

*Orange & Rockland Utilities, Inc.  
Marketer Meeting  
October 26, 2010*

Suzanne Sweeney

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# O&R Service Territory



## *O&R (NY) Service Territory Facts*

- Customers Served in NY:
  - 233,661 Electric Customers
  - 129,535 Gas Customers
- Total Customers Served by O&R (NY, NJ, PA)
  - 300,741 Electric Customers
  - 129,595 Gas Customers
- Employees: 1070

## *O&R (NY, NJ, PA) Service Territory Facts*

- 3,764 Miles of Overhead Electric Distribution Lines
- 1,696 Miles of Underground Electric Distribution Lines
- 554 Miles of Transmission Lines
- 1,809 Miles of Gas Pipeline
- All-time Record Peak Demand Electric 1617 Megawatts
- All-time Net Firm Sendout Record for Gas 206,168 Dekatherms



# Retail Access Current Stats (9/30/10)

## Electric Migration Stats

|                          | NY  | NJ  | PA  | System Totals |
|--------------------------|-----|-----|-----|---------------|
| # of Participating ESCOs | 24  | 11  | 2   | 26            |
| % of Total Customers     | 31% | 1%  | 76% | 24%           |
| % of System Requirements | 40% | 17% | 57% | 34%           |

## Gas Migration Stats

|                              | NY  |
|------------------------------|-----|
| # of Participating Marketers | 27  |
| % Total Firm Customers       | 43% |
| % YTD Firm Billed Sales      | 55% |

# *Outreach & Education 2010*

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# *Outreach & Education 2010*

- Bill Inserts
- Trade Articles
  - @home (Residential newsletter)
  - @work (Commercial newsletter)
- Participation at community events
  - Retail Access Brochures, Catalogues, Booklets

# Bill Insert #1: CCF to Therms Conversion

## When shopping for gas supply...

### Make the right comparisons.

As a smart shopper, you know it pays to compare prices. However, you can't compare prices effectively if they're expressed in different units of measurement.

When shopping for natural gas supply, be aware that O&R and many energy service companies (ESCOs) provide price quotes expressed in cents per CCF\* (¢/CCF). However, other ESCOs express their price quotes in cents per therm\*\* (¢/therm).

If an ESCO provides a price quote in cents per therm, you'll have to convert it to cents per CCF to compare the prices quoted in cents per CCF. Alternatively, you could convert a price quote from cents per CCF to cents per therm.

To convert therms to CCFs, multiply the cost by 1.025\*\*\*, as shown in the example below:

$$\begin{array}{r} 87.178 \text{ ¢/therm} \\ \times 1.025 \\ \hline = 89.357 \text{ ¢/CCF} \end{array}$$

*Continued on reverse side.*

To convert CCFs to therms, divide the cost by 1.025, as shown in the example below:

$$\frac{89.357 \text{ ¢/CCF}}{1.025} = 87.178 \text{ ¢/therm}$$

If you have questions about price quotes from ESCOs, ask for further clarification; request that the price be converted to your preferred unit of measurement; or convert the units of measurement yourself. In that way, you can compare different prices effectively and make the right choice on your energy supply.

\* A CCF is a measurement of space or volume and represents the amount of gas contained in a space equal to one hundred cubic feet.

\*\* A therm is a measurement of energy content and is equal to 100,000 BTUs (British Thermal Unit).

\*\*\* The BTU content of gas varies monthly. However, the 1.025 conversion factor may be used as a guide.




[www.oru.com](http://www.oru.com)

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0911-0101

*Bill Insert #2:  
Shop While Its Hot*



# Shop while it's **HOT**

The time to shop for your **winter** gas supply needs is while the weather is hot.

More than half of every energy dollar goes toward energy supply costs. So, it makes sense to shop for your energy supply options.

If you choose to buy your natural gas supply from an energy service company (ESCO), here's helpful information:

### **Shopping made easy:**

- **Enroll in PowerSwitch** – This introductory offer provides a 7% savings on the energy supply portion of your energy bill for two consecutive billing periods. Savings in your utility bill beyond the introductory period are not guaranteed. Call **1-877-434-4100** for more information or go to **oru.com/PowerSwitch**.
- **Use eBids** – At **oru.com/eBids**, you can submit

an anonymous request for ESCOs to compete for your business. This allows you to compare offers – without any obligation to select or accept a proposal.

