

Chapter 5

Process Improvement Survey Summary

The NYISO developed its price-responsive load (PRL) programs through a collaborative process administered through the PRL Working Group (PRLWG). Participants included NYISO Members (generators and retailers) and other interested parties such as end-use customers, enabling technology vendors, energy service companies, and representatives of interest groups.

In addition to participating in the collaborative design effort, two state agencies worked closely with the NYISO to implement the PRL programs. The Department of Public Service (DPS) played an important role by coordinating the tariff filings of the LSEs it regulates, which resulted in uniform PRL programs being offered statewide from the default service providers, and the New York State Energy Research and Development Authority (NYSERDA), which administers the state's system benefit funds. This year, NYSERDA earmarked funds for projects that would enable customers to adopt load management practices, and specifically to enable customers to participate in the PRL programs promulgated by the NYISO and implemented by the LSEs and others, such as curtailment service providers (CSP). CSPs are entities that market unbundled PRL services to customers; they provide neither wires nor commodity service to the customers.

To evaluate how well the NYISO and the state agencies performed their roles in promulgating customer participation in PRL programs, Neenan Associates developed and administered a process improvement survey to the LSEs and CSPs involved in marketing PRL programs last summer. The goal was to collect and analyze quantitative and qualitative data, reflecting the opinions and attitudes of LSEs and CSPs, that would describe how LSEs and CSPs viewed the performance of the three entities that managed the PRL program design and implementation process. The results provide a platform for identifying ways to make the program designs more effective, and to improve processes and procedures that provide the infrastructure for implementing these programs.

A steering group comprised of representatives of the LSEs, the DPS, NYSERDA, and NYISO, oversaw the survey design process and approved the final instrument and survey plan. Survey instruments were sent to all six LSEs and to the 13 CSPs that had customers registered for participation in either EDRP or DADRP.

Responses were received from all LSEs and three CSPs. Included in the latter category was a survey completed by NYSERDA from the perspective of its role as partners with LSEs and CSPs in attracting participation by end use customers. Its responses were generally limited to questions involving the design of PRL programs, in effect serving as a reviewer of the NYISO's performance. Responding entities were responsible for over half of the subscribers to the PRL programs last summer.

Neenan Associates also interviewed the DPS and NYISO, along with NYSERDA, and the results will be incorporated into recommendations for program improvements that pertain to the individual PRL program features, and to the actions of the three entities responsible for fostering customer participation in PRL programs.

The completed surveys results were tabulated and average scores were calculated for the individual questions. The report that follows presents these data and provides an analysis of the implications for improving PRL programs performance, from the perspective of those responsible for recruiting customers to participate in the EDRP and DADRP programs. The report utilizes the survey instrument format so that the reader can easily associate questions and responses. The appendix includes a table of the responses to each question, including comments provided by respondents, indicated only as being an LSE or CSP. Responses were edited, where necessary, to protect the confidentiality that respondents were assured Neenan Associates would observe.

Glossary of Terms

NYISO	New York Independent System Operator
LSE	Load Serving Entity
CSP	Curtailement Service Provider
NYSERDA	New York State Energy Research and Development Authority
DPS	New York State Department of Public Service
FERC	Federal Energy Regulatory Commission
EDRP	Emergency Demand Reduction program
DADRP	Day Ahead Demand Reduction Program
PRL	Price Responsive Load
PRL WG	Price Responsive Load Working Group
RTP	Real-time pricing
CBL	Customer baseline load
IDR	Interval data recorder
PON	Program opportunity notice (NYSERDA)

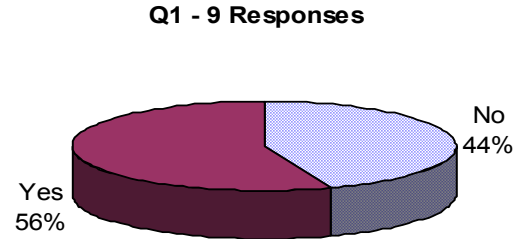
Processes Improvement Survey Analysis of Results

December 28, 2001

Section 1 - Background Information

1. Have you offered load management programs to retail customers in New York State during the 5 years prior to 2001?

Four of the five LSEs reported that they had offered load management programs in the past. One LSE and the three CSPs had not offered programs prior to last summer.

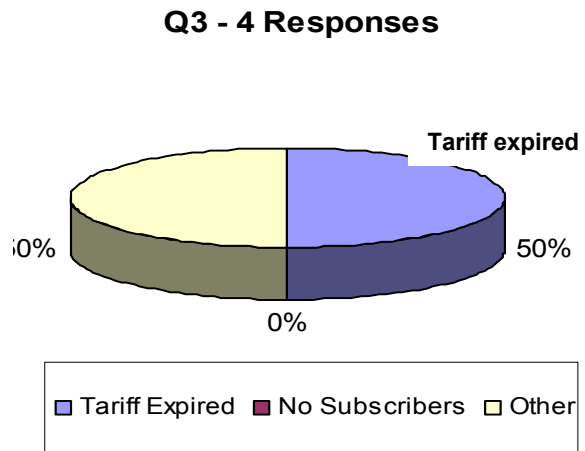


2. Please provide information describing load management programs offered by attaching relevant tariffs or other explanatory information.

Some LSEs provided hard copies of tariffs, others referred to their website

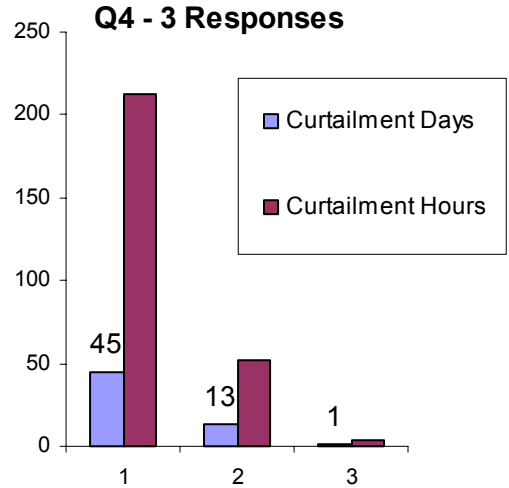
3. If a program that was offered in New York State during the past 5 years is no longer available, why was it terminated?

The two LSEs reported that while they had programs available, the tariff authority expired.



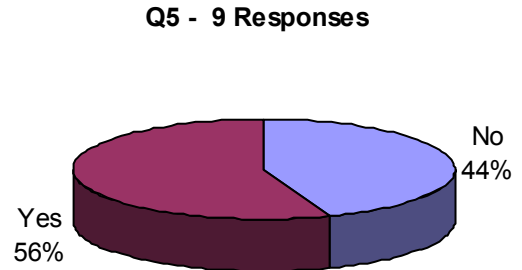
4. How many times during the past 5 years did you request that customers curtail their electricity usage under the provisions of these programs?

While 5 of 9 reported offering a program, only 3 LSEs reported exercising their curtailment rights, although one used it quite extensively. Since legacy programs were operated by the franchise LSE, how and when they were dispatched would reflect local more than state conditions.



5. Do you currently offer Real-Time Pricing (RTP) programs in New York State?

Most LSEs are offering some form of RTP-type service under mandated tariff structures. One LSE offers day-ahead RTP, based on DAM prices, as its standard offer for large customers. The others offer RTP-type programs on a voluntary basis.

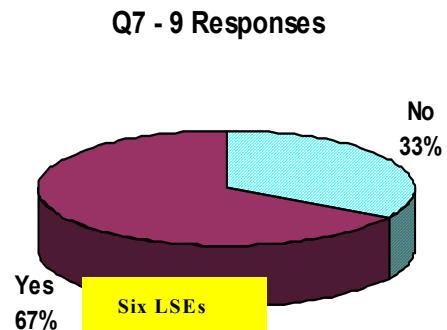


6. Please provide information describing the RTP programs you currently offer by attaching to the survey the relevant tariffs or other explanatory information.

Some LSEs provided hard copies of tariffs, others referred to website

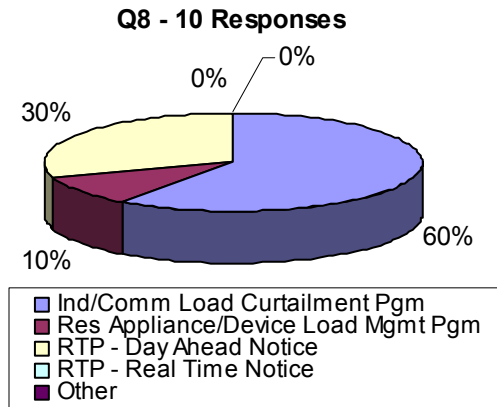
7. Prior to the approval of the NYISO programs, were you planning to implement other PRL programs to retail customers this past summer?

All LSEs reported that they had intended to implement load management programs for the summer of 2001. None of the CSPs had such plans.



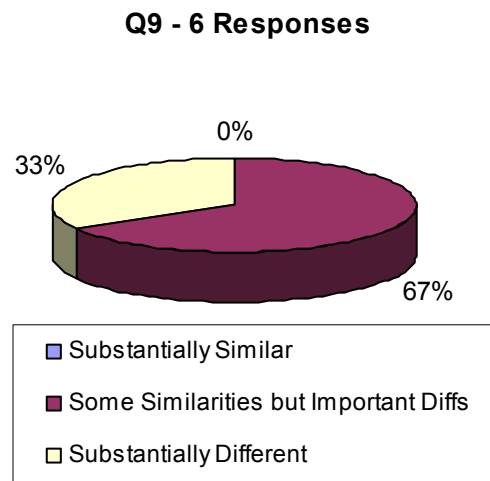
8. Which best describes the other PRL programs you intended to implement this past summer? (Multiple Response Question- “Check all that apply”)

All LSEs intended to offer a PRL program to larger commercial and industrial customers, but only one of them was also targeting residential customers.



9. How would you compare the NYISO PRL programs relative to those you had planned to implement this past summer?

Clearly, the LSEs had something else in mind; none reported that the NYISO program was substantially similar to what they had contemplated offering. However, few provided any clarifying explanations. One LSE considered a different financial arrangement from what the tariff allowed and an alternative CBL formulation.



Summary – Background

While there were few legacy load management programs operating at the start of 2001, most LSEs were planning to implement a program for the summer of 2001. Each program would have been made available only within jurisdictional boundaries, and would have exhibited important differences from what the LSEs ended up implementing, programs conforming to the NYISO wholesale PRL offerings. Clearly, the NYISO programs were substitutes for the programs the LSEs would have implemented.

The availability of the NYISO EDRP program provided the impetus for CSPs to become active in marketing PRL services, thereby expanding customers’ options with regard to from what entity they took service, and possibly choice in some of the terms of service.

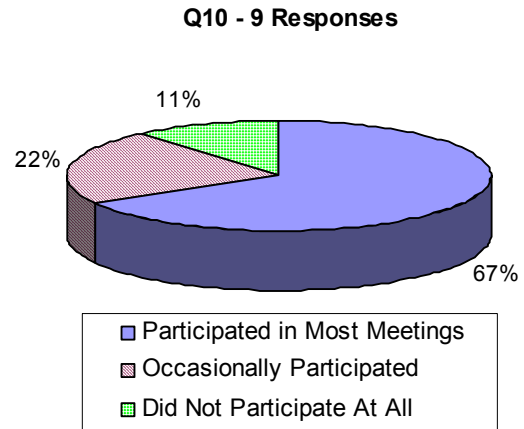
RTP service was generally available but appears to have enjoyed little customer acceptance.

Section 2 – Performance of the New York Independent System Operator

2.1 NYISO PRL Working Group

10. How would you describe your organization's involvement with the PRL Working Group's (PRLWG) development of PRL programs for the summer 2001?

All but one LSE reported being engaged with the process. That LSE expressed distinctly greater skepticism about the design and efficacy of the programs, as designed and operated during the summer 2001, throughout the survey.

