

**Program Administrator:** KeySpan Gas East Corporation d/b/a National Grid  
**Program/Project:** Residential High-Efficiency Heating and Water Heating and Controls  
**Reporting period:** Quarter 3 (July - September) 2009  
**Report Contact person:** Lynn Westerlind

**1. Program Status**

- (a) National Grid’s Residential High-Efficiency Heating and Water Heating and Controls Program showed signs of growth during September. The installation of high-efficiency equipment was particularly robust in Long Island. However, a number of factors continue to limit the program’s success, including the economic turndown, local building department venting restrictions and higher installation costs of higher efficiency equipment. In order to accelerate program growth in the region, National Grid is taking active measures such as developing targeted marketing campaigns, participating in collaborative discussions with local building departments regarding venting regulations, driving additional community outreach, and developing contractor events and education classes.
- (b) There were no additional key aspects of program performance goals.
- (c) There were no updates to the forecast of net energy and demand impacts.

**2. Program Implementation Activities**

**(a) Marketing Activities**

Preparations for the Educational and Energy Efficiency Expo, a joint effort of National Grid, Con Edison, and the Master Plumber Council scheduled for October 7, were underway. The event is expected to draw more than 600 residential and commercial heating contractors, building inspectors, developers and solar installers. National Grid’s Marketing group put the finishing touches on a 16-page program booklet for distribution at this event.

A new National Grid brand campaign under the theme “3% Less” was launched on September 15<sup>th</sup> and will run through mid-November. Targeted radio, TV and online ads are running in select geographies across National Grid’s service territory, along with bill inserts and specific employee communications. The campaign is focused on increasing customer awareness of National Grid as a provider of energy efficiency services and solutions and encourages customers to make a pledge of reducing their individual energy consumption by 3% less energy every year for the next ten years. Customers can fulfill this pledge by participating in most of the energy efficiency programs and services offered by National Grid.

<b>Date</b>	<b>Topic</b>	<b>Location</b>	<b>Audience Type</b>
07/11/2009	First Annual Hempstead Renaissance Festival	Long Island, NY	National Grid customers
07/17/2009	Green Week	Keyspan Park, Brooklyn, NY	National Grid customers

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Date	Topic	Location	Audience Type
08/27/2009	New York State Fair	Syracuse, NY	People from all over the state attend the State Fair. An estimated 25,000 people will visit each day.

Date	Topic	Location	Audience Type
9/1/09	NYSBA Intro to Energy Star Workshop	BIANYC - Staten Island	Building Contractors
9/9/09	Long Island Builders Institute (LIBI) Event	Long Island, NY	Building Contractors
9/10/09	Air Conditioning Contractors of America (ACCA)	LI, NY	Heating and Cooling Contractors

**(b) Evaluation Activities**

National Grid has begun a process evaluation of several programs, including the Residential High-Efficiency Heating and Water Heating and Controls Program.

**(c) Other Activities**

National Grid is focusing on developing a network of trained installers for high-efficiency heating and water heating equipment in the New York metropolitan area. During August, the second training session was completed for the Company's new residential heating Building Performance Institute (BPI) certification course. This new BPI heating course, with a concentration on hydronic and steam systems, was developed by BPI for National Grid. The purpose of developing this new BPI heating course is to assist in transforming and growing the hydronic high-efficiency heating market in the metropolitan New York Region.

More than 50 heating contractors have completed the first two sessions which were attended by either the principal or Master Plumber of an organization/company. Additional sessions are scheduled for September through October 2009.

Date	Topic	Location	Audience Type
07/13/2009	Nortiz Hot Water	Melville, NY	Heating Contractors
07/15/2009	Burnham's ES2 and IQ Control System	Canarsie	Heating Contractors

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Date	Topic	Location	Audience Type
07/28/2009	Burnham in house alpine and freedom	Melville, NY	Heating Contractors

Date	Topic	Location	Audience Type
Aug 25, 26 & 27	Combustion Analyzer Training	Melville, NY	NY and LI Heating Contractors
Aug 27	Boiler Training (LAARS Residential Boilers)	Canarsie, NY	NY Heating Contractors
Aug 11	Water heating Training (Rheem Tankless and Indirect Water heaters)	Canarsie, NY	NY Heating Contractors
Aug 6	Boiler Training (Weil Mclain Residential Boilers)	Riverhead, NY	LI Heating Contractors

Date	Topic	Location	Audience Type
9/9/09	Veissman Boiler Equipment training	Melville, LI	NY & LI Heating Contractors
9/10/09 – 9/25/09	Heating Building Performance Institute (BPI) certification training	Melville, LI	NY & LI Heating Contractors
9/23/09	Honeywell Boiler Reset Control training	Melville, LI	NY & LI Heating Contractors

### 3. Customer Complaints and/or Disputes

No customer complaints have been received.

### 4. Changes to Subcontractors or Staffing

There have been no changes to staff, subcontractors or consultants.

### 5. Additional Issues

There are no additional issues.