- **Shop on your own** – Talk to ESCOs directly. Get complete contact information at [oru.com/SupplierList](http://oru.com/SupplierList) or go to the New York State Public Service Commission Web site at [NewYorkPowertoChoose.com](http://NewYorkPowertoChoose.com).

### Shopping facts:

- It can take up to 45 days to complete your enrollment with an ESCO or to switch to a different ESCO.
- The ESCO must submit your gas enrollment before the 15th of the month in order for the ESCO gas price to take effect on the first of the following month.
- Check your monthly O&R statement to confirm that your ESCO enrollment or switch was completed.

- ESCOs and their marketing representatives do not work for O&R, and do not represent O&R.

### Shoppers' tips:

- If you're switching ESCOs, make sure you review the terms of your existing agreement before entering into another agreement. Your current agreement may require you to pay a penalty or early termination fee for switching.
- You do not have to show your O&R bill or reveal your account number unless you're entering a contract with an ESCO.
- Make the right comparisons. When comparison shopping, make sure that prices are expressed in the same unit of measurement and under the same terms and conditions. For example, the term of a fixed price offer may differ from the term of a variable offer, and some ESCOs quote gas prices in therms while others quote gas prices in CCFs.



For more information, go to [oru.com/EnergyChoice](http://oru.com/EnergyChoice).

1007-0070-R

*Bill Insert #3*  
*E-bids*

Keep it confidential with eBids...




...where online energy choices are anonymously yours.



Orange & Rockland's eBids lets you shop for an electricity and/or natural gas supplier online without identifying yourself. Whether you're seeking low prices, fixed costs, or green energy, you can explore your options from the convenience of your computer. No matter which supplier you choose, O&R will still deliver electricity and natural gas to you.

#### **eBids Is easy to use**

- Just decide to shop for electricity, natural gas or both.
- Complete and submit a bid request form at [www.oru.com/eBids](http://www.oru.com/eBids).
- You'll receive internet proposals from alternate suppliers within two days at the web address above.
- Review the competing proposals. There's no obligation to accept any proposal.
- Place a check mark next to your preference, or contact the energy supplier directly.
- Enrollment will occur only after you have established an agreement with an alternate supplier.

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101D-0082-R

 Orange & Rockland

# Bill Insert #4

## Labeling electricity: It's the law

As required of all electricity suppliers by the New York State Public Service Commission (PSC), the energy service companies (ESCOs) featured in this insert are providing customers who purchase their electricity supply from an ESCO with its environmental disclosure label. The label provides information on fuel sources used to generate electricity, the air emissions associated with the electricity generation and a comparison of those emissions to a statewide average. The information provided in this bill insert is the most recent data made available by the PSC. If you buy electricity supply from Orange & Rockland, O&R is responsible for providing you with a disclosure label. For more information, contact your ESCO.

### Fuel Sources

Electricity can be generated using many different fuel sources. This environmental label provides information on "fuel mix," i.e., the types and percentages of fuels used to generate the electricity your ESCO purchased from January 1, 2006 – December 31, 2006.

**Biomass** – fuels such as landfill gas, wood, and other plant matter.

**Coal, Natural Gas and Oil** – fossil fuels.

**Hydro** – falling water from rivers and dams.

**Nuclear** – nuclear energy.

**Solar power** – energy from the sun transferred by photovoltaics.

**Solid Waste** – fuels such as municipal waste.

**Wind** – from wind turbines.

### Air Emissions

The Air Emissions portion of the disclosure label provides information on the levels of three air pollutants associated with the generation of electricity and how the emissions from electricity you purchased from your ESCO compare to the statewide average for the period January 1, 2006 – December 31, 2006.

The Air Emissions graph below shows the average Sulfur Dioxide (SO<sub>2</sub>), Nitrogen Oxides (NO<sub>x</sub>) and Carbon Dioxide (CO<sub>2</sub>) emissions of the electricity sold for the time period shown on this label.

The horizontal bars show how the emissions levels of the ESCOs electricity compared to the average emissions levels (the vertical line) of all the suppliers selling electricity in New York.