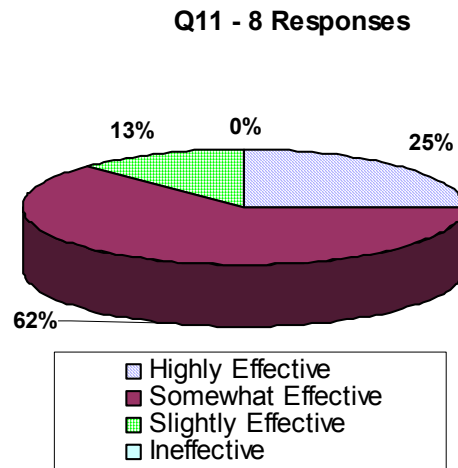


11. Overall, how effective was the PRLWG in developing Price Responsive Load (PRL) programs?

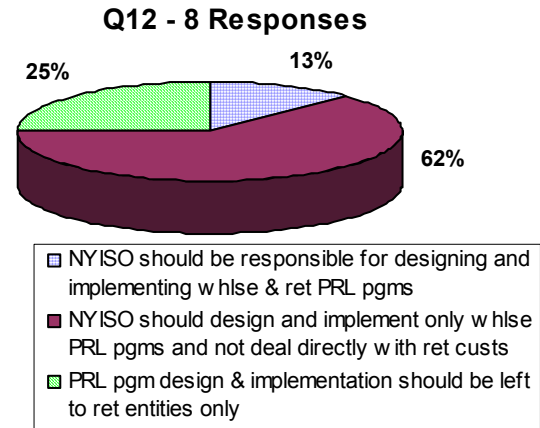
The view on effectiveness was tempered; some comments offered are as follows:

- Late implementation
- Forced and confining LSE program conformity
- LSEs would have done better on their own
- Frustration with WG processes and attempts to reach consensus
- Compromises to achieve consensus undermined program

However, two respondents gave NYISO credit for fulfilling the FERC mandate under confining and challenging circumstances



12. Which of the following best describes your organization’s position relative to the NYISO’s involvement in the design and implementation of PRL Programs?



A spit decision:

- *Five think the NYISO should stick to wholesale program design and not deal directly with retail customers.*
- *One (CSP) thinks the ISO should design and manage both retail and wholesale programs*
- *Two (both LSEs) think PRL should be left to the devices of retailers.*

Clearly, not all are on board with the current arrangements whereby LSEs restrict their programs to those that parallel the wholesale terms of trade the NYISO promulgates.

Responses for questions 13-22 involve various aspects of the operation and outcomes of the PRL WG:

13. PRLWG meetings were held often enough
14. Agendas for the PRLWG meetings were well defined
15. PRLWG meeting location in Albany was satisfactory
16. In PRLWG meetings, there was ample opportunity to voice and discuss conflicting points of view
17. The contractor’s presentations to the PRLWG clearly addressed critical issues
18. Presentations by NYISO staff at PRLWG meetings were clear and detailed
19. The PRLWG proceedings were responsive to the needs of retail customers
20. Recommendations made to the Business Issues Committee (BIC) were representative of the majority interest in the PRLWG
21. The PRLWG facilitated the completion of PRL programs in a timely manner
22. Reports on program participation and performance by the NYISO to the PRLWG were timely and informative

Figure 1 on the next page provides the tabulated responses to questions 13-22 along with observations on their implications.

Figure 1 - Responses to PRL Working Group questions

Satisfaction with NYISO PRL Working Group									
	Responses	Agree			Disagree			Avg	
		1	2	3	4	5	6		
Q13	7	43%	43%	14%	0%	0%	0%	1.71	
Q14	8	13%	75%	13%	0%	0%	0%	2.00	
Q15	8	25%	50%	13%	0%	13%	0%	2.25	
Q16	8	25%	25%	38%	13%	0%	0%	2.38	
Q17	8	13%	50%	38%	0%	0%	0%	2.25	
Q18	8	0%	25%	50%	25%	0%	0%	3.00	
Q19	8	0%	0%	38%	25%	25%	13%	4.13	
Q20	7	0%	43%	43%	14%	0%	0%	2.71	
Q21	8	13%	25%	25%	13%	13%	13%	3.25	
Q22	8	0%	50%	25%	13%	13%	0%	2.88	
								2.66	

Some high praise offered

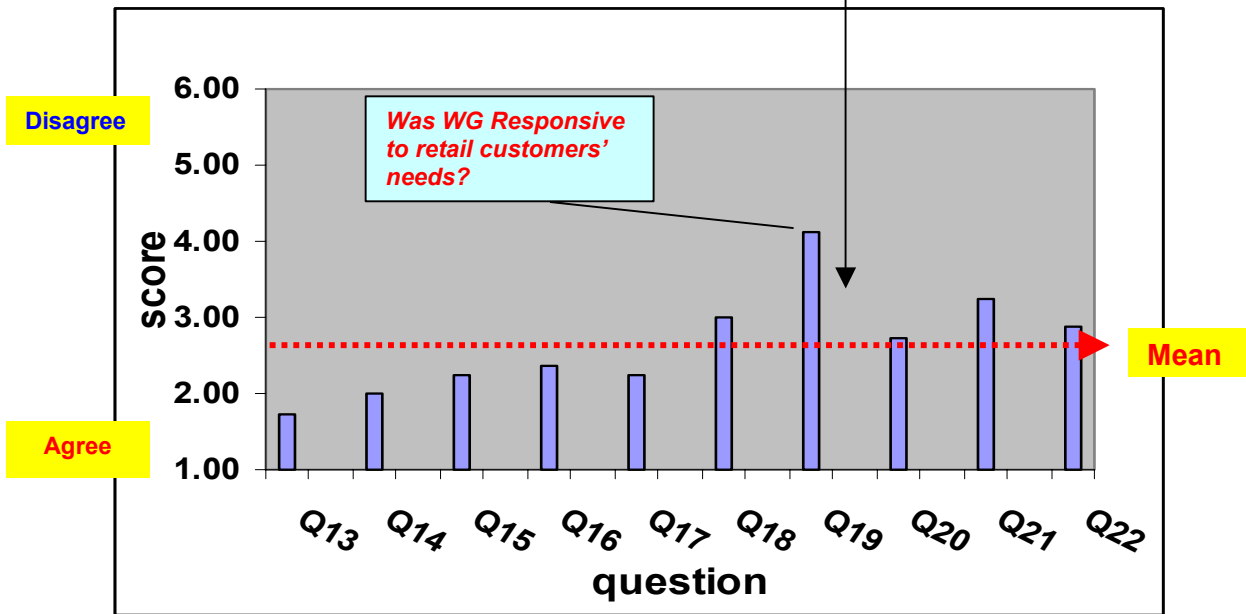
Two mentioned excessive influence of personal agendas

Technical level too high; failure to provide advanced copies of presentations;

Retail interests were not that well represented: Too complicated for retail customers; bias toward wholesale, not retail; don't understand needs of retail.

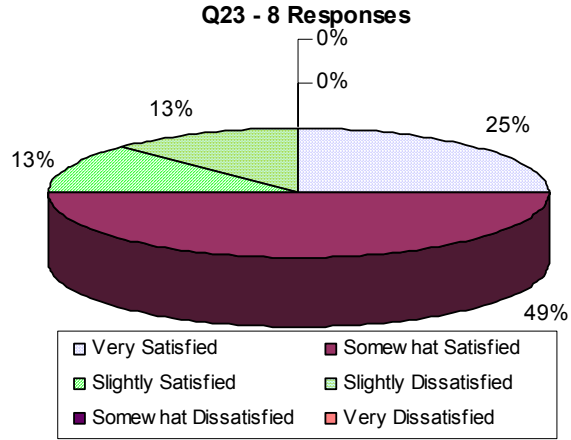
Issues were allowed to be unnecessarily dragged out, thereby delaying implementation.

Table values are the percent of respondents selecting that response category. The AVG is the weighted (by the category's ordinal value) average of all responses to the question.



23. Overall, how satisfied were you with the operation and recommendations of the NYISO PRLWG?

Generally, respondents were satisfied with how the NYISO's PRL WG served the interests of Members and customers in developing effective PRL programs. However, two were relatively less pleased with this process. Stemming from perceptions that retail customers interests were not being properly served, and that the commitment to achieving consensus delayed and compromised the final outcome.



Summary-PRL WG

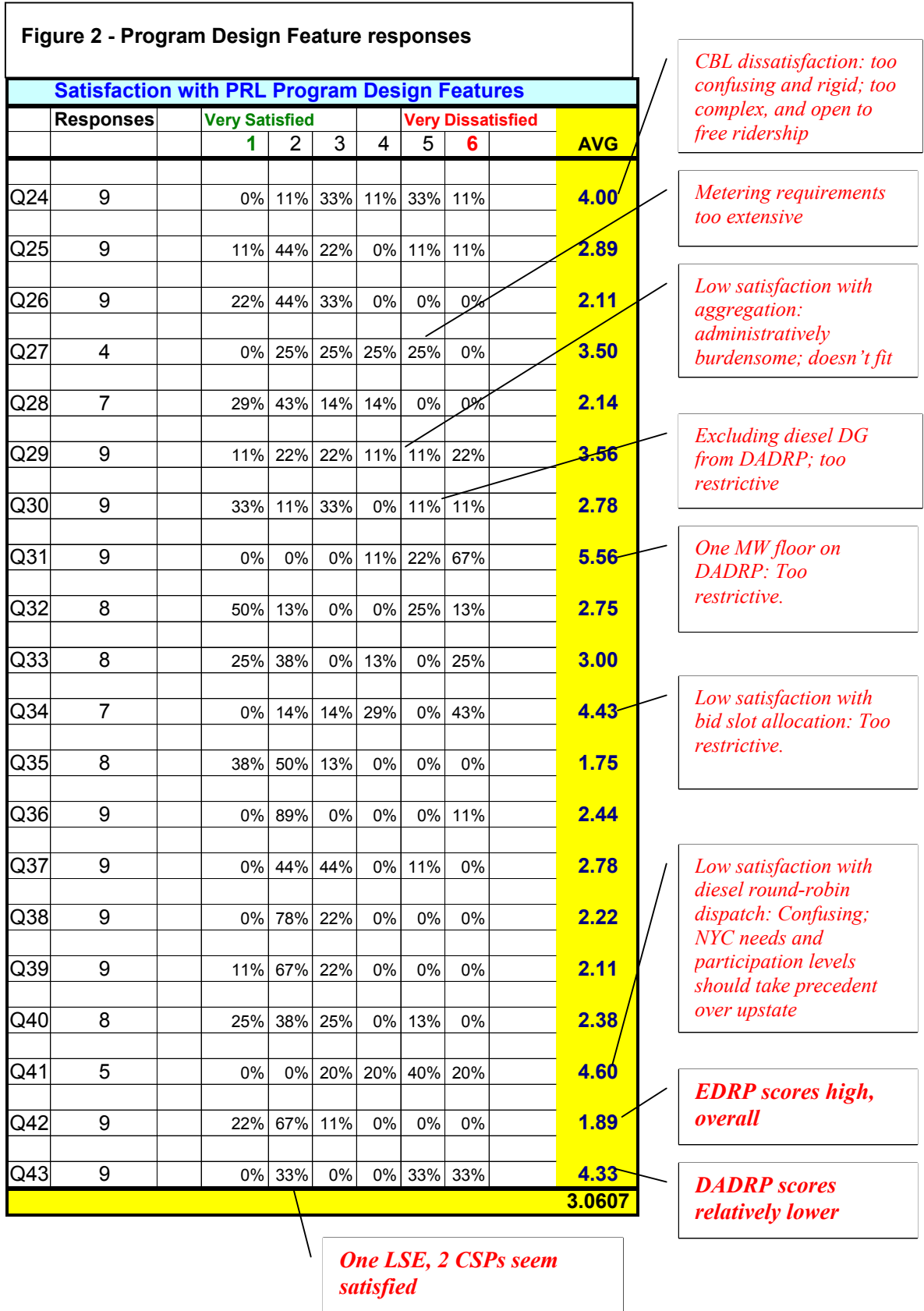
The process seemed to work, and respondents acknowledged the effort the NYISO put in to accomplish that end. Two are very satisfied with the process, but two, both LSEs, reported being dissatisfied. These are the LSEs that indicated that the NYISO should stay out of the retail PRL programs altogether. Major complaints are with the delays in getting the programs designed and ready for the market, and that retail customer needs were not given proper attention. Thus the paradox: the NYSIO should not meddle in retail affairs, and it should be more knowledgeable about customers needs in designing retail programs.

