



national fuel

May 16, 2011

Hon. Jaclyn A. Brillig
Secretary
NYS Public Service Commission
Three Empire State Plaza
Albany, NY 12223

Re: Case 07-G-0141 – Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of National Fuel Gas Distribution Corporation for Gas Service – Conservation Incentive Program

Dear Secretary Brillig:

Enclosed is the Thirteenth Quarterly Program Status Report for National Fuel Gas Distribution Corporation's Conservation Incentive Program. This Report is submitted in compliance with the timetable provided in the implementation plan filed with the Commission on January 21, 2011.

If questions you have questions relating to this report, please contact the undersigned at (716) 857-7805, Robert Eck at (716) 857-7711 or Michael Reville at (716) 857-7313.

Respectfully submitted,

Eric H. Meinel
Gen. Manager, Rates & Regulatory Affairs

Attachments

cc: John Favreau, PSC (*via email*)
David A. Munro, NYSERDA (*via email*)

CONSERVATION INCENTIVE PROGRAM
Quarterly Program Status Report
Program Results through March 31, 2011
Case 07-G-0141
Submitted to the New York State Department of Public Service
May 16, 2011

National Fuel Gas Distribution Corporation
6363 Main Street
Williamsville, NY 14221

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CONSERVATION INCENTIVE PROGRAM
Program Status Report
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I. Introduction

A. Case History

On September 20, 2007 the Commission issued its Order Adopting Conservation Incentive Program (“CIP Order”)¹ for National Fuel Gas Distribution Corporation (“Distribution” or “Company”). The CIP Order required, among other things, that the Company submit its timetable for the implementation of the 2007-08 Conservation Incentive Program (“CIP”) by October 1, 2007, (CIP Order, Page 13, Ordering paragraph 2). Distribution submitted a timetable on October 1, 2007. Included in the timetable was an entry for the submission of an initial report to the New York State Department of Public Service including a program description and measurement and verification (“M&V”) plan by November 30, 2007, (“initial report”), as well as quarterly status reports beginning May 30, 2008.

On October 19, 2009 the Commission issued its Order Approving The Continuation of National Fuel Gas Distribution Corporation’s Conservation Incentive Program With Modifications (“2009 CIP Order”).² The 2009 CIP Order, among other things, modified certain aspects of the Company’s CIP.

On November 22, 2010 the Commission issued its Order Approving the Continuation of National Fuel Gas Distribution Corporation’s Conservation Incentive Program with Modifications (“2010 CIP Order”).³ The Company filed a reporting

¹ Case 07-G-0141 - Proceeding on the Motion of the Commission as to the Rates, Rules, and Regulations of National Fuel Gas Distribution Corporation for Gas Service, Order Adopting Conservation Incentive Program, issued and effective September 20, 2007.

² Case 07-G-0141 - Proceeding on the Motion of the Commission as to the Rates, Rules, and Regulations of National Fuel Gas Distribution Corporation for Gas Service, Order Approving The Continuation of National Fuel Gas Distribution Corporation’s Conservation Incentive Program With Modifications, issued and effective October 19, 2009.

³ Case 07-G-0141 - Proceeding on the Motion of the Commission as to the Rates, Rules, and Regulations of National Fuel Gas Distribution Corporation for Gas Service, Order Approving the

timeline in its CIP implementation plan submitted to the Commission on January 21, 2011. The report is filed consistent with that timeline.

B. Report Overview

This report summarizes the status of the Company's CIP as of March 31, 2011. Included in this report is an update of the status of the M & V plan. As explained in the initial report and this May 2011 quarterly report, the Company anticipates that the M & V plan will be modified to incorporate suggestions from Staff and other parties. Also, it is anticipated that additional modifications will be made to incorporate insights being developed in the currently ongoing Commission investigation into development of a statewide energy efficiency initiative.⁴

A number of the Company's CIP initiatives are being administered by New York State Energy Research and Development Authority ("NYSERDA") through that authority's existing programs.

II. Program Goal

Distribution has developed the CIP to foster more efficient use of natural gas on its system. The CIP Order recognized that "The CIP calls for the more efficient use of natural gas resources and it is consistent with the State's policy to encourage energy conservation." (CIP Order, p. 2). Distribution designed its CIP in conjunction with its proposed revenue decoupling mechanism ("RDM"). The Company's RDM is consistent with the guidelines established by the Commission for implementation of RDMs.⁵

A major challenge in the design of energy efficiency programs for Western New York is to promote the efficient use of energy in such a manner that it can be used as a strength when encouraging economic development in the region, among other things.

Further, the benefits of natural gas, both on an economic and environmental basis, should encourage the expansion of access to natural gas supplies to homes and businesses in Western New York.

Continuation of National Fuel Gas Distribution Corporation's Conservation Incentive Program with Modifications, issued and effective November 22, 2010.

⁴ Case 07-M-0548 - Proceeding on Motion of the Commission Regarding an Energy Efficiency Portfolio Standard, Order Instituting Processing, issued and effective May 16, 2007.

⁵ Cases 03-E-0640 and 06-G-0746, RDM Proceeding, Order Requiring Proposals for Revenue Decoupling Mechanisms (issued and effective April 20, 2007).

III. CIP General Description

The CIP proposed by Distribution and approved by the Commission has three major components: (1) appliance rebates, (2) Low Income Usage Reduction Program (“LIURP”), and (3) general energy efficiency outreach initiative. Each of these programs and their subcomponents will be further described in detail later in this report. Included in those descriptions will be a planned M&V plan for each initiative.

The information to be provided for each program will be organized as follows:

- 1) Program Name
- 2) Program Description
- 3) General Program Goals
- 4) Program Information
- 5) Program Reporting
 - a. Internal
 - b. External
- 6) M&V Analysis
 - a. General Description of Method Utilized for Determining Cost and Benefit
 - b. Data Summary including:
 - i. Cost Measurement
 - ii. Calculation of Usage Savings over Life of Efficiency Measure
 - iii. Natural Gas Supply (“NGS”) Costs
 - iv. Discount Rate Utilized for Discounting Future Benefits
 - v. Cost Escalator utilized for NGS Costs
 - vi. Western New York Benefit Variables
 - vii. Societal Benefit Variables
 - c. Savings Calculation Approach
 - i. Account Specific
 - ii. Sampling
 - iii. Base Line
 - d. Net Impact Evaluation
 - i. Free Ridership
 - ii. Spillover
 - iii. Snapback
 - e. Avoided Emissions Calculation

It should be recognized that Distribution envisions the CIP as an evolutionary program. That is, as knowledge is gained as to the effectiveness of various components of the program, it is likely that modifications will be made to individual components so that the overall benefits of the CIP are maximized. It is anticipated that future quarterly reports will identify successes and potential improvements in program design. Those quarterly reports may also include recommended changes to effectively meet the overall goal of the CIP.

IV. M&V Plans

A. General Description of M&V Plans

This report provides a preliminary estimate of the cost and benefits of the Company's CIP to date. This report reflects thirteen quarters of operation of the Company's CIP. This report also will present a pre and post equipment installation consumption analysis for residential customer rebates.

The M&V plan includes a number of cost benefit analyses including: (1) Total Resource Cost Test ("TRC"), (2) Total Resource Cost Test – Western New York ("TRC-WNY"), and (3) Societal Test. The program results are provided (1) in total, (2) in summary of various program "portfolios", and (3) on an individual program basis. The table below summarizes program results to date in total and for the various program portfolios. Individual program results will be summarized in the individual program sections presented later in this report. Appendix E provides the detailed M&V program results.

Program M&V Summary Based on Deemed Savings Assumptions Included in the Company's Base Rate Case 07-G-0141				
	Total	Residential	Non Residential	Outreach
Base				
TRC	1.92	1.81	1.60	4.53
TRC-WNY	2.87	2.69	2.37	7.13
Societal Test	3.05	2.86	2.52	7.54
Adjusted				
TRC	1.85	1.75	1.57	4.08
TRC-WNY	2.77	2.60	2.32	6.46
Societal Test	2.94	2.76	2.46	6.83

The measurement of the cost and benefits of energy efficiency programs proceeds along a continuum of complexity. The TRC is perhaps the simplest to understand and implement while the Societal Test can be the most complex. Various additional measurements are added to the TRC leading up to a complete Societal Test. The three cost benefit analyses will be presented for each component of the CIP program.

The TRC utilized in this report will measure the cost expended under the program by the Company and customers for each initiative to the overall savings in customer costs. The NGS costs exclude the delivery and minimum charge rates billed to customers since in the long run these costs are not avoided.

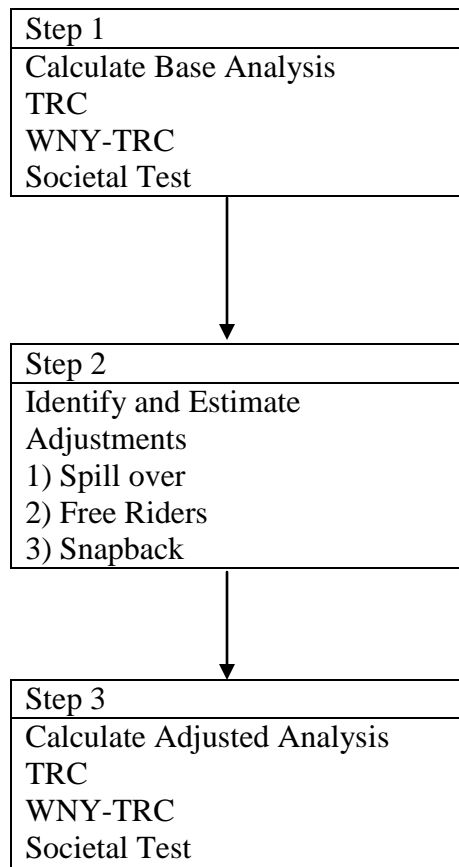
The TRC –WNY attempts to quantify the specific regional benefits derived from the specific CIP initiatives. For example, the LIURP will reduce the consumption of natural gas by low-income customers. That will be achieved by improving the energy efficiency of low-income customer homes. The cost of that program will largely consist of the efforts of local contractors in installing energy efficiency applications. The

payments for energy efficiency improvements to local contractors effectively utilizes energy dollars that otherwise would have left the service territory with payments to local contractors that will largely stay in the service territory. The overall net savings of customers will also have a beneficial ripple effect on the WNY economy. The calculation of WNY expenditure multipliers and WNY income multipliers will be explained in Appendix F. The TRC-WNY is an attempt to quantify these benefits.

The Societal Test takes the TRC-WNY one step further by measuring the environmental benefits of the individual CIP initiatives and other societal costs and benefits that may result from these energy efficiency initiatives. The Company developed an estimate of the societal benefits associated with reduced CO2 emissions. The societal benefit of \$15 per ton CO2 reduction was provided by the Commission in Appendix 3, page 2 of its June 23, 2008 Order in Case 07-M-0548.

The Company employed three general steps in its M&V analysis. The first step was the determination of a base analysis. The base analysis would utilize specific and discrete program results associated with changes in energy efficiency behavior of participating customers.

Figure 1 – Summary of the General Steps Employed in the M&V Analysis



The Company employed a deemed savings approach for determining savings under the program to date. A TRC test has also been calculated for the residential rebate program based on a customer pre and post equipment installation consumption analysis. A summary of this information will be presented in the residential rebate section of this report.

Deemed savings apply stipulated values of savings for installed or promoted energy efficiency initiatives. Deemed savings calculations apply accepted savings amounts for an application or initiative to determine the amount of actual energy savings. A more detailed description of the deemed savings approach utilized in this preliminary estimate of cost and benefits will be provided in the description of individual programs. This report reflects deemed savings estimates based on information included in the October 15, 2010 Technical Market Manual.⁶ This is the first report filed by the Company that utilizes such deemed savings estimates. Past reports utilized the deemed savings estimates utilized in the Company's last base rate case where the CIPs was first approved by the Commission. The pre and post equipment installation analysis identified changes in annual weather normalized consumption for residential customers installing energy efficient appliances under the CIP rebate initiative. Appendix I provides a summary of the pre and post equipment installation consumption analysis.

The Company utilized a projection of the average natural gas supply costs for the upcoming year of approximately \$10.00 per Mcf. As has been demonstrated during the recent past, the market prices of natural gas can be extremely volatile. Long range projections of natural gas prices can be dramatically off base. The \$10.00 per Mcf price of natural gas utilized in this study is equal to the trend of natural gas prices experienced by customers from October 2003 through March 2011 and has been used in previous quarterly reports. The price trend has been updated through March 2011 and presented on the graph included in the last page of Appendix E. As can be seen from this graph, recent declines in prices have dropped the historical trend to approximately \$10.00 per Mcf. In previous quarterly reports the Company has utilized a \$12.00 and \$11.00 per Mcf price variable included in the base analysis of Appendix E. The Company has updated the price variable to \$10.00 per Mcf since this price reduction has occurred consistently over the recent past. Lines 246 through 257 of Appendix E provide a sensitivity analysis for the price variable. The Company will continue to monitor price changes and update the price variable if circumstances warrant in future reports. The potential volatility of key variables utilized in the M&V analysis highlights the importance of sensitivity analysis to gauge the robustness of program results over a reasonable range of values for key variables in the analysis.

Step 2 would identify and estimate adjustments to the base analysis. These adjustments would include estimates of: (1) spillover, (2) free ridership, and (3) snapback. Spillover results when there are additional customer behavioral changes that produce a positive increase in energy efficiency on the part of the customer. For example, under the residential rebate program, the Company will inform customers of

⁶ New York Standard Approach for Estimating Savings from Energy Efficiency Programs, Residential, Multi-Family and Commercial/Industrial Measures, October 15, 2010. Prepared for New York Department of Public Service by TecMarket Works ("Standard Technical Manual").

NYSERDA's whole house energy audit initiative. To the extent that customers receiving a rebate under the Company's CIP become aware of NYSERDA's whole house energy audits, and such audits result in increased savings, this would be considered a spillover benefit of the Company's CIP. Free riders are customers that would have implemented the program measure or practice in the absence of the CIP. Snapback occurs when customers actually increase their energy consumption due to reductions in the cost of energy. For example, increases in consumption can result when prices decline due to energy saving initiatives. In the pre and post equipment installation consumption analysis the snapback adjustment is set to zero because any snapback effect would be included in post equipment installation consumption.

The third step will add the results of the base analysis from Step 1 to the estimated adjustments in Step 2, to provide the final analysis of program results.

The Company believes that the measurement and evaluation analysis will evolve as more information is developed over the years. The Company will not only attempt to identify unique measurement issues associated with its programs, it will also strive to include pertinent information and best practices identified in other energy efficiency initiatives, including: (1) the New York Energy Efficiency Proceeding (Case 07-M-0548), (2) the National Action Plan for Energy Efficiency ("NAPEE"), (3) the North American Energy Standards Board ("NAESB"), (4) the National Association of Regulatory Commissioners ("NARUC"), and (5) other state initiatives.

B. Status of Data Development for M&V Plan

The Company has developed a preliminary report based on the program results to date. The Company has developed preliminary M&V results using four broad categories of data: (1) customer specific impact data from Company developed data bases, (2) M&V information that it believes is consistent with the requirements being developed through the statewide energy efficiency initiative (Case 07-M-0548), (3) M&V information consistent with that utilized in the New York Energy \$martsm Program, Evaluation and Status Report, Year Ending December 31, 2007, Final Report, March 2008 ("Energy \$martSM evaluation"), and (4) a sensitivity analysis on key variables. A brief description of each of these four broad categories of information follows.

1. Customer Impact Data from Company Developed Date Bases

The Company has developed a "before and after" consumption analyses for individual residential customers that are participating in the Company's rebate programs. A summary of the results for the rebate program is provided in the residential rebate section of this report. In this report the Company has also continued to provide deemed savings values as well as annual customer participation and cost information experienced to date to develop a preliminary estimate of the costs and benefits of the program.

The Company is also tracking the changes in consumption for the Company’s service classifications subject to the revenue decoupling mechanism (“RDM”) approved by the Commission in the Company’s last base rate case. This information is summarized in the table below.⁷

Summary of Revenue Decoupling Usage per Account Information (Mcf/Account)		
	SC 1	SC 3 *
Case 07-G-0141 Imputed RDM Usage per Account	106.910	414.31
Consumption at Start of CIPs Program 12 ME 12/2007	107.837	404.17
Consumption 12 ME 3/2011	101.98	389.36
* SC 3 actual data adjusted for actual TC 1.1 and 2.0 migrations included in latest RDM filing.		

2. M&V Information Consistent with the Requirements Being Developed Through the Statewide Energy Efficiency Initiative

On June 23, 2008, the Commission issued its Order Establishing Energy Efficiency Portfolio Standard and Approving Programs (“EEPS Program Order”), in Case 07-M-0548. On August 7, 2008, Staff issued Evaluation Guidelines for incorporation into gas energy efficiency programs as required by the EEPS Program Order. TecMarket Works has prepared for staff the New York Standard Approach for Estimating Energy Savings from Energy Efficiency Programs dated March 25, 2009. On January 4, 2010 the Commission issued its Order Approving Certain Commercial and Industrial; Residential; and Low-Income Residential Customer Energy Efficiency Programs With Modifications. Included in that January 4, 2010 Order was reference to an updated New York Standard Approach for Estimating Energy Savings from Energy Efficiency Programs, Single Family Residential Measures, dated March 16, 2009. On October 18, 2010 the Commission issued its Order Approving Consolidation and Revision of Technical Manuals in Case 07-M-0548 (“October 2010 Technical Manual Order”). The October 2010 Technical Manual Order, among other things, approved effective January 1, 2011, the “New York Standard Approach for Estimating Energy Savings – Residential, Multi-family and Commercial/Industrial Measures.” The Company has incorporated the updated Technical Manual deemed savings and appliance life values in this report.

The table below provides estimated deemed savings from the updated October 2010 Technical Manual for the Company’s residential rebate programs. The table

⁷ The information presented in this table is normalized for adjustments to service classification consumption for the “best rate” requirement in the Company’s tariff. The “best rate” requirement is a statutory requirement that certain accounts (i.e., religious and veteran organizations) be placed in the service classification that would provide them with the lowest (“best”) annual bill. In order to effectuate this provision, the Company annually reviews the bills for qualifying accounts and adjusts their service classifications as needed. In the Company’s last rate case, a rate design change was effectuated such that this year’s “best rate” review resulted in a significant migration of accounts. The table above eliminates the effect of this migration in order to provide a more consistent “before and after” analysis of consumption changes.

provides summaries of deemed savings from the October 2010 Technical Manual, deemed savings based on the savings estimates included in the Company’s last base rate case (“NFGDC Deemed” savings estimates), savings calculated through the Company’s pre-post consumption analysis, and pre and post consumption results using the Princeton Scorekeeping Method⁸ (“PRISM”). Also included in the table are the estimated appliance lives presented in the Company’s last base rate case and appliance measure life estimates included in the latest TecMarket Manual.

Summary of Residential Rebate Savings Estimates						
	Heating Systems			Thermostats	Hot Water Systems	
	Forced Air Furnace	Water Boilers	Steam Boilers		Tank	Tankless
NFGDC Deemed (Dth) ⁹	23.3	19.8	19.0	2.5	5.6	11.7
NFGDC Appliance Life (Years)	17	17	17	17	14	14
October 2010 Technical Manual (Dth) ¹⁰	18.22	21.37	19.04	7.83	3.01	7.04
Tec Market Manual Appliance Life (Years)	20	25	25	11	---	20
NFG Pre Post Analysis (Dth)	13.7			5.8	4.3	7.8
PRISM	13.2			NA		

3. M&V Information Consistent with the Energy \$martSM Evaluation

The Energy \$martSM evaluation includes an analysis of macroeconomic impacts. Consistent with the Energy \$martSM evaluation, the Company has utilized IMPLAN Pro® Version 2.0 to develop macroeconomic multipliers for its service territory. The development of these multipliers is provided in Appendix F. Also included in this evaluation is a measurement of environmental benefits. As mentioned previously the Company utilized Commission provided CO2 cost per ton information and AGA lbs CO2 per Mmbtu of natural gas in determining societal cost savings from the CIP.

4. Sensitivity Analysis on Key Variables

As mentioned previously, the potential volatility of key variables utilized in the M&V analysis highlights the importance of sensitivity analysis to gauge the robustness of program results over a reasonable range of values for key variables in the analysis. Pages 13 through 19 of Appendix E provide a sensitivity analysis for key variables included in the M&V analysis.

⁸ Appendix I provides greater detail on the PRISM method.

⁹ Based on deemed savings provided in the Company’s last base rate case.

¹⁰ Based on TecMarket manual formulas and formula variable values for the Company’s service territory.

V. Summary of Programs

A. Low Income Usage Reduction Program (“LIURP”)

1. Description

LIURP is a weatherization program for low-income customers. Participants receive a heating system check, an energy audit, installation of weatherization, infiltration reduction, natural gas usage reduction measures and consumer education. The program design is consistent with, and is being administered as part of, NYSERDA’s EmPower New YorkSM (“EmPower) program, and contractors will follow procedures and guidelines developed for that program. Households receiving gas efficiency services paid for by Distribution will be evaluated for electric reduction measures to be paid for by NYSERDA with System Benefits Charge (“SBC”) funds.

2. Goals

Conserve energy, reduce residential energy bills, and improve the health, safety, and comfort levels for participating households. Also reduce the incidence and risk of pay delinquencies and the costs associated with uncollectible accounts, late payment collections, and termination of service expenses. Measures installed will be cost effective and pay for themselves through energy savings in a specified time frame.

3. Program Information

a. Eligibility

Customers meeting the following criteria will be eligible to participate in the Company’s LIURP:

- Preferred status to participants in Low Income Customer Affordability Assistance Program (“LICAAP”).
- Income less than or equal to 60% New York State median income (HEAP eligible).
- Active account and residency in the premises for at least one year prior to weatherization.
- High consumption - minimum of 132 Mcf (start with 180 – 200+ Mcf or thousand cubic feet) per year.
- Owners and tenants eligible.
- Must be a single-family dwelling or two units if each has its own meter and both meet eligibility requirements.

b. Administrative Tasks Related to Start-Up

- NYSERDA negotiated and modified existing EmPower contracts, including budgets and statements of work with current Program Implementer,

Honeywell International (“Honeywell”), and current Quality Assurance (“QA”) Contractor, CSG Services, to include activities related to LIURP.