If a supplier exceeds 100 percent in an air emissions category, the emissions level is higher than the statewide average of all the electricity suppliers in the state. Similarly, if the percentage is less than 100 percent, the emissions level is lower.

**Agway Energy Services**  
Con Edison Solutions  
Energetix, Inc.  
IDT Energy, Inc.

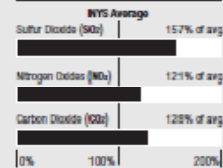
#### Fuel Sources Used To Generate Electricity\*

|             |              |
|-------------|--------------|
| Biomass     | Less than 1% |
| Coal        | 30%          |
| Gas         | 25%          |
| Hydro       | 12%          |
| Nuclear     | 25%          |
| Oil         | 6%           |
| Solar       | Less than 1% |
| Solid Waste | Less than 1% |
| Wind        | Less than 1% |

Note: Sulfur dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog, and carbon dioxide contributes to global climate change. Depending on fuel source, size and location, the generation of electricity may also result in public health, environmental and socio-economic impacts not disclosed above.

\*Actual total may vary slightly from 100% due to rounding.

#### Air Emissions Relative to New York State Average



**Blue Rock Energy**  
Direct Energy Services  
Glacial Energy of NY  
Hudson Energy Services, LLC

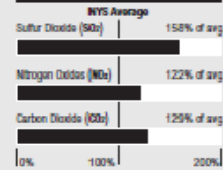
#### Fuel Sources Used To Generate Electricity\*

|             |              |
|-------------|--------------|
| Biomass     | Less than 1% |
| Coal        | 30%          |
| Gas         | 25%          |
| Hydro       | 12%          |
| Nuclear     | 25%          |
| Oil         | 6%           |
| Solar       | Less than 1% |
| Solid Waste | Less than 1% |
| Wind        | Less than 1% |

Note: Sulfur dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog, and carbon dioxide contributes to global climate change. Depending on fuel source, size and location, the generation of electricity may also result in public health, environmental and socio-economic impacts not disclosed above.

\*Actual total may vary slightly from 100% due to rounding.

#### Air Emissions Relative to New York State Average



**Gateway Energy Services**  
**Integrus Energy Services of New York**  
**Liberty Power Holdings, LLC**  
**Mx Energy Electric**  
**Robison Energy LLC**  
**Sempra Energy Solutions**

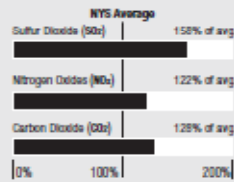
Note: Sulfur dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog, and carbon dioxide contributes to global climate change. Depending on fuel source, size and location, the generation of electricity may also result in public health, environmental and socio-economic impacts not disclosed above.

**Fuel Sources Used To Generate Electricity\***

|             |              |
|-------------|--------------|
| Biomass     | Less than 1% |
| Coal        | 30%          |
| Gas         | 25%          |
| Hydro       | 12%          |
| Nuclear     | 25%          |
| Oil         | 6%           |
| Solar       | Less than 1% |
| Solid Waste | Less than 1% |
| Wind        | Less than 1% |

\*Actual total may vary slightly from 100% due to rounding.

**Air Emissions Relative to New York State Average**



**Suez Energy Resources NA**

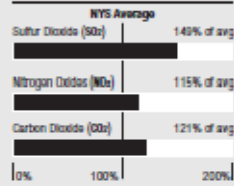
Note: Sulfur dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog, and carbon dioxide contributes to global climate change. Depending on fuel source, size and location, the generation of electricity may also result in public health, environmental and socio-economic impacts not disclosed above.

**Fuel Sources Used To Generate Electricity\***

|             |              |
|-------------|--------------|
| Biomass     | Less than 1% |
| Coal        | 28%          |
| Gas         | 24%          |
| Hydro       | 12%          |
| Nuclear     | 29%          |
| Oil         | 6%           |
| Solar       | Less than 1% |
| Solid Waste | Less than 1% |
| Wind        | Less than 1% |

\*Actual total may vary slightly from 100% due to rounding.