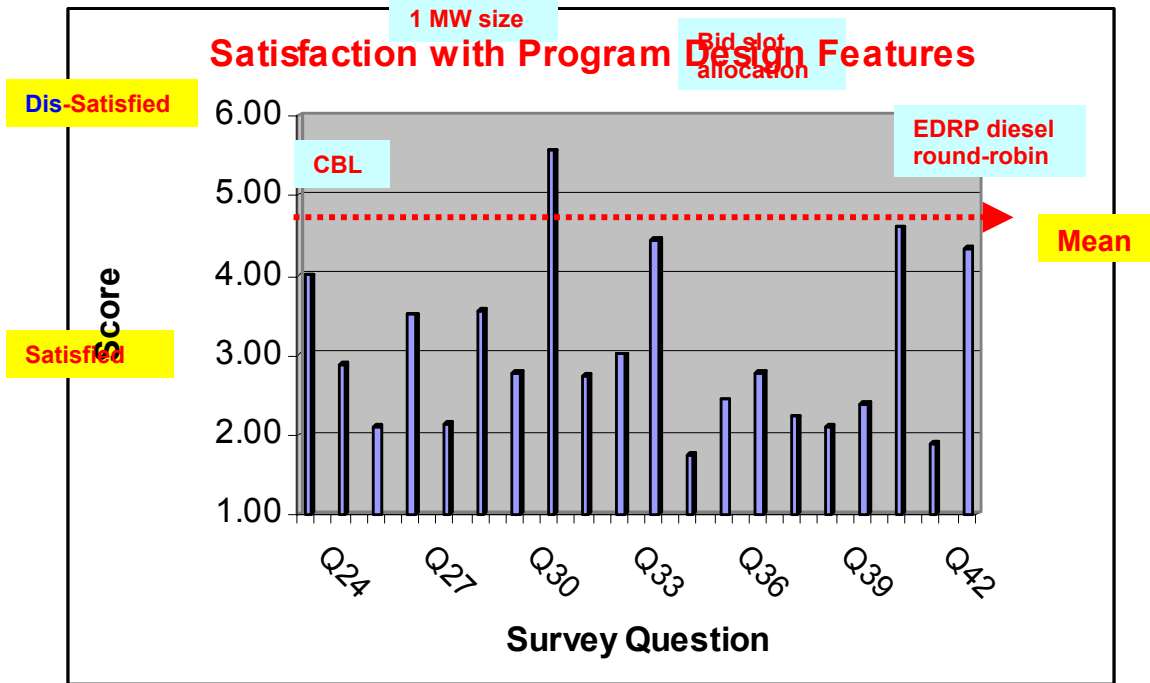
2.2 NYISO Performance Relative to Program Design Features

Questions 24-41 relate to specific features of the PRL programs that were implemented this summer. Questions 42 and 43 asked for an overall assessment of the EDRP and DADR p program features, respectively.

24. Method for calculating the CBL (Customer Baseline Load)
25. Eligibility requirement of 100 kW curtailable loads
26. Revenue grade interval meter requirement
27. Opportunity for alternative interval meter use: ANCI C.12
28. Customers can subscribe to PRL Programs directly with the NYISO
29. Ability to aggregate customers if each customer meets eligibility criteria
30. Exclusion on using Diesel On-Site Generation in DADRP
31. The 1 MW bidding increment requirement in DADRP
32. CSP participation in DADRP allowed as of 1/1/2002
33. DADRP incentive payment to offset LSE's risk
34. Method for allocating bid slots
35. Diesel on-site generation participation in EDRP
36. Minimum 2 hour notification for EDRP events
37. Courtesy non-binding day-ahead warning for EDRP events
38. \$500/MWH Payment floor in EDRP
39. The 4-hour minimum EDRP event duration
40. CSP retailer participation allowed in EDRP
41. Diesel on-site generation rotating curtailment schedule
42. Overall, how satisfied were you with the design features of the EDRP program?
43. Overall, how satisfied were you with the design features of the DADRP program?

Responses for questions 24-43 are shown in Figure 2 on the next page, along with interpretative comments.





Summary, Program Design Features

Overall, respondents were quite satisfied with the EDRP program design. But LSEs were less satisfied with DADRP. The CBL methodology, the restriction on the minimum bid size, and the method for the allocation of bid slots seem to underlay LSE dissatisfaction with DADRP. The CBL and the method for dispatching diesel generators reduced satisfaction with EDRP, although the latter provision was never needed.

2.3 NYISO EDRP Program Subscription Processes

Questions 44-48 refer to the process the NYISO set up to subscribe customers to the EDRP program.

- 44. NYISO EDRP workshop and DADRP training session in Albany
- 45. NYISO’s EDRP Program manual
- 46. NYISO’s DADRP Program manual
- 47. EDRP Registration Process with the NYISO
- 48. DADRP Registration Process with the NYISO

Responses for questions 44-48 are shown in Figure 3 below, along with interpretative comments.

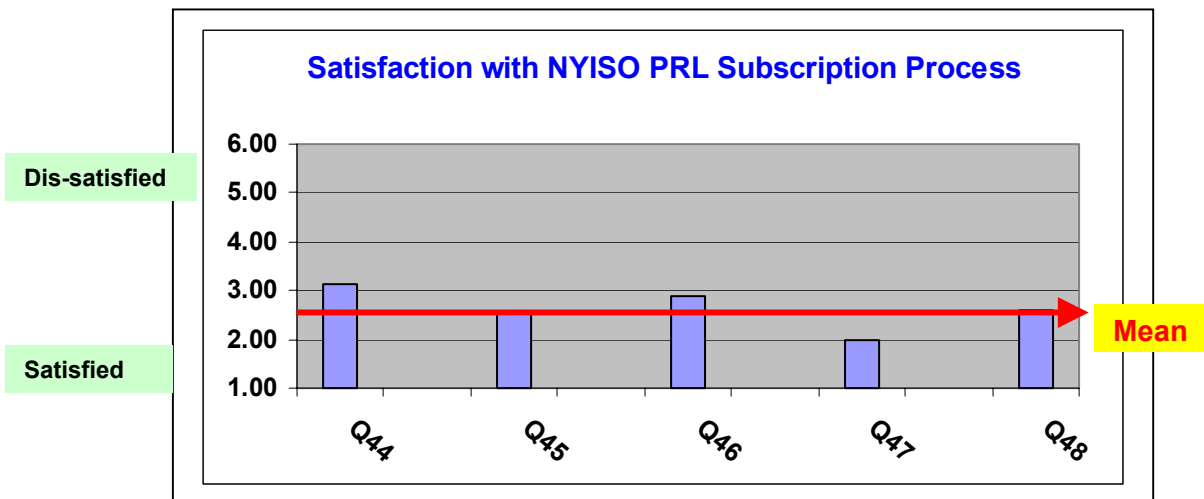
Figure 3 – EDRP Subscription Process Responses

Satisfaction with Program Subscription Process									
	Responses	Very Satisfied				Very Dissatisfied			AVG
		1	2	3	4	5	6		
Q44	8	13%	25%	25%	25%	0%	13%		3.13
Q45	9	11%	44%	33%	0%	11%	0%		2.56
Q46	9	22%	11%	33%	22%	11%	0%		2.89
Q47	9	33%	44%	11%	11%	0%	0%		2.00
Q48	5	0%	80%	0%	0%	20%	0%		2.60
									2.63

DADRP training session was horrible; is training targeted to the right audience?

Periodic reviews needed to respond to needs as they arise.

Overall good, but DADRP aggregate bids complex and confusing.

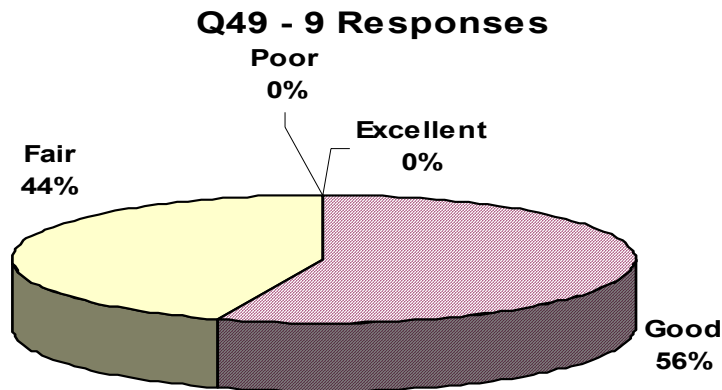


Summary- Subscription Process

Down the middle satisfaction: no 'Bads' and no Excellents'. LSEs were satisfied; the CSPs all voted Good.

Training session need to be better planned; what is the target audience and what do they need to know? Comments noted that payments had not yet been made

49. Overall, how would you rate the NYISO's ability to manage program implementation?



*The NYISO received **good** to fair grades on its performance in managing the implementation of its PRL programs.*

2.4 NYISO Notices and Event Bidding - EDRP Events

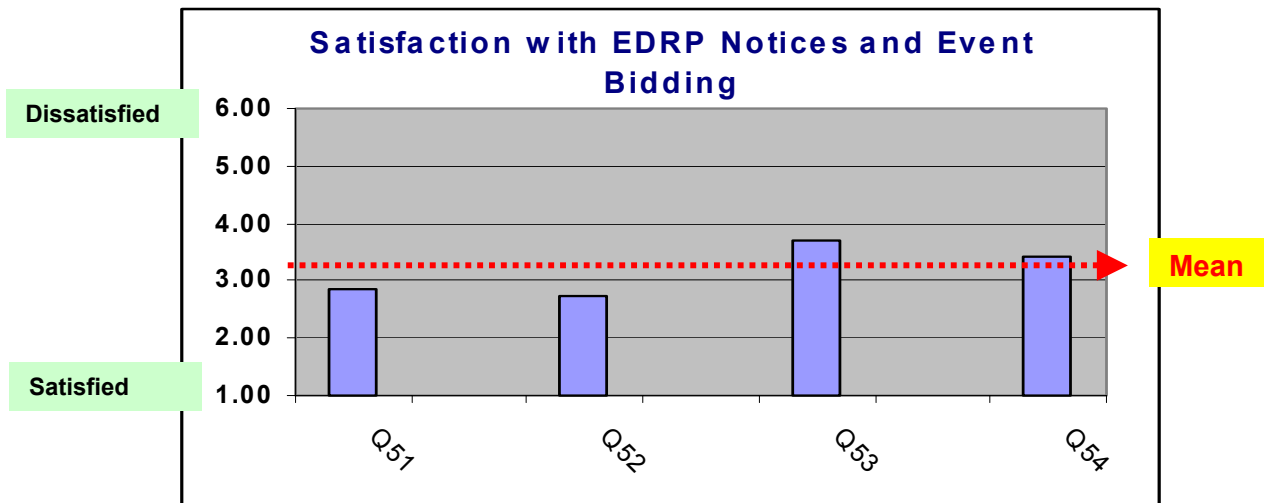
Question 51-54 refer to LSE and CSP satisfaction with aspects of EDRP notice and event bidding

- 51. Providing non-binding day-ahead advisories of EDRP events
- 52. Providing 2 hour minimum notification of EDRP events
- 53. Appropriately setting the EDRP event start time
- 54. Providing EDRP event extension notification

Responses to questions 51-54 are discussed and illustrated below

Satisfaction with EDRP Notices and Event Bidding										
Responses		Very Satisfied				Very Dissatisfied				AVG
		1	2	3	4	5	6			
Q51	7	0%	43%	43%	0%	14%	0%			2.86
Q52	7	0%	71%	14%	0%	0%	14%			2.71
Q53	7	0%	43%	0%	14%	29%	14%			3.71
Q54	7	0%	43%	0%	43%	0%	14%			3.43
										3.18

A single dissatisfied LSE

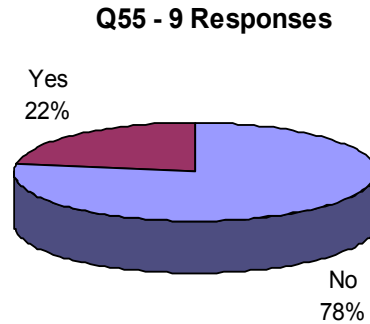


Summary –EDRP Event Notice

Respondents in general indicate some dissatisfaction with how EDRP event start times are set and event extensions are made. Two express deep dissatisfaction with certain aspects of event declaration and notification.