- NYSERDA modified current EmPower Contractor and Vendor Agreements for use in LIURP. NYSERDA procured contracts from area contractors and vendors, is monitoring contractor eligibility and has established a payment system for participating contractors.
- NYSERDA has modified the online tracking system, CRIS, the EmPower software tool, EmPCalc, and the online Contractor Portal to accommodate changes required for the inclusion of LIURP in the EmPower system.
- NYSERDA has modified current EmPower forms and integrated Distribution forms to accommodate LIURP.

c. Ongoing Administrative Tasks

- NYSERDA will reassess and enhance program procedures on an ongoing basis, ensuring that practices are consistent with standards of the Building Performance Institute (“BPI”) and best practices as followed by contractors participating in EmPower. Forms, guidelines, software, and other materials will be modified as needed. NYSERDA program staff will consult with Counsel and Contract Management as needed to ensure that the program is implemented correctly.
- NYSERDA will monitor program progress and expenditure levels to ensure that program objectives are met within budget allocations. NYSERDA will conduct weekly meetings with the Program Implementer, and maintain daily contact as needed, to ensure that the program is progressing as required.
- NYSERDA will conduct weekly and monthly meetings with the QA Contractor, and maintain daily contact as needed, to ensure that QA procedures are being followed in accordance with the contract, and that QA issues are being resolved.
- NYSERDA and NYSERDA Program Implementer will meet with contractors on a regular basis, both on-site and by teleconference, to ensure that contractors understand and are following program procedures, and to elicit feedback regarding the program.
- NYSERDA will conduct an annual review of pricing to ensure that fees are appropriate, and provide financial support to the New York State Weatherization Director’s Association for their bulk purchase bidding procedure. NYSERDA will ensure that appliance pricing is consistent with this bid.
- NYSERDA will conduct periodic reviews of the database to ensure quality of data entry.
- NYSERDA will develop and process incentives for contractors who participate in the program and become BPI accredited. These incentives will consist of 75% reimbursement of BPI contractor fees for training, accreditation and quality assurance.

- NYSERDA will collaborate with the Weatherization Assistance Program to ensure consistency between programs and to maximize opportunities for collaboration, thereby allowing for enhanced worksopes.
- NYSERDA will modify energy efficiency and financial management workshops currently provided in Distribution service territory to include information related to Distribution low income programs.
- At Distribution’s request, NYSERDA shall permit Company personnel to monitor and participate in these administrative tasks.
- NYSERDA will use its best efforts to accommodate an interface platform with Distribution’s customer information systems to assure the proper transfer of customer information necessary to perform the obligations hereunder.

d. Process

- Distribution generated referrals from:
 - LICAAP
 - HEAP status/consumption report
 - CAC/Outside Agencies/Other
- Distribution screens for:
 - 12-month consumption history. Must be more than 132 Mcf (Ideally, 180-200+ Mcf initially).
- NYSERDA Program Implementer Screen for eligibility:
 - NYSERDA Program Implementer is sending a cover letter from Distribution with a LIURP/EmPower application to each potential participant. A second application will be sent if the first is not returned within a reasonable time frame.
 - Upon receipt of completed application NYSERDA Program Implementer will examine potential for natural gas energy efficiency services funded through Distribution, and determine eligibility for electric reduction services funded through the SBC and available to low-income electricity customers of National Grid and New York State Electric and Gas Corporation.
 - If the customer is a tenant, NYSERDA Program Implementer will send a letter (on Distribution letterhead) to landlord outlining requirements and soliciting landlord participation. Upon receipt of satisfactory landlord agreement, the customer may be accepted for energy services.
 - If the customer resides in a multifamily home (three units or greater), the customer will be ineligible for gas efficiency measures.
- If not eligible, NYSERDA Program Implementer will:
 - Send a “no further services” letter to the customer (printed on Distribution letterhead).

- If referral was from Distribution or an outside agency, inform referring office/agency reason(s) why customer not eligible.
- Do nothing else with account.
- If above criteria met for eligibility, NYSERDA Program Implementer performs the following:
 - Assigns the customer to a participating contractor. Assignments will be made on the basis of current backlog, contractor availability, and past performance.
 - Sends a letter, on Distribution letterhead, to the customer informing them of their acceptance and providing contact information for the assigned contractor.
- When the customer is eligible for weatherization, NYSERDA Program Implementer will:
 - Enter relevant customer data into the EmPower database, including county designations and other information required by Distribution.
 - Enter weatherization-approved status.
 - System to accept periodic information verifying that the customer is still eligible and that service has not been shut off for non-payment, no pending close orders, no active shut off notices, and account is still active. Until automated, Honeywell will need to accept e-mail notifying an account is no longer eligible.
- Once work is in progress:
 - Distribution has access to the EmPower database. Distribution has access to screens/reports to identify, among other things, placed jobs that have yet to be picked up by contractors and the status of any placed jobs. Distribution has the ability to retrieve customer energy services record and to obtain an electronic report of jobs with information required by Distribution, such as first name, last name, address, city, state, postal code, contractor, home phone number, account number, meter number, mailing address, mailing city, mailing zip, and sent to contractor date.
 - NYSERDA Program Implementer is administering customer interactions/document procurements (letters sent to Distribution's customers on Distribution letterhead), including:
 - Customer Acceptance Letter
 - CIP/EmPower Audit Forms
 - Landlord/Tenant Agreements
 - Distribution LIURP Eligibility Affidavit/Information Waiver
 - Distribution Work Proposal Agreement
 - Customer Agreement
 - National Fuel Safety Check List
 - Certificate of Completion NYSERDA Program Implementer
- Contractor duties:

- Within two weeks of receiving job, contractor calls customer to set up initial appointment.
- Contractor goes to property and performs a comprehensive home assessment, including:
 - Heating system inspection and combustion efficiency test.
 - Blower door test for air leakage.
 - Inspection and measurement for insulation.
 - Health and safety checks, such as ambient CO testing and gas leak checks.
 - Energy education.
 - Instrumented audit and documentation on EmPower forms.
 - Discussion of workscope with appropriate household member.
 - If household is eligible for SBC-funded measures, installation of minor electric reduction measures, such as compact fluorescent light bulbs and evaluation of electric appliances.
- If furnace problems are identified, contractor follows appropriate emergency and referral procedures outlined in Section 5 of the EmPower Guidelines and Procedures Manual.
- If issues or problems are identified which preclude successful installation of measures, such as severe structural damage or serious code violations related to the work, contractor will notify the EmPower Program Implementer and further work will be cancelled until conditions are corrected.
- NYSERDA Program Implementer will send letter (on Distribution letterhead) to customers explaining why work was cancelled and offering a timeline by which work may be resumed if conditions are corrected.
- Contractor develops workscopes and proceeds with work according to EmPower Guidelines and Procedures Manual.
- If customer does not respond to contractor calls or letters, contractor advises NYSERDA Program Implementer. (Contractor may be reimbursed for services rendered such as customer education, etc. despite the weatherization job not being completed. Reason why job may not have been completed could include customer not getting back to contractor, etc.).
- Once a job is completed, Contractor sends all completed forms and invoice to the Program Implementer for processing.
- Jobs to be completed within 60 days from referral.
- Invoice processing:
 - Invoices submitted must follow Invoicing Requirements listed on Section 15.3 of the EmPower Guidelines and Procedures Manual.
 - Honeywell reviews all forms and verifies invoice for accuracy. (Use a standard invoice for all contractors).
 - If any discrepancies found with invoice, NYSERDA Program Implementer contacts contractor.

- If any forms not returned or incomplete, NYSERDA Program Implementer contacts the contractor.
 - Honeywell provides the third-party QA Contractor with information for QA inspections.
 - If the invoice is ok, NYSERDA Program Implementer recommends approval of the invoice, enters the final approved costs into the CRIS database, and locks the costs in place.
 - NYSERDA approves and process contractor and vendor invoices, arrange payment, and resolve payment issues.
 - NYSERDA tracks program expenditures and maintains payment records. Accounts payable forms and invoice maintained for six years.
- Job completion processing:
 - NYSERDA Program Implementer maintains a file of the following household data:
 - Customer application.
 - Energy usage.
 - Audit forms and workscope write-up.
 - Certificate of Completion.
 - Required permissions.
 - NYSERDA QA Contractor (currently CSG Services) will perform independent third-party QA field inspections on approximately 20% of completed jobs and phone QA interviews on an additional 15% of completed jobs. QA will be completed within one month of completion of work.

4. Reporting

a. Internal

As of March 31, 2011, a total of 25,557 customers have been referred to the contractor for LIURP services. Of these, 19,523 have been sent a letter/application, and 5,734 applications have been returned. This has resulted in 3,114 customers referred for services, 513 applications on hold and 2,107 customers deemed ineligible. Of the 2,651 currently active program participants, 2,057 jobs have been completed, with 391 jobs in process and another 203 energy audits in process. The 2,057 completed jobs consisted of insulation measures for 1,595 customers, air sealing measures for 1,651 customers, heating system repairs/replacements for 898 customers and low flow showerheads for 489 customers. The total cost of all the measures to date is \$6,703,490, with an average cost per measure of \$3,259.

Refer to Appendix A of this report for more detailed program summary information.

b. External

As of March 31, 2011, the Company estimates that the 2,057 completed conservation measure jobs will result in 85,402 Mcf of annual energy savings, which equates to \$1,152,948 annually in energy bill savings.

The Company has developed an analysis of the changes in LIURP customer consumption characteristics after the installation of energy efficiency applications at the customer's household. Appendix I provides a summary of this analysis.

5. M&V Analysis

Appendix E, Pages 7 through 9, Column K, provide the preliminary M&V results for the LIURP program.

The Table below summarizes a number of results included in Appendix E.

LIURP M&V Summary Based on Deemed Savings Analysis	
TRC Base Analysis	1.39
Base Societal Test w/WNY Benefits	2.16
TRC Adjusted	1.39
Adjusted Societal Test w/WNY Benefits	2.16

The Mcf saved per participant, Row 20, on Appendix E, is the deemed LIURP program savings based on average participant program savings as reported in Appendix A. Previous reports based deemed savings on savings assumptions assumed when the CIP program was initially established in the Company's last base rate case. In developing the adjusted analysis no free ridership is assumed since it is unlikely that low income customers would have sufficient resources to make the energy efficiency improvements without the CIP initiatives. The "Snapback" assumption included in previous quarterly reports was removed in this report consistent with the October 2010 Technical Manual.

Appendix E, pages 10 through 12, Column U, provides the M & V results based on pre and post installation energy efficiency improvement savings for residential customers receiving LIURP services.

LIURP M&V Summary Based on Pre Post Savings Analysis	
TRC Base Analysis	0.81
Base Societal Test w/WNY Benefits	1.28
TRC Adjusted	0.81
Adjusted Societal Test w/WNY Benefits	1.28

While the pre and post cost benefit analysis provides results that are less than those presented under the deemed savings analysis, the overall benefits of the residential rebate programs still exceeds the costs. As explained in Appendix I, the pre and post

analysis utilized twenty-two months of data. When analyzing the pre-post savings results for the LIURP program consideration must also be given to the relatively slower startup time needed for this program. The slower startup for the LIURP program resulted in fewer accounts receiving services in the early months compared to the later months. Also after analysis of early months results, the Company and NYSERDA were able to develop improvements in services provided to customers. As can be seen from the graph at Appendix I, Attachment 2, page 6 it appears that the average savings generated by LIURP customers has improved in the more recent months that service was provided. The Company will update this study as more data becomes available.

B. Rebate Program - Residential

1. Description

The residential program is an equipment replacement program, modeled after a Vermont Gas Systems program, which was cited by the ACEEE, as one of the nation's exemplary natural gas energy efficiency programs. Distribution's program offers equipment replacement rebate incentives for single family and multi-family dwellings, to encourage them to install high efficiency space heating and water heating appliances. These appliances are by far the largest two users of natural gas in residential buildings, and are therefore most likely to show the largest savings to our customers when they upgrade their appliances. Distribution set minimum efficiency levels for each appliance type based on federal Energy Star and New York State Energy Smart guidelines.

2. Goals

The goal of this program is to encourage the installation of high efficiency appliances by customers. The installation of high efficiency appliances was identified by Staff in its fast track¹¹ proposal as offering one of the greatest potentials for cost effective natural gas energy efficiency initiatives.

3. Program Information

Rebates were available for qualifying natural gas equipment, beginning with installations made on or after November 1, 2007. Available for existing homes only, not new construction.

For residential customers in Distribution's New York service area, rebates were available on the purchase of the following items during Year 1 and 2 of the CIP (11/1/07 – 11/30/09):

¹¹ Case 07-M-0548, Proceeding on Motion of the Commission Regarding an Energy Efficiency Portfolio Standard; New York State Department of Public Service, Staff Preliminary Proposal for Energy Efficiency Program Design and Delivery; August 28, 2007, p. 101.

	Required Minimum Efficiency	Rebate Amount
Space Heating		
Hot Air Furnace	90% AFUE ¹²	\$300
Hot Water Boiler	85% AFUE	\$400
Steam Boiler	81% AFUE	\$200
Programmable Thermostat	Energy Star –Rated	\$25
Water Heating		
Storage Tank Heater	0.61 EF ¹³	\$150
Tankless Heater	0.78 EF	\$350

For Year 3 of the CIP (12/1/09 – 11/30/10), rebates were available on the purchase of the following items:

	Required Minimum Efficiency	Rebate Amount
Space Heating		
Hot Air Furnace	90% AFUE	\$300
Hot Air Furnace with ECM	90% AFUE	\$400
Hot Water Boiler	85% AFUE	\$400
Steam Boiler	81% AFUE	\$200
Programmable Thermostat	Energy Star –Rated	\$25
Water Heating		
Indirect Water Heater	N/A	\$300

For Year 4 of the CIP, beginning 12/1/10, rebates are available on the purchase of the following items:

	Required Minimum Efficiency	Rebate Amount
Space Heating		
Hot Air Furnace	90% AFUE	\$250
Hot Air Furnace with ECM	90% AFUE	\$350
Hot Water Boiler	85% AFUE	\$350
Steam Boiler	81% AFUE	\$200
Programmable Thermostat	Energy Star –Rated	\$25
Water Heating		
Indirect Water Heater	N/A	\$250

¹² Annual Fuel Utilization Efficiency (“AFUE”) is the most widely used measure of a furnace’s heating efficiency. It measures the amount of heat actually delivered to a house compared to the amount of fuel that must supply the furnace.

¹³ Energy Factor (“EF”) is the efficiency of a storage water heater is indicated by its EF. An overall efficiency measure based on the use of 64 gallons of hot water per day, the EF takes into consideration both the transfer of heat to the water from the fuel used, and the standby loss of heat from the water.

Rebates were processed beginning on December 1, 2007. The following documentation was needed in order to complete the application for a rebate:

Purchased Item	Required Documentation
Programmable thermostat	Receipt; make and model number, UPC (bar code) label from the package (only Energy Star-rated models qualify).
Furnaces, Boilers and Water Heaters	<p>Paid invoice or receipt(s) indicating the retailer/contractor name, business address, phone and Federal ID (tax) number.</p> <p>Itemized description of each product, including:</p> <ol style="list-style-type: none"> 1. Manufacturer, and complete model number. 2. EF for natural gas water heaters. 3. AFUE (efficiency) rating for natural gas furnace or boiler. <p>Product installation date.</p>

The Company contracted with Energy Federation Inc. (“EFI”) to administer the rebate processing. EFI has more than 15 years experience in administering energy efficiency programs for utilities nationwide.

4. Reporting

a. Internal

As of March 31, 2011, a total of 60,829 rebates were processed by EFI, for a total rebate amount of \$11,365,580. This represents approximately 381% of the estimated total annual budget of \$2,980,677 for this program, in the first forty-one months since becoming effective. As of March 31, 2011, EFI was paid \$717,330 to administer this program per Distribution’s contract with them. This represents approximately 248% of the estimated total annual administration budget of \$289,050 for this program. The table below illustrates a summary of the rebate activity to date versus the estimated annual projections by major rebate and program administration category:

	- Estimated Annual -		- Actual Cumulative -	
	Rebates	Rebate \$	Rebates	Rebate \$
Space Heating	3,853	\$1,258,534	29,757	\$9,551,350
Water Heating	5,783	\$1,312,388	5,253	\$1,169,300
Thermostat	16,390	\$409,755	25,819	\$644,930
Total Rebate	26,025	\$2,980,677	60,829	\$11,365,580
General Admin.				\$114,400
Processing				\$362,947
Inspections			2,749	\$239,982
Total Admin.		\$289,050		\$717,330
Total Program		\$3,269,727		\$12,082,910

Refer to Appendix B of this report for more detailed program summary information.

Customer response to this program has been outstanding. Program inquiries to EFI have been very steady since the program began. Typical daily call levels have been in the range 40 - 50 calls per day, with peak levels reaching 75 - 80 calls per day during the first few months of the program introduction. The program administrator, EFI, who handles a large majority of the utility rebate programs in the northeast U.S., stated that this was by far the largest initial response to a residential rebate program that they have ever seen. According to Tim Brown, Chief Operating Officer of EFI, “this one certainly took off like no other program we’ve started up.”

EFI also coordinates the process of conducting two additional quality control aspects of the program. First, they work with Conservation Services Group (CSG) to conduct random monthly on-site inspections of equipment installations to verify that the equipment receiving a rebate was actually installed. As of March 31, 2011, 2,749 of these inspections have been completed, which represents a 5% sample of the total rebate population of 60,829 rebates, and no fraudulent claims have been discovered. Second, EFI has conducted a phone survey to a random sample of 1,669 customers (approximately 4% of the 38,919 customers receiving a rebate through March 2011), to gain their insight into issues such as program awareness source, impact of the rebate on the purchase decision and satisfaction with the rebate process. Regarding program awareness, the top 3 sources of program information to rebate customers were contractors (65%), National Fuel bill inserts (14%) and friends/word of mouth (11%). A total of 87% of rebate participants indicated the rebate was important in influencing them to make their equipment upgrade decision. Finally, 96% of rebate customers were satisfied with the overall rebate program process. A more detailed summary of the results of these surveys is included in Appendix H of this quarterly report.

b. External

The Company has developed an analysis of the changes in customer consumption characteristics after the installation of high efficiency appliances. Appendix I provides a summary of this analysis.

5. M&V Analysis

Appendix E, Pages 1 through 6, Columns B through I, provide the preliminary M&V results for each of the residential rebate programs. Appendix E, Pages 7 through 9, Column J, provide the preliminary M&V results for the total of the residential rebate programs.

The Table below summarizes a number of results included in Appendix E.

Residential Rebates M&V Summary Based on a Deemed Savings Analysis									
	Total Res	Heating Systems				T Stats	Hot Water		
		Furnace		Boiler			Indirect	Tank	Tankless
		Air	ECM	HW	Steam				
TRC Base Analysis	1.89	2.00	0.94	1.31	2.56	9.89	0.50	0.87	1.01
Base Societal Test w/WNY Benefits	2.98	3.16	1.47	2.06	4.04	15.67	0.78	1.39	1.62
TRC Adjusted	1.82	1.93	0.91	1.29	2.49	9.27	0.49	0.83	0.95
Adjusted Societal Test w/WNY Benefits	2.88	3.04	1.43	2.02	3.92	14.70	0.76	1.32	1.52

The Mcf saved per participant, Row 20, on Appendix E, are the deemed rebate program savings calculated based on the October 2010 Technical Manual.

In developing the adjusted analysis a 10% free ridership value is assumed. The October 2010 Technical Manual recommends a free ridership value of 10%. Sensitivity analysis for the free ridership variable is provided in the free ridership section of Appendix E. The “Snapback” assumption included in previous quarterly reports was removed from this report consistent with the October 2010 Technical Manual.

The Company has also performed a cost benefit analysis for residential appliance rebates based on a “before-and-after” analysis of the total natural gas consumption of residential customers receiving rebates. Appendix I provides a summary of the procedures used by the Company in determining pre and post efficient appliance installation consumption.

Appendix E, pages 10 through 12, provides the M & V results based on pre and post appliance installation savings for residential customers receiving rebates.

Residential Rebates M&V Summary Based on a Pre and Post Appliance Installation Savings Analysis					
	Total Res	Heating Systems	T Stats	HW Tank	Tankless HW
TRC Base Analysis	1.84	1.42	10.30	1.05	0.92
Base Societal Test w/WNY Benefits	2.90	2.24	16.32	1.67	1.50
TRC Adjusted	1.76	1.36	9.65	0.99	0.87
Adjusted Societal Test w/WNY Benefits	2.79	2.15	15.30	1.58	1.42

While the pre and post cost benefit analysis provides results that are somewhat less than those presented under the deemed savings analysis, the overall benefits of the residential rebate programs still exceeds the costs. As explained in Appendix I, the pre

and post analysis utilized twenty-six months of data. The Company will update this study as more data becomes available.

C. Rebate Program – Small Non-Residential

1. Description

The small non-residential program is also an equipment replacement program, modeled after a Vermont Gas Systems program, which was cited by the ACEEE, as one of the nation’s exemplary natural gas energy efficiency programs. Distribution’s proposed program will offer equipment replacement customized rebate incentives to customers using less than 12,000 Mcf, to encourage them to install high efficiency space heating, water heating and process heating equipment. However, customers will also be eligible to receive rebates for non-equipment replacement changes made to heating, water heating and process heating equipment, such as adding insulation to a process heating oven, or updating controls to a space heating boiler. These custom incentives are set on a case-by-case basis, based upon the incremental installed cost of the new equipment and the estimated resulting gas energy savings. A technical engineering analysis must first be performed to confirm energy savings. The rebate amount will be up to 50% of the incremental cost, with a cap of \$25,000. The Company has contracted with NYSERDA to administer the day-to-day project management of this program.