**Air Emissions Relative to New York State Average**



**Constellation New Energy**

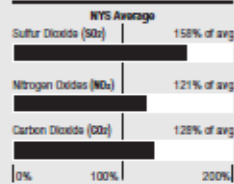
Note: Sulfur dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog, and carbon dioxide contributes to global climate change. Depending on fuel source, size and location, the generation of electricity may also result in public health, environmental and socio-economic impacts not disclosed above.

**Fuel Sources Used To Generate Electricity\***

|             |              |
|-------------|--------------|
| Biomass     | Less than 1% |
| Coal        | 30%          |
| Gas         | 25%          |
| Hydro       | 12%          |
| Nuclear     | 25%          |
| Oil         | 6%           |
| Solar       | Less than 1% |
| Solid Waste | Less than 1% |
| Wind        | Less than 1% |

\*Actual total may vary slightly from 100% due to rounding.

**Air Emissions Relative to New York State Average**



# *Project Updates*

- Retail Access Video
- NY Energy Choice Shopping Booklet
- Marketer Catalogue Update
  - Email: [pauyoj@oru.com](mailto:pauyoj@oru.com)

# *Capacity Release - Gas Update*

Chris Tofallos

Energy Delivery Specialist

Customer Energy Services

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# *Capacity Release 2010/2011*

- History of Capacity Releases
  - 6 Paths from Various Receipt Points
  - Delivery Point - 88% TCO & 12% AGT
  - All Released at Pipeline Max Rates
- Annual Reconciliation
  - Surcharge/Credit to Transportation Customers

Orange and Rockland Capacity Release Service  
Program

Effective November 1, 2010

| <u>Pipeline/Path</u> | <u>Capacity<br/>Release Pool<br/>Size &gt; 490 dt</u> | <u>Capacity<br/>Release Pool<br/>Size &lt; 490 dt</u> |
|----------------------|---|---|
| <b>Columbia</b>      |   |   |
| TCO-Leach            | 19.01%  | 25.55%  |
| TCO-Broad Run        | 10.72%  | 14.41%  |
| TCO-Hi Hat           | 8.43%   | 11.34%  |
| TCO-Milford          | 13.56%  | 18.24%  |
| TCO-Eagle            | 12.65%  | 17.01%  |
| <b>Algonquin</b>     |   |   |
| Hanover              | 10.01%  | 13.46%  |
| <b>Tennessee</b>     |   |   |
| Niagara              | 25.62%  | None  |

# *Winter Bundled Sales Rate*

November 1, 2010 – March 31, 2011

\$4.63 per dekatherm

# *Service Classes & Rate Codes*

Dan Colantonio

Specialist, Customer Energy Services

[colantoniod@oru.com](mailto:colantoniod@oru.com)

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# Service Classes and Rate Codes

| O&R         | Retail Access |              |                |  |
|-------------|---------------|--------------|----------------|--|
| Rate        | Rate          | Service      | Maj Srvc       |  |
| <u>Code</u> | <u>Code</u>   | <u>Class</u> | <u>Classif</u> | <u>Applicable Use</u>  |
| 202         | 202           | SC2          | Pri            | Small Commercial & Industrial - General Service                                  |
| 282         | X2D           | SC2          | Pri            | Small Commercial & Industrial - General Service- PowerPick                       |
| 712         | 712           | SC2          | Pri            | Small Commercial & Industrial - General Service - MDAHP                          |
| 782         | X2P           | SC2          | Pri            | Small Commercial & Industrial - General Service - MDAHP & PowerPick              |
| 302         | 302           | SC2          | Sec            | Large Commercial - Secondary (over 200 KW)                                       |
| 382         | X3D           | SC2          | Sec            | Large Commercial - Secondary (Over 200 KW) - PowerPick                           |
| 322         | 322           | SC2          | Sec            | Large Commercial - Secondary (over 200 KW) - MDAHP                               |
| 392         | X3P           | SC2          | Sec            | Large Commercial - Secondary (Over 200 KW) - MDAHP & PowerPick                   |
| 602         | 602           | SC2          | Sec            | Large Industrial - Secondary (over 200 KW)                                       |
| 682         | X6D           | SC2          | Sec            | Large Industrial - Secondary - PowerPick   |
| 612         | 612           | SC2          | Sec            | Large Industrial - Secondary (over 200 KW) - MDAHP                               |
| 652         | X6P           | SC2          | Sec            | Large Industrial - Secondary - MDAHP & PowerPick                                 |
| 283         | X2F           | SC3          | Pri            | Small Commercial & Industrial - General Service - Primary - PowerPick            |
| 253         | 253           | SC3          | Pri            | Small Commercial & Industrial - General Service - Primary 100 KW Minimum - MDAHP |
| 293         | X8P           | SC3          | Pri            | Small Commercial & Industrial - General Service - Primary - MDAHP & PowerPick    |