<b>Program Administrator</b>	KeySpan Gas East Corporation d/b/a National Grid
<b>Quarter</b>	2009 Quarter 3
<b>Filing</b>	Expedited Fast Track Gas Energy Efficiency Programs
<b>Program Administrator (PA) and Program ID</b>	NGRIDGA02
<b>Program Name</b>	Residential High-Efficiency Heating and Water Heating and Controls Program
<b>Program Type</b>	Residential Rebate
<b>Acquired Impacts This Quarter</b>	
Net first-year annual kWh <sup>1</sup> acquired this quarter	-
Quarterly net first-year annual kWh Goal	-
Percent of quarterly Net kWh Goal Acquired	
Net Peak <sup>2</sup> kW acquired this quarter	-
Quarterly Utility Net Peak kW Goal	-
Percent of quarterly Peak kW Goal Acquired	
Net First-year annual therms acquired this quarter	13,137
Quarterly Net Therm Goal	72,204
Percent of Quarterly Therm Goal Acquired	18%
Net Lifecycle kWh acquired this quarter	-
Net Lifecycle therms acquired this quarter	223,719
<b>Net Other Quarterly Savings (MMBTUs) Acquired</b>	
Coal	-
Kerosene	-
Oil	-
Propane	-
<b>Total Acquired Net First-Year Impacts To Date</b>	
Net first-year annual kWh acquired to date	-
Net first-year annual kWh acquired to date as a percent of annual goal	
Net first-year annual kWh acquired to date as a percent of 3-year goal	
Net cumulative kWh acquired to date	-
Net utility peak kW reductions acquired to date	-
Net utility peak kW reductions acquired to date as a percent of utility annual goal	
Net utility peak kW reductions acquired to date as a percent of 3-year goal	
Net NYISO peak kW reductions acquired to date	-
Net first-year annual therms acquired to date	13,137
Net first-year annual therms acquired to date as a percent of annual goal	8%
Net first-year annual therms acquired to date as a percent of 3-year goal	2%
Net cumulative therms acquired to date	13,137
<b>Total Acquired Lifecycle Impacts To Date</b>	
Net Lifecycle kWh acquired to date	-
Net Lifecycle therms acquired to date	223,719
<b>Committed<sup>3</sup> Impacts (not yet acquired) This Quarter</b>	
Net First-year annual kWh committed this quarter	-
Net Lifecycle kWh committed this quarter	-
Net Utility Peak kW committed this quarter	-
Net first-year annual therms committed this quarter	-
Net Lifecycle therms committed this quarter	-
Funds committed at this point in time	-
<b>Overall Impacts (Achieved &amp; Committed)</b>	
Net first-year annual kWh acquired & committed this quarter	-
Net utility peak kW acquired & committed this quarter	-
Net First-year annual therms acquired & committed this quarter	13,137

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<b>Program Name</b>	Residential High-Efficiency Heating and Water Heating and Controls Program
<b>Program Type</b>	Residential Rebate
<b>Costs</b>	
Total program budget	\$ 1,051,683
Administrative costs	\$ 35,731
Program Planning	\$ -
Marketing costs	\$ (644)
Trade Ally Training	\$ (7,058)
Incentives, rebates, grants, direct install costs, and other program costs going to the participant	28,225
Direct Program Implementation	\$ 9,907
Evaluation	\$ 74
Total expenditures to date	\$ 66,235
Percent of total budget spent to date	6%
<b>Participation</b>	
Number of program applications received to date	184
Number of program applications <i>processed</i> to date <sup>4</sup>	184
Number of processed applications <i>approved</i> to date <sup>5</sup>	184
Percent of applications received to date that have been processed	100%
<b>Carbon Emission Reductions (in tons)</b>	
Total Acquired Net First-Year Carbon Emission Reductions To Date	77
Total Acquired Cumulative Net Carbon Emission Reductions To Date	77
<b>NOTES:</b>	

<sup>1</sup> First-year savings are defined as the annual savings expected from a given measure in the first year after installation. The annual savings are sometimes the result of annualizing estimated savings that are based on data that cover less than one year.

<sup>2</sup> Peak is defined uniquely for each utility.

<sup>3</sup> Committed savings are defined as those for which funds have been encumbered by not yet spent. When the funds are spent (i.e., a rebate check has been sent to the participant on a specific date), the savings are then considered "acquired."

<sup>4</sup> An application is processed once the PA has reviewed the application and made a decision whether to approve the incentive payment to the customer. Once the decision has been made to pay the incentive to the customer, these funds and their associated energy and demand impacts become "Committed."

<sup>5</sup> The application is approved once the decision has been made to pay the incentive to the customer. Note that these funds and their associated energy and demand impacts become "Committed" once this decision is made.

<sup>6</sup> See *CO<sub>2</sub> Reduction Values* tab.

<sup>7</sup> Until a naming convention for program ID is defined, the Company has used the first five characters to represent the PA, the sixth character represents G (gas) or E (electric), the seventh character represents A (residential), B (low income) and C (commercial) and the eighth and ninth characters are numeric in ascending order.