2. Goals

The goal of the small non-residential rebate program is to provide cost effective incentives to small non-residential customers to utilize natural gas efficiently in their business operations.

3. Program Information

a. Administrative Tasks Related to Start-Up

- NYSERDA has modified existing Energy Efficiency Technical Assistance (“TA”) contracts, including statements of work to include activities related to NRCIP.
- NYSERDA has modified the on-line tracking system, Buildings Portal, to accommodate changes required for the tracking of Distribution energy projects.
- NYSERDA has modified current Enhanced Commercial/Industrial Performance Program opportunity notices and Tier II forms to accommodate Distribution energy projects.

b. Ongoing Administrative Tasks

- NYSERDA will monitor program progress and expenditure levels to ensure that program objectives are met within budget allocations.
- NYSERDA will discuss by teleconference as needed with NYSERDA's TA Contractors, to ensure that contractors understand and are following program procedures, and to elicit feedback regarding the program.
- NYSERDA will conduct periodic reviews of the database to ensure quality of data entry and will provide Distribution with project data obtained on the application.
- NYSERDA will promote Distribution programs in any upcoming energy efficiency workshops /seminars/conferences provided in Distribution service territory.
- At Distribution's request, NYSERDA shall permit Distribution personnel to monitor and participate in these administrative tasks.

4. Process

- NYSERDA Application In-Take and Review:
 - Upon receipt of a completed Application (includes application and Technical Engineering Study) NYSERDA assigns the gas energy project and send a copy of the Application to a NYSERDA TA Contractor.
 - NYSERDA will enter data into the Buildings Portal Database to track the energy project.
- NYSERDA's TA Contractor will perform the following:
 - Will review the Application for completeness and eligibility and will review the engineering study for technical merit.
 - Will contact customer and/or contractor to conduct a pre-installation site visit to verify existing conditions.
 - Will provide NYSERDA with written correspondence on the Application summarizing the gas energy project and provide NYSERDA with a recommendation of the potential gas energy savings and financial incentive.
 - Will provide NYSERDA with a scope of work and budget to complete all phases related to the gas project.
- NYSERDA offers Purchase Order:
 - NYSERDA will review the TA Contractor's recommendation and, if approved, will request Distribution to send correspondence via an approval memorandum to the customer. In the alternative, NYSERDA may itself send such correspondence on letterhead supplied to NYSERDA by Distribution.

- NYSERDA will develop a Purchase Order to contractually secure the financial incentives available for the gas energy project and offer a Purchase Order to the customer for their approval and signature.
 - NYSERDA will review the scope of work and budget and modify the existing TA Contractor's contract.
 - NYSERDA will update the data of the project in the Buildings Portal database.
- Customer completes Construction:
 - NYSERDA's TA Contractor will conduct a post-installation site-inspection of the energy project to verify that the energy project is completed and the same equipment and efficiency ratings that was specified in the Application was installed.
 - NYSERDA's TA Contractor will provide NYSERDA with correspondence in writing with a recommendation of the potential gas energy savings and financial incentives and notify any changes to the project.
 - NYSERDA will request Distribution to provide the customer with correspondence in writing indicating the amount of financial incentive that the customer can invoice. In the alternative, NYSERDA may send such correspondence on letterhead supplied to NYSERDA by Distribution.
 - NYSERDA will update the data of the project in the Buildings Portal database.
- Invoice Processing:
 - NYSERDA will review all invoices for accuracy, and if acceptable NYSERDA will process the invoice for payment following NYSERDA prompt payment policy.

5. Reporting

a. Internal

As of March 31, 2011, a total of 1,034 rebates were processed by EFI and NYSERDA, for a total rebate amount of \$1,207,422. This represents approximately 91% of the estimated total annual budget of \$1,319,860 for this program, since commencement of rebate processing on December 1, 2007, (for equipment purchases and installations completed on or after November 1, 2007). As of March 31, 2011, EFI and NYSERDA were paid a total of \$110,139 to administer this program per Distribution's contract with them. This represents approximately 86% of the estimated total annual administration budget of \$127,993 for this program. The table below illustrates a summary of the rebate activity to date versus the estimated annual projections by major rebate and program administration category:

	- Estimated Annual-		- Actual Cumulative-	
	Rebates	Rebate \$	Rebates	Rebate \$
Space Heating	N/A	N/A	573	\$1,097,974
Water Heating	N/A	N/A	63	\$34,713
Cooking	N/A	N/A	5	\$4,000
Process Heating	N/A	N/A	2	\$50,000
Thermostat	N/A	N/A	391	\$20,735
Total Rebate	N/A	\$1,319,860	1,034	\$1,207,422
General Admin.				\$0
Processing				\$105,509
Inspections			88	\$4,630
Total Admin.		\$127,993		\$110,139
Total Program		\$1,447,853		\$1,317,561

Refer to Appendix C of this report for more detailed program summary information.

Customer response to this program was very slow at the outset, but has been improving as a result of a series of direct mailings, print advertising and contractor meetings the Company has conducted over the past few years. Program inquiries to NYSERDA have grown since the increased advertising and marketing campaigns began. Typical daily call levels have been in the range of 10-15 calls, with peak levels reaching 20-30 calls per day in some instances.

However, even with the increased call activity, the results to date have been less than expected. We feel this is due primarily to two factors. First, the majority of customers calling NYSERDA were very small businesses, typically with usage of less than 1,000 Mcf. Due to their small size, they were relatively unsophisticated when it came to knowledge of their existing energy equipment and their overall energy usage. They did not have any in-house energy expertise and many did not have any outside source (contractor, engineer, consultant, etc.) to rely upon. Second, even if they did have some level of energy expertise, either in-house or outside, they were typically too busy to spend any time analyzing their project as called for in the design of the customized rebate program. They were looking for something VERY easy to understand and apply for, such as our fixed rebate design in the residential market. This is the main reason NYSERDA ended up referring most of the rebates for the small non-residential program to EFI so the customer could take advantage of the simpler, albeit likely lower value, rebate through that source. These customers simply did not want to take the time or effort to complete even a simple analysis of their project to achieve the higher potential rebate level.

Over the first three years of the program, we have seen greater activity on the customized rebate design front. Even though only 50 rebates have been processed through this method as of March 31, 2011, NYSERDA currently has several applications in progress, with a few projects already approved for payment or pending, several of

which are for substantial amounts of money. We feel this trend will continue as more customers become aware of the program, as well as becoming more comfortable with completing the simple technical analysis required.

Due to the issues cited above, the Company implemented a modification to this program design for year 2 of the program, effective December 1, 2008, that created a two-tiered approach –

1. A new, simpler, fixed rebate component for the smallest of the non-residential customers, similar to the residential program design, although at slightly higher rebate levels
2. The existing, more complex, customized rebate design for those customers willing and able to do the analysis required to likely achieve a greater rebate level through this approach than via the fixed rebate design.

The Company reviewed this concept with all the participants of the Collaborative Session held at the NYPSC office in Albany on March 25, 2009. Since the new fixed rebate became effective on December 1, 2008, the Company is encouraged by the growing response we have seen from our small non-residential customers. Through March 31, 2011, 984 customers have taken advantage of this simpler rebate option available to them.

Finally, now that the program introduction phase has passed, the Company plans on working with NYSERDA to finalize a phone survey which will be conducted to a random sample of customers receiving a rebate, to gain their insight into issues such as program awareness source, satisfaction with the rebate process and impact of the rebate on the purchase decision.

b. External

At this point, the Company does not have sufficient data for most rebate participants to accurately compare pre-versus post-installation consumption. As more data is available, we expect to conduct these analyses to estimate the energy efficiency savings realized for each rebate participant, as well as aggregate those results into the TRC test to evaluate the overall program effectiveness, and include them in future quarterly reports.

6. M&V Analysis

Appendix E, Pages 7 through 9, Column M, provide the preliminary M&V results for the non-residential rebate program.

The Table below summarizes a number of results included in Appendix E.

Non-Residential M&V Summary	
TRC Base Analysis	1.60
Base Societal Test w/WNY Benefits	2.52
TRC Adjusted	1.57
Adjusted Societal Test w/WNY Benefits	2.46

The Mcf saved per participant, Row 20, on Appendix E, is the deemed non-residential program savings for the participants provided CIP rebates to date.

In developing the adjusted analysis a 10% free ridership is assumed. Sensitivity analysis for the free ridership variable is provided in the free ridership section of Appendix E. No level of snapback was assumed for non-residential customers.

D. General Customer Outreach and Energy Efficiency Education

1. Description

The Company developed a communications plan to introduce the CIP to its customers, to help them become fully aware of its benefits and to encourage customers to take advantage of the rebate program.

The CIP is a well-established program in Distribution's service territory that continues to generate robust levels of customer participation, acceptance and satisfaction. It also is producing data showing that it is effectively promoting conservation and efficiency, consistent with state objectives and program design.

Currently in year four of the CIP, Distribution is transitioning the program from an introductory phase to "one that maintains a solid awareness of the program."

2. Goal

The goal of the communications plan is to educate customers on the need for and the benefit of employing energy efficiency measures. CIP rebate and low-income programs are cornerstones for improving energy efficiency in homes and businesses throughout our Company's service territory.

The design, delivery and focus of outreach and education all continue to be directed at program maintenance and customer awareness of energy efficiency, while maintaining current levels of customer awareness and participation.

3. Program Information

Formal advertising and public relations initiatives associated with the CIP launched December 1, 2007. These initiatives included bill inserts, direct mail, outdoor advertising, transit and bus shelter advertising, online advertising, a dedicated website, print advertisements and grassroots efforts. Examples of these tactics executed during this reporting period (January 1, 2011 –March 31, 2011) can be found in Appendix D, and included:

Print Advertisements:

- Two print advertisements ran in our media market from Jan.1 –March. 31, 2011, generating approximately 825,644 total impressions through 18 placements.
 - See attached for a print ad sample.

Television Advertisement:

- 962 television spots ran from Jan. 1 – March 31, 2011.
- We scheduled 1,434 gross rating points against a target audience of adults, ages 25-54.
- The schedule delivered a 99 percent reach and a 14.5x frequency against this target audience.

Radio Advertisement:

- 1,067 .30-second radio spots ran from Jan. 1 through March 31, 2011.
- Against an audience of adults aged 25-54, 1,112 gross rating points were scheduled.
- The schedule delivered a 79.6 percent reach and a 14.0x frequency.

Transit Advertising (Bus Shelters and Bus Cards)

- No transit advertising from Jan. 1 through March 31, 2011

Outdoor Advertising – Billboards, Bulletins and Posters

- No outdoor advertising from Jan. 1 to March 31, 2011.

Customer Bill Insert Communication

- All New York customers received CIP information as a bill insert in January and February 2011.
 - See attached for example.

Website (NationalFuelForThought.com)

- This program-specific website generated approximately 12,221 visits (with 27,605 page views among those visits) from Jan. 1 to March 31, 2011.

Other Website Outreach

- **Media Networks, Inc.** – generated 2,884,092 impressions, with a 0.09 percent average click-through rate, from Jan. 1 to March 31, 2011.

- **Adtegrity** – generated 7,286,160 impressions, with a 0.06 percent average click-through rate, from Jan. 1 to March 31, 2011.

Other Website Outreach

- **Buffalo.com** – generated 45,401 impressions, with a 0.05 percent average click-through rate, from Jan. 1 to March 31, 2010.
 - See attached for sample website advertisements.

Handouts and Program Materials:

- Conservation kits and program materials were distributed at community events by employees and to customers throughout our service area through heating and cooling appliance dealers, area not-for-profit organizations, health and human service agencies, the offices of local elected officials and at local appliance stores.
 - Approximately 5,600 kits were distributed between Jan. 1 and March 31, 2011.
- Along with starter-materials to help customers weatherize their homes and a flyer on programs and services for our customers, the conservation kits included:
 - **Program brochures, describing rebate program features for residential and non-residential customers.** Non-residential brochures were divided into small and large customers to provide further clarify in program details. These were also distributed upon request to employees, customers, heating and cooling appliance dealers and local appliance stores.
 - See attached for samples.
 - **Conservation Tip Sheet, including tips and facts about energy conservation and websites that contain conservation information.** This tip sheet was redesigned and updated during June and July 2010. These were also distributed upon request to employees, customers, heating and cooling appliance dealers and local appliance stores.
 - **Online Energy Analysis Flyer, including tips and facts about energy conservation and websites that contain conservation information.** This flyer was redesigned and updated in 2010. These were also distributed upon request to employees, customers, heating and cooling appliance dealers and local appliance stores.
- Postcards and letters have been created for distribution as part of the Low Income Usage Reduction Program (LIURP). Customers across the Company's entire service area are currently identified by the Company to participate in this program based on their income level

and the amount of natural gas they use. These postcards and letters alert our customers that they are eligible to participate in LIURP and inform them of the steps they need to complete in order to be eligible for free weatherization services through the EmPower New York program, sponsored by the New York State Energy Research and Development Authority (NYSERDA), a state agency.

- The CIP Savings Card was developed to help provide information to customers about how to use less energy and save more money. When customers present a Savings Card to a participating Energy Partner, they are eligible to receive discounts on energy-efficient products and services. Discounts are being offered on items like: service and repairs on natural gas appliances, furnace filters, home weatherization products, high-efficiency furnaces, water heaters and other natural gas appliances and much more. Savings Card discounts are offered to customers throughout our service area regardless of whether they have participated in our rebate or weatherization program previously.

Community Outreach:

- Program materials and conservation kits were distributed at the following:
 - Martin Luther King Day of Service Green team Event – 500 kits
 - Buffalo Urban League Residential Rehabilitation Program Training – 200 kits
 - Green Team Buffalo Sabres Game – 200 kits
 - Tops Markets Café for Kids Event – 60 kits
 - Boys & Girls Clubs of Elma/Wales –300 kits
 - Niagara Falls City Schools Environment Day – 200 kits
 - Buffalo Home & Garden Show – 4,000 kits
 - Jamestown Community College Sustainability Conference – 150 kits
- Program materials were provided or mailed out upon request at:
 - National Fuel’s Buffalo Customer Assistance Center
 - National Fuel’s AppleTree Customer Assistance Center
 - National Fuel’s Jamestown Customer Assistance Center
 - National Fuel’s New York Customer Response Center
- The fourth year of the WNY Energy Detectives Student of the Year/School of the Year contest was rolled out by the National Energy Education Department program . A ceremony announcing the winners was to be held on April 1, 2011.
- Continued sponsorship of the Buffalo Sabres Green Team’s “Blue & Gold Make Green” Initiative:

- As of March 31, 2011, 5,620 Green Team members have signed up to participate in the program through the Sabres website. When new members joined the program, they were directed to a website that contained 10 energy efficiency tips. In addition, these tips were forwarded to their e-mail addresses. Green Team members are also mailed the Conservation Tip Sheet, the Online Energy Analysis flyer, a one-page flyer about the residential and non-residential rebate program and a CIP Savings Card.
- On Jan. 17, 2011, a Green Team event was held in conjunction with the WNY Americorps featuring 350 volunteers weatherizing two city blocks of homes located in low-income areas on the City of Buffalo's south and east sides of town with more than 500 CIP kits installed.
- During this quarter, 58 CIP television spots ran, and 22 games featured in-arena advertisements. The Sabres produced 2 Green Team spots.
- Green Team sponsored games –Jan. 21, Feb. 25 and March 26 with sign-ups and CIP kit giveaways. During Green Team games, there was 3 live CIP mention per game. There are 3 minutes of the 360 Ribbon and 3 minutes of the Total Impact Ribbon – totaling 6 minutes per game.
- Impressions from in-arena activities included:
 - Ribbon Board – 3 minutes of ribbon per game.
 - Two 30 second commercial spots per game
 - Two live mentions per sponsored games
- Green Team online advertisements were placed on the Buffalo Sabers' website periodically throughout the last three months, providing 8,156,774 impressions.
- CIP information and conservation tips are prominently featured on the Sabres' dedicated Green Team website.
- CIP materials are distributed to all new registrants.
- Four e-mail blasts about the CIP, including a link to our CIP website were sent between Jan. 1 and March 31, 2011, to more than 128,000 Sabres Insider Club members and all Green Team members.
- A CIP online ad was placed on the Sabres' Green Team website periodically throughout the last three months, providing approximately 6,662 impressions.
- The Sabres posted 16 stories on the CIP or the Green Team to the Sabres website during the quarter.

4. Reporting

The Company is monitoring the progress and success of the communication activities related to CIP. A benchmark customer survey was created in October 2007 to

measure customer awareness of energy efficiency and current practices and behaviors associated with the efficient use of natural gas. Through the customer survey, the Company is also monitoring the progress and success of the communication activities related to the CIP.

Follow-up surveys during the course of CIP have been and will continue to be conducted to measure changes in customer behavior and awareness of the conservation messaging being advanced as part of the CIP.

The most recent round of surveying was completed in June 2010. Key findings from the June 2010 survey included:

- Respondents continue to rank National Fuel as a leading source for information about energy efficiency and conservation. National Fuel was also ranked the top source for how well natural gas energy efficiency information is provided.
- General awareness of programs offering rebates to replace appliances is at 74 percent, the highest awareness rate since the beginning of the survey. Awareness of and participation in National Fuel's Conservation Incentive Program were slightly higher, compared to the last survey.
- 95 percent think it is important to conserve energy and they also consider themselves knowledgeable about how to conserve.
- 86 percent conserve energy in order to save money, which is consistent with prior results.
- 65 percent believe that natural gas is the most cost-effective type of energy for their personal use.
- As seen in prior studies, existing appliances would only be replaced for new, energy-efficient models only if the appliance stopped working.
- 83 percent of respondents felt that energy savings could offset the cost of a more efficient furnace over the life of a unit.
- Low-cost conservation tactics continue to be implemented prior to considering equipment upgrades. These tactics include: lowering thermostats, adding weather stripping or caulk, adding insulation, setting hot water tank temperatures to medium and preheating ovens only when necessary.
- Similar to what we have seen in past studies, respondents in the lower income brackets (<\$40k) are the least likely to replace their furnace next year, even though they see value in more energy-efficient models.
- 59 percent of respondents expressed that they were somewhat or very likely to seek additional information on rebates.

At November 30, 2010, approximately \$5.896 million was spent on communications initiatives for Years 1 - 3 of the CIP. From December 1, 2010 through March 31, 2011, \$276,257 was spent on the initial Year Four launch for a total CIP communications spent since the program's inception of \$6.172 million.

5. M&V Analysis

Appendix E, Pages 7 through 9, Column N, provide the preliminary M&V results for the Outreach program.

The Table below summarizes a number of results included in Appendix E.

Outreach M&V Summary	
TRC Base Analysis	4.53
Base Societal Test w/WNY Benefits	7.54
TRC Adjusted	4.08
Adjusted Societal Test w/WNY Benefits	6.83

Gauging the exact customer behavioral changes due to the Company's outreach effort is perhaps the most difficult part of this M&V analysis. The Company's outreach effort is broad based and cuts across a number of programs and initiatives as demonstrated in the program details above. The first step in the M&V analysis was to assign a portion of the outreach costs to the rebate programs since a significant effort was made to inform customers about the rebate programs. The assignment of outreach costs to the rebate programs was 50% of total outreach costs. Outreach costs associated with the rebate programs were included in the M&V results for the rebate programs. The Mcf saved per participant, Row 20, on Appendix E, is a deemed Mcf savings associated with the general outreach efforts. The sensitivity analysis section of the M&V report provides an analysis of the sensitivity of the adjusted TRC results to the volume savings assumption. The adjusted TRC results range from 6.12 if the volume savings resulting from general outreach are 50% greater than those assumed in the base analysis to 2.04 if the volume savings are 50% less than that assumed in the base analysis. The Company's general energy efficiency initiative included a broad based energy savings message as well as distribution of thousands of conservation kits; therefore, the isolation of any single activity on the part of individual customers is difficult to obtain. Perhaps the best estimate of outreach results will be to determine total changes in average usage less the impact associated with the rebate and LIURP programs.

In developing the adjusted analysis a 10% free ridership is assumed. Sensitivity analysis for the free ridership variable is provided in the free ridership section of Appendix E. No level of snapback was assumed related to the outreach effort.

VI. Conclusions

All aspects of the Company's CIP began operation on December 1, 2007. This is the Company's thirteenth quarterly report, which has provided an overview of each component of the CIP along with a summary of results to date for each component. This report provided a preliminary analysis of M&V results based on program results to date. Appendix G provides a summary of allowances by program, Company expenditures for each CIP initiative, and NYSERDA expenditures under the Company's program through March 31, 2011. More information regarding M&V variables resulting from the actual

operation of the CIP and the ongoing state-wide energy efficiency initiative should be available for inclusion in future quarterly reports. The Company also anticipates including reasonable data reporting modifications that may be suggested by Staff and others involved in making the energy efficiency initiatives included in the CIP available to the Company's customers.

Appendix A - Low Income Usage Reduction Program Cumulative Results through 3/31/11

I. PROGRAM INTAKE (Cumulative / Program Years 1 & 2 & 3)

Customers Referred (NFG & Other)	25,557		
Customer Letter/Application Sent	19,523	*	76% of 25,557 Referrals
Applications Returned	5,734		29% of 19,523 Applications Sent

II. STATUS of APPLICATION TRIAGE (Cumulative / Program Years 1 & 2 & 3)

Applications on Hold (Landlord Authorization):	481	8%	of 5,734 Applications Returned
Applications on Hold (Additional Information/Other):	32	1%	of 5,734 Applications Returned
Deemed Ineligible (house for sale etc)	<u>2,107</u>	37%	of 5,734 Applications Returned
Assigned to Contractors for Service	3,114	54%	of 5,734 Applications Returned

III. STATUS OF AUDITS/MEASURES (Cumulative / Program Years 1 & 2 & 3)

Audits in Process	203	7%	of 3,114 Households assigned to Contractors for Service
Jobs in Process	391	13%	of 3,114 Households assigned to Contractors for Service
Jobs Completed	<u>2,057</u>	66%	of 3,114 Households assigned to Contractors for Service
Program Participants	2,651		
Jobs Cancelled	463	15%	of 3,114 Households assigned to Contractors for Service

III. PROGRAM RESULTS (Cumulative / Program Years 1 & 2 & 3)

Conservation Measure	Jobs	Estimated Annual Energy Savings (Mcf)	Estimated Annual* Savings (\$)	Total Cost of Measures	Average Cost per Measure
Audit Fee/Education	2,057	tbd	tbd	\$695,174	\$338
Insulation	1,595	49,223	\$664,510	\$4,553,501	\$2,855
Air Sealing	1,651	23,624	\$318,928	\$662,417	\$401
Heating System Repair/Replacement	898	8,673	\$117,082	\$464,460	\$517
Thermostats	177	2,765	\$37,344	\$18,446	\$104
DHW Improvements	152	570	\$7,698	\$164,834	\$1,084
Showerheads	489	335	\$4,528	\$8,617	\$18
Pipe Wrapping	534	186	\$2,512	\$8,925	\$17
Other	314	26	\$346	\$127,116	\$405
Total	2,057	<u>85,402</u>	<u>\$1,152,948</u>	<u>\$6,703,490</u>	\$3,259

* Therm cost savings are based on the National Fuel Residential Utility Prices for Jan 2008 as posted by the PSC minus the non-bypassable service charge (\$1.35 per therm).