## *Service Classes & Rate Codes*

- On May 1 2010, customers  $> 500$  kW moved to mandatory hourly pricing
- New rate codes for demand threshold of 500 kW and higher were established

## *Service Classes & Rate Codes*

- RECO PJM Capacity Obligation (CO) is updated June 1<sup>st</sup> of each year
- CO is set by the 5 peak day average for PJM
- RECO PJM Transmission Obligation (TO) is updated January 1<sup>st</sup> of each year
- TO is set by the peak day for RECO

# *Interval Data (SC9, SC22, in NY)*

- E-mail Interval Data Requests to:

Jean Pauyo, Specialist

pauyoj@oru.com

845-577-3835

- Must provide in the e-mail:
  - Customer Account Number
  - Date Range

## *Interval Data (SC9, SC22, in NY)*

- Old Threshold – Mandatory Hourly Pricing (MHP)
  - 1000 kW for two consecutive months
  
- Current Threshold – May 2010
  - 500 kW for two consecutive months
  - Added 90 new interval meter customers

# *Purchase of Receivables Discount*

- Marketer receivables to be discounted based on
  - Uncollectable (based on prior year actual)
  - Risk factor (20%)
  - Credit and collections

# *Illustrative POR Discount*

| <b>Electric Discount</b> |        |
|--------------------------|--------|
| Credit and Collections   | 0.910% |
| Uncollectable Component  | 0.402% |
| Risk Factor              | 0.080% |
| Total                    | 1.392% |

| <b>Gas Discount</b>     |        |
|-------------------------|--------|
| Credit and Collections  | 0.693% |
| Uncollectable Component | 0.414% |
| Risk Factor             | 0.083% |
| Total                   | 1.190% |

*O&R Retail Choice Basics*  
*EDI*

David Revie

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# *O&R Retail Choice Basics*

## *EDI*

- Enrollment

- Must be received and processed 15 calendar days in advance of the next read date for electric or the 1<sup>st</sup> of the month for gas
- Must contain a valid price
- Must indicate electric, gas, or lighting
- Lighting is indicated by “U”

# *O&R Retail Choice Basics*

## *EDI*

- Price Changes
  - No blended prices
  - Last price submitted will be billed
  - Price change is not available for a pending enrollment
  - Price change is valid for current bill cycle
  - Price or rate change must be requested no later than 4 business days prior to its effective date
  - No submission of prices during the discounted Power Switch period

# *O&R Retail Choice Basics*

## *EDI*

- Tax Status Change
  - O&R uses tax percent code
  - A code of 27 will indicate 100% exemption
  - A code of 19 will indicate 0% exemption

# *O&R Retail Choice Basics*

## *EDI*

- Drop
  - Must be submitted 15 days before effective date
  - Will occur on scheduled read date for electric or 1<sup>st</sup> of the month for gas
- Rescind
  - Can be done up to three business days prior to effective date of enrollment
- Reinstatement
  - If drop was customer requested the customer must request reinstatement
  - If drop was submitted by incumbent ESCO than ESCO can request reinstatement via email

# *Common EDI Rejections*

## *NY Standard Rejections*

- Customer account number missing
- Customer not with this ESCO
- Account service is already active with this marketer
- Marketer not authorized to enroll service in this state
- Invalid service type
- ESCO/Marketer not eligible to enroll customer
- Blocked enrollment
- Invalid customer account number

# *Common EDI Rejections*

## *O&R Rejections*

- Marketer not authorized for utility single bill
- Invalid tax rate
- Invalid price
- Inactive customer service
- Price change not allowed account in bill window
- Customer has pending de-enrollment
- Customer has not billed
- Customer account number missing
- Account pending enrollment with this marketer
- Utility account number for ESCO/Marketer is invalid

*Questions ???*