2.5 NYISO Performance with Notices and Event Bidding - DADRP Events

55. Did your organization have end-use customers register for the DADRP program you offered?



Only LSEs were authorized to provide DADRP service, and only two respondents reported subscribers

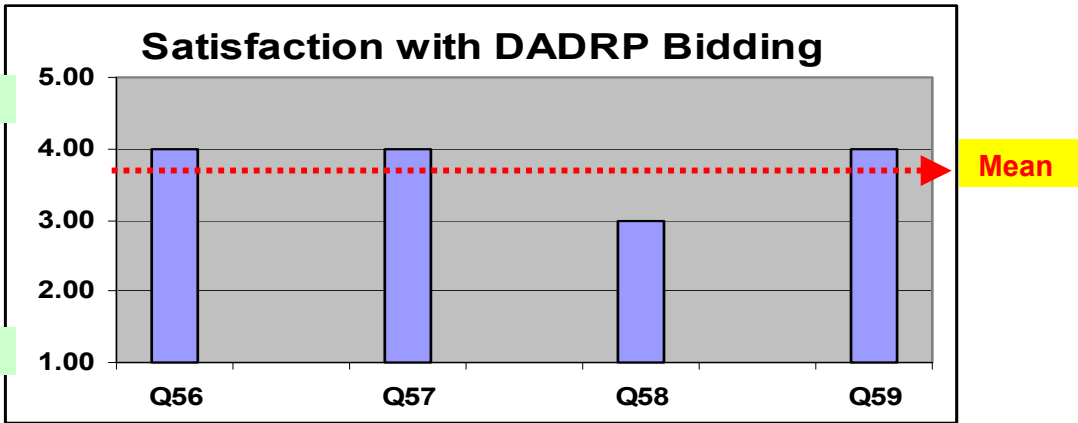
Responses to questions 56-60 regarding DADRP Notices and event bidding are illustrated and discussed below

- 56. DADRP bidding form design
- 57. Allocation of limited number of buses/bid slots
- 58 Availability of individual buses/bid slots for direct participants
- 59. Communicating the results of DADRP bids to LSEs

Satisfaction with DADRP Bidding									
	Responses	Very Satisfied			Very Dissatisfied			AVG	
		1	2	3	4	5	6		
Q56	2	0%	0%	50%	0%	50%	0%	4.00	
Q57	3	0%	33%	0%	33%	0%	33%	4.00	
Q58	2	0%	50%	0%	50%	0%	0%	3.00	
Q59	2	0%	0%	50%	0%	50%	0%	4.00	
								3.75	

No comments from the LSE who protests.

A different LSE joins protest, but with no explanation



Summary –DADRP Bidding Procedures

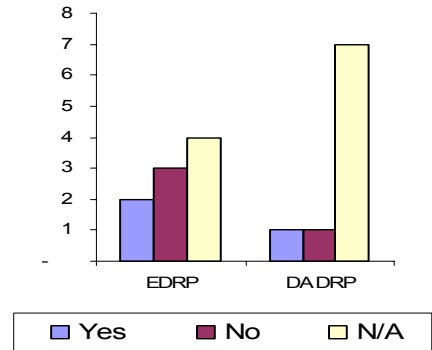
Low response because only two offered DADRP service. Yet, they voiced considerable dissatisfaction, but without any explanation.

2.6 NYISO Settlements

60. Were settlements for PRL program transactions completed by the NYISO within the prescribed time period?

The two LSEs offering DADRP split on their view. The predominance of N/A for EDRP likely reflects that few had received payment

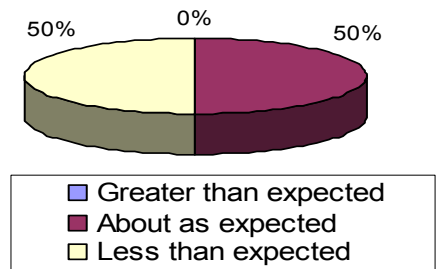
Q60 - 9 Responses



61. How did the settlement amounts correspond to your organization’s expectations of what you should have received?

One stated CBL issues caused it to get less than expected. Another noted that penalties for DADRP noncompliance were levied quickly, while payments for EDRP lagged.

Q61 - 4 Responses

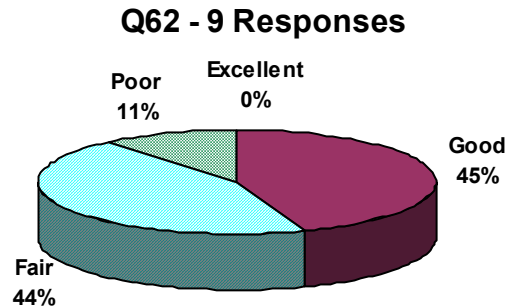


2.7 Overall Program Design and Fulfillment Performance

62. Overall, how would you rate NYISO's performance in designing and implementing PRL programs this summer?

Good to fair overall rating for NYISO's performance, comments:

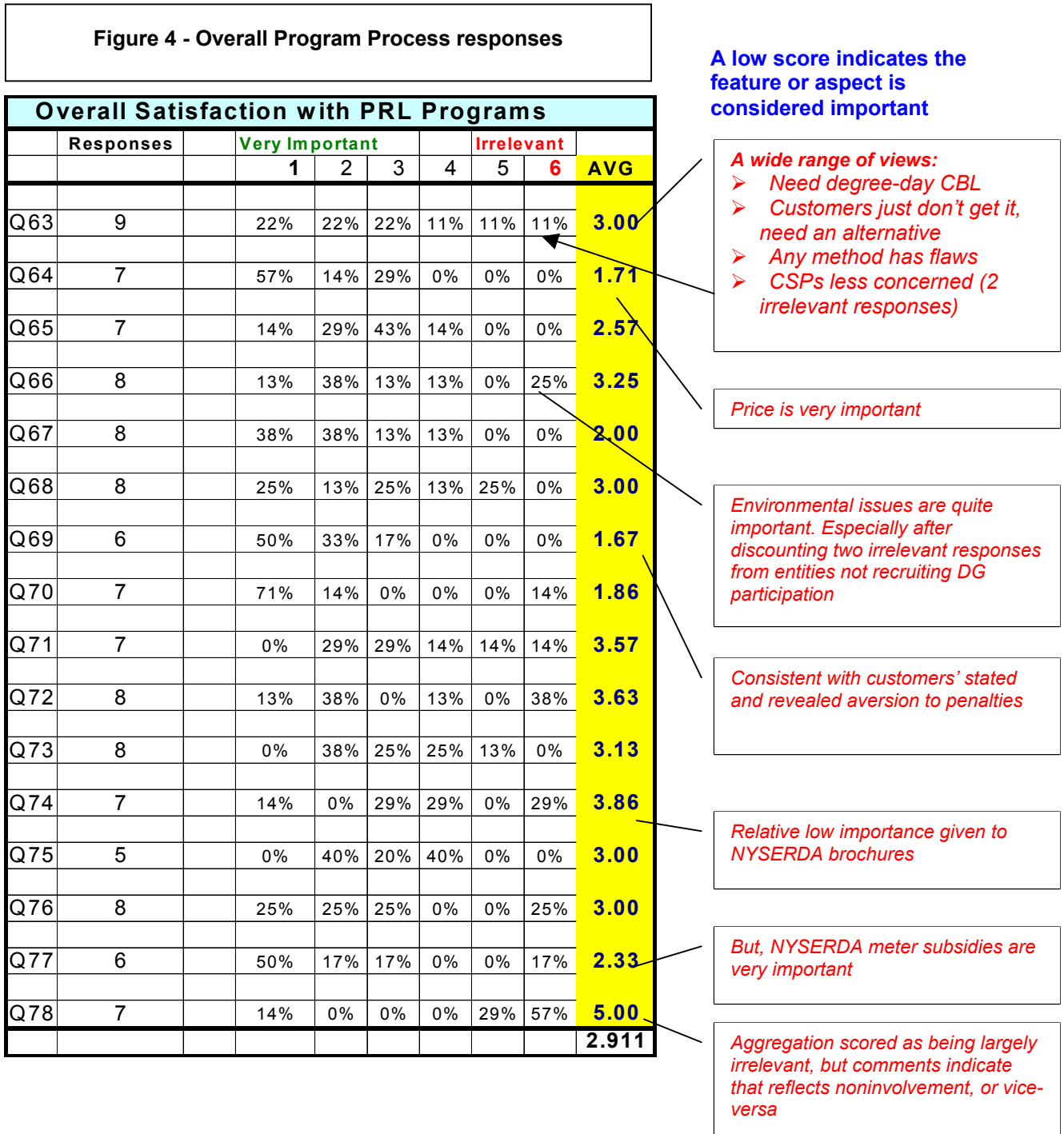
- *Slow start, but made it in time to make a difference*
- *DADRP poorly designed and has low acceptability*
- *Good designs, but room for improvement*
- *NYISO system limitations effected DADRP*
- *We had a better design ready to implement*

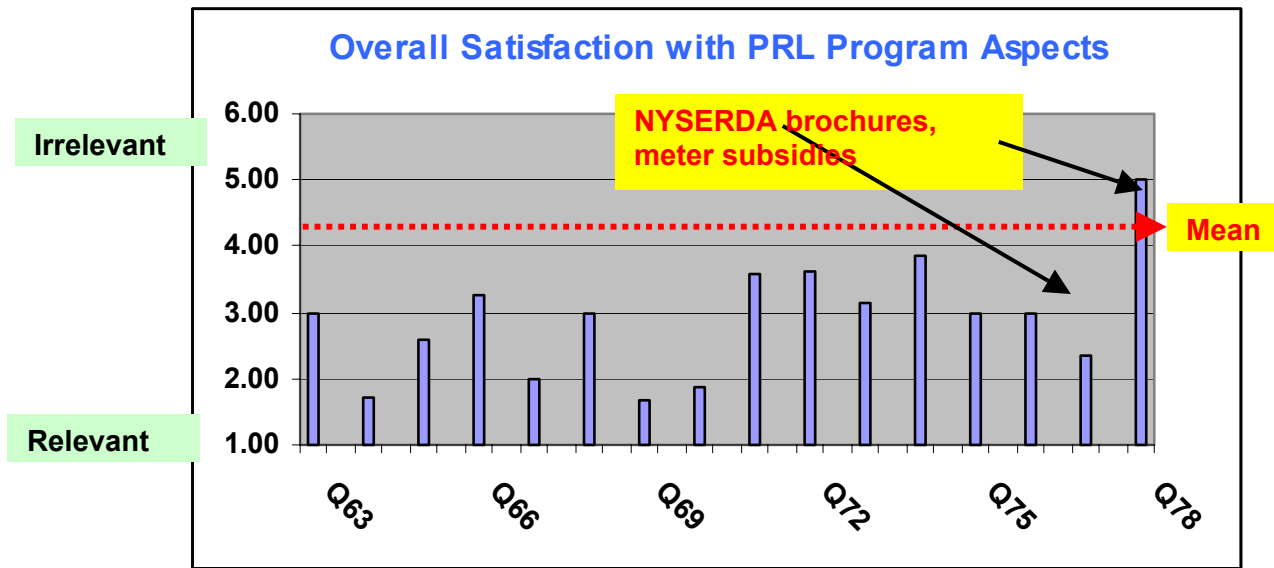


Questions 63-78 refers to how respondents rate the NYISO's overall performance in design and a implementing its PRL programs

63. Method for calculating the CBL (Customer Baseline Load)
64. Prices paid for curtailments
65. Expected number of opportunities to curtail
66. Environmental restrictions on operating diesel on-site generators
67. Advanced notice of EDRP events
68. Metering requirements
69. Penalties for non-compliance in DADRP
70. Bidding structure in DADRP
71. Availability of enabling control devices
72. Free-rider opportunity
73. Experience with a similar program
74. NYSERDA program brochures
75. Competitive offers to participate
76. Ability to monitor load during curtailment events
77. NYSERDA IDR meter subsidies
78. Opportunity to aggregate DADRP bids with other customers

Figure 4 provides the responses to the individual questions and average respondents scores on each, along with interpretative comments.