Appendix B - Residential CIP Rebate Program Cumulative Results through 3/31/11

Equipment	Quantity	Rebate Amount	Total Rebate	Processing Fee	Total Fee	Total
I. Space Heating						
Boiler - Hot Water	2145	\$400.00	\$858,000.00			
Boiler - Hot Water	<u>115</u>	\$350.00	<u>\$40,250.00</u>			
Subtotal	2260		\$898,250.00	\$7.50	\$16,950.00	\$915,200.00
Boiler - Steam	84	\$200.00	\$16,800.00	\$7.50	\$630.00	\$17,430.00
Furnace >= 90% with ECM	4311	\$400.00	\$1,724,400.00			
Furnace >= 90% with ECM	<u>607</u>	\$350.00	<u>\$214,750.00</u>			
Subtotal	4918		\$1,939,150.00	\$7.50	\$36,885.00	\$1,976,035.00
Furnace >= 90%	21474	\$300.00	\$6,442,200.00			
Furnace >= 90%	<u>1021</u>	\$250.00	<u>\$254,950.00</u>			
Subtotal	22495		\$6,697,150.00	\$7.50	\$168,705.00	\$6,865,855.00
Subtotal	29757		\$9,551,350.00		\$223,170.00	\$9,774,520.00
II. Water Heating						
Indirect Water Heater	231	\$300.00	\$69,300.00			
Indirect Water Heater	<u>15</u>	\$250.00	<u>\$3,750.00</u>			
Subtotal	246		\$73,050.00	\$6.50	\$1,599.00	\$74,649.00
Water Heater - Storage Tank	3283	\$150.00	\$492,450.00	\$6.50	\$21,339.50	\$513,789.50
Water Heater - Tankless	<u>1724</u>	\$350.00	<u>\$603,800.00</u>	\$6.50	<u>\$11,206.00</u>	<u>\$615,006.00</u>
Subtotal	5253		\$1,169,300.00		\$34,144.50	\$1,203,444.50
III. Programmable Thermostat	25819	\$24.98 *	\$644,929.95	\$4.09	* \$105,633.00 **	\$750,562.95
Total all Equipment	<u><u>60,829</u></u>		<u><u>\$11,365,579.95</u></u>		<u><u>\$362,947.50</u></u>	<u><u>\$11,728,527.45</u></u>
Program Administration	14 months (11/07 - 12/08)			\$2,000.00	\$28,000.00	
	27 months (1/09 - 3/11)			\$3,200.00	<u>\$86,400.00</u>	
					\$114,400.00	
Inspections	2476			\$87.00	\$215,412.00	
	<u>273</u>			\$90.00	<u>\$24,570.00</u>	
	2749				\$239,982.00	
PROGRAM TOTAL						\$12,082,909.45

* Average thermostat rebate amount. Rebate amount cannot exceed actual purchase price.

** Thermostat "Total Fee" and "Processing Fee" reflects no fee charged after initial thermostat, on multiple thermostat installations.

Appendix C - Small Non-Residential CIP Rebate Program Cumulative Results through 3/31/11

I. FIXED Rebates

A. Through Residential CIP, Installed before 12/1/08 - Administered by EFI

Equipment	Quantity	Individual Rebate Amount	Total Rebate	Processing Fee	Total Fee	Total
I. Space Heating						
Boiler - Hot Water	19	\$400.00	\$7,600.00	\$7.50	\$142.50	\$7,742.50
Boiler - Steam	0	\$200.00	\$0.00	\$7.50	\$0.00	\$0.00
Furnace	<u>144</u>	\$300.00	<u>\$43,200.00</u>	\$7.50	<u>\$1,080.00</u>	<u>\$44,280.00</u>
Subtotal	163		\$50,800.00		\$1,222.50	\$52,022.50
II. Water Heating						
Water Heater - Storage Tank	12	\$150.00	\$1,800.00	\$6.50	\$78.00	\$1,878.00
Water Heater - Tankless	<u>8</u>	\$350.00	<u>\$2,800.00</u>	\$6.50	<u>\$52.00</u>	<u>\$2,852.00</u>
Subtotal	20		\$4,600.00		\$130.00	\$4,730.00
III. Programmable Thermostat	210	\$24.88 *	\$5,224.96	\$4.50	\$945.00 **	\$6,169.96
Total all Equipment	<u>393</u>		<u>\$60,624.96</u>		<u>\$2,297.50</u>	<u>\$62,922.46</u>
Inspections	27			\$87.00	\$2,349.00	
PROGRAM SUBTOTAL						\$65,271.46

* Average thermostat rebate amount. Rebate amount cannot exceed actual purchase price.
 ** Thermostat "Total Fee" reflects no fee charged after initial thermostat, on multiple thermostat installations.

Appendix C - Small Non-Residential CIP Rebate Program Cumulative Results through 3/31/11

I. FIXED Rebates (continued)

B. Through Small Non-Residential CIP, Installed after 12/1/08 - Administered by NYSERDA

Equipment	Quantity	Individual Rebate Amount	Total Rebate	Processing Fee	Total Fee	Total
I. Space Heating						
Boiler - Hot Water	86	\$2,220.93 *	\$191,000.00	9.00%	\$17,190.00	\$208,190.00
Boiler - Steam	5	\$2,010.40 *	\$10,052.00	9.00%	\$904.68	\$10,956.68
Unit Heater	34	\$1,661.76 *	\$56,500.00	9.00%	\$5,085.00	\$61,585.00
Furnace	<u>241</u>	\$990.21 *	<u>\$238,640.00</u>	9.00%	<u>\$21,477.60</u>	<u>\$260,117.60</u>
Subtotal	366		\$496,192.00		\$44,657.28	\$540,849.28
II. Water Heating						
Water Heater - Storage Tank	18	\$150.00	\$2,700.00	9.00%	\$243.00	\$2,943.00
Water Heater - Tankless	<u>21</u>	\$350.00	<u>\$9,100.00</u>	9.00%	\$819.00	<u>\$9,919.00</u>
Subtotal	39		\$11,800.00		\$1,062.00	\$12,862.00
III. Cooking						
	5	\$800.00 *	\$4,000.00	9.00%	\$360.00	\$4,360.00
IV. Programmable Thermostat						
	181	\$85.69 *	\$15,510.00	9.00%	\$1,395.90 **	\$16,905.90
Total all Equipment	<u>591</u>		<u>\$527,502.00</u>		<u>\$47,475.18</u>	<u>\$574,977.18</u>
Inspections	11			N/A	\$2,281.00	
PROGRAM SUBTOTAL						\$577,258.18

* Average rebate amount. Rebate amount cannot exceed actual purchase price.

** Thermostat "Total Fee" reflects no fee charged after initial thermostat, on multiple thermostat installations.

Appendix C - Small Non-Residential CIP Rebate Program Cumulative Results through 3/31/11

II. CUSTOMIZED Rebates

Through Small Non-Residential CIP - Administered by NYSERDA

Equipment	Quantity	Average Rebate Amount	Total Rebate	Processing Fee	Total Fee	Total
I. Space Heating						
Boiler - Hot Water	32	\$13,204.80	\$422,553.47	9.00%	\$38,029.81	\$460,583.28
Boiler - Steam	0	\$0.00	\$0.00	9.00%	\$0.00	\$0.00
Unit Heater	2	\$16,975.00	\$21,375.00	9.00%	\$1,923.75	\$23,298.75
Furnace	0	\$0.00	\$0.00	9.00%	\$0.00	\$0.00
Other	<u>10</u>	\$10,705.34 *	<u>\$107,053.40</u>	9.00%	<u>\$9,634.81</u>	<u>\$116,688.21</u>
Subtotal	44	\$12,522.32	\$550,981.87		\$49,588.37	\$600,570.24
II. Water Heating						
Water Heater - Storage Tank	4	\$4,578.25	\$18,313.00	9.00%	\$1,648.17	\$19,961.17
Water Heater - Tankless	<u>0</u>		<u>\$0.00</u>	9.00%	<u>\$0.00</u>	<u>\$0.00</u>
Subtotal	4	\$4,578.25	\$18,313.00		\$1,648.17	\$19,961.17
III. Process Heating						
	2		\$50,000.00	9.00%	\$4,500.00	\$54,500.00
IV. Programmable Thermostat						
	0		\$0.00	9.00%	\$0.00	\$0.00
Total all Equipment	<u>50</u>		<u>\$619,294.87</u>		<u>\$55,736.54</u>	<u>\$675,031.41</u>
Inspections	50			N/A	\$0.00	
PROGRAM SUBTOTAL						\$675,031.41

Appendix C - Small Non-Residential CIP Rebate Program Cumulative Results through 3/31/11

III. TOTAL Rebates

Through Residential and Small Non-Residential CIP - Administered by EFI & NYSERDA

Equipment	Quantity	Average Rebate Amount	Total Rebate	Total Processing Fee	Total
I. Space Heating					
Boiler - Hot Water	137	\$4,533.97	\$621,153.47	\$55,362.31	\$676,515.78
Boiler - Steam	5	\$0.00	\$10,052.00	\$904.68	\$10,956.68
Unit Heater	36	\$2,163.19	\$77,875.00	\$7,008.75	\$84,883.75
Furnace	385	\$732.05	\$281,840.00	\$22,557.60	\$304,397.60
Other	<u>10</u>	\$10,705.34	<u>\$107,053.40</u>	<u>\$9,634.81</u>	<u>\$116,688.21</u>
Subtotal	573	\$1,916.18	\$1,097,973.87	\$95,468.15	\$1,193,442.02
II. Water Heating					
Water Heater - Storage Tank	34	\$670.97	\$22,813.00	\$1,969.17	\$24,782.17
Water Heater - Tankless	<u>29</u>	\$410.34	<u>\$11,900.00</u>	<u>\$871.00</u>	<u>\$12,771.00</u>
Subtotal	63	\$551.00	\$34,713.00	\$2,840.17	\$37,553.17
III. Cooking	5	\$800.00	\$4,000.00	\$360.00	\$4,360.00
IV. Process Heating	2	\$0.00	\$50,000.00	\$4,500.00	\$54,500.00
V. Programmable Thermostat	391	\$53.03	\$20,734.96	\$2,340.90	\$23,075.86
Total all Equipment	<u>1,034</u>		<u>\$1,207,421.83</u>	<u>\$105,509.22</u>	<u>\$1,312,931.05</u>
Inspections	88			\$4,630.00	
PROGRAM TOTAL					\$1,317,561.05

Close **vents/doors** in unused rooms
and dampers on **fireplaces**.



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Saving money and energy is easier
than you think.

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It's called the
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Incentive Program.

Here's the Incentive.



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Warm air rises so use **registers** to direct warm air-flow.



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NationalFuelForThought.com

Find out how much **energy** the appliances in your home are really using.

Saving money and energy is easier than you think.



Learn More ▶

Close **vents/doors** in unused rooms
and dampers on **fireplaces**.



National Fuel

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Saving money and energy is easier
than you think.

NationalFuelForThought.com

Fall 2010 & Spring 2011 Conservation Incentive Program

Energy Partners and Savings Card Discounts

All offers currently shown on National Fuel's website are valid until 3/31/2011.

A.G. Roehrig & Son, LLC
1277 Fillmore Avenue
Buffalo, NY 14211
716-892-8857

- Free remote when you install a home stand-by generator 10 kilowatts or larger
- \$100 off an energy efficient natural gas furnace

Acme The Appliance Store
1286 East Second Street
Jamestown, NY 14701
716-665-2317

- Free 10-year limited warranty, valued at \$79.95, when you purchase a natural gas appliance and mention National Fuel

Aire Heating Services Inc.
1560 Harlem Road
Cheektowaga, NY 14206
716-825-8341

- \$25 off a furnace clean and tune up
- \$200 off an energy efficient natural gas furnace
- \$50 off the installation of a new humidifier or any air cleaner unit
- \$75 off the installation of any germicidal lamp
- \$100 off the installation of an Arzel zoning system

Alongi Mechanical, Inc.
2728 Niagara Falls Boulevard, Suite 12
Tonawanda, NY 14150
716-692-5500

- \$10 off a furnace clean and check
- \$100 off an energy efficient natural gas furnace
- \$5 off an Energy Star® thermostat

American Eagle Fireplace
8455 Main Street
Williamsville, NY 14221
716-632-5400

- \$50 off gas logs
- \$100 off on gas fireplaces, inserts or stoves, plus a free thermostatic remote valued at \$190
- \$25 off a gas fireplace cleaning

Anderson Shortell
616 West State Street
Olean, NY 14760
716-372-3456

- Ten percent off a furnace clean and check
- Ten percent off a service call or repair
- \$100 off an energy efficient natural gas furnace or boiler

Arctic Refrigeration
26 Cedar Street
Batavia, NY 14020
585-343-2678

- \$10 off a furnace clean and check
- \$100 off an energy efficient natural gas furnace

Armor Heating Co.
3697 Abbott Road
Orchard Park, NY 14127
716-824-4209

- \$5 off a service call
- \$5 off the installation of a humidifier only
- \$25 off the installation of a furnace
- \$50 off the installation of a furnace and air conditioning
- \$25 off a natural gas generator
- \$15 off a hot water tank
- \$30 off a tankless water heater

Belknap Heating
8655 Transit Road
East Amherst, NY 14051
716-688-1728

- \$20 off a furnace clean and check
- \$100 off a 95 percent energy efficient natural gas furnace

Black Hat Chimney & Fireplace, Inc.
3155 Seneca Street
West Seneca, NY 14224
716-674-0367

- \$200 off the installation of a natural gas stove, fireplace or insert

Capital Heating & Cooling

2975 Walden Avenue

Depew, NY 14043

716-683-7336

- \$20 off a furnace clean and check
- \$100 off an energy efficient natural gas furnace
- Ten percent off on weatherization products

Central Heating & Cooling Inc.

2210 William Street

Cheektowaga, NY 14206

716-668-6809

- \$20 off a first- time service call
- \$20 off a precision tune-up and cleaning for furnaces, boilers or air conditioner systems
- \$200 off the installation of a 95 percent energy-efficient natural gas furnace or boiler
- \$1z00 off the installation of any other natural gas furnace or boiler
- \$100 off the installation of a complete air conditioning system
- Offers above must be presented at time of proposal and cannot be combined with any other coupons or discounts

Circle Mechanical Plumbing & Heating

2345 Foote Avenue Ext. Rt. 60

Jamestown, NY 14701

716-664-2580

- \$10 off a furnace clean and check
- \$100 off an energy efficient natural gas furnace, boiler or tankless water heater

Colburn's A/C & R, Inc.

17 White Drive, P.O. Box 9430

Frewsburg, NY 14738

716-569-3695

- Ten percent off a precision tune up for a natural gas furnace
- \$50 off duct cleaning
- Ten percent off the installation of a humidifier
- \$150 off a 95 percent energy efficient natural gas furnace or boiler

Complete Heat Inc.

3474 Walden Avenue

Depew, NY 14043

716-681-3800

- Twenty-five percent off furnace filters and humidifier pads

Controlled Environment Co.

917 Military Road

Kenmore, NY 14217

716-877-5558

- Ten percent off preventative maintenance on furnaces
- Ten percent off a service call
- \$50 off an energy efficient natural gas furnace
- Free Energy Star® programmable thermostat with the installation of an energy efficient natural gas furnace

Countryside Stove & Chimney

7576 Olean Road

Holland, NY 14080

716-652-4118

- \$100 off an energy efficient natural gas fireplace or insert

D.H. Berry Inc.

365 Payne Avenue

North Tonawanda, NY 14120

716-693-2762

- Ten percent off a furnace or boiler clean and check
- Receive a free efficiency test for your furnace or boiler
- \$100 off a 95 percent energy efficient natural gas furnace

Danny Heineman & Sons, Inc.

13980 East Schutt Road

Sardinia, NY 14134

716-496-5037

- \$50 off duct cleaning
- \$100 off a 90+ modulating variable speed natural gas furnace

Don Weimer Heating & A/C

9710 Wehrle Drive

Clarence, NY 14031

716-759-6711

- \$10 off a furnace clean and check
- \$150 off a furnace replacement

Energy Cost Control

105 Wagner Avenue

Buffalo, NY 14212

716-896-5000

- \$200 off the installation of a natural gas generator

Hectors Hardware

876 Maple Road

Williamsville, NY 14221

716-688-4488

- Sale prices and free shipping are being offered on select models of Rinnai natural gas vented heaters

Ivy Lea Construction Inc.
440 Northwood Drive
Tonawanda, NY 14223
716-875-8654

- \$500 off any purchase over \$5,000 on home weatherization, insulation, air sealing, windows, doors or ventilation products (not valid with any other offer)
- \$500 off any purchase over \$5,000 on high-efficiency furnaces, boilers or on-demand hot water heaters (not valid with any other offer)

Jamestown Heating & Air Systems, Inc.
1279 E. Second Street
Jamestown, NY 14701
716-488-8275

- \$10 off a furnace or boiler clean and check
- \$100 off the installation of a new furnace with an energy efficiency rating of 95 percent or more
- \$100 off the installation of a new boiler
- \$10 off the installation of a new window when you replace an existing window

Jim Collins Heating & Cooling
46 Bernice Drive
West Seneca, NY 14224
716-674-8500

- \$15 off a furnace clean and check
- \$100 off an energy efficient natural gas furnace

JP Heating & Cooling LLC
195 Fancher Avenue
Tonawanda, NY 14223
716-832-8200

- \$100 off a 95 percent energy efficient two stage furnace with an electronically commutated motor
- \$75 off a 80 or 95 percent energy efficient standard style furnace
- Receive a \$78 furnace clean and check
- \$50 off a humidifier or air cleaner
- Free furnace clean and check with the purchase of duct cleaning
- Ten percent off duct sealing or replacement
- Ten percent off new gas lines or a dryer vent
- Ten percent off a chimney liner or vent piping

J.R. Swanson Plumbing Co. Inc.
413 103rd Street
Niagara Falls, NY 14304
716-283-3802

- \$10 off a furnace clean and check
- 10 percent off the installation of a new heating unit

Keiffer Southtown Ent. Inc.
4945 Southwestern Boulevard
Hamburg, NY 14075
716-649-3866

- \$10 off a furnace clean and check
- \$100 off an energy efficient natural gas furnace

Klemat Plumbing & Heating, Inc.
3280 South Park Avenue
Lackawanna, NY 14218
716-826-0002

- All coupons to be presented at time of estimate
- One coupon per household—not to be combined with any other offers
- Free estimate for the installation of a furnace, boiler or air conditioner
- \$100 off the installation of a boiler, furnace, central air conditioning or a whole-house natural gas generator
- \$10 off a furnace, boiler or air conditioning tune up
- \$10 off a service call

Lindsay's Plumbing & Heating
2748 Pixley Hill Road
Wellsville, NY 14895
585-593-6539

- \$100 off an energy efficient natural gas furnace or boiler
- Twenty-five percent off air duct cleaning and sanitizing
- Twenty-five percent off a furnace or boiler clean and check
- Twenty-five percent off energy efficiency testing

Logel Appliance Inc.
3145 Route 39, Box 153
Yorkshire, NY 14173
716-492-5200

- Receive a free major component warranty with a natural gas appliance purchase; valid for 10 years

Logel Appliance Inc.
3909 Main Street, Box 150
Strykersville, NY 14145
585-457-3061

- Receive a free major component warranty with a natural gas appliance purchase; valid for 10 years

Luca Plumbing & Heating

118 S. 8th Street
Olean, NY 14760
716-373-0751

- Free heat loss analysis and estimate
- Ten percent off when you install an energy efficient water heater
- \$150 off when you install an energy efficient natural gas furnace or boiler

Minotti Heating & Air Conditioning Co.

248 LeHavre Drive
Cheektowaga, NY 14227
716-656-0872

- \$30 off a furnace clean and check
- \$100 off an energy efficient natural gas furnace

Modern Mechanical Inc.

77 Amherst Street
Buffalo, NY 14220
716-228-2913

- Ten percent off weatherization products
- Ten percent off a natural gas furnace
- Ten percent off a furnace clean and tune

NOCO Heating and Cooling

2440 Sheridan Drive
Tonawanda, NY 14150
1-800-662-6776

- \$200 off an energy efficient natural gas furnace
- \$20 off a furnace tune and clean
- Twenty percent off heating service or repairs

Northeast Mechanical, Inc.

139 Sawyer Avenue
Depew, NY 14043
716-684-6301

- \$100 off a natural gas furnace with an energy efficiency rating of 95 percent or more
- Ten percent off on service calls
- Free air conditioner cover with the purchase of a complete home comfort system

O'Donnell Heating & Cooling

2032 Eggert Road
Amherst, NY 14226
716-836-8000

- \$100 off an energy efficient natural gas furnace

Ohrt & Goodman, Inc.

358 Center Road
West Seneca, NY 14224
716-674-3582

- \$39 furnace clean and check, plus tax
- \$25 off of \$1,000 worth of work, up to a \$75 maximum

Paul E. Vogel Plumbing & Heating Inc.

