

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 4 (October - December) 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 strong growth during the fourth quarter. The installation of high-efficiency equipment continued to be robust in Long Island. The increased growth can be attributed to the activities National Grid has implemented, such as continuing to leverage our existing relationships with local heating, building, manufacturers and other trade relationships; collaborating with local building departments regarding high efficiency 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

An integrated marketing plan has been developed to support the In-Home Energy Audit, High-Efficiency Heating Equipment and Weatherization programs for residential gas customers in New York City and Long Island. This campaign will complement the ongoing search engine marketing campaign supporting the downstate New York markets with selected key words and ad placements via Google, Yahoo, and MSN.

Events

Date	Topic	Location	Audience Type
10/26/2009	Cool Homes Contractor Breakfast	Long Island, NY	Builders

Date	Topic	Location	Audience Type
11/09/2009	Vision Long Island - Smart Growth Summit.	Hauppauge, NY	Builders and Developers
11/18/2009 – 11/19/2009	Advanced Energy Research & Technology Center	Hauppauge, NY	Manufacturers, Utilities, Governmental agencies and local trade groups

Date	Topic	Location	Audience Type
12/16/2009	Heating Manufacturer Meeting	Melville, NY	manufacturers of high efficiency heating equipment

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(b) Evaluation Activities

National Grid is carrying out a process evaluation of its fast track programs. Interviews of program actors are underway.

(c) Other Activities

Contractor Training Events

Date	Topic	Location	Audience Type	Number of Attendees
October 1, 2, 5, 8, 12, 15, 21	BPI Heating Training	Long Island, NY	NY & LI Plumbing Contractors	20
10/13/2009	Steam Boiler Training	Long Island, NY	Plumbing Contractors	50
10/21/2009	NORITZ-WALLWORKS-riverhead	Long Island, NY	Plumbing Contractors	50
10/22/2009	MIDCO INTERNATIONAL-NEIL Heating Training	Long Island, NY	Plumbing Contractors	60

Date	Topic	Location	Audience Type	Number of Attendees
11/04/2009	BAXI TRAINING	Melville, NY	Heating Trade	70
11/12/2009	ENERWORKS INC SOLAR EQUIPMENT	Melville, NY	Heating Trade	80

Date	Topic	Location	Audience Type	Number of Attendees
12/15/2009	Dunkirk Boiler Training	Melville, NY	Heating Trade	70

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3. Customer Complaints and/or Disputes

In October we received two complaints from customers who did not receive a rebate for the heating equipment they installed. Both issues have been resolved.

Type of Complaints

- 1) Customer installed a steam system with an 81.7 % AFUE rating which did not meet rebate qualification standards.
- 2) Customer installed a high efficiency heating system but did not submit the required invoice with the Make and Model of the unit they installed. Our processing center was able to obtain an invoice from the installing contractor and process the rebate.

4. Changes to Subcontractors or Staffing

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

5. Additional Issues

There are no additional issues.

Program Administrator	KeySpan Gas East Corporation d/b/a National Grid
Quarter	2009 Quarter 4
Filing	Expedited Fast Track Gas Energy Efficiency Programs
Program Administrator (PA) and Program ID	NGRIDGA02
Program Name	Residential High-Efficiency Heating and Water Heating and Controls Program
Program Type	Residential Rebate
Acquired Impacts This Quarter	
Net first-year annual kWh ¹ acquired this quarter	-
Quarterly net first-year annual kWh Goal	-
Percent of quarterly Net kWh Goal Acquired	
Net Peak ² 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	46,047
Quarterly Net Therm Goal	72,204
Percent of Quarterly Therm Goal Acquired	64%
Net Lifecycle kWh acquired this quarter	-
Net Lifecycle therms acquired this quarter	827,032
Net Other Quarterly Savings (MMBTUs) Acquired	
Coal	-
Kerosene	-
Oil	-
Propane	-
Total Acquired Net First-Year Impacts To Date	
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	59,184
Net first-year annual therms acquired to date as a percent of annual goal	35%
Net first-year annual therms acquired to date as a percent of 3-year goal	7%
Net cumulative therms acquired to date	59,184
Total Acquired Lifecycle Impacts To Date	
Net Lifecycle kWh acquired to date	-
Net Lifecycle therms acquired to date	1,050,751
Committed³ Impacts (not yet acquired) This Quarter	
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	-
Overall Impacts (Achieved & Committed)	
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	46,047

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Program Name	Residential High-Efficiency Heating and Water Heating and Controls Program
Program Type	Residential Rebate
Costs	
Total program budget	\$ 1,051,683
Administrative costs	\$ 62,637
Program Planning	\$ -
Marketing costs	\$ 128,047
Trade Ally Training	\$ 3,112
Incentives, rebates, grants, direct install costs, and other program costs going to the participant	250,375
Direct Program Implementation	\$ 48,331
Evaluation	\$ 2,790
Total expenditures to date	\$ 597,569
Percent of total budget spent to date	57%
Participation	
Number of program applications received to date	843
Number of program applications <i>processed</i> to date ⁴	843
Number of processed applications <i>approved</i> to date ⁵	843
Percent of applications received to date that have been processed	100%
Carbon Emission Reductions (in tons)	
Total Acquired Net First-Year Carbon Emission Reductions To Date	346
Total Acquired Cumulative Net Carbon Emission Reductions To Date	346

NOTES:

¹ 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.

² Peak is defined uniquely for each utility.

³ 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."

⁴ 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."

⁵ 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.

⁶ See *CO₂ Reduction Values* tab.

⁷ 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.