Summary – NYISO Overall Performance

Overall, the NYISO gets a grade that says: Not bad given the conditions. In other words, there’s lots of room for improvement. The problem is that there seems to be no consensus on what would constitute improvement. In fact, respondents are polarized on very fundamental issues, such as what the role of the NYISO should be, if any at the retail level.

Everyone wants to be paid sooner, but that’s not news to the NYSIO or anyone involved. There was generally some dissatisfaction with how the PRL WG operated, but little in the way of substantive suggestions were forthcoming, except a nagging feeling by some that it is being used to advance some agendas that are outside of its scope, or never really revealed and discussed.

Some raised issues that are important to them, but not to others, such as

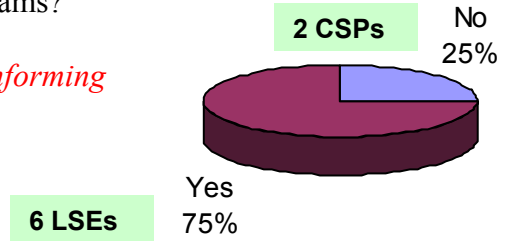
- *Restrictions on operating diesel on-site generators (Q 66)*
 - *Two entities with no subscribed diesel generation stated that environmental issues were irrelevant*
- *Bidding structure in DADRP (Q 70)*
 - *One entity found the bidding structure completely irrelevant while all other respondents found it to be important or very important*
- *Free-rider opportunity (Q 72)*
 - *Two entities responded that free-rider opportunities were irrelevant*
- *NYSERDA meter subsidies (Q 77)*
 - *One entity responded that NYSERDA subsidies were irrelevant*
- *Opportunity to aggregate DADRP bids (Q78)*
 - *One entity felt the opportunity to aggregate DADRP bids was very important will all others felt it was irrelevant or somewhat irrelevant*

Section 3 - New York State Department Of Public Service (NYSDPS)

79. Did you file tariffs with the NYSDPS for the purposes of accommodating your summer 2001 PRL programs?

All six LSEs were required to file tariffs for their conforming PLR program: CSPs are not regulated.

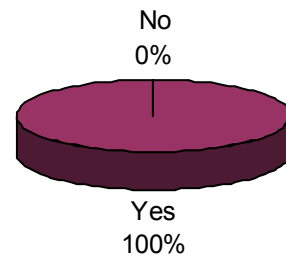
Q79 - 8 Responses



80. Were those tariffs reviewed and approved in a timely manner?

Acknowledgement of a job well done. All 6 LSEs report being satisfied with the expedited tariff review accomplished by the PSC.

Q80 - 6 Responses

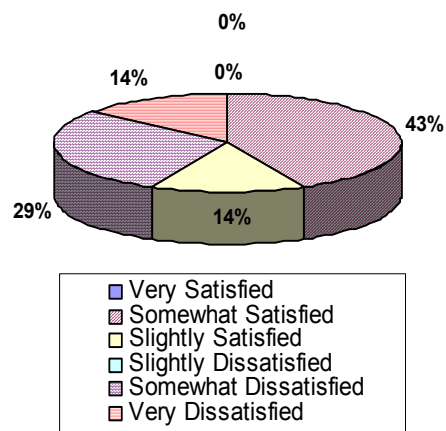


81. Overall, how would you rate your satisfaction with NYSDPS performance in making PRL programs available for this summer?

A split decision:

- *3 LSEs were somewhat or very dissatisfied the NYDPS performance, this despite satisfaction with the tariff approval process.*
- *The others were somewhat or at least slightly satisfied with NYDPS.*

Q81 - 7 Responses



Later questions (Q 82-Q85) appear to reveal the source of dis-satisfaction: some LSEs believe that they should be free to design and implement programs as they best see fit. This was not the case last summer: LSEs were required to file and administer conforming tariffs with little room for design freedom.

82. What should be the NYSDPS policy regarding PRL programs offered by regulated utilities?

Again, considerable diversity of opinion:

- *One CSPs thinks LSEs should be required to offer programs*
- *One CSP and two LSEs think that the LSEs should decide what to offer*
- *The remaining LSEs think that they should be encouraged to offer programs with cost recovery incentives*

Throughout, two LSEs express their opposition to being required to implement uniform programs that mimic the NYISO design.

83. What should be the NYSDPS position on the recovery of costs incurred by LSEs in implementing PLR programs?

The status quo prevails

5 LSEs support cost recovery, and one favors incentives to promote program effectiveness.

One CSP favors no cost recovery by LSEs.

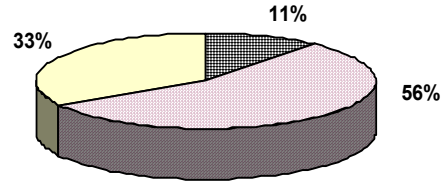
84. How much uniformity in PRL program design should the NYSDPS impose on LSEs?

CSPs favor requiring the LSEs to implement uniform programs.

The LSEs 2:1 favor freedom to design programs, eschewing even the promulgation of PSC guidelines.

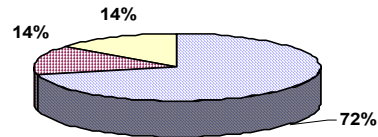
Forced uniformity is clearly an issue.

Q82 - 8 Responses



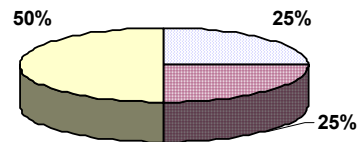
- LSE should be required to offer PRL pgms
- NYSDPS should encourage LSE to offer pgms by offering cost recovery incentives
- LSE should decide whether or not to file PRL tariffs

Q83 - 7 Responses



- LSE should be allowed to recover costs incurred in PRL pgm implementation
- LSE should operate PRL pgms under incentive regulation that rewards them for effective pgms
- LSE should not recover any costs incurred in pgm implementation

Q84 - 8 Responses



- NYSDPS should make LSE pgms as uniform as possible
- NYSDPS should establish guidelines for overall pgm design but not dictate individual pgm features
- NYSDPS should not limit an LSE in the design of PRL pgms

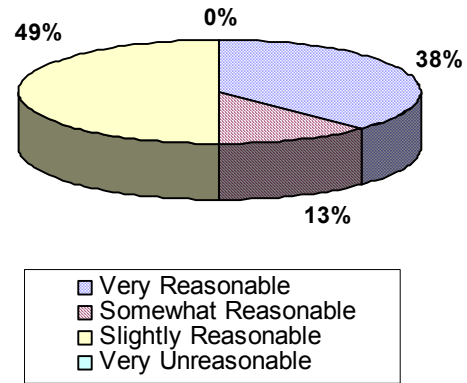
85. How reasonable are the current tariff provision requiring each participant in LSE-sponsored PRL programs to provide a minimum of 100 KW of curtailable load?

Again, polarity in opinions expressed:

Responses lean toward finding the 100 kW minimum unreasonable; half answered slightly reasonable, while only 2 (one CSP and one LSE) found that limit very reasonable. Some comments are illuminating:

- *Ok for EDRP, but raise it even higher for DADRP*
- *Participants below 100 kW historically have been underachievers*
- *Let the LSEs decide what they want to manage*
- *The limit mimics legacy load management tariff provisions, and therefore is reasonable.*

Q85 - 8 Responses



Summary of DPS Section

LSE respondents are of two minds on almost every issue, and the sides they draw are manned firmly and consistently. One side favors cost recovery and is willing to accept some DPS imposed provisions for uniformity. A minority wants to be left to its own devices so it can adapt to the market as it see it. This side might accept incentive regulation as a condition for its freedom.

CSPs lean toward mandatory programs with considerable uniformity, and possibly with no cost recovery, to level the playing field.

Praise was paid to DPS for its getting tariffs approved expeditiously last spring. But, there is a split decision on the overall performance of the DPS, quite likely reflecting differences in position on how much freedom LSE’s should have in designing PRL programs, and to what degree they should rely on uniform standard offers.

Section 4 - New York State Energy Research and Development Authority

NYSERDA sponsored two programs designed to expand participation in the NYISO's PRL programs, as follows:

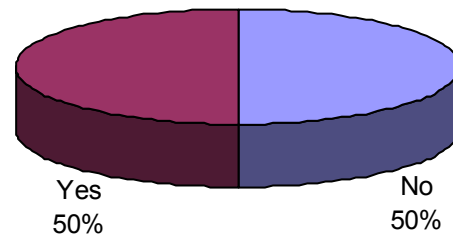
NYSERDA PON 577 – Peak Load Reduction Program which offered funding for projects involving installing or adapting metering and generation for PRL programs and investments in equipment that would yield short duration or permanent load reductions.

NYSERDA PON 585 - Enabling Technology program that provided funding for projects directed at inducing customer participation in the EDRP and DADRP programs implemented by the NYISO or similar programs offered by other entities.

86. Did your organization receive funding for a project from either PON 577 or PON 585?

Only three respondents reported being involved in either NYSERDA program. As a result, the data below should be treated as anecdotal, providing insight but not up to the task of statistical inference

Q86 - 6 Responses

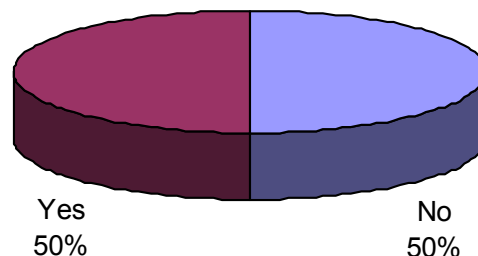


87. Did your organization participate in the NYSERDA PON 577 Peak Load Reduction Program?

Two report participating in the PON 577 program.

Question 109 explores reasons offered for not participating

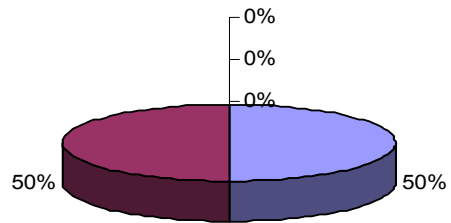
Q87 - 4 Responses



PON 577 Peak Load Reduction Program

88. How did your organization find out about the NYSERDA PON 577 Peak Load Reduction Program?

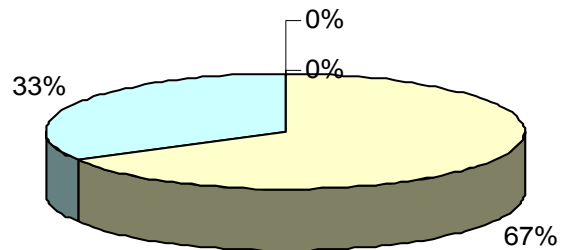
Q88 - 2 Responses



- Received a NYSERDA PON notice by mail
- NYSERDA web page or brochure
- From a contractor seeking funding for an investment on a customer's behalf
- From a customer seeking funding for an investment
- Other

89. Which customer segments did you target for participation in the NYSERDA PON 577 Peak Load Reduction Program (CHECK ALL THAT APPLY)?

Q89 - 3 Responses



- Residential
- Small comm (<100 KW)
- Medium comm and ind (100-1000 KW)
- Larger comm and ind (>1000 KW)

Focus was entirely in larger business customers.

Level of Satisfaction with PON 577 features

- 90. Period for which funding opportunities were made available
- 91. Simplicity of the program requirements
- 92. Eligibility for the program
- 93. Co-funding requirements
- 94. Application requirements
- 95. NYSERDA reporting requirements

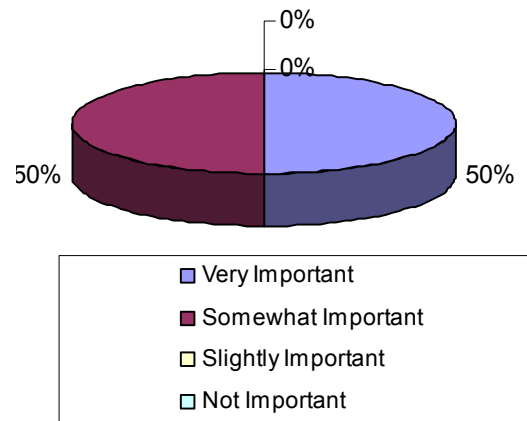
Satisfaction with NYSERDA PON 577 Features												
	Responses			Very Satisfied				Very Dissatisfied				
				1	2	3	4	5	6			
											AVG	
Q90	2			50%	0%	0%	50%	0%	0%		2.50	
Q91	2			0%	50%	50%	0%	0%	0%		2.50	
Q92	2			0%	50%	0%	0%	0%	0%		1.00	
Q93	2			0%	0%	50%	50%	0%	0%		3.50	
Q94	2			0%	50%	50%	0%	0%	0%		2.50	
Q95	2			0%	50%	0%	50%	0%	0%		3.00	
											2.50	

Quite uniform satisfaction at generally acceptable levels.

Confounding requirements were not very popular, but not a deterrent in the case of these two entities.

Q96 - 2 Responses

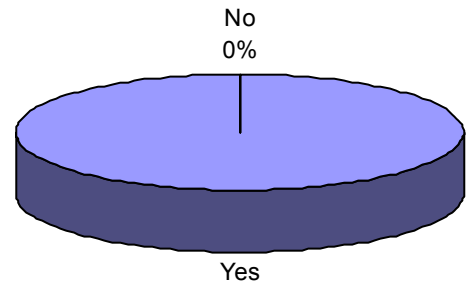
96. Overall, how important was the NYSERDA PON 577 program in getting customers to participate in the PRL programs you offered?



97. Do you plan to participate again in the NYSERDA PON 577 or a similar program if one is available next year?

What better measure of satisfaction than willingness to participate again?

Q97 - 2 Responses

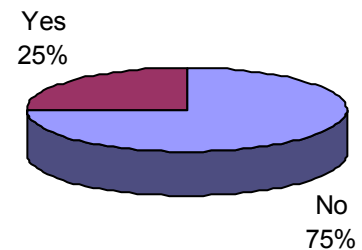


PON 585 Enabling Technology Program

98. Did your organization participate in the NYISO PON 585 Enabling Technology Program?

Only one respondent participated in PON 585.

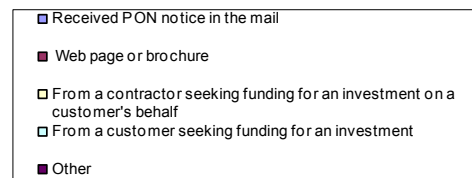
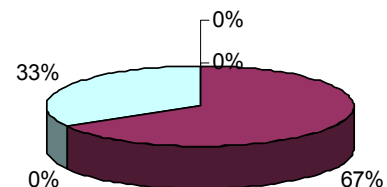
Q98 - 4 Responses



99. How did you find out about the NYISO PON 585 Enabling Technology Program?

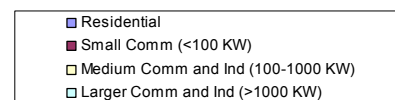
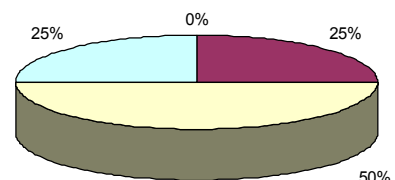
But, three knew about it.

Q99 - 3 Responses



100. Which customer segments did you target for participation in the PON 585 Enabling Technology program (CHECK ALL THAT APPLY)?

Q100 - 4 Responses



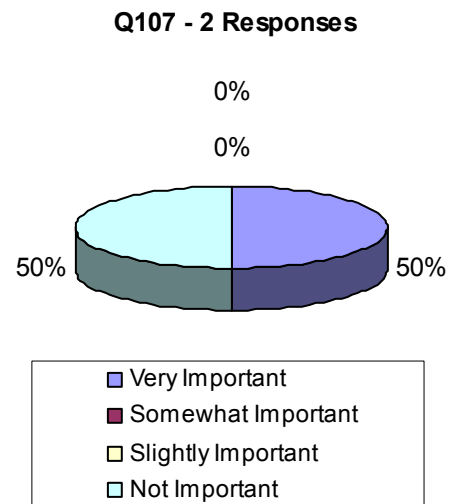
Level of Satisfaction with PON 585 features

- 101. Period for which funding opportunities were made available
- 102. Simplicity of the program requirements
- 103. Eligibility for the program
- 104. Co-funding requirements
- 105. Application requirements
- 106. NYSERDA reporting requirements

Satisfaction with NYSERDA PON 585										
	Responses	Very Satisfied				Very Dissatisfied				Avg
		1	2	3	4	5	6			
Q101	2	0%	50%	0%	50%	0%	0%			3.00
Q102	1	0%	0%	0%	0%	100%	0%			5.00
Q103	2	0%	0%	50%	0%	50%	0%			4.00
Q104	2	0%	0%	100%	0%	0%	0%			3.00
Q105	2	0%	50%	0%	50%	0%	0%			3.00
Q106	2	50%	0%	50%	0%	0%	0%			2.00
										3.33

A protest against program complexity.

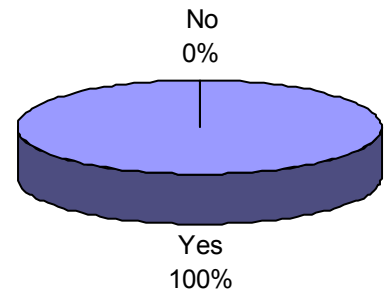
107. Overall, how important was the NYSERDA PON 585 program in getting customers to participate in the PRL programs you offered?



108. Do you plan to participate again in the NYSERDA PON 585 or a similar program if one is available for next year?

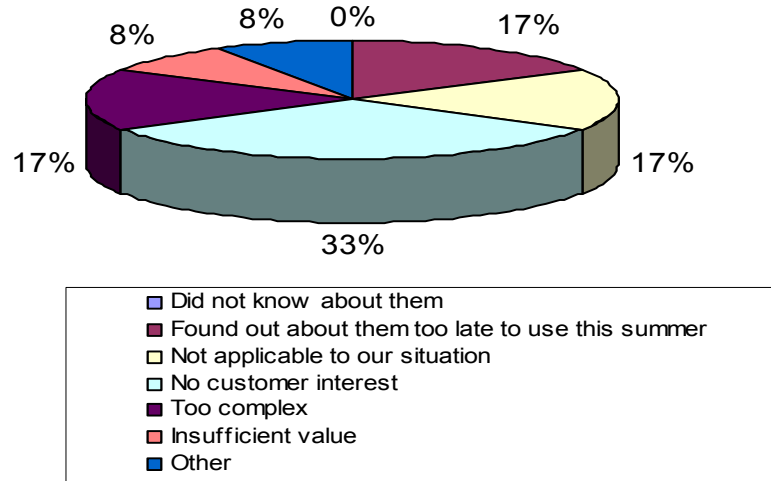
Again, satisfied customers come back.

Q108 - 2 Responses



109. Why did you elect not to participate in either of NYSERDA’s PON 577 or PON 585? (CHECK ALL THAT APPLY)

Q109 - 4 Responses



Summary - NYSERDA

For almost a quarter of respondents, the opportunity was not available. 8% reported they did not know about these opportunities, and 17% reported that they found out about them too late for participation last summer. These barriers can be overcome by earlier program development and more widespread and relentless communication, which amount to changes in how NYSERDA does business.

A third indicated no customer interest, which may be accounted for in part by the fact that most customers contacted for PRL participation already had an interval meter, so PON 577 was not germane.

Appendix 5A

Process Improvement Survey - Final

NYISO PRL Evaluation Summer 2001 LSE/CSP Process Improvement Survey

This survey is intended for use by entities that provided end-use customers with service associated with the NYISO's Day-Ahead Demand Reduction Program (DADPR) or the Emergency Demand Reduction Program (EDRP) during the summer of 2001. Although only one survey should be completed and returned by your organization, it may require the involvement of several individuals or groups to thoroughly answer all the questions contained herein.

Completed surveys are to be sent directly to the contractor, Neenan Associates, which has been engaged by the NYISO to assist in its evaluation of the programs' performance. Neenan Associates will prepare a report for the NYISO summarizing key findings, from the perspective of program providers, regarding the performance of program processes and procedures and recommendations for changes in next year's programs. Responses will be reported in summary fashion without attribution to or inference concerning any specific respondent.

The information provided in this survey is proprietary and confidential and its use is subject to the confidentiality agreement executed between the responding entity and Neenan Associates.

Return the completed survey by October 26, 2001 to:

Donna Pratt
Neenan Associates
126 N. Salina Street
Syracuse, NY 13202
Tel: 315.478.9981
Email: dpratt@bneenan.com

Respondent Information

Responding Entity Name _____

Responding Entity Survey Contact:

Name _____
Title _____
Phone Number _____
Fax Number _____
Email _____

Inquiries regarding the information provided herein will be directed to the individual indicated as the Survey Contact.

Section 1.0 Background Information

1. Have you offered load management programs to retail customers in New York State during the 5 years prior to 2001?
 1. NO GO TO Q. 5
 2. YES

2. Please provide information describing the load management program or programs you offered by attaching to this survey the relevant tariffs or other explanatory information.

3. If a program that was offered in New York State during the past 5 years is no longer available, why was it terminated?
 1. TARIFF EXPIRED
 2. NO SUBSCRIBERS
 3. OTHER (PLEASE SPECIFY) _____

4. How many times during the past 5 years did you request that customers curtail their electricity usage under the provision of these programs?
 1. NUMBER OF CURTAILMENT DAYS _____
 2. NUMBER OF CURTAILMENT HOURS _____

5. Do you currently offer Real-Time Pricing (RTP) programs in New York State?
 1. NO GO TO Q. 7
 2. YES

6. Please provide information describing the RTP programs you currently offer by attaching to the survey the relevant tariffs or other explanatory information.

7. Prior to the approval of the NYISO programs, were you planning to implement other PRL programs to retail customers this past summer?
 1. NO GO TO Q. 10
 2. YES

Chapter 5 – Appendix A

8. Which best describes the other PRL programs you intended to implement this past summer? (PLEASE CHECK ALL THAT APPLY)

- 1. INDUSTRIAL/COMMERCIAL LOAD CURTAILMENT PROGRAM
- 2. RESIDENTIAL APPLIANCE/DEVICE LOAD MANAGEMENT PROGRAM
- 3. REAL-TIME PRICING -- DAY-AHEAD NOTICE
- 4. REAL-TIME PRICING – REAL-TIME NOTICE
- 5. OTHER (PLEASE SPECIFY) _____

9. How would you compare the NYISO PRL programs relative to those you had planned to implement this past summer?

- 1. NYISO PROGRAMS ARE SUBSTANTIALLY SIMILAR
- 2. SOME SIMILARITIES BUT THERE ARE IMPORTANT DIFFERENCES
- 3. NYISO PROGRAM IS SUBSTANTIALLY DIFFERENT

Sections 2.0 – 4.0 LSE/CSP Interactions with Sponsoring Organizations

IN THIS SECTION, PLEASE DESCRIBE YOUR INTERACTIONS WITH THE VARIOUS AGENCIES INVOLVED IN PRL PROGRAM DESIGN AND IMPLEMENTATION.



Section 2.0 New York Independent System Operator (NYISO)

NYISO Program Design Processes

10. How would you describe your organization's involvement with the PRL Working Group's (PRLWG) development of PRL programs for the summer 2001?

- 1. PARTICIPATED IN MOST MEETINGS OF THE PRLWG
- 2. OCCASIONALLY PARTICIPATED
- 3. DID NOT PARTICIPATE AT ALL

GO TO Q. 24

11. Overall, how effective was the PRLWG in developing Price Responsive Load (PRL) programs?

- 1. HIGHLY EFFECTIVE
- 2. SOMEWHAT EFFECTIVE
- 3. SLIGHTLY EFFECTIVE
- 4. INEFFECTIVE

WHY? _____

12. Which of the following best describes your organization's position relative to the NYISO's involvement in the design and implementation of PRL Programs?

- 1. NYISO SHOULD BE RESPONSIBLE FOR DESIGNING AND IMPLEMENTING WHOLESALE AND RETAIL PRL PROGRAMS
- 2. NYISO SHOULD DESIGN AND IMPLEMENT ONLY WHOLESALE PRL PROGRAMS AND NOT DEAL DIRECTLY WITH RETAIL CUSTOMERS
- 3. PRL PROGRAM DESIGN AND IMPLEMENTATION SHOULD BE LEFT TO RETAIL ENTITIES ONLY

Chapter 5 – Appendix A

PLEASE READ THE FOLLOWING STATEMENTS CONCERNING PRICE RESPONSIVE LOAD WORKING GROUP (PRLWG) ISSUES AND INDICATE YOUR LEVEL OF AGREEMENT WITH THEM. **A SCORE OF 1 = COMPLETELY AGREE – SCORE OF 6 = COMPLETELY DISAGREE.**

PLEASE PROVIDE COMMENTS TO SUPPLEMENT YOUR RESPONSE AND TO INDICATE CHANGES OR IMPROVEMENTS THAT CAN BE MADE.

IN ADDITION, THERE IS A SECTION AT THE END OF THIS GROUP OF QUESTIONS WHERE YOU MAY INCLUDE OTHER COMMENTS CONCERNING THE PRL WORKING GROUP THAT ARE IMPORTANT TO YOU BUT ARE NOT ADDRESSED BELOW.

IF NEED BE, YOU MAY ATTACH ADDITIONAL COMMENTS TO THE SURVEY AS WELL.

13. PRLWG meetings were held often enough

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

14. Agendas for the PRLWG meetings were well defined

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

15. PRLWG meeting location in Albany was satisfactory

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

16. In PRLWG meetings, there was ample opportunity to voice and discuss conflicting points of view

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

17. The contractor’s presentations to the PRLWG clearly addressed critical issues

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

18. Presentations by NYISO staff at PRLWG meetings were clear and detailed

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

19. The PRLWG proceedings were responsive to the needs of retail customers

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

20. Recommendations made to the Business Issues Committee (BIC) were representative of the majority interest in the PRLWG

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

21. The PRLWG facilitated the completion of PRL programs in a timely manner

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

22. Reports on program participation and performance by the NYISO to the PRLWG were timely and informative

COMPLETELY AGREE 1 2 3 4 5 6 COMPLETELY DISAGREE

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

ADDITIONAL COMMENTS: _____

23. Overall, how satisfied were you with the operation and recommendations of the NYISO PRLWG?

- 1. VERY SATISFIED
- 2. SOMEWHAT SATISFIED
- 3. SLIGHTLY SATISFIED
- 4. SLIGHTLY DISSATISFIED
- 5. SOMEWHAT DISSATISFIED
- 6. VERY DISSATISFIED

ADDITIONAL COMMENTS: _____

Chapter 5 – Appendix A

PLEASE CIRCLE THE NUMBER WHICH BEST REPRESENTS YOUR LEVEL OF SATISFACTION (A SCORE OF 1 = VERY SATISFIED – A SCORE OF 6 = VERY DISSATISFIED) WITH EACH PRL PROGRAM DESIGN FEATURE INDICATED BELOW.

PLEASE PROVIDE COMMENTS TO SUPPLEMENT YOUR RESPONSE AND TO INDICATE CHANGES OR IMPROVEMENTS.

IN ADDITION, THERE IS A SECTION AT THE END OF THIS GROUP OF QUESTIONS WHERE YOU MAY INCLUDE COMMENTS CONCERNING OTHER PRL PROGRAM DESIGN FEATURES THAT ARE IMPORTANT TO YOU BUT ARE NOT LISTED BELOW.

IF NEED BE, YOU MAY ATTACH ADDITIONAL COMMENTS TO THE SURVEY AS WELL.

24. Method for calculating the CBL (Customer Baseline Load)

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

25. Eligibility requirement of 100 kW curtailable load

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

26. Revenue grade interval meter requirement

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

27. Opportunity for alternative interval meter use: ANCI C.12

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

28. Customers can subscribe to PRL Programs directly with the NYISO

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

29. Ability to aggregate customers if each customer meets eligibility criteria

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

30. Exclusion on using Diesel On-Site Generation in DADRP

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

31. The 1 MW bidding increment requirement in DADRP

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

32. CSP participation in DADRP allowed as of 1/1/2002

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

33. DADRP incentive payment to offset LSE's risk

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

34. Method for allocating bid slots

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

35. Diesel on-site generation participation in EDRP

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

36. Minimum 2 hour notification for EDRP events

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

37. Courtesy non-binding day-ahead warning for EDRP events

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

38. \$500/MWH Payment floor in EDRP

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

39. The 4 hour minimum EDRP event duration

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

40. CSP retailer participation allowed in EDRP

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

41. Diesel on-site generation rotating curtailment schedule

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

ADDITIONAL COMMENTS: _____

42. Overall, how satisfied were you with the design features of the EDRP program?

- 1. VERY SATISFIED
- 2. SOMEWHAT SATISFIED
- 3. SLIGHTLY SATISFIED
- 4. SLIGHTLY DISSATISFIED
- 5. SOMEWHAT DISSATISFIED
- 6. VERY DISSATISFIED

43. Overall, how satisfied were you with the design features of the DADRP program?

- 1. VERY SATISFIED
- 2. SOMEWHAT SATISFIED
- 3. SLIGHTLY SATISFIED
- 4. SLIGHTLY DISSATISFIED
- 5. SOMEWHAT DISSATISFIED
- 6. VERY DISSATISFIED

NYISO Program Subscription Processes

THE FOLLOWING SERIES OF QUESTIONS PERTAINS TO THE NYISO'S PERFORMANCE IN FULFILLING ITS DUTIES RELATIVE TO ENROLLING CUSTOMERS YOU RECRUITED TO YOUR PROGRAMS TO ITS PRL PROGRAMS

PLEASE CIRCLE THE NUMBER WHICH BEST REPRESENTS YOUR ORGANIZATIONS'S LEVEL OF SATISFACTION (A SCORE OF 1 = VERY SATISFIED – A SCORE OF 6 = VERY DISSATISFIED) WITH EACH ELEMENT OF THE NYISO'S OVERALL IMPLEMENTATION PROCESS.

PLEASE PROVIDE COMMENTS TO SUPPLEMENT YOUR RESPONSE AND TO INDICATE CHANGES OR IMPROVEMENTS.

IN ADDITION, THERE IS A SECTION AT THE END OF THIS GROUP OF QUESTIONS WHERE YOU MAY INCLUDE FURTHER COMMENTS ON ISSUES CONCERNING THE NYISO'S IMPLEMENTATION PROCESS THAT ARE IMPORTANT TO YOU BUT ARE NOT LISTED BELOW.

IF NEED BE, YOU MAY ATTACH ADDITIONAL COMMENTS TO THE SURVEY AS WELL.

44. NYISO EDRP workshop and DADRP training session in Albany

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

45. NYISO's EDRP Program manual

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

46. NYISO's DADRP Program manual

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

47. EDRP Registration Process with the NYISO

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

48. DADRP Registration Process with the NYISO

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

ADDITIONAL COMMENTS: _____

49. Overall, how would you rate the NYISO's ability to manage program implementation?

- 1. EXCELLENT
- 2. GOOD
- 3. FAIR
- 4. POOR

ADDITIONAL COMMENTS: _____

NYISO Notices and Event Bidding

50. Did your organization have end-use customers register for the EDRP program you offered?

- 1. NO GO TO Q. 55
- 2. YES

PLEASE INDICATE YOUR ORGANIZATION’S LEVEL OF SATISFACTION WITH THE NYISO’S PERFORMANCE IN THE IMPLEMENTATION OF EDRP EVENTS, **WHERE A SCORE OF 1=VERY SATISFIED AND A SCORE OF 6=VERY DISSATISFIED.**

PLEASE PROVIDE COMMENTS TO SUPPLEMENT YOUR RESPONSE AND TO INDICATE CHANGES OR IMPROVEMENTS.

IN ADDITION, THERE IS A SECTION AT THE END OF THIS GROUP OF QUESTIONS WHERE YOU MAY INCLUDE FURTHER COMMENTS ON ISSUES CONCERNING THE NYISO’S IMPLEMENTATION PROCESS OF EDRP EVENTS THAT ARE IMPORTANT TO YOU BUT ARE NOT LISTED BELOW.

IF NEED BE, YOU MAY ATTACH ADDITIONAL COMMENTS TO THE SURVEY AS WELL.

51. Providing non-binding day-ahead advisories of EDRP events

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

52. Providing 2 hour minimum notification of EDRP events

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

53. Appropriately setting the EDRP event start time

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

54. Providing EDRP event extension notification

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

ADDITIONAL COMMENTS: _____

55. Did your organization have end-use customers register for the DADRP program you offered?

- 1. NO GO TO Q.60
- 2. YES

PLEASE INDICATE YOUR ORGANIZATION’S LEVEL OF SATISFACTION WITH THE NYISO’S PERFORMANCE IN THE IMPLEMENTATION OF DADRP BIDDING, SCHEDULING, AND NOTIFICATION PROCESS, WHERE A SCORE OF 1=VERY SATISFIED – A SCORE OF 6=VERY DISSATISFIED.

PLEASE PROVIDE COMMENTS TO SUPPLEMENT YOUR RESPONSE AND TO INDICATE CHANGES OR IMPROVEMENTS.

IN ADDITION, THERE IS A SECTION AT THE END OF THIS GROUP OF QUESTIONS WHERE YOU MAY INCLUDE FURTHER COMMENTS ON ISSUES CONCERNING THE NYISO’S PERFORMANCE IN THE IMPLEMENTATION OF DADRP BIDDING, SCHEDULING AND NOTIFICATION PROCESS THAT ARE IMPORTANT TO YOU BUT ARE NOT LISTED BELOW.

IF NEED BE, YOU MAY ATTACH ADDITIONAL COMMENTS TO THE SURVEY AS WELL.

56. DADRP Bidding form design

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

57. Allocation of limited number of buses/bid slots

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

58 Availability of individual buses/bid slots for direct participants

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

59. Communicating the results of DADRP bids to LSEs

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

ADDITIONAL COMMENTS: _____

NYISO Settlements

60. Were settlements for PRL program transactions completed by the NYISO within the prescribed time period?

Program	Yes	No	Not Applicable
DADRP			
EDRP			

↓
▶ **IF CHECKED N/A FOR BOTH
DADRP & EDRP, GO TO Q. 62**

61. How did the settlement amounts correspond to your organization’s expectations of what you should have received?

- 1. GREATER THAN EXPECTED
- 2. ABOUT AS EXPECTED
- 3. LESS THAN EXPECTED

PLEASE EXPLAIN: _____

Overall Program Processes

62. Overall, how would you rate NYISO’s performance in designing and implementing PRL programs this summer?

- 1. EXCELLENT
 - 2. GOOD
 - 3. FAIR
 - 4. POOR
- } PLEASE EXPLAIN: _____

PLEASE INDICATE THE LEVEL OF IMPORTANCE THE FOLLOWING NYISO PRL PROGRAM FEATURES HAD ON YOUR CUSTOMERS’ WILLINGNESS TO SUBSCRIBE TO YOUR PRL PROGRAMS DURING THE SUMMER OF 2001. **A SCORE OF 1=VERY IMPORTANT - A SCORE OF 6=IRRELEVANT.** PLEASE PROVIDE COMMENTS TO SUPPLEMENT YOUR RESPONSE AND TO INDICATE CHANGES OR IMPROVEMENTS.

IN ADDITION, THERE IS A SECTION AT THE END OF THIS GROUP OF QUESTIONS WHERE YOU MAY INCLUDE FURTHER COMMENTS ON ISSUES THAT AFFECTED YOUR CUSTOMER’S WILLINGNESS TO SUBSCRIBE TO YOUR PRL PROGRAMS THAT ARE IMPORTANT TO YOU BUT ARE NOT LISTED BELOW.

IF NEED BE, YOU MAY ATTACH ADDITIONAL COMMENTS TO THE SURVEY AS WELL.

63. Method for calculating the CBL (Customer Baseline Load)

- VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT
- PLEASE EXPLAIN: _____

64. Prices paid for curtailments

- VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT
- PLEASE EXPLAIN: _____

65. Expected number of opportunities to curtail

- VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT
- PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

66. Environmental restrictions on operating diesel on-site generators

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

67. Advanced notice of EDRP events

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

68. Metering requirements

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

69. Penalties for non-compliance in DADRP

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

70. Bidding structure in DADRP

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

71. Availability of enabling control devices

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

72. Free-rider opportunity

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

73. Experience with a similar program

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

74. NYSERDA program brochures

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

75. Competitive offers to participate

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

76. Ability to monitor load during curtailment events

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

77. NYSERDA IDR meter subsidies

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

78. Opportunity to aggregate DADRP bids with other customers

VERY IMPORTANT 1 2 3 4 5 6 IRRELEVANT

PLEASE EXPLAIN: _____

ADDITIONAL COMMENTS: _____



Section 3.0 New York State Department Of Public Service (NYSDPS)

79. Did you file tariffs with the NYSDPS for the purposes of accommodating your Summer 2001 PRL programs?

- 1. NO GO TO Q. 81
- 2. YES

80. Were those tariffs reviewed and approved in a timely manner?

- 1. NO
- 2. YES

81. Overall, how would you rate your satisfaction with NYSDPS performance in making PRL programs available for this summer?

- 1. VERY SATISFIED
- 2. SOMEWHAT SATISFIED
- 3. SLIGHTLY SATISFIED
- 4. SLIGHTLY DISSATISFIED
- 5. SOMEWHAT DISSATISFIED
- 6. VERY DISSATISFIED

PLEASE EXPLAIN: _____

82. What should be the NYSDPS policy regarding PRL programs offered by regulated utilities?

- 1. LSE SHOULD BE REQUIRED TO OFFER PRL PROGRAMS
- 2. NYSDPS SHOULD ENCOURAGE LSE TO OFFER PROGRAMS BY OFFERING COST RECOVERY INCENTIVES
- 3. LSE SHOULD DECIDE WHETHER OR NOT TO FILE PRL TARIFFS

Chapter 5 – Appendix A

83. What should be the NYSDPS position on the recovery of costs incurred by LSEs in implementing PLR programs?

- 1. LSE SHOULD BE ALLOWED TO RECOVER COSTS INCURRED IN PRL PROGRAM IMPLEMENTATION
- 2. LSE SHOULD OPERATE PRL PROGRAMS UNDER INCENTIVE REGULATION THAT REWARDS THEM FOR EFFECTIVE PROGRAMS
- 3. LSE SHOULD NOT RECOVER ANY COSTS INCURRED IN PROGRAM IMPLEMENTATION

84. How much uniformity in PRL program design should the NYSDPS impose on LSEs?

- 1. NYSDPS SHOULD MAKE LSE PROGRAMS AS UNIFORM AS POSSIBLE
- 2. NYSDPS SHOULD ESTABLISH GUIDELINES FOR OVERALL PROGRAM DESIGN BUT NOT DICTATE INDIVIDUAL PROGRAM FEATURES
- 3. NYSDPS SHOULD NOT LIMIT AN LSE IN THE DESIGN OF PRL PROGRAMS

85. How reasonable is the current tariff provision requiring each participant in LSE-sponsored PRL programs to provide a minimum of 100 KW of curtailable load?

- 1. VERY REASONABLE
 - 2. SOMEWHAT REASONABLE
 - 3. SLIGHTLY REASONABLE
 - 4. VERY UNREASONABLE
- } WHY? _____

Chapter 5 – Appendix A

89. Which customer segments did you target for participation in the NYSERDA PON 577 Peak Load Reduction Program (CHECK ALL THAT APPLY)?

- 1. RESIDENTIAL
- 2. SMALL COMMERCIAL (<100 KW)
- 3. MEDIUM COMMERCIAL AND INDUSTRIAL (100-1,000 KW)
- 4. LARGER COMMERCIAL AND INDUSTRIAL (>1,00 KW)

PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH THE FOLLOWING FEATURES OF THE NYSERDA PON 577 - PEAK LOAD REDUCTION PROGRAM (A SCORE OF 1=VERY SATISFIED AND A SCORE OF 6=VERY DISSATISFIED).

PLEASE PROVIDE COMMENTS TO SUPPLEMENT YOUR RESPONSE AND TO INDICATE CHANGES OR IMPROVEMENTS.

IN ADDITION, THERE IS A SECTION AT THE END OF THIS GROUP OF QUESTIONS WHERE YOU MAY INCLUDE FURTHER COMMENTS ON ISSUES CONCERNING THE NYSERDA PON 577 THAT ARE IMPORTANT TO YOU BUT ARE NOT LISTED BELOW.

IF NEED BE, YOU MAY ATTACH ADDITIONAL COMMENTS TO THE SURVEY AS WELL.

90. Period for which funding opportunities were made available

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

91. Simplicity of the program requirements

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

92. Eligibility for the program

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

93. Co-funding requirements

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

94. Application requirements

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

95. NYSERDA reporting requirements

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

ADDITIONAL COMMENTS: _____

Chapter 5 – Appendix A

96. Overall, how important was the NYSERDA PON 577 program in getting customers to participate in the PRL programs you offered?

- 1. VERY IMPORTANT
- 2. SOMEWHAT IMPORTANT
- 3. SLIGHTLY IMPORTANT
- 4. NOT IMPORTANT

97. Do you plan to participate again in the NYSERDA PON 577 or a similar program if one is available next year?

- 1. YES
- 2. NO (PLEASE EXPLAIN) _____

PON 585 Enabling Technology Program

98. Did your organization participate in the NYISO PON 585 Enabling Technology Program?

- 1. NO GO TO END OF SURVEY
- 2. YES

99. How did you find out about the NYISO PON 585 Enabling Technology Program?

- 1. RECEIVED NYSERDA PON NOTICE IN THE MAIL
- 2. NYSERDA WEB PAGE OR BROCHURE
- 3. FROM A CONTRACTOR SEEKING FUNDING FOR AN INVESTMENT ON A CUSTOMER'S BEHALF
- 4. FROM A CUSTOMER SEEKING FUNDING FOR AN INVESTMENT
- 5. OTHER (PLEASE SPECIFY) _____

100. Which customer segments did you target for participation in the PON 585 Enabling Technology program (CHECK ALL THAT APPLY)?

- 1. RESIDENTIAL
- 2. SMALL COMMERCIAL (<100 KW)
- 3. MEDIUM COMMERCIAL AND INDUSTRIAL (100-1,000 KW)
- 4. LARGER COMMERCIAL AND INDUSTRIAL (>1,00 KW)

Chapter 5 – Appendix A

PLEASE INDICATE YOUR LEVEL OF SATISFACTION WITH THE FOLLOWING FEATURES OF THE NYSERDA PON 585 - ENABLING TECHNOLOGY PROGRAM (A SCORE OF 1=VERY SATISFIED AND A SCORE OF 6=VERY DISSATISFIED).

PLEASE PROVIDE COMMENTS TO SUPPLEMENT YOUR RESPONSE AND TO INDICATE CHANGES OR IMPROVEMENTS.

IN ADDITION, THERE IS A SECTION AT THE END OF THIS GROUP OF QUESTIONS WHERE YOU MAY INCLUDE FURTHER COMMENTS ON ISSUES CONCERNING THE NYSERDA PON 585 THAT ARE IMPORTANT TO YOU BUT ARE NOT LISTED BELOW.

IF NEED BE, YOU MAY ATTACH ADDITIONAL COMMENTS TO THE SURVEY AS WELL.

101. Period for which funding opportunities were made available

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

102. Simplicity of the program requirements

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

103. Eligibility for the program

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

104. Co-funding requirements

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

Chapter 5 – Appendix A

105. Application requirements

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

106. NYSERDA reporting requirements

VERY SATISFIED 1 2 3 4 5 6 VERY DISSATISFIED

PLEASE EXPLAIN: _____

ADDITIONAL COMMENTS: _____

107. Overall, how important was the NYSERDA PON 585 program in getting customers to participate in the PRL programs you offered?

- 1. VERY IMPORTANT
- 2. SOMEWHAT IMPORTANT
- 3. SLIGHTLY IMPORTANT
- 4. NOT IMPORTANT

Chapter 5 – Appendix A

108. Do you plan to participate again in the NYSERDA PON 585 or a similar program if one is available for next year?

- 1. YES
- 2. NO (PLEASE EXPLAIN) _____

GO TO END OF SURVEY

109. Why did you elect not to participate in either of NYSERDA's PON 577 or PON 585?
(CHECK ALL THAT APPLY)

- 1. DID NOT KNOW ABOUT THEM
- 2. FOUND OUT ABOUT THEM TOO LATE TO USE THIS SUMMER
- 3. NOT APPLICABLE TO OUR SITUATION
- 4. NO CUSTOMER INTEREST
- 5. TOO COMPLEX
- 6. INSUFFICIENT VALUE
- 7. OTHER (PLEASE SPECIFY) _____

END OF SURVEY

**THANK YOU FOR COMPLETING THIS SURVEY. PLEASE RETURN IT BY
OCTOBER 26, 2001 TO:**

**DONNA PRATT
NEENAN ASSOCIATES
126 N. SALINA STREET
SYRACUSE, NY 13202
TEL: 315.478.9981
FAX: 315.234.5145
EMAIL: dpratt@bneenan.com**