814 Mineral Springs Road
West Seneca, NY 14224
716-823-0968

- \$20 off a furnace clean and check
- \$100 off an energy efficient natural gas furnace or a tankless water heater

Peerless Air Conditioning & Heating Co., Inc.

24 Lansing Street
Buffalo, NY 14207
716-875-3727

- \$10 off a furnace or boiler clean and check
- \$100 off an energy efficient natural gas furnace or boiler

Rick's Heating & Air

4881 Seneca Street
West Seneca, NY 14224
716-675-HEAT (4328)

- \$30 off a furnace clean and check
- \$100 off a 90 percent energy efficient natural gas furnace

Ridout's Heating & Cooling

721 Route 394
Kennedy, NY 14747
716-267-2282

- Receive 90 days same as cash financing
- \$5 off a furnace clean and check
- \$100 off a 95 percent energy efficient furnace or a high efficiency boiler

Seneca Plumbing & Heating Supply Co.

192 Seneca Street
Buffalo, NY 14204
716-852-4744

- \$50 off the installation of a tankless water heater
- Ten percent off of heating controls

Service Pro Heating & Cooling Co.

5229 Subbera Road

Lockport, NY 14094

716-830-4710

- Free humidifier with the purchase of a new furnace
- \$30 off a furnace tune up
- \$100 off a new furnace

South Towns Appliance, Inc.

267 Lake Street

Hamburg, NY 14075

716-649-4800

- Fifty percent off the installation of a natural gas range or dryer, up to a \$50 value

Southtowns Fireplace

4307 Camp Road

Hamburg, NY 14224

716-627-5211

- Twenty percent off a natural gas fireplace or insert
- Twenty percent off cellulose wall or attic insulation

Steve's Heating & Air Conditioning Inc.

3001 Military Road

Niagara Falls, NY 14304

716-297-6444

- \$10 off a furnace clean and check
- \$100 off the installation of a high efficiency furnace
- \$40 off a complete duct cleaning

Superior Heat Co. LLC

3461 N. Benzing Road

Orchard Park, NY 14127

716-834-0384

- Furnace or air conditioning clean and check for \$49.95
- \$100 off the installation of an energy efficient furnace
- \$50 off the installation of an energy efficient air conditioner or hot water tank

Sure-Temp Heating & Air Conditioning

434 76th Street

Niagara Falls, NY 14304

716-308-3030

- \$200 off an energy efficient natural gas furnace
- Furnace clean and check for \$59.95

T.J.'s Plumbing & Heating

1005 Allen Street

Jamestown, NY 14701

716-488-0066

- \$100 off an energy efficient natural gas furnace or boiler
- \$25 off a new natural gas hot water tank
- \$50 off a new natural gas tankless water heater

Tom's Precision Heat Plus

12 Bobby Drive

Depew, NY 14043

716-656-5396

- \$30 off a furnace clean and check
- \$150 off an energy efficient natural gas furnace

Turnbull Heating & Air Conditioning

50 Franklin Street

Batavia, NY 14020

585-343-2005

- \$50 off a 95.5 percent efficient furnace with a PSC motor
- \$75 off a 96 percent efficient furnace with an electronically commutated motor
- \$100 off a 97.5 percent efficient furnace with an electronically commutated motor
- Ten percent off a furnace or boiler tune up
- Free Energy Star® thermostat with the installation of a furnace or boiler
- Five percent off any scheduled maintenance contract
- \$100 off the replacement of a water boiler with a model that is 80 percent efficient
- \$150 off the replacement of a water boiler with a model that is 90 percent efficient or higher
- \$100 off the replacement of a steam boiler with a model that is 80 percent efficient or higher

Vacinek Heating

504 Pleasant Avenue

Hamburg, NY 14075

716-649-3225

- Free service call during regular business hours, up to a \$69 value
- \$100 off an energy efficient natural gas furnace or boiler with an efficiency of 90 percent or higher
- \$50 off an energy efficient natural gas hot water tank

Vastola Heating & Air Conditioning

300 Firetower Drive
Tonawanda, NY 14150
716-885-4292

- \$100 off an energy efficient natural gas furnace
- \$10 off a furnace clean and tune
- \$10 off a residential boiler clean and tune
- \$75 off a natural gas tankless water heater
- \$150 off an energy efficient natural gas boiler

VIP Heating and Cooling

6745 Old Beattie Road
Lockport, NY 14094
716-393-0847

- \$95 off a 95 percent energy efficient natural gas furnace
- \$95 off an energy efficient natural gas boiler with an efficiency of 90 percent or higher
- \$5 off a furnace clean and check

Warm & Fuzzy Home Heating & Cooling

1111 Niagara Street
Buffalo, NY 14213
716-885-8888

- \$100 off the installation of a high efficiency furnace
- \$10 off a precision tune up special

William C. Handley & Sons Htg.

2 Main Street, Box 107
Depew, NY 14043
716-681-2733

- \$100 off a furnace clean and check
- \$50 off an 80 percent energy efficient furnace
- \$100 off a 92 percent energy efficient furnace
- \$150 off a 95 percent energy efficient furnace

Zenner & Ritter

3404 Bailey Avenue
Buffalo, NY 14215
716-833-2463

- \$200 off the installation of a boiler with an efficiency of 90 percent or higher
- \$150 off the installation of a variable speed furnace with an efficiency of 95 percent
- \$125 off the installation of any Lennox, Heil or Rheem air conditioning
- \$200 off the installation of a generator that is 14 kilowatts or larger
- \$50 off the installation of a high-efficiency water heater
- \$10 off any emergency service
- All offers above come with Western New York's best price guarantee and cannot be combined with any other program or offer

Receive these rebates on select natural gas appliances installed on or after December 1, 2010, and save energy and money!

Appliance	Required Minimum Efficiency	Rebate Amount
Space Heating		
Hot Air Furnace	90% AFUE*	\$250
Hot Air Furnace w/ ECM**	90% AFUE	\$350
Hot Water Boiler	85% AFUE	\$350
Steam Boiler	81% AFUE	\$200
Programmable Thermostat	Energy Star®-Rated	\$25
Water Heating		
Indirect Water Heater	N/A	\$250

* Annual Fuel Utilization Efficiency
** Electronically Commutated Motor

Residential Customers: The rebate offers listed above are available for qualifying equipment installed on or after December 1, 2010. All appliances must be installed by a contractor, including the Energy Star®-rated programmable thermostat. Contractors must be able to supply one of the following in order for the rebate application to be considered complete: Federal ID number, a Certificate of Insurance or a Business Certificate showing their company's name and address. Rebates are available for equipment upgrades only regardless of income or annual energy usage. New builds are not eligible for rebates.

The residential rebates for years one, two and three of the CIP are still available for qualifying equipment installed between November 1, 2007, and November 30, 2010. Terms and conditions apply. To learn more about what equipment qualifies for years one, two and three of the CIP, visit NationalFuelForThought.com.



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NationalFuelForThought.com

If you have a question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m.

Buffalo, NY area: (716) 686-6123
All other areas: (800) 365-3234

For gas emergencies, call 1-800-444-3130
24 hours a day, 7 days a week.



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Fuel for Thought

For Residential Customers



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The Conservation Incentive Program

For Residential Customers

Thinking about a new natural gas appliance? Choose high-efficiency and save.

The **National Fuel Conservation Incentive Rebate Program** offers residential customers in National Fuel's Western New York service area a number of money-saving rebates when you replace specified appliances with new, energy-efficient models. When you combine the rebates with the projected annual fuel savings realized by using more efficient equipment, you'd be amazed at how quickly these new appliances can pay for themselves.

So why is National Fuel helping you use less natural gas?

A lot of people believe that National Fuel controls the cost of natural gas and that higher natural gas costs mean the Utility makes more money. The truth is that utilities have no control over the market price of natural gas. By law, these costs are passed along to our customers without mark-up. The price you pay for natural gas is set in the energy marketplace where the forces of supply and demand affect prices most.

With the **Conservation Incentive Rebate Program**, National Fuel is partnering with customers on ways to use less natural gas, helping to bring balance back to the marketplace and lowering the price we all pay for the energy we use.

Understand your home's energy consumption and learn how to be more energy efficient by completing a **Home Energy Analysis**. Each analysis provides information on where your energy dollars go, ways to save, information about helpful programs and services, and more — so you can be green while saving green. Visit **NationalFuelForThought.com**, to complete the Home Energy Analysis, print a rebate application and learn even more about how to use less energy.

By using natural gas wisely, you could help protect the environment.

Natural gas is the cleanest burning fossil fuel available. According to the U.S. Environmental Protection Agency, natural gas also produces a significantly smaller amount of greenhouse gases, compared to oil or other fossil fuels used in the production of electricity. When you conserve natural gas, you not only help your pocketbook, you reduce emissions further, making the air cleaner for everyone. And that's something that will help your children, their children, and generations to come.

The National Fuel **Conservation Incentive Rebate Program** also includes a number of other ways for you to save through energy-efficiency, including initiatives specifically designed for non-residential natural gas use and to assist lower income households. For complete details, visit **NationalFuelForThought.com**. If you've submitted a rebate application and have questions, call (toll free) **1-877-285-7824**.

An example of how you can make high-efficiency more affordable:

New 90% High Efficiency Furnace	\$3,500
Standard 80% Efficiency Furnace	\$2,500
<hr/>	
Cost Difference for Higher-Efficiency Model	\$1,000
One-time Rebate	\$250
Cost Difference After Rebate	\$750
Annual Operating Cost Savings	\$147/year**
Simple Payback on Cost for High-Efficiency Model	5.1 years*

And of course, by choosing a high-efficiency product for your home now, you'll continue to enjoy energy savings for years to come.

* With savings on annual operating costs of \$147 per year, the \$750 incremental investment will be paid back in 5.1 years.

** This is only an example. Your actual investment and savings may be higher or lower depending on the models you choose to install, the efficiency of the furnace you are replacing, fluctuating fuel costs and your actual installed cost. Based on average gas costs of \$11.49 per Mcf for 12 months ending September 30, 2010.

Terms and conditions apply. Rebates are available for residential customers, regardless of income or annual energy usage. Appliances purchased and installed in new builds are not eligible for rebates.

An example of how a small, non-residential customer can make high-efficiency more affordable:

(Two) New 95% High-Efficiency, Condensing Boilers	\$15,000
(Two) Standard 80% Efficiency, Non-Condensing Boilers	\$7,500
Cost Difference for Higher Efficiency Model	\$7,500
One-time Fixed Rebate	\$2,000
Cost Difference After Rebate	\$5,500
Annual Operating Cost Savings	\$2,130/year*
Simple Payback on Cost for High-Efficiency Model	2.6 years**

And of course, by choosing a high-efficiency product for your business now, you'll continue to enjoy energy savings for years to come.

*This is only an example. Your actual investment and savings may be higher or lower depending on the models you choose to install, the efficiency of the furnace you are replacing, fluctuating fuel costs and your actual installed cost. Based on average gas costs of \$10 per Mcf for 12 months ending September 30, 2010.

**With savings on annual operating costs of \$2,130 per year, the \$5,500 incremental investment will be paid back in 2.6 years.

By using natural gas wisely, you could help protect the environment.

Natural gas is the cleanest-burning fossil fuel available. According to the U.S. Environmental Protection Agency, natural gas also produces a significantly smaller volume of greenhouse gases, compared to oil or other fossil fuels used in the production of electricity. When you conserve natural gas, you not only help your pocketbook, you reduce emissions further, making the air cleaner for everyone. And that's something that will help your children, their children, and generations to come.

The **National Fuel Conservation Incentive Rebate Program** also includes a number of other ways for you to save through energy-efficiency, including initiatives specifically designed for residential natural gas use and to assist lower income households. For complete details, visit **NationalFuelForThought.com**.

So why is National Fuel helping you use less natural gas?

A lot of people believe that National Fuel controls the cost of natural gas, and that higher natural gas costs means the Utility makes more money. The truth is that utilities have no control over the market price of natural gas. By law, these costs are passed along to our customers without mark-up. The price you pay for natural gas is set in the energy marketplace where the forces of supply and demand affect prices most.

With the **Conservation Incentive Rebate Program**, National Fuel is partnering with customers on ways to use less natural gas, helping to bring balance back to the marketplace and lowering the price we all pay for the energy we use.

For more information about this program, visit **NationalFuelForThought.com**, where you can print a rebate application and learn more about how to use less energy.



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If you have a question, problem or request, please call us Monday through Friday, 7am to 6pm.

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For gas emergencies, call 1-800-444-3130
24 hours a day, 7 days a week.



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Fuel for Thought

For Small Non-Residential Customers



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The Conservation Incentive Program

For Small Non-Residential Customers

Thinking about purchasing a new piece of natural gas equipment? Choose high-efficiency and save.

The **National Fuel Conservation Incentive Rebate Program** offers small, non-residential customers in National Fuel's Western New York service area a number of money-saving rebates when you replace specified appliances with new, energy-efficient models. When you combine the rebates with the projected annual fuel savings realized by using more efficient equipment, you'd be amazed at how quickly these new appliances can pay for themselves.

Fixed & customized rebates for non-residential customers.

Small, non-residential customers whose facilities use less than 12,000 Mcf (thousand cubic feet) of natural gas per year are eligible to receive either fixed or customized rebates for upgrading to more energy-efficient natural gas equipment.

Rebates are available for existing facilities only. New construction projects are not eligible for rebates.

Offering you two ways to save!

- **Fixed (Pre-Qualified) Rebate** – Fixed rebates are available on pre-qualified equipment. It's fast and easy! Visit NationalFuelForThought.com for a rebate application.
- **Customized (Performance-Based) Rebate** – Rebates are determined on a case-by-case basis, based on the results of an energy-use analysis. Customized rebates can be as much as \$15/Mcf multiplied by the gas savings, up to \$25,000. This may result in a larger rebate than if your company received a fixed rebate. Call **1-866-697-3732** or visit NationalFuelForThought.com to get started.

Receive these fixed rebates on select natural gas appliances and save energy and money!

Equipment	Minimum Required Efficiency	Rebate	Equipment Size		
			(≤ 300kBtuh)	(301–500kBtuh)	(501–1,000kBtuh)
Space Heating					
Hot Air Furnace	90% AFUE	\$500	N/A	N/A	N/A
Hot Water Boiler	85% AFUE	\$600	\$750	\$1,500	\$2,500
	90% AFUE	\$1,000	\$1,500	\$2,500	\$3,500
Steam Boiler	81% AFUE	\$600	(\$2/kBtuh) \$602-\$1,000	(\$2/kBtuh) \$1,002-\$2,000	(\$2/kBtuh) \$2,000+
Space Heating					
Unit Heater	90% AFUE	\$1,000			
Low Intensity Infrared Heater	N/A	\$500			
Programmable Thermostat	Energy Star®-rated	\$25			
Water Heating					
Storage Tank Water Heater	0.61 EF	\$150			
Tankless Water Heater	0.78 EF	\$350			
Cooking					
Fryer	Energy Star®-rated	\$750			
Broiler	30% AFUE	\$500			
Convection Oven	40% AFUE	\$500			
Combination Oven	40% AFUE	\$750			
Steamer	Energy Star®-rated	\$750			
Griddle	45% AFUE	\$500			

(AFUE) Annual Fuel Utilization Efficiency (EF) Energy Factor (kBtuh) 1,000 Btu per hour

Please Note: all appliances must be installed by a contractor. Non-residential customers applying for a rebate AND contractors must be able to supply one of the following: Federal ID number, a Certificate of Insurance or a Business Certificate showing their company's name and address in order for the rebate application to be considered complete. The Conservation Incentive Program customized rebates are available for qualifying equipment purchased and installed on or after November 1, 2007, only. The fixed rebates being offered to non-residential customers are available for qualifying equipment installed on or after December 1, 2008.

Call **1-800-365-3234** or visit NationalFuelForThought.com to learn more and print a small non-residential fixed rebate application.

It's called the Conservation Incentive Program.



Save up to \$350 when you replace equipment in your home with qualifying, energy-efficient natural gas models.

Rebates are available for the following items, provided they are installed on or after December 1, 2010.

Equipment	Minimum Required Efficiency	Your Rebate
Space Heating		
Hot Air Furnace	90% AFUE*	\$250
Hot Air Furnace w/ ECM†	90% AFUE	\$350
Hot Water Boiler	85% AFUE	\$350
Steam Boiler	81% AFUE	\$200
Programmable Thermostat**	Energy Star®-rated	\$25

Water Heating

Indirect Water Heater	N/A	\$250
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* AFUE – Annual Fuel Utilization Efficiency is the most widely used measure of a furnace’s heating efficiency. It measures the amount of heat actually delivered to a house compared to the amount of fuel that must supply the furnace.

† ECM – Electronically Commutated Motors.

** All equipment must be installed by a contractor.

Rebates for residential customers in National Fuel’s Western New York service area are available through **National Fuel’s Conservation Incentive Program (CIP)**.

Residential Customer Rebate

Our residential program offers rebates to customers who replace space and water heating equipment with qualifying, energy-efficient models. Plus, the savings are even greater when you replace your home’s electric appliances with natural gas models. When switching to this clean, efficient, secure, abundant resource, a household can save money year after year.

CIP Savings Card

Our free CIP Savings Card can also help you save when you purchase energy-efficient products and services. Simply present the card to our participating Energy Partners at the time of purchase to take advantage of money-saving offers. Visit our website to print your own Savings Card and view a list of this year’s participating retailers and the discounts they are offering.

Current CIP Year 4 rebates are available provided the qualifying equipment is installed on or after December 1, 2010. Terms and conditions apply. You can download a rebate application from our website. Please call 1-800-365-3234 or visit NationalFuelForThought.com to learn more about the CIP Savings Card promotion or for more information on the CIP.



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It's called the Conservation Incentive Program. Here's the incentive.



Save up to \$350 in your home or up to \$25,000 in your business when you replace equipment with qualifying, energy-efficient natural gas models.

Rebates for residential and small, non-residential customers in National Fuel's Western New York service area are still available through **National Fuel's Conservation Incentive Program (CIP)**.

Rebates for Residential Customers

Our residential program offers rebates to customers who replace space and water heating equipment with qualifying, energy-efficient models.

Rebates are available for the following items, providing they are installed on or after December 1, 2010.

Equipment	Minimum Required Efficiency	Your Rebate
Space Heating		
Hot Air Furnace	90% AFUE*	\$250
Hot Air Furnace w/ ECM†	90% AFUE	\$350
Hot Water Boiler	85% AFUE	\$350
Steam Boiler	81% AFUE	\$200
Programmable Thermostat**	Energy Star®-rated	\$25
Water Heating		
Indirect Water Heater	N/A	\$250

* AFUE – Annual Fuel Utilization Efficiency is the most widely used measure of a furnace's heating efficiency. It measures the amount of heat actually delivered to a house compared to the amount of fuel that must supply the furnace.

† ECM – Electronically Commutated Motors.

** All equipment must be installed by a contractor.

Plus, the savings are even greater when you replace your home's electric appliances with natural gas models. When switching to this clean, efficient, secure, abundant resource, a household can save money year after year.

Rebates for Non-Residential Customers

If you're a small, non-residential National Fuel customer using less than 12,000 Mcf (thousand cubic feet) of natural gas per year, rebates are available just for upgrading to more energy-efficient equipment. Choose from the following two rebate options:

- 1. Fixed (Pre-Qualified) Rebate** – Visit NationalFuelForThought.com for qualifying equipment and rebates.
- 2. Customized (Performance-Based) Rebate** – Rebates are determined on a case-by-case basis, based on the results of an energy-use analysis. Customized rebates can be as much as \$15/Mcf of gas usage savings up to \$25,000. Call **1-866-697-3732** or visit NationalFuelForThought.com to get started.

CIP Savings Card

Our free CIP Savings Card can also help you save when you purchase energy-efficient products and services. Simply present the card to our participating Energy Partners at the time of purchase to take advantage of money-saving offers. Visit our website to print your own Savings Card and view a list of this year's participating retailers and the discounts they are offering.

Current CIP Year 4 rebates are available provided the qualifying equipment is installed on or after December 1, 2010. Terms and conditions apply. You can download a rebate application from our website. Please call 1-800-365-3234 or visit NationalFuelForThought.com to learn more about the CIP Savings Card promotion or for more information on the CIP.



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APPENDIX D

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National Fuel[®]

The Conservation Incentive Program

Get rebates on
high-efficiency natural
gas appliances

Furnaces and Boilers:
Save \$200-\$350

Indirect Water Heater:
Save \$250

Programmable
Thermostat: **Save \$25**

Residential Conservation Incentive Program

Rebates are available for **existing** single-family homes, multi-family homes, condominiums and mobile homes. **New Construction is not eligible for this program.**

HOW TO APPLY

1. **Complete and sign** the Rebate Application Form on Page 3. Be sure to read the Terms and Conditions on the back of the Rebate Application Form. **Mail** the completed form along with a copy of a recent **National Fuel bill * (or 3rd party supplier bill with National Fuel Gas account number indicated)**, and **paid receipt(s)/proof of purchase** (see **Proof of Purchase Requirements** below) to:

EFI – National Fuel Rebates
40 Washington St., Suite 2000
Westborough, MA 01581

* Rental property owners are not required to provide a copy of tenant's National Fuel bill.

2. Qualifying product(s) must be purchased new and installed no earlier than December 1, 2010 to be eligible for a rebate. Please refer to the 'Rebate Application Form' for qualifying product requirements. Qualifying product(s) must be installed prior to submitting a rebate application.
3. Your application must be postmarked by March 31, 2012 to receive a rebate.

All applications are processed on a first-come, first-served basis, based upon the date received. INCOMPLETE APPLICATIONS CANNOT BE PROCESSED. Resubmitted information/documentation will be processed on a first-come, first-served basis, based upon the new receipt date.

4. **KEEP A COPY** of all mailed forms and required documents (including receipts) for your records.
5. Be prepared to participate in any required verification of installation(s). National Fuel may verify the energy-efficient product(s), customer eligibility and installation prior to payment of rebate.
6. If all program requirements are met, a rebate check will generally be mailed within 4-6 weeks, unless your application is selected for verification, which may take additional time.

