

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

1. Program Status

- (a) and (b) There are no issues that may alter the achievement of project performance goals.
- (c) There are no updates to the forecast of net energy and demand impacts.

2. Program Implementation Activities

(a) Marketing Activities

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.

A new customer Web site, [www.powerofaction.com](http://www.powerofaction.com), launched on September 15<sup>th</sup> coinciding with the 3% Less brand campaign. The new site replaces the existing energy efficiency website, [www.thinksmarthinkgreen.com](http://www.thinksmarthinkgreen.com) and integrates the former disparate National Grid Web entities related to energy efficiency, conservation ([www.nationalgridfloer.com](http://www.nationalgridfloer.com)), and gas conversion ([www.nationalgridus.com/myngrid](http://www.nationalgridus.com/myngrid)) together for a more seamless customer user experience. As part of the new site, customers can pledge to do “3% Less” as part of the corporate brand campaign as well as getting a personal online energy evaluation.

Date	Topic	Location	Audience Type
7/01/2009	Concert in the Park Series	Buffalo, NY	National Grid Customers
7/02/2009	NYSERDA Press Conference	Syracuse, NY	NYSERDA team Project partners from National Grid, MDA, Chamber, TDO, SBDC/SBA, Clarkson, Cornell, SU, ESF, Morrisville State College, Binghamton University and county executives
7/08/2009	Concert in the Park Series	Buffalo, NY	National Grid Customers
7/09/2009	Baldwinsville Library – Energy Efficiency Discussion	Baldwinsville, NY	Board of Trustees for the library and Mike Kelleher of ESF
7/10/2009	F.O.C.U.S. Greater Syracuse CORE group	Syracuse, NY	Board Members, Green USA and CORE Group Members
7/21/2009	Positive Energy Meeting	Syracuse, NY	Syracuse Energy Efficiency Group and Positive Energy
7/25/2009	ECOfest	Syracuse, NY	National Grid Customers
7/27/2009	Tri Valley Cats Baseball Game – Go Green Night	Troy, NY	National Grid Customers

<b>Program Administrator</b>	Niagara Mohawk Power 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>	NGRIDGA01
<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	202,974
Quarterly Net Therm Goal	65,111
Percent of Quarterly Therm Goal Acquired	312%
Net Lifecycle kWh acquired this quarter	-
Net Lifecycle therms acquired this quarter	3,830,887
<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	202,974
Net first-year annual therms acquired to date as a percent of annual goal	134%
Net first-year annual therms acquired to date as a percent of 3-year goal	27%
Net cumulative therms acquired to date	202,974
<b>Total Acquired Lifecycle Impacts To Date</b>	
Net Lifecycle kWh acquired to date	-
Net Lifecycle therms acquired to date	3,830,887
<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	202,974

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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	\$ 419,671
Administrative costs	\$ 102,636
Program Planning	\$ 605
Marketing costs	\$ 26,332
Trade Ally Training	\$ -
Incentives, rebates, grants, direct install costs, and other program costs going to the participant	\$ 217,389
Direct Program Implementation	\$ -
Evaluation	\$ 3,666
Total expenditures to date	\$ 350,629
Percent of total budget spent to date	84%

<b>Participation</b>	
Number of program applications received to date	1,112
Number of program applications <i>processed</i> to date <sup>4</sup>	1,112
Number of processed applications <i>approved</i> to date <sup>5</sup>	1,112
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	1,187
Total Acquired Cumulative Net Carbon Emission Reductions To Date	1,187

**NOTES:**

<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 character 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.

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Date	Event	Event Attendees	Location
08/22/2009	Fulton Library sponsoring "Green Energy Day" at the Fulton YMCA	Residential Customers	Fulton, NY
08/27/2009 - 09/07/2009	<b>The Great NY State Fair</b> National Grid staffed a large booth devoted to Energy Efficiency and distributed a large amount of information and seed packets with energy saving tips on them. Two interactive kiosks allowed people to take a quiz to see "How Green They Are"; this was popular with customers. This ten-day event allowed the Company to provide education and program information to many customers.	Residential, Small Business and Commercial and Industrial Customers	Syracuse, NY

Date	Event	Event Attendees	Location
09/03/2009	SUNY Albany: Back-to-School Energy Fair	Residential customers affiliated with SUNY Albany	Albany, NY
09/15/2009	National Grid Employee Expo	National Grid Employees	Syracuse, NY
9/14-9/16/2009	International Healthy Building Expo	Builders and engineers from around the world	Syracuse, NY

(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

There are no other activities to report.

3. Customer Complaints and/or Disputes

National Grid continued to receive complaints regarding the Interim Gas Program from customers who did not provide their completed paperwork by the deadline of June 30, 2009. EFI, the Company's rebate processing vendor, has been forwarding these customer complaints/disputes to the Energy Efficiency team at National Grid directly; Energy Efficiency staff are proactively reaching out to these customers and resolving these issues on a case-by-case basis.

4. Changes to Subcontractors or Staffing

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

5. Additional Issues

There are no additional issues.