banks Carryover - Central - Elec	110	3,815	-	2,115	2,115	-	-	-
Station 42 Replace 34.5- 11.5 kV (3T) Transformer - Central - Elec	-	400	3,600	2,274	(1,326)	-	-	-
Station 42 Phase Shifter Transformers - Elec	-	100	2,500	1,802	(698)	3,659	13,458	9,799
Station 42 SVC - Elec	-	100	1,500	3,775	2,275	4,500	6,422	1,922
Station 2 - New 6MW Unit	-	11,500	6,400	2,095	(4,305)	100	15,000	14,900
Station 2 - Runner Upgrade and Generator Rewind	-	3,375	-	250	250	-	2,616	2,616
Central Ave Dam Gate Replacement	-	1,015	-	-	-	-	-	-
Station 5 Tunnel Relining	-	10,000	5,000	20,000	15,000	-	21,800	21,800
Station 5 Units 1,2,3 Upgrades	-	2,000	2,000	-	(2,000)	2,000	-	(2,000)
Bee Bee Station Relocation	5,028	13,300	6,613	-	(6,613)	-	-	-
Station 3 - New 115 kV Station	100	950	3,250	8,289	5,039	17,500	12,860	(4,640)
Rochester Transmission Project	69,346	13,030	-	-	-	-	-	-
New 345 kV Source	-	-	-	-	-	-	2,000	2,000
Major Activity Subtotal	83,189	96,028	55,494	58,941	3,447	30,759	85,647	54,888
New Projects Included in Rate Case								
TDIRP	-	-	-	5,000	5,000	-	7,000	7,000
Bulk Power System Transmission Upgrades	-	-	-	8,834	8,834	-	19,703	19,703
Bulk Power System System Protection Upgrades	-	-	-	6,998	6,998	-	6,998	6,998
Station 137 (Sta 3 11 kV Relocation)	-	-	-	10,000	10,000	-	2,950	2,950
Station 168 Improvements	-	-	-	5,545	5,545	-	4,595	4,595
Parking Garages	-	-	-	-	-	-	-	-
Bulk Power System Security	-	-	-	2,527	2,527	-	2,746	2,746
Station 56 Second 12 kV Transformer	-	-	-	130	130	-	5,019	5,019
New 115 kV Transmission Line - Sta. 13 A to Sta. 135	-	-	-	1,800	1,800	-	1,466	1,466
Enterprise GIS System	-	-	-	780	780	-	715	715
New Projects Subtotal	-	-	-	41,614	41,614	-	51,192	51,192
Total Electric	118,751	134,065	95,433	125,155	29,722	72,695	166,083	93,388
General Department								
Facilities				975			1,573	
General Equipment				1,258			1,268	
Information Technology - Local				1,117			2,269	
Transportation Equipment				2,860			2,470	
Total General	12,526	10,400	11,250	6,210	(5,040)	10,400	7,580	(2,820)
Total Electric Capital	131,277	144,465	106,683	131,365	24,682	83,095	173,663	90,568
Merger Order Allowance			90,000	131,365	41,365	90,000	173,663	83,663

Financing Petition information from Case 07-M-1194
 Rate Case information Exhibit RGECRO-1, except for Electric Baseline, which was calculated
 Advanced Metering Infrastructure and Russell Station Closure & Repowering removed from list to conform with Merger Order

New York State Electric and Gas Corporation (NYSEG)

Exhibit_(SQRP-2)
Sheet 1

The information on this chart is based on the monthly customer service quality information provided by all major NYS utilities. It also identifies specific service quality measures that are part of each company's Customer Service Performance Incentive (CSPI).

Performance Indicators (1) & CSPIs (2)	Performance Thresholds	Performance Year Ending 2008	Meet 2008 Threshold Yes / No	FOUR Months Sept. - Dec. 2008	Meet Sept - Dec. Threshold Yes / No	Maximum 2008 Revenue Amount at Risk	Performance Year Ending 2007	Performance Year Ending 2006
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NYSEG's CSPI (3) measures using Monthly Performance Indicator data:

PSC Complaints to the PSC	1.0 - 1.7	0.4	Yes	0.5	Yes	\$1,666,666	0.7	1.0
Overall Customer Satisfaction	85.0 - 82.0 %	77.30%	No	77.70%	No	\$1,166,666	78.4%	75.2%
Contact Satisfaction Index (3)	73.0 - 70.0 %	82.30%	Yes	82.80%	Yes	\$1,166,666	76.8%	73.6%

Performance Indicators for NYSEG :

Appointments Kept	Not applicable	99.86%		99.90%		Not applicable		
Calls Answered in 30 Seconds	Not applicable	57.70%		55.00%		Not applicable		
Billing Accuracy	Not applicable	99.26%		99.27%		Not applicable		
Estimated Meters Reads	Not applicable	4.58%		5.39%		Not applicable		
Average Service Response Time (Days)	Not applicable	7.8		8.2		Not applicable		

Maximum Revenue Amount at Risk \$4,000,000

(1) Performance indicator information is submitted monthly by each major NYS utility.

(2) CSPI - Customer Service Performance Index. CSPI includes service quality measurements established separately for each utility and do not include all monthly performance indicator measures.

(3) Contact Satisfaction Index is not maintained by RG&E

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Rochester Gas and Electric Corporation (RG&E)

Exhibit_(SQRP-2)
Sheet 2

The information on this chart is based on the monthly customer service quality information provided by all major NYS utilities. It also identifies specific service quality measures that are part of each company's Customer Service Performance Incentive (CSPI).

Performance Indicators (1) & CSPIs (2)	Performance Thresholds	Performance Year Ending 2008	Meet 2008 Threshold Yes / No	FOUR Months Sept. - Dec. 2008	Meet Sept - Dec. Threshold Yes / No	Maximum 2008 Revenue Amount at Risk	Performance Year Ending 2007	Performance Year Ending 2006
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RG&E's CSPI measures (6) using Monthly Performance Indicator data:

PSC Complaints to the PSC	2.5	0.88	Yes	1.25	Yes	\$533,333	1.5	1.0
Customer Interaction Service Index (3)	7.2 - 7.6	7.7	Yes	7.6	Yes	\$533,333	7.7	7.8
Appointments Kept	95 - 97 %	99.2%	Yes	99.1%	Yes	\$533,333	99.0%	99.0%
Calls Answered in 30 Seconds	77.00%	79.6%	Yes	78.0%	Yes	\$533,333	53.0%	67.4%
Billing Accuracy	97.60 - 97.75%	98.81%	Yes	98.78%	Yes	\$533,333	98.23%	98.96%
Estimated Meter Reads	10.00%	3.78%	Yes	4.08%	Yes	\$533,333	5.6%	4.6%

Performance Indicator for RG&E :

Average Service Response Time (Days)	Not applicable	8.1		6.1		Not applicable
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Maximum Revenue Amount at Risk \$3,200,000

(1) Performance indicator information is submitted monthly by each major NYS utility.

(2) CSPI - Customer Service Performance Index. CSPI includes service quality measurements established separately for each utility and do not include all monthly performance indicator measures.

(3) Customer Interaction Service Index is measured based on a top score of 10. Contact Satisfaction Index is not maintained by RG&E, but is part of NYSEG's CSPI.

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