PROOF OF PURCHASE REQUIREMENTS

All products must be installed using a licensed contractor or a contractor that can supply you with either a Federal ID number, or a Certificate of Insurance, or a Business Certificate. **All products must be purchased as new and installed prior to submitting your completed forms and other required documentation.**

Proof of Purchase for furnaces, boilers, indirect water heaters and thermostats must include the following information:

Paid invoice or receipt(s) indicating the Retailer/Contractor name, business address, phone and **one of the following**: Federal ID (tax) number, Certificate of Insurance, or Business Certificate. The paid invoice from the contractor should contain an itemized description of each product, including:

- a. Manufacturer, and **complete model number of equipment replaced and installed.**
- b. AFUE (efficiency) rating for natural gas furnace or boiler.
- c. Product installation date.



REBATE PROGRAM CHECKLIST

We appreciate your participation in our Conservation Incentive Program. In order to ensure proper processing of your rebate, please:

- Note that rebates are available for customers in National Fuel's Western New York service territory only.
- Note that new construction is not eligible for this program.
- Note that all products, including thermostats, must be installed using a licensed contractor, or a contractor that can supply you with either a Federal ID number, or a Certificate of Insurance, or a Business Certificate.
- Complete, sign and enclose the Rebate Application Form on Page 3. **INCOMPLETE APPLICATIONS CANNOT BE PROCESSED.** Resubmitted information/documentation will be processed on a first-come, first-served basis, based upon the new receipt date.
- Include a copy of a recent National Fuel bill (or 3rd party supplier bill with National Fuel Gas account number indicated), and a paid receipt/proof of purchase document that lists purchase date(s), as well as manufacturer, model number, and Efficiency Rating (AFUE) for natural gas furnaces and boilers. See **Proof of Purchase Requirements** on Page 1.
- Your application must be postmarked by March 31, 2012 to receive a rebate.
- Rental Property owner please note:**
 - a) When you have purchased and installed a qualified conservation measure in a rental property, proof of ownership (such as a copy of a recent tax bill) must be provided. The address shown on the proof of ownership must match the install address listed on the Rebate Application Form.
 - b) **Rental property owners are not required to provide tenant's gas account number.**
- Keep a copy of all submitted documents for your records.

Questions? Call toll-free at 1-877-285-7824



NationalFuelForThought.com

Residential Rebate Application Form
CIP Year 4 – Effective December 1, 2010

Please complete and sign this form and include with proof of purchase documents.

REQUIRED CUSTOMER INFORMATION

A separate form must be completed for each National Fuel account

National Fuel Account # (located on NFG or 3rd party supplier bill)

Is this for a rental property? Yes No Note: Rental property owners are not required to provide tenant's gas account number.

First and Last Name (as it appears on National Fuel bill)

Install Address Apt. # City State Zip code

Payee First and Last Name (if different from above)

Mailing Address (if different from above) Apt. # City State Zip code

()

(Area Code)

Daytime Telephone

E-mail address

Contractor's Name: _____ Telephone Number (716) _____

Contractor's Address: _____

Is this a fuel conversion? Yes No If yes, from what fuel type? _____

Measure	New Equipment Installed		Old Equipment Replaced	Rebate Total (A x B)
	Quantity Purchased (A)	Rebate Amount (B)		
Forced Air Furnace Minimum AFUE (Efficiency) 90%	_____ Unit(s)	\$250/Unit Brand/Make: _____ Model # _____ Date Installed: _____	Brand/Make: _____ Model # _____	\$ _____
Forced Air Furnace with ECM Minimum AFUE (Efficiency) 90%	_____ Unit(s)	\$350/Unit Brand/Make: _____ Model # _____ Date Installed: _____	Brand/Make: _____ Model # _____	\$ _____
Hot Water Boiler Minimum AFUE (Efficiency) 85%	_____ Unit(s)	\$350/Unit Brand/Make: _____ Model # _____ Date Installed: _____	Brand/Make: _____ Model # _____	\$ _____
Steam Boiler Minimum AFUE (Efficiency) 81%	_____ Unit(s)	\$200/Unit Brand/Make: _____ Model # _____ Date Installed: _____	Brand/Make: _____ Model # _____	\$ _____
Energy Star® Labeled Programmable Thermostat	_____ Unit(s)	\$25/Unit Brand/Make: _____ Model # _____ Date Installed: _____	Brand/Make: _____ Model # _____	\$ _____
Indirect Water Heater	_____ Unit(s)	\$250/Unit Brand/Make: _____ Model # _____ Date Installed: _____	Brand/Make: _____ Model # _____	\$ _____
Please see #2 in Terms & Conditions for installation requirements.			Total Rebate	\$

All equipment listed above, including thermostats, must be installed by a licensed contractor.

I CERTIFY THAT THE INFORMATION I HAVE PROVIDED IS TRUE AND CORRECT AND THE PRODUCT(S) AND/OR EQUIPMENT FOR WHICH I AM REQUESTING A REBATE MEET THE REQUIREMENTS IN THIS APPLICATION. I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS AS STATED ON THE BACK OF THIS FORM. I UNDERSTAND THAT NEW CONSTRUCTION IS NOT ELIGIBLE FOR THIS PROGRAM.

Sign here:

Applicant Signature

Name (Please Print)

Date

TERMS AND CONDITIONS

1. To be eligible for a rebate, I understand that: (a) I, or my tenant, must be a customer with an active meter serviced by National Fuel Gas Distribution Corporation ("National Fuel") in National Fuel's Western New York service territory for the installation address and, (b) the product(s) I have installed must qualify as described on the Rebate Application Form, incorporated herein by this reference, and be designed and installed to reduce the consumption of the energy distributed to me by National Fuel at the installation address. I understand I must complete an application for each installation address. For installations at multi-family dwellings, a separate application must be completed for each active meter. All uses herein of the words "install", "installation" or similar phrases shall mean complete installation such that the subject product(s) is/are fully functional at the time that the rebate application is submitted.

2. The unit must be fully constructed and currently or previously occupied. Rebates will not be offered on new-build units. All eligible furnaces, boilers, and indirect water heaters must be installed by a licensed contractor, or a contractor that can supply you with either a Federal ID number, or a Certificate of Insurance, or a Business Certificate.

3. I understand the Conservation Incentive Program Rebate term begins on December 1, 2010. Product purchases and installations made prior to December 1, 2010 do not qualify for a rebate with this form, but may be eligible using application forms for CIP Year 1, 2 or 3. Resale products, products leased, rebuilt, rented, received from insurance claims, won as a prize, or new parts installed in existing products do not qualify. All applications are processed on a first-come, first-served basis, as received. INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED. Resubmitted information/documentation is processed on a first-come, first-served basis, based on the new receipt date. This program may be modified or terminated at any time and without prior notice. In the event that the amount of a rebate changes during the course of the program, the installation date will be used to determine product eligibility and rebate amount.

4. I understand that this signed and dated Rebate Application Form, all appropriate Proof(s) of Purchase and other required documentation as referenced in this Application must be sent to National Fuel's Processing Center to be considered eligible for a rebate. Generally, a rebate check for qualifying product(s) will be mailed four to six weeks after National Fuel receives and approves a properly completed Application Package unless an application is selected for a verification, which may add additional time.

5. I will allow, if requested, a National Fuel representative reasonable access to the install address to verify the product has been purchased and is installed before a rebate is paid. I understand that a rebate will not be paid if I refuse to participate in any required verification. I understand that National Fuel may contact the qualifying product vendor and/or installer, if needed, to verify purchase and/or installation and may provide my name and/or address to complete this verification.

6. I have installed a qualifying product(s) and understand the energy efficiency level of the qualifying product(s) determines the rebate amount (as defined in the Rebate Application Form). A single gas-fired piece of equipment that provides two functions (e.g. heat and hot water) is only eligible for one rebate, that being the higher rebate amount of the two listed amounts. **The rebate amount cannot exceed the purchase price.**

7. I agree that the selection of qualifying product(s), selection of manufacturer, dealer, supplier and/or installer, and purchase, installation and ownership/maintenance of the qualifying product(s) referenced in this Application are my sole responsibility, and that my manufacturer, dealer, supplier or installer of these products and measures is not an agent or representative of National Fuel. I understand that National Fuel makes no representations regarding manufacturers, dealers, contractors, materials or workmanship. I ALSO UNDERSTAND THAT NATIONAL FUEL MAKES NO WARRANTY WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE, USE, OR APPLICATION OF THE PRODUCTS OR MEASURES. I agree that National Fuel has no liability whatsoever concerning (1) the quality, safety and/or installation of the products or measures, including their fitness for any purpose, (2) the estimated energy savings of the products or measures, (3) the workmanship of any third parties, (4) the installation or use of the products or measures including, but not limited to, effects on indoor pollutants, or (5) any other matter with respect to the National Fuel Conservation Incentive Program. I waive any and all claims against National Fuel, its parent companies, directors, officers, employees, or agents, arising out of activities conducted by or on behalf of National Fuel in connection with my application for any rebate(s) under the National Fuel Conservation Incentive Program. Without limiting the generality of the foregoing, none of the above stated parties shall be liable hereunder for any type of damages, whether direct, indirect, incidental, consequential, exemplary, reliance, punitive or special damages, including damages for loss of use regardless of the form of action, whether in contract, indemnity, warranty, strict liability or tort, including negligence of any kind.

8. I am responsible for meeting all program requirements and complying with my state/county/city governments, property owner and/or homeowner's association requirements (if any) in my area regarding local conditions, restrictions, codes, ordinances, rules, and regulations concerning this installation.

9. If a tenant, I am responsible for obtaining the property owner's permission to install the product for which I am applying for a rebate. My signature on this application indicates I have obtained this permission.

10. I understand that National Fuel is not responsible for items lost or destroyed in the mail/transit.

You may also qualify for help with your heating bill — even if you didn't qualify before

New income guidelines for the federally funded Home Energy Assistance Program (HEAP) make it even easier for more people to get help. A family of four that earns \$49,128, now qualifies for an initial grant of up to \$500 toward their heating bill.*

Don't wait if you need some help with your heating bill, or if you know someone who does. Visit HEAPhelps.com or call **1-877-443-2743** for more information on how and where you can apply today.

Gross Annual Income Guidelines

Household Size	Maximum Annual Income
1	\$25,548
2	\$33,408
3	\$41,268
4	\$49,128
5	\$56,988
6	\$64,848

*Grant amounts vary. Additional assistance may be available for those with a heating emergency. HEAP eligibility is determined using the last four weeks of your household income. For income limits for larger households, please call us or visit our website.

If you have a billing question, problem or request, please call us Monday through Friday, 7 a.m. to 6 p.m.

Buffalo area: 1-716-686-6123 **All other areas:** 1-800-365-3234

For Gas Emergencies, call **1-800-444-3130**
24 hours a day, 7 days a week.

This insert is also available in Spanish upon request.
For more information, including translation services,
please call **1-800-365-3234**.

Este folleto se encuentra disponible en Español si usted lo solicita. Para más información, incluyendo servicios de traducción, por favor llame al **1-800-365-3234**.



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Recycled Paper

NY CIP HEAP 01/11

Ways to manage your energy costs

Learn how you can save
with Rebates, Discounts
and the Home Energy
Assistance Program (HEAP)



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Residential Customers

New Rebates Available With CIP Year Four

(Eligible equipment installed between Dec. 1, 2010 – Nov. 30, 2011)

Is it time to replace your hot water heater, furnace, boiler or thermostat? Choose a high-efficiency model and you'll get a rebate from National Fuel's Conservation Incentive Program (CIP). Plus, you'll lower your heating bills for years to come. When you combine the rebates with the projected annual fuel savings from using more efficient equipment, you'll be amazed at how much you'll save.

For more information about this program, visit **NationalFuelForThought.com**, where you can download a rebate application and learn more about how to use less energy.

Applications for Year 4 must be postmarked by March 31, 2012 to receive a rebate.

Receive these rebates when you replace existing equipment between Dec. 1, 2010 – Nov. 30, 2011, with qualifying fuel-efficient models:

Appliance	Required Minimum Efficiency	Rebate Amount
Space Heating		
Hot Air Furnace	90% AFUE*	\$250
Hot Air Furnace w/ ECM**	90% AFUE	\$350
Hot Water Boiler	85% AFUE	\$350
Steam Boiler	81% AFUE	\$200
Programmable Thermostat (installed by contractor)	Energy Star®-Rated	\$25
Water Heating		
Indirect Water Heater	N/A	\$250

* Annual Fuel Utilization Efficiency

** Electronically Commutated Motor

For residential AND non-residential customers: Rebate offers listed are available for qualifying equipment purchased and installed between Dec. 1, 2010 – Nov. 30, 2011. All appliances must be installed by a contractor. In order to get a rebate on an Energy Star-rated programmable thermostat, a contractor must install the thermostat at the time of a furnace or boiler replacement. Non-residential customers applying for a rebate AND all contractors must be able to supply one of the following in order for the rebate application to be considered complete: Federal ID number, a Certificate of Insurance or a Business Certificate showing their company's name and address. Rebates are available for equipment upgrades only regardless of income or annual energy usage. New-builds are not eligible for rebates.

The residential rebates for years one, two and three of the CIP are still available for qualifying equipment installed between November 1, 2007, and November 30, 2010. To learn more about what equipment qualifies for years one, two and three of the CIP, visit www.NationalFuelForThought.com. The deadline for the earlier rebates must be postmarked by March 31, 2011.

Get discounts from local retailers when you use your Savings Card

With your **Conservation Incentive Program Savings Card** from National Fuel, you'll get discounts on all sorts of energy-efficient products and services from local retailers — even if you're not buying a new appliance. Simply present the card to our participating Energy Partners to receive discounts on energy-related items. Plus, you'll save even more as you use less energy all year long.

Discounts are being offered on items such as:

- Service and repair on your natural gas appliances
- Furnace filters
- Home weatherization products
- New, high-efficiency furnaces, water heaters and other natural gas appliances
- And much more!

Get your free Savings Card and a list of participating retailers and their offers at **NationalFuelForThought.com** or call **1-800-365-3234**.

Small, Non-Residential Customers

Two rebate options for non-residential customers

If you're a small, non-residential National Fuel customer using less than 12,000 Mcf (thousand cubic feet) of natural gas per year, you can get thousands of dollars in rebates just for upgrading to more energy-efficient equipment.

Fixed Rebates are a fast and easy way to save on pre-qualified natural gas appliances, such as furnaces, boilers, water heaters and ovens. Or choose a **Customized Rebate**, which offers as much as \$15/Mcf multiplied by the gas usage savings (up to \$25,000 per project) for qualifying energy-efficient furnaces, boilers, water heaters and process heating equipment.

Whichever option you choose, you'll also get ongoing savings by reducing the amount of fuel used to run your business. For details about rebates (including downloadable application forms), visit **NationalFuelForThought.com**.

Looking to do more? Try our Online Energy Analysis Tool.

Find out how much energy the appliances in your home or business are really using — and discover ways to save energy and money — with our customized online energy audit. Visit **NationalFuelForThought.com** and click on "Online Energy Analysis" to learn more.

	A	B	C	D	E	F	G
1	National Fuel Gas Distribution Corporation						
2	New York Division						
3	Conservation Incentive Program						
4	Program Measurement and Verification Summary						
5							
6		5/13/2011					
7	Quarter	Year	Month				
8		13	Mar-11	40			
9		Total Residential					
10		Residential Appliance Rebates					
11		Appliance Rebates - Hot Air Furnace Residential	Appliance Rebates - Hot Water Boiler Residential	Appliance Rebates - Steam Boiler Residential	Appliance Rebates - Hot Air Furnace Residential ECM Motors	Appliance Rebates - Programmable Tstat Residential	Appliance Rebates - Indirect Heater Residential
12	Base Analysis						
13	I. Customer and Volume Information						
14	Number of Customers Eligible	351,219	93,658	23,415	351,219	468,292	468,292
15	Participation Rate	6.40%	2.41%	0.36%	1.40%	5.51%	0.05%
16	Total Number of Participants	22,495	2,260	84	4,918	25,819	246
17	Total Annual Mcf Saved	409,787	46,668	1,546	89,590	195,260	1,363
18	DTH Conversion	1.035	1.035	1.035	1.035	1.035	1.035
19	Total DTH Saved	424,130	48,302	1,600	92,726	202,094	1,410
20	Mcf Saved per Participant Base	18.22	20.65	18.40	18.22	7.56	5.54
21	Multiple Factor for Sensitivity Analysis	0%	0%	0%	0%	0%	0%
22	Mcf Saved per Participant	18.22	20.65	18.40	18.22	7.56	5.54
23	DTH Saved per Participant	18.85	21.37	19.04	18.85	7.83	5.73
24	Estimated Peak Day Impact Mcf	3,742	426	14	818	1,783	12
25	Estimated Peak Day Impact DTH	3,873	441	15	847	1,846	13
26	Total Average Annual Accounts	482,775	482,775	482,775	482,775	482,775	482,775
27	Impact on Total Average Annual Usage Per Account Per Mcf	0.85	0.10	0.00	0.19	0.40	0.00
28	II. Program Cost Information						
29	Company Direct Costs	\$ 6,865,855	\$ 915,200	\$ 17,430	\$ 1,976,035	\$ 750,563	\$ 74,649
30	Company Admin Costs	\$ 207,454	\$ 27,653	\$ 527	\$ 59,707	\$ 22,679	\$ 2,256
31	Company Advertising Costs	\$ 1,641,930	\$ 218,865	\$ 4,168	\$ 472,557	\$ 179,493	\$ 17,852
32	Total Initial Program Costs - Company	\$ 8,715,239	\$ 1,161,718	\$ 22,125	\$ 2,508,299	\$ 952,734	\$ 94,756
33	Total Initial Program Costs - Participant	\$ 15,746,500	\$ 3,616,000	\$ 58,800	\$ 7,868,800	\$ 645,475	\$ 270,600
34	Total Initial Program Costs	\$ 24,461,739	\$ 4,777,718	\$ 80,925	\$ 10,377,099	\$ 1,598,209	\$ 365,356
35	Per Participant Initial Program Costs - Company	\$ 305.22	\$ 404.96	\$ 207.50	\$ 401.80	\$ 29.07	\$ 303.45
36	Per Participant Initial Program Costs - Participant	\$ 700.00	\$ 1,600.00	\$ 700.00	\$ 1,600.00	\$ 25.00	\$ 1,100.00
37	Total Initial Program Costs per Annual Participant	\$ 1,005.22	\$ 2,004.96	\$ 907.50	\$ 2,001.80	\$ 54.07	\$ 1,403.45
38	Annual Ongoing Costs - Company per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
39	Annual Ongoing Costs - Participant per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
40	Total Annual Ongoing Costs per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41	Annual Ongoing Costs - Company	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	Annual Ongoing Costs - Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43	Total Annual Ongoing Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
44	III. Discount Assumptions						
45	Anticipated Life of Program Measure (Years)	20	25	25	17	11	25
46	Discount Rate	5.50%	5.50%	5.50%	5.50%	5.50%	5.50%
47	PVIFA	11.9504	13.4139	13.4139	10.8646	8.0925	13.4139
48	IV. Incremental Savings						
49	Natural Gas Supply Rate (\$/Mcf)	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00
50	Natural Gas Supply Rate (\$/Dth)	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66
51	Annual NGS Savings per Participant	\$ 182.17	\$ 206.50	\$ 184.00	\$ 182.17	\$ 75.63	\$ 55.39
52	Total NGS Savings	\$ 4,097,872	\$ 466,684	\$ 15,456	\$ 895,903	\$ 1,952,597	\$ 13,627
53	V. Direct Cost Benefit Summary						
54	Present Value of Participant Savings	\$ 2,176.98	\$ 2,769.94	\$ 2,468.16	\$ 1,979.19	\$ 612.01	\$ 743.05
55	Present Value of Total Savings	\$ 48,971,135	\$ 6,260,065	\$ 207,326	\$ 9,733,633	\$ 15,801,466	\$ 182,791
56	Present Value of Total Initial Program Costs per Annual Participant	\$ 1,005	\$ 2,005	\$ 908	\$ 2,002	\$ 54	\$ 1,403
57	Present Value of Total Initial Program Costs	\$ 24,461,739	\$ 4,777,718	\$ 80,925	\$ 10,377,099	\$ 1,598,209	\$ 365,356
58	TRC	2.00	1.31	2.56	0.94	9.89	0.50
59	VI. TRC-WNY						
60	WNY Incremental Expenditures	\$ 22,819,809	\$ 4,558,853	\$ 76,757	\$ 9,904,542	\$ 1,418,717	\$ 347,505
61	WNY Expenditure Multiplier	0.46	0.46	0.46	0.46	0.49	0.46
62	WNY Expenditure Benefits	\$ 10,497,112	\$ 2,097,072	\$ 35,308	\$ 4,556,089	\$ 695,171	\$ 159,852
63	Advertising	\$ 1,641,930	\$ 218,865	\$ 4,168	\$ 472,557	\$ 179,493	\$ 17,852
64	Advertising Multiplier	0.87	0.87	0.87	0.87	0.87	0.87
65	Advertising Benefits	\$ 1,428,479	\$ 190,412	\$ 3,626	\$ 411,125	\$ 156,159	\$ 15,531
66	WNY Expenditure & Adv Benefits	\$ 11,925,591	\$ 2,287,485	\$ 38,934	\$ 4,967,214	\$ 851,330	\$ 175,383
67	Customer Net Savings	\$ 24,509,396	\$ 1,482,347	\$ 126,401	\$ (643,466)	\$ 14,203,257	\$ (182,566)
68	WNY Income Multiplier	0.49	0.49	0.49	0.49	0.49	0.49
69	WNY Customer Net Savings Benefits	\$ 12,009,604	\$ 726,350	\$ 61,936	\$ (315,298)	\$ 6,959,596	\$ (89,457)
70	Total WNY Benefits	\$ 23,935,195	\$ 3,013,835	\$ 100,871	\$ 4,651,916	\$ 7,810,926	\$ 85,926
71	TRC-WNY	2.98	1.94	3.81	1.39	14.77	0.74
72	VII. Societal Test						
73	Environmental						
74	Total	\$ 4,447,620	\$ 568,547	\$ 18,830	\$ 884,021	\$ 1,435,109	\$ 16,601
75	Other						
76	Total	\$ 4,447,620	\$ 568,547	\$ 18,830	\$ 884,021	\$ 1,435,109	\$ 16,601
77	Total Incremental Societal Benefits	\$ 4,447,620	\$ 568,547	\$ 18,830	\$ 884,021	\$ 1,435,109	\$ 16,601
78	Total Benefits W/ TRC WNY	\$ 77,353,950	\$ 9,842,447	\$ 327,026	\$ 15,269,570	\$ 25,047,501	\$ 285,318
79	Societal Test	3.16	2.06	4.04	1.47	15.67	0.78

