

BEFORE THE  
STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

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In the Matter of  
Consolidated Edison Company of New York, Inc.  
Case 07-E-0523  
September 2007

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Prepared Exhibit of:

Consumer Services Panel

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Consumer Services Panel

List of Information Requests

Information Request

Exhibit page

CPB 14-k

1-2

Company Name: Con Edison  
Case Description: Electric Rate Filing  
Case: 07-E-0523

Response to CPB Interrogatories - Set CPB1  
Date of Response: 7/27/07  
Responding Witness: Customer Ops

Question No. :14k

(k) Subject: Customer Operations. Refer to pages 32-34 of the Customer Operations Panel Testimony. Provide a detailed explanation of how the added employees will improve the access to the meters, how the increase in CFR employees was determined, show the calculation, explain how the Company plans to fill the positions and by why date. Also identify where the costs are shown on a Customer Operation Panel's exhibit and where the costs are reflected on Exhibit\_\_ (AP-5), Schedule 8.

RESPONSE

Fifteen additional CFRs are requested to address demand meter reading where access to the meter is a problem and the field visits to meters where consumption is reported on inactive accounts. The additional CFRs requested to read demand meters where access is a problem will improve access to these meters by supporting the multiple efforts needed to gain access to these meters.

Components and the calculation used to derive the increase of 15 CFRs to address demand meter reading and the field visits to meters where consumption is reported on inactive accounts are below.

**Components:**

- Increase in projected work volumes
  - For demand meter reading - Projected volume of demand meters where access is a problem is based on increase of 3,774 work units in 2007.
  - For inactive accounts - Projected volume of inactive accounts where consumption is reported is based on increase of 12,718 work units in 2007.

- Time Required to perform the work function - Based on the average time needed to perform the work function plus the additional time associated with performing the work function (travel time to the location and delays experienced related to the performance of the work function such as time needed to gain access to the meter or individuals needed to provide information)
- Human resources formula - (variations in work volumes) x (time required to perform the work function) / (60 - to establish hours) / (available annual work hours).

**Calculation:**

Year	Inactive Accounts	Demand Meter Reading	Total	Time Required (Minutes)	HR
2007 Projected	175,250	98,135	273,385		
2006 Actual	162,532	94,361	256,893		
Variations	50,872	26,638	77,510	18.4	15

Seven (7) CFR positions needed to support activity on inactive accounts were filled June 2007.  
 Eight (8) CFR positions needed to support demand meter reading expected to be filled July 2007.

The costs for this program are not presented in a Customer Operation Panel exhibit. These costs are reflected on Exhibit \_\_ (AP-5), Schedule 6, page 3, not on Schedule 8.