

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

Response to DPS Interrogatories – Set DPS15  
Date of Response: 07/03/2008  
Responding Witness: Infrastructure Investment Panel

Question No. :211.6

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

Response:

Energy Services has been operating with conventional communication methods with our customers for many years. With the implementation of this new system and process, we intend to provide real time service to our customers. We want our customers to be able to access information regarding their service request any time via a web inquiry or telephone prompting system. We believe we will gain economy by becoming more efficient in our operations. We intend to reduce the number of redundant phone calls, correspondence and unnecessary field visits. This may result in a cost avoidance (not having to hire additional staff to meet projected workload) after the first rate year.