	A	B	C	D	E	F	G
1	National Fuel Gas Distribution Corporation						
2	New York Division						
3	Conservation Incentive Program						
4	Program Measurement and Verification Summary						
5							
6		5/13/2011					
7	Quarter	Year	Month				
8		13	Mar-11	40			
9		Total Residential					
10		Residential Appliance Rebates					
11		Appliance Rebates - Hot Air Furnace Residential	Appliance Rebates - Hot Water Boiler Residential	Appliance Rebates - Steam Boiler Residential	Appliance Rebates - Hot Air Furnace Residential ECM Motors	Appliance Rebates - Programmable Tstat Residential	Appliance Rebates - Indirect Heater Residential
80	Adjustment Detail						
81	I. Spillover						
82	Total Spillover Impact (Mcf)	-	-	-	-	-	-
83	Total Participants	22,495	2,260	84	4,918	25,819	246
84	Adjustment to Per Participant Volume Due to Spillover	-	-	-	-	-	-
85	II. Free Riders						
86	Mcf Saved per Participant	18.22	19.10	18.40	18.22	7.56	5.54
87	Free Ridership %	10%	10%	10%	10%	10%	10%
88	Adjustment to Per Participant Volume Due to Free Riders	1.82	1.91	1.84	1.82	0.76	0.55
89	III. Snapback						
90	Total Snapback Impact (Mcf)	-	-	-	-	-	-
91	Total Participants	22,495	2,260	84	4,918	25,819	246
92	Adjustment to Per Participant Volume Due to Snapback	-	-	-	-	-	-
93	IV. Total Volume Adjustment						
94	Total Volume Adjustments	(1.82)	(1.91)	(1.84)	(1.82)	(0.76)	(0.55)
95	Adjustment Impact						
96	I. Customer and Volume Information						
97	Number of Customers Eligible	351,219.00	93,658.00	23,415.00	351,219.00	468,292.00	468,292.00
98	Participation Rate	6.40%	2.41%	0.36%	1.40%	5.51%	0.05%
99	Annual Number of Participants	22,495	2,260	84	4,918	25,819	246
100	Total Mcf Adjusted	(40,979)	(4,317)	(155)	(8,959)	(19,526)	(136)
101	DTH Conversion	1.035	1.035	1.035	1.035	1.035	1.035
102	Total DTH Adjusted	(42,413)	(4,468)	(160)	(9,273)	(20,209)	(141)
103	Mcf Adjusted per Participant	(1.82)	(1.91)	(1.84)	(1.82)	(0.76)	(0.55)
104	DTH Adjusted per Participant	(1.89)	(1.98)	(1.90)	(1.89)	(0.78)	(0.57)
105	II. Program Cost Information						
106	Company Direct Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
107	Company Admin Costs						
108	Company Advertising Costs						
109	Total Initial Program Costs - Company	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
110	Total Initial Program Costs - Participant	\$ (1,574,650)	\$ (361,600)	\$ (5,880)	\$ (786,880)	\$ (64,548)	\$ (27,060)
111	Total Initial Program Costs	\$ (1,574,650)	\$ (361,600)	\$ (5,880)	\$ (786,880)	\$ (64,548)	\$ (27,060)
112	Per Participant Initial Program Costs - Company	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
113	Per Participant Initial Program Costs - Participant	\$ (70.00)	\$ (160.00)	\$ (70.00)	\$ (160.00)	\$ (2.50)	\$ (110.00)
114	Total Initial Program Costs per Annual Participant	\$ (70.00)	\$ (160.00)	\$ (70.00)	\$ (160.00)	\$ (2.50)	\$ (110.00)
115	Annual Ongoing Costs - Company per Participant						
116	Annual Ongoing Costs - Participant per Participant						
117	Total Annual Ongoing Costs per Participant						
118	Annual Ongoing Costs - Company						
119	Annual Ongoing Costs - Participant						
120	Total Annual Ongoing Costs						
121	III. Discount Assumptions						
122	Anticipated Life of Program Measure (Years)	-	-	-	-	-	-
123	Discount Rate	5.50%	5.50%	5.50%	5.50%	5.50%	5.50%
124	PVIFA	-	-	-	-	-	-
125	IV. Incremental Savings						
126	Natural Gas Supply Rate (\$/Mcf)	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00
127	Natural Gas Supply Rate (\$/Dth)	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66
128	Annual NGS Savings per Participant	\$ (18.22)	\$ (19.10)	\$ (18.40)	\$ (18.22)	\$ (7.56)	\$ (5.54)
129	Total NGS Savings	\$ (409,787)	\$ (43,166)	\$ (1,546)	\$ (89,590)	\$ (195,260)	\$ (1,363)

	A	B	C	D	E	F	G
1	National Fuel Gas Distribution Corporation						
2	New York Division						
3	Conservation Incentive Program						
4	Program Measurement and Verification Summary						
5							
6		5/13/2011					
7	Quarter	Year	Month				
8		13	Mar-11	40			
9		Total Residential					
10		Residential Appliance Rebates					
11		Appliance Rebates - Hot Air Furnace Residential	Appliance Rebates - Hot Water Boiler Residential	Appliance Rebates - Steam Boiler Residential	Appliance Rebates - Hot Air Furnace Residential ECM Motors	Appliance Rebates - Programmable Tstat Residential	Appliance Rebates - Indirect Heater Residential
130	Adjusted Analysis						
131	I. Customer and Volume Information						
132	Number of Customers Eligible	351,219	93,658	23,415	351,219	468,292	468,292
133	Participation Rate	6.40%	2.41%	0.36%	1.40%	5.51%	0.05%
134	Total Number of Participants	22,495	2,260	84	4,918	25,819	246
135	Total Mcf Saved	368,808	42,352	1,391	80,631	175,734	1,226
136	DTH Conversion	1,035	1,035	1,035	1,035	1,035	1,035
137	Total DTH Saved	381,717	43,834	1,440	83,453	181,884	1,269
138	Mcf Saved per Participant	16.40	18.74	16.56	16.40	6.81	4.99
139	DTH Saved per Participant	16.97	19.40	17.14	16.97	7.04	5.16
140							
141	Estimated Peak Day Impact Mcf	3,368.11	386.77	12.70	736.36	1,604.87	11.20
142	Estimated Peak Day Impact Dth	3,486.00	400.31	13.15	762.13	1,661.05	11.59
143	Total Average Annual Accounts	482,775	482,775	482,775	482,775	482,775	482,775
144	Impact on Total Average Annual Usage Per Account	0.76	0.09	0.00	0.17	0.36	0.00
145	II. Program Cost Information						
146	Company Direct Costs	\$ 6,865,855	\$ 915,200	\$ 17,430	\$ 1,976,035	\$ 750,563	\$ 74,649
147	Company Admin Costs	\$ 207,454	\$ 27,653	\$ 527	\$ 59,707	\$ 22,679	\$ 2,256
148	Company Advertising Costs	\$ 1,641,930	\$ 218,865	\$ 4,168	\$ 472,557	\$ 179,493	\$ 17,852
149	Total Initial Program Costs - Company	\$ 8,715,239	\$ 1,161,718	\$ 22,125	\$ 2,508,299	\$ 952,734	\$ 94,756
150	Total Initial Program Costs - Participant	\$ 14,171,850	\$ 3,254,400	\$ 52,920	\$ 7,081,920	\$ 580,928	\$ 243,540
151	Total Initial Program Costs	\$ 22,887,089	\$ 4,416,118	\$ 75,045	\$ 9,590,219	\$ 1,533,662	\$ 338,296
152	Per Participant Initial Program Costs - Company	\$ 387.43	\$ 514.03	\$ 263.39	\$ 510.02	\$ 36.90	\$ 385.19
153	Per Participant Initial Program Costs - Participant	\$ 630.00	\$ 1,440.00	\$ 630.00	\$ 1,440.00	\$ 22.50	\$ 990.00
154	Total Initial Program Costs per Annual Participant	\$ 1,017.43	\$ 1,954.03	\$ 893.39	\$ 1,950.02	\$ 59.40	\$ 1,375.19
155	Annual Ongoing Costs - Company per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
156	Annual Ongoing Costs - Participant per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
157	Total Annual Ongoing Costs per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
158	Annual Ongoing Costs - Company	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
159	Annual Ongoing Costs - Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
160	Total Annual Ongoing Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
161	III. Discount Assumptions						
162	Anticipated Life of Program Measure (Years)	20	25	25	17	11	25
163	Discount Rate	5.50%	5.50%	5.50%	5.50%	5.50%	5.50%
164	PVIFA	11.95	13.41	13.41	10.86	8.09	13.41
165	IV. Incremental Savings						
166	Natural Gas Supply Rate (\$/Mcf)	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00
167	Natural Gas Supply Rate (\$/Dth)	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66
168	Annual NGS Savings per Participant	\$ 163.95	\$ 187.40	\$ 165.60	\$ 163.95	\$ 68.06	\$ 49.85
169	Total NGS Savings	\$ 3,688,085	\$ 423,518	\$ 13,910	\$ 806,313	\$ 1,757,338	\$ 12,264
170	V. Direct Cost Benefit Summary						
171	Present Value of Participant Savings	\$ 1,959.28	\$ 2,513.73	\$ 2,221.35	\$ 1,781.27	\$ 550.81	\$ 668.75
172	Present Value of Total Savings	\$ 44,074,022	\$ 5,681,039	\$ 186,593	\$ 8,760,270	\$ 14,221,319	\$ 164,512
173	Present Value of Total Initial Program Costs per Annual Participant	\$ 1,017	\$ 1,954	\$ 893	\$ 1,950	\$ 59	\$ 1,375
174	Present Value of Total Initial Program Costs	\$ 22,887,089	\$ 4,416,118	\$ 75,045	\$ 9,590,219	\$ 1,533,662	\$ 338,296
175	TRC	1.93	1.29	2.49	0.91	9.27	0.49
176	VI. TRC-WNY						
177	WNY Incremental Expenditures	\$ 21,245,159	\$ 4,197,253	\$ 70,877	\$ 9,117,662	\$ 1,354,169	\$ 320,445
178	WNY Expenditure Multiplier	0.46	0.46	0.46	0.46	0.49	0.46
179	WNY Expenditure Benefits	\$ 9,772,773	\$ 1,930,736	\$ 32,603	\$ 4,194,124	\$ 663,543	\$ 147,404
180	Advertising	\$ 1,641,930	\$ 218,865	\$ 4,168	\$ 472,557	\$ 179,493	\$ 17,852
181	Advertising Multiplier	0.87	0.87	0.87	0.87	0.87	0.87
182	Advertising Benefits	\$ 1,428,479	\$ 190,412	\$ 3,626	\$ 411,125	\$ 156,159	\$ 15,531
183	WNY Expenditure & Adv Benefits	\$ 11,201,252	\$ 2,121,149	\$ 36,230	\$ 4,605,249	\$ 819,702	\$ 162,936
184	Customer Net Savings	\$ 21,186,932	\$ 1,264,921	\$ 111,548	\$ (829,949)	\$ 12,687,658	\$ (173,785)
185	WNY Income Multiplier	0.49	0.49	0.49	0.49	0.49	0.49
186	WNY Customer Net Savings Benefits	\$ 10,381,597	\$ 619,812	\$ 54,659	\$ (406,675)	\$ 6,216,952	\$ (85,155)
187	Total WNY Benefits	\$ 21,582,849	\$ 2,740,960	\$ 90,888	\$ 4,198,574	\$ 7,036,654	\$ 77,781
188	TRC-WNY	2.87	1.91	3.70	1.35	13.86	0.72
189	VII. Societal Test						
190	Environmental						
191	Total	\$ 4,002,858	\$ 515,959	\$ 16,947	\$ 795,619	\$ 1,291,598	\$ 14,941
192	Other						
193	Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
194	Total Incremental Societal Benefits	\$ 4,002,858	\$ 515,959	\$ 16,947	\$ 795,619	\$ 1,291,598	\$ 14,941
195	Total Benefits W/TRC-WNY	\$ 69,659,728	\$ 8,937,959	\$ 294,428	\$ 13,754,463	\$ 22,549,571	\$ 257,234
196	Societal Test	3.04	2.02	3.92	1.43	14.70	0.76

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1	National Fuel Gas Distribution Corporation		
2	New York Division		
3	Conservation Incentive Program		
4	Program Measurement and Verification Summary		
5			
6		5/13/2011	
7	Quarter		
8		13	
9			
10		Resic	
11		Appliance Rebates - Storage Tank Water Heater Residential	Appliance Rebates - Storage Tankless Water Heater Residential
12	Base Analysis		
13	I. Customer and Volume Information		
14	Number of Customers Eligible	468,292	23,415
15	Participation Rate	0.70%	7.36%
16	Total Number of Participants	3,283	1,724
17	Total Annual Mcf Saved	9,542	11,733
18	DTH Conversion	1.035	1.035
19	Total DTH Saved	9,876	12,144
20	Mcf Saved per Participant Base	2.91	6.81
21	Multiple Factor for Sensitivity Analysis	0%	0%
22	Mcf Saved per Participant	2.91	6.81
23	DTH Saved per Participant	3.01	7.04
24	Estimated Peak Day Impact Mcf	87	107
25	Estimated Peak Day Impact DTH	90	111
26	Total Average Annual Accounts	482,775	482,775
27	Impact on Total Average Annual Usage Per Account Per Mcf	0.02	0.02
28	II. Program Cost Information		
29	Company Direct Costs	\$ 513,790	\$ 615,006
30	Company Admin Costs	\$ 15,524	\$ 18,583
31	Company Advertising Costs	\$ 122,870	\$ 147,075
32	Total Initial Program Costs - Company	\$ 652,184	\$ 780,664
33	Total Initial Program Costs - Participant	\$ 656,600	\$ 603,400
34	Total Initial Program Costs	\$ 1,308,784	\$ 1,384,064
35	Per Participant Initial Program Costs - Company	\$ 156.50	\$ 356.73
36	Per Participant Initial Program Costs - Participant	\$ 200.00	\$ 350.00
37	Total Initial Program Costs per Annual Participant	\$ 356.50	\$ 706.73
38	Annual Ongoing Costs - Company per Participant	\$ -	\$ -
39	Annual Ongoing Costs - Participant per Participant	\$ -	\$ -
40	Total Annual Ongoing Costs per Participant	\$ -	\$ -
41	Annual Ongoing Costs - Company	\$ -	\$ -
42	Annual Ongoing Costs - Participant	\$ -	\$ -
43	Total Annual Ongoing Costs	\$ -	\$ -
44	III. Discount Assumptions		
45	Anticipated Life of Program Measure (Years)	20	20
46	Discount Rate	5.50%	5.50%
47	PVIFA	11.9504	11.9504
48	IV. Incremental Savings		
49	Natural Gas Supply Rate (\$/Mcf)	\$ 10.00	\$ 10.00
50	Natural Gas Supply Rate (\$/Dth)	\$ 9.66	\$ 9.66
51	Annual NGS Savings per Participant	\$ 29.07	\$ 68.06
52	Total NGS Savings	\$ 95,421	\$ 117,334
53	V. Direct Cost Benefit Summary		
54	Present Value of Participant Savings	\$ 347.34	\$ 813.33
55	Present Value of Total Savings	\$ 1,140,320	\$ 1,402,189
56	Present Value of Total Initial Program Costs per Annual Participant	\$ 357	\$ 707
57	Present Value of Total Initial Program Costs	\$ 1,308,784	\$ 1,384,064
58	TRC	0.87	1.01
59	VI. TRC-WNY		
60	WNY Incremental Expenditures	\$ 1,185,914	\$ 1,236,989
61	WNY Expenditure Multiplier	0.46	0.46
62	WNY Expenditure Benefits	\$ 545,520	\$ 569,015
63	Advertising	\$ 122,870	\$ 147,075
64	Advertising Multiplier	0.87	0.87
65	Advertising Benefits	\$ 106,897	\$ 127,955
66	WNY Expenditure & Adv Benefits	\$ 652,417	\$ 696,970
67	Customer Net Savings	\$ (168,463)	\$ 18,125
68	WNY Income Multiplier	0.49	0.49
69	WNY Customer Net Savings Benefits	\$ (82,547)	\$ 8,881
70	Total WNY Benefits	\$ 569,870	\$ 705,852
71	TRC-WNY	1.31	1.52
72	VII. Societal Test		
73	Environmental		
74	Total	\$ 103,565	\$ 127,349
75	Other		
76	Total		
77	Total Incremental Societal Benefits	\$ 103,565	\$ 127,349
78	Total Benefits W/ TRC WNY	\$ 1,813,756	\$ 2,235,390
79	Societal Test	1.39	1.62

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1	National Fuel Gas Distribution Corporation		
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3	Conservation Incentive Program		
4	Program Measurement and Verification Summary		
5			
6		5/13/2011	
7	Quarter		
8		13	
9			
10		Resic	
11		Appliance Rebates - Storage Tank Water Heater Residential	Appliance Rebates - Storage Tankless Water Heater Residential
80	Adjustment Detail		
81	I. Spillover		
82	Total Spillover Impact (Mcf)	-	-
83	Total Participants	3,283	1,724
84	Adjustment to Per Participant Volume Due to Spillover	-	-
85	II. Free Riders		
86	Mcf Saved per Participant	2.91	6.81
87	Free Ridership %	10%	10%
88	Adjustment to Per Participant Volume Due to Free Riders	0.29	0.68
89	III. Snapback		
90	Total Snapback Impact (Mcf)	-	-
91	Total Participants	3,283	1,724
92	Adjustment to Per Participant Volume Due to Snapback	-	-
93	IV. Total Volume Adjustment		
94	Total Volume Adjustments	(0.29)	(0.68)
95	Adjustment Impact		
96	I. Customer and Volume Information		
97	Number of Customers Eligible	468,292.00	23,415.00
98	Participation Rate	0.70%	7.36%
99	Annual Number of Participants	3,283	1,724
100	Total Mcf Adjusted	(954)	(1,173)
101	DTH Conversion	1.035	1.035
102	Total DTH Adjusted	(988)	(1,214)
103	Mcf Adjusted per Participant	(0.29)	(0.68)
104	DTH Adjusted per Participant	(0.30)	(0.70)
105	II. Program Cost Information		
106	Company Direct Costs	\$ -	\$ -
107	Company Admin Costs		
108	Company Advertising Costs		
109	Total Initial Program Costs - Company	\$ -	\$ -
110	Total Initial Program Costs - Participant	\$ (65,660)	\$ (60,340)
111	Total Initial Program Costs	\$ (65,660)	\$ (60,340)
112	Per Participant Initial Program Costs - Company	\$ -	\$ -
113	Per Participant Initial Program Costs - Participant	\$ (20.00)	\$ (35.00)
114	Total Initial Program Costs per Annual Participant	\$ (20.00)	\$ (35.00)
115	Annual Ongoing Costs - Company per Participant		
116	Annual Ongoing Costs - Participant per Participant		
117	Total Annual Ongoing Costs per Participant		
118	Annual Ongoing Costs - Company		
119	Annual Ongoing Costs - Participant		
120	Total Annual Ongoing Costs		
121	III. Discount Assumptions		
122	Anticipated Life of Program Measure (Years)	-	-
123	Discount Rate	5.50%	5.50%
124	PVIFA	-	-
125	IV. Incremental Savings		
126	Natural Gas Supply Rate (\$/Mcf)	\$ 10.00	\$ 10.00
127	Natural Gas Supply Rate (\$/Dth)	\$ 9.66	\$ 9.66
128	Annual NGS Savings per Participant	\$ (2.91)	\$ (6.81)
129	Total NGS Savings	\$ (9,542)	\$ (11,733)

	A	H	I
1	National Fuel Gas Distribution Corporation		
2	New York Division		
3	Conservation Incentive Program		
4	Program Measurement and Verification Summary		
5			
6		5/13/2011	
7	Quarter		
8		13	
9			
10		Resic	
11		Appliance Rebates - Storage Tank Water Heater Residential	Appliance Rebates - Storage Tankless Water Heater Residential
130	Adjusted Analysis		
131	I. Customer and Volume Information		
132	Number of Customers Eligible	468,292	23,415
133	Participation Rate	0.70%	7.36%
134	Total Number of Participants	3,283	1,724
135	Total Mcf Saved	8,588	10,560
136	DTH Conversion	1,035	1,035
137	Total DTH Saved	8,888	10,930
138	Mcf Saved per Participant	2.62	6.13
139	DTH Saved per Participant	2.71	6.34
140			
141	Estimated Peak Day Impact Mcf	78.43	96.44
142	Estimated Peak Day Impact Dth	81.17	99.81
143	Total Average Annual Accounts	482,775	482,775
144	Impact on Total Average Annual Usage Per Account	0.02	0.02
145	II. Program Cost Information		
146	Company Direct Costs	\$ 513,790	\$ 615,006
147	Company Admin Costs	\$ 15,524	\$ 18,583
148	Company Advertising Costs	\$ 122,870	\$ 147,075
149	Total Initial Program Costs - Company	\$ 652,184	\$ 780,664
150	Total Initial Program Costs - Participant	\$ 590,940	\$ 543,060
151	Total Initial Program Costs	\$ 1,243,124	\$ 1,323,724
152	Per Participant Initial Program Costs - Company	\$ 198.65	\$ 452.82
153	Per Participant Initial Program Costs - Participant	\$ 180.00	\$ 315.00
154	Total Initial Program Costs per Annual Participant	\$ 378.65	\$ 767.82
155	Annual Ongoing Costs - Company per Participant	\$ -	\$ -
156	Annual Ongoing Costs - Participant per Participant	\$ -	\$ -
157	Total Annual Ongoing Costs per Participant	\$ -	\$ -
158	Annual Ongoing Costs - Company	\$ -	\$ -
159	Annual Ongoing Costs - Participant	\$ -	\$ -
160	Total Annual Ongoing Costs	\$ -	\$ -
161	III. Discount Assumptions		
162	Anticipated Life of Program Measure (Years)	20	20
163	Discount Rate	5.50%	5.50%
164	PVIFA	11.95	11.95
165	IV. Incremental Savings		
166	Natural Gas Supply Rate (\$/Mcf)	\$ 10.00	\$ 10.00
167	Natural Gas Supply Rate (\$/Dth)	\$ 9.66	\$ 9.66
168	Annual NGS Savings per Participant	\$ 26.16	\$ 61.25
169	Total NGS Savings	\$ 85,879	\$ 105,601
170	V. Direct Cost Benefit Summary		
171	Present Value of Participant Savings	\$ 312.61	\$ 732.00
172	Present Value of Total Savings	\$ 1,026,288	\$ 1,261,970
	Present Value of Total Initial Program Costs per Annual		
173	Participant	\$ 379	\$ 768
174	Present Value of Total Initial Program Costs	\$ 1,243,124	\$ 1,323,724
175	TRC	0.83	0.95
176	VI. TRC-WNY		
177	WNY Incremental Expenditures	\$ 1,120,254	\$ 1,176,649
178	WNY Expenditure Multiplier	0.46	0.46
179	WNY Expenditure Benefits	\$ 515,317	\$ 541,258
180	Advertising	\$ 122,870	\$ 147,075
181	Advertising Multiplier	0.87	0.87
182	Advertising Benefits	\$ 106,897	\$ 127,955
183	WNY Expenditure & Adv Benefits	\$ 622,213	\$ 669,214
184	Customer Net Savings	\$ (216,835)	\$ (61,753)
185	WNY Income Multiplier	0.49	0.49
186	WNY Customer Net Savings Benefits	\$ (106,249)	\$ (30,259)
187	Total WNY Benefits	\$ 515,964	\$ 638,955
188	TRC-WNY	1.24	1.44
189	VII. Societal Test		
190	Environmental		
191	Total	\$ 93,209	\$ 114,614
192	Other		
193	Total	\$ -	\$ -
194	Total Incremental Societal Benefits	\$ 93,209	\$ 114,614
195	Total Benefits W/TRC-WNY	\$ 1,635,461	\$ 2,015,539
196	Societal Test	1.32	1.52

	A	J	K	L	M	N	O
1	National Fuel Gas Distribution Corporation						
2	New York Division						
3	Conservation Incentive Program						
4	Program Measurement and Verification Summary						
5							
6							
7	Quarter	5/13/2011					
8		13					
9							
10		Resic					
11							
11		Total Res Rebates	LIURP	Total Res	Total Non Res Rebates	General Outreach	Total Program
12	Base Analysis						
13	I. Customer and Volume Information						
14	Number of Customers Eligible		15,000		34,100	482,775	
15	Participation Rate		13.71%		3.03%	100.00%	
16	Total Number of Participants		2,057		1,034	482,775	
17	Total Annual Mcf Saved	765,489	82,514	848,003	108,910	482,775	1,439,688
18	DTH Conversion	1.035	1.035	1.035	1.035	1.035	1.035
19	Total DTH Saved	792,282	85,402	877,684	112,721	499,672	1,490,077
20	Mcf Saved per Participant Base		40.11		105.33	1.00	
21	Multiple Factor for Sensitivity Analysis		0%		0%	0%	
22	Mcf Saved per Participant		40.11		105.33	1.00	
23	DTH Saved per Participant		41.52		109.01	1.04	
24	Estimated Peak Day Impact Mcf	6,991	754	7,744	995	4,409	13,148
25	Estimated Peak Day Impact DTH	7,235	780	8,015	1,029	4,563	13,608
26	Total Average Annual Accounts	482,775	482,775	482,775	34,100	482,775	
27	Impact on Total Average Annual Usage Per Account Per Mcf	1.59	0.17	1.76	3.19	1.00	
28	II. Program Cost Information						
29	Company Direct Costs	\$ 11,728,527	\$ 6,703,490	\$ 18,432,017	\$ 1,207,422	\$ -	\$ 19,639,439
30	Company Admin Costs	\$ 354,382	\$ 1,281,000	\$ 1,635,382	\$ 59,920	\$ -	\$ 1,695,302
31	Company Advertising Costs	\$ 2,804,810	\$ -	\$ 2,804,810	\$ 288,748	\$ 3,093,558	\$ 6,187,116
32	Total Initial Program Costs - Company	\$ 14,887,719	\$ 7,984,490	\$ 22,872,209	\$ 1,556,090	\$ 3,093,558	\$ 27,521,857
33	Total Initial Program Costs - Participant	\$ 29,466,175	\$ -	\$ 29,466,175	\$ 5,830,312	\$ -	\$ 35,296,487
34	Total Initial Program Costs	\$ 44,353,894	\$ 7,984,490	\$ 52,338,384	\$ 7,386,402	\$ 3,093,558	\$ 62,818,344
35	Per Participant Initial Program Costs - Company	\$ -	\$ 3,881.62	\$ -	\$ 1,504.92	\$ 6.41	\$ -
36	Per Participant Initial Program Costs - Participant	\$ -	\$ -	\$ -	\$ 5,638.60	\$ -	\$ -
37	Total Initial Program Costs per Annual Participant	\$ -	\$ 3,881.62	\$ -	\$ 7,143.52	\$ 6.41	\$ -
38	Annual Ongoing Costs - Company per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
39	Annual Ongoing Costs - Participant per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
40	Total Annual Ongoing Costs per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41	Annual Ongoing Costs - Company	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	Annual Ongoing Costs - Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43	Total Annual Ongoing Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
44	III. Discount Assumptions						
45	Anticipated Life of Program Measure (Years)	19.56	25	20	17	3.25	19.1
46	Discount Rate	5.50%	5.50%	5.50%	5.50%	5.50%	5.50%
47	PVIFA	9.0773	13.4139	12.0799	10.8646	2.9038	11.6599
48	IV. Incremental Savings						
49	Natural Gas Supply Rate (\$/Mcf)		\$ 10.00		\$ 10.00	\$ 10.00	
50	Natural Gas Supply Rate (\$/Dth)		\$ 9.66		\$ 9.66	\$ 9.66	
51	Annual NGS Savings per Participant		\$ 401.14		\$ 1,053.28	\$ 10.00	
52	Total NGS Savings	\$ 7,654,894	\$ 825,140	\$ 8,480,034	\$ 1,089,097	\$ 4,827,750	\$ 14,396,881
53	V. Direct Cost Benefit Summary						
54	Present Value of Participant Savings		\$ 5,380.83		\$ 11,443.53	\$ 29.04	
55	Present Value of Total Savings	\$ 83,698,926	\$ 11,068,374	\$ 94,767,299	\$ 11,832,608	\$ 14,018,855	\$ 120,618,763
56	Present Value of Total Initial Program Costs per Annual Participant		\$ 3,882		\$ 7,144	\$ 6	
57	Present Value of Total Initial Program Costs	\$ 44,353,894	\$ 7,984,490	\$ 52,338,384	\$ 7,386,402	\$ 3,093,558	\$ 62,818,344
58	TRC	1.89	1.39	1.81	1.60	4.53	1.92
59	VI. TRC-WNY						
60	WNY Incremental Expenditures	\$ 41,549,084	\$ 7,984,490	\$ 49,533,574	\$ 7,097,654	\$ -	\$ 56,631,228
61	WNY Expenditure Multiplier		0.46		0.46	0.46	
62	WNY Expenditure Benefits	\$ 19,155,140	\$ 3,672,865	\$ 22,828,006	\$ 3,264,921	\$ -	\$ 26,092,927
63	Advertising	\$ 2,804,810	\$ -	\$ 2,804,810	\$ 288,748	\$ 3,093,558	\$ 6,187,116
64	Advertising Multiplier		0.87		0.87	0.87	
65	Advertising Benefits	\$ 2,440,185	\$ -	\$ 2,440,185	\$ 251,211	\$ 2,691,395	\$ 5,382,790
66	WNY Expenditure & Adv Benefits	\$ 21,595,325	\$ 3,672,865	\$ 25,268,190	\$ 3,516,132	\$ 2,691,395	\$ 31,475,717
67	Customer Net Savings	\$ 39,345,031	\$ 3,083,884	\$ 42,428,915	\$ 4,446,206	\$ 10,925,298	\$ 57,800,419
68	WNY Income Multiplier		0.49		0.49	0.49	
69	WNY Customer Net Savings Benefits	\$ 19,279,065	\$ 1,511,103	\$ 20,790,168	\$ 2,178,641	\$ 5,353,396	\$ 28,322,205
70	Total WNY Benefits	\$ 40,874,390	\$ 5,183,968	\$ 46,058,359	\$ 5,694,772	\$ 8,044,791	\$ 59,797,922
71	TRC-WNY	2.81	2.04	2.69	2.37	7.13	2.87
72	VII. Societal Test						
73	Environmental						
74	Total	\$ 7,601,641	\$ 1,005,244	\$ 8,606,885	\$ 1,074,652	\$ 1,273,210	\$ 10,954,747
75	Other						
76	Total						
77	Total Incremental Societal Benefits	\$ 7,601,641	\$ 1,005,244	\$ 8,606,885	\$ 1,074,652	\$ 1,273,210	\$ 10,954,747
78	Total Benefits W/ TRC WNY	\$ 132,174,957	\$ 17,257,586	\$ 149,432,543	\$ 18,602,032	\$ 23,336,856	\$ 191,371,431
79	Societal Test	2.98	2.16	2.86	2.52	7.54	3.05

	A	J	K	L	M	N	O
1	National Fuel Gas Distribution Corporation						
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5							
6		5/13/2011					
7	Quarter						
8		13					
9							
10		Resic					
11							
		Total Res Rebates	LIURP	Total Res	Total Non Res Rebates	General Outreach	Total Program
80	Adjustment Detail						
81	I. Spillover						
82	Total Spillover Impact (Mcf)		-		-	-	
83	Total Participants		1,359		1,034	482,775	
84	Adjustment to Per Participant Volume Due to Spillover		-		-	-	
85	II. Free Riders						
86	Mcf Saved per Participant		40.11		105.33	1.00	
87	Free Ridership %		0%		10%	10%	
88	Adjustment to Per Participant Volume Due to Free Riders		-		10.53	0.10	
89	III. Snapback						
90	Total Snapback Impact (Mcf)		-		-	-	
91	Total Participants		1,359		1,034	482,775	
92	Adjustment to Per Participant Volume Due to Snapback		-		-	-	
93	IV. Total Volume Adjustment						
94	Total Volume Adjustments		-		(10.53)	(0.10)	
95	Adjustment Impact						
96	I. Customer and Volume Information						
97	Number of Customers Eligible		15,000.00		34,100.00	482,775.00	
98	Participation Rate		13.71%		3.03%	100.00%	
99	Annual Number of Participants		2,057		1,034	482,775	
100	Total Mcf Adjusted		-		(10,891)	(48,278)	
101	DTH Conversion		1.035		1.035	1.035	
102	Total DTH Adjusted		-		(11,272)	(49,967)	
103	Mcf Adjusted per Participant		-		(10.53)	(0.10)	
104	DTH Adjusted per Participant		-		(10.90)	(0.10)	
105	II. Program Cost Information						
106	Company Direct Costs		\$ -		\$ -	\$ -	
107	Company Admin Costs						
108	Company Advertising Costs						
109	Total Initial Program Costs - Company	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
110	Total Initial Program Costs - Participant				(583,031)		
111	Total Initial Program Costs				(583,031)		
112	Per Participant Initial Program Costs - Company						
113	Per Participant Initial Program Costs - Participant				(563.86)		
114	Total Initial Program Costs per Annual Participant				(563.86)		
115	Annual Ongoing Costs - Company per Participant						
116	Annual Ongoing Costs - Participant per Participant						
117	Total Annual Ongoing Costs per Participant						
118	Annual Ongoing Costs - Company						
119	Annual Ongoing Costs - Participant						
120	Total Annual Ongoing Costs						
121	III. Discount Assumptions						
122	Anticipated Life of Program Measure (Years)		-		-	-	
123	Discount Rate		5.50%		5.50%	5.50%	
124	PVIFA		-		-	-	
125	IV. Incremental Savings						
126	Natural Gas Supply Rate (\$/Mcf)		\$ 10.00		\$ 10.00	\$ 10.00	
127	Natural Gas Supply Rate (\$/Dth)		\$ 9.66		\$ 9.66	\$ 9.66	
128	Annual NGS Savings per Participant		\$ -		\$ (105.33)	\$ (1.00)	
129	Total NGS Savings		\$ -		\$ (108,910)	\$ (482,775)	

	A	J	K	L	M	N	O
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5							
6							
7	Quarter	5/13/2011					
8		13					
9							
10		Resic					
11							
		Total Res Rebates	LIURP	Total Res	Total Non Res Rebates	General Outreach	Total Program
130	Adjusted Analysis						
131	I. Customer and Volume Information						
132	Number of Customers Eligible		15,000		34,100	482,775	
133	Participation Rate		13.71%		3.03%	100.00%	
134	Total Number of Participants		2,057		1,034	482,775	
135	Total Mcf Saved	689,291	82,514	771,805	98,019	434,498	1,304,321
136	DTH Conversion	1.035	1.035	1.035	1.035	1.035	1.035
137	Total DTH Saved	713,416	85,402	798,818	101,449	449,705	1,349,972
138	Mcf Saved per Participant		40.11		94.80	0.90	
139	DTH Saved per Participant		41.52		98.11	0.93	
140							
141	Estimated Peak Day Impact Mcf	6,294.89	753.55	7,048.45	895.15	3,968.01	11,911.61
142	Estimated Peak Day Impact Dth	6,515.21	779.93	7,295.14	926.48	4,106.89	12,328.51
143	Total Average Annual Accounts	482,775	482,775	482,775		482,775	
144	Impact on Total Average Annual Usage Per Account	1.43	0.17	1.60		0.90	
145	II. Program Cost Information						
146	Company Direct Costs	\$ 11,728,527	\$ 6,703,490	\$ 18,432,017	\$ 1,207,422	\$ -	\$ 19,639,439
147	Company Admin Costs	\$ 354,382	\$ 1,281,000	\$ 1,635,382	\$ 59,920	\$ -	\$ 1,695,302
148	Company Advertising Costs	\$ 2,804,810	\$ -	\$ 2,804,810	\$ 288,748	\$ 3,093,558	\$ 6,187,116
149	Total Initial Program Costs - Company	\$ 14,887,719	\$ 7,984,490	\$ 22,872,209	\$ 1,556,090	\$ 3,093,558	\$ 27,521,857
150	Total Initial Program Costs - Participant	\$ 26,519,558	\$ -	\$ 26,519,558	\$ 5,247,281	\$ -	\$ 31,766,838
151	Total Initial Program Costs	\$ 41,407,277	\$ 7,984,490	\$ 49,391,767	\$ 6,803,371	\$ 3,093,558	\$ 59,288,695
152	Per Participant Initial Program Costs - Company	\$ -	\$ 3,881.62	\$ -	\$ 1,504.92	\$ 6.41	\$ -
153	Per Participant Initial Program Costs - Participant	\$ -	\$ -	\$ -	\$ 5,074.74	\$ -	\$ -
154	Total Initial Program Costs per Annual Participant	\$ -	\$ 3,881.62	\$ -	\$ 6,579.66	\$ 6.41	\$ -
155	Annual Ongoing Costs - Company per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
156	Annual Ongoing Costs - Participant per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
157	Total Annual Ongoing Costs per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
158	Annual Ongoing Costs - Company	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
159	Annual Ongoing Costs - Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
160	Total Annual Ongoing Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
161	III. Discount Assumptions						
162	Anticipated Life of Program Measure (Years)	19.56	25	20	17	3.25	19
163	Discount Rate	5.50%	5.50%	5.50%	5.50%	5.50%	5.50%
164	PVIFA	9.08	13.41	12.10	10.86	2.90	11.66
165	IV. Incremental Savings						
166	Natural Gas Supply Rate (\$/Mcf)		\$ 10.00		\$ 10.00	\$ 10.00	
167	Natural Gas Supply Rate (\$/Dth)		\$ 9.66		\$ 9.66	\$ 9.66	
168	Annual NGS Savings per Participant		\$ 401.14		\$ 947.96	\$ 9.00	
169	Total NGS Savings	\$ 6,892,907	\$ 825,140	\$ 7,718,047	\$ 980,187	\$ 4,344,975	\$ 13,043,209
170	V. Direct Cost Benefit Summary						
171	Present Value of Participant Savings		\$ 5,380.83		\$ 10,299.18	\$ 26.13	
172	Present Value of Total Savings	\$ 75,376,014	\$ 11,068,374	\$ 86,444,387	\$ 10,649,347	\$ 12,616,970	\$ 109,710,704
	Present Value of Total Initial Program Costs per Annual Participant		\$ 3,882		\$ 6,580	\$ 6	
173	Participant		\$ 3,882		\$ 6,580	\$ 6	
174	Present Value of Total Initial Program Costs	\$ 41,407,277	\$ 7,984,490	\$ 49,391,767	\$ 6,803,371	\$ 3,093,558	\$ 59,288,695
175	TRC	1.82	1.39	1.75	1.57	4.08	1.85
176	VI. TRC-WNY						
177	WNY Incremental Expenditures	\$ 38,602,467	\$ 7,984,490	\$ 46,586,957	\$ 6,514,623	\$ -	\$ 53,101,580
178	WNY Expenditure Multiplier		0.46		0.46	0.46	
179	WNY Expenditure Benefits	\$ 17,797,760	\$ 3,672,865	\$ 21,470,625	\$ 2,996,726	\$ -	\$ 24,467,352
180	Advertising	\$ 2,804,810	\$ -	\$ 2,804,810	\$ 288,748	\$ 3,093,558	\$ 6,187,116
181	Advertising Multiplier		0.87		0.87	0.87	
182	Advertising Benefits	\$ 2,440,185	\$ -	\$ 2,440,185	\$ 251,211	\$ 2,691,395	\$ 5,382,790
183	WNY Expenditure & Adv Benefits	\$ 20,237,944	\$ 3,672,865	\$ 23,910,810	\$ 3,247,937	\$ 2,691,395	\$ 29,850,142
184	Customer Net Savings	\$ 33,968,737	\$ 3,083,884	\$ 37,052,621	\$ 3,845,976	\$ 9,523,412	\$ 50,422,009
185	WNY Income Multiplier		0.49		0.49	0.49	
186	WNY Customer Net Savings Benefits	\$ 16,644,681	\$ 1,511,103	\$ 18,155,784	\$ 1,884,528	\$ 4,666,472	\$ 24,706,785
187	Total WNY Benefits	\$ 36,882,626	\$ 5,183,968	\$ 42,066,594	\$ 5,132,466	\$ 7,357,867	\$ 54,556,927
188	TRC-WNY	2.71	2.04	2.60	2.32	6.46	2.77
189	VII. Societal Test						
190	Environmental						
191	Total	\$ 6,845,744	\$ 1,005,244	\$ 7,850,987	\$ 967,187	\$ 1,145,889	\$ 9,964,063
192	Other						
193	Total	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
194	Total Incremental Societal Benefits	\$ 6,845,744	\$ 1,005,244	\$ 7,850,987	\$ 967,187	\$ 1,145,889	\$ 9,964,063
195	Total Benefits W/TRC-WNY	\$ 119,104,383	\$ 17,257,586	\$ 136,361,969	\$ 16,749,000	\$ 21,120,726	\$ 174,231,694
196	Societal Test	2.88	2.16	2.76	2.46	6.83	2.94

	A	P	Q	R	S	T	U
1	National Fuel Gas Distribution Corporation						
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5							
6							
7	Quarter	5/13/2011					
8		13					
9		Pre/Post Analysis					
10		Resic					
11							
12	Base Analysis						
13	I. Customer and Volume Information						
14	Number of Customers Eligible	468,292	468,292	468,292	468,292		15,000
15	Participation Rate	5.30%	5.51%	0.70%	0.37%		13.71%
16	Total Number of Participants	24,839	25,819	3,283	1,724		2,057
17	Total Annual Mcf Saved	353,195	152,533	14,312	13,349	533,389	48,119
18	DTH Conversion	1.035	1.035	1.035	1.035	1.035	1.035
19	Total DTH Saved	365,557	157,872	14,813	13,816	552,057	49,803
20	Mcf Saved per Participant Base	14.22	5.91	4.36	7.74		23.39
21	Multiple Factor for Sensitivity Analysis	0%	0%	0%	0%		0%
22	Mcf Saved per Participant	14.22	5.91	4.36	7.74		23.39
23	DTH Saved per Participant	14.72	6.11	4.51	8.01		24.21
24	Estimated Peak Day Impact Mcf	3,226	1,393	131	122	4,871	439
25	Estimated Peak Day Impact DTH	3,338	1,442	135	126	5,042	455
26	Total Average Annual Accounts	482,775	482,775	482,775	482,775	482,775	482,775
27	Impact on Total Average Annual Usage Per Account Per Mcf	0.73	0.32	0.03	0.03	1.10	0.10
28	II. Program Cost Information						
29	Company Direct Costs	\$ 7,637,993	\$ 759,595	\$ 513,790	\$ 615,006	\$ 9,526,383	\$ 6,703,490
30	Company Admin Costs	\$ 230,785	\$ 22,951	\$ 15,524	\$ 18,583	\$ 287,843	\$ 1,281,000
31	Company Advertising Costs	\$ 1,826,582	\$ 181,653	\$ 122,870	\$ 147,075	\$ 2,278,180	\$ -
32	Total