

BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of

Case 07-M-0906

Joint Petition of Iberdrola, S.A., Energy East Corporation, RGS
Energy Group, Inc., Green Acquisition Capital, Inc., New York
State Electric & Gas Corporation and Rochester Gas and Electric
Corporation for Approval of the Acquisition of Energy East
Corporation by Iberdrola, S.A.

January 2008

Exhibit____(Consumer Services Panel - 1)

NYSEG's Existing and Proposed Service Quality Measures

NYSEG Measure	Existing Target	Proposed target	Existing amt at risk (Elec.)	Proposed amt at risk (Elec.)	Existing amt at risk (Gas)	Proposed amt at risk (Gas)
PSC Complaints	≥1.0	unchanged	\$100,000	\$150,000	\$41,666	\$50,000
	≥1.2	unchanged	\$250,000	\$350,000	\$83,333	\$100,000
	≥1.4	unchanged	\$750,000	\$700,000	\$124,999	\$200,000
	≥1.7	unchanged	\$1,500,000	\$1,400,000	\$166,666	\$400,000
Escalated Complaint Response Time	NA	20.0	NA	\$150,000	NA	\$50,000
	NA	23.3	NA	\$350,000	NA	\$100,000
	NA	26.7	NA	\$700,000	NA	\$200,000
	NA	30.0	NA	\$1,400,000	NA	\$400,000
Overall Customer Satisfaction	≤73.0	unchanged	\$100,000	\$300,000	\$41,666	\$100,000
	≤72.0	unchanged	\$500,000	\$700,000	\$83,333	\$200,000
	≤71.0	unchanged	\$750,000	\$1,000,000	\$124,999	\$300,000
	≤70.0	unchanged	\$1,000,000	\$1,400,000	\$166,666	\$400,000
Contact Satisfaction Index	≤85.0	unchanged	\$100,000	\$300,000	\$41,666	\$100,000
	≤84.0	unchanged	\$500,000	\$700,000	\$83,333	\$200,000
	≤83.0	unchanged	\$750,000	\$1,000,000	\$124,999	\$300,000
	≤82.0	unchanged	\$1,000,000	\$1,400,000	\$166,666	\$400,000
Appts kept	NA	97.0%	NA	\$700,000	NA	\$200,000
Calls Answered	NA	77.0%	NA	\$700,000	NA	\$200,000
Billing Accuracy	NA	97.5%	NA	\$700,000	NA	\$200,000
Estimated Meter Reads	NA	10.0%	NA	\$700,000	NA	\$200,000
Maximum Total Amt at Risk			\$3,500,000	\$8,400,000	\$499,998	\$2,400,000

RG&E's Existing and Proposed Service Quality Measures

RG&E Measure	Existing Target	Proposed target	Existing amt at risk (Elec.)	Proposed amt at risk (Elec.)	Existing amt at risk (Gas)	Proposed amt at risk (Gas)
PSC Complaints	NA	≥1.0	NA	\$100,000	NA	\$37,500
	NA	≥1.2	NA	\$250,000	NA	\$75,000
	NA	≥1.4	NA	\$500,000	NA	\$150,000
	≥2.5	≥1.7	\$416,666	\$1,000,000	\$116,666	\$300,000
Escalated Complaint Response Time	NA	20.0	NA	\$100,000	NA	\$37,500
	NA	23.3	NA	\$250,000	NA	\$75,000
	NA	26.7	NA	\$500,000	NA	\$150,000
	NA	30.0	NA	\$1,000,000	NA	\$300,000
Customer Interaction Service Index (CISI)	≥7.2 - <7.6	Unchanged	\$208,333	\$500,000	\$58,333	\$200,000
	<7.2	unchanged	\$416,666	\$1,000,000	\$116,666	\$400,000
Appts kept	≥95 - <97%	unchanged	\$208,333	\$200,000	\$58,333	\$50,000
	< 95%	unchanged	\$416,666	\$500,000	\$116,666	\$100,000
Calls Answered	< 77.0%	unchanged	\$416,666	\$500,000	\$116,666	\$100,000
Billing Accuracy	≥97.60 - <97.75%	unchanged	\$208,333	\$200,000	\$58,333	\$50,000
	<97.60%	unchanged	\$416,666	\$500,000	\$116,666	\$100,000
Estimated Meter Reads	>10.0%	unchanged	\$416,666	\$500,000	\$116,666	\$100,000
Maximum Total Amt at Risk			\$2,500,000	\$5,000,000	\$700,000	\$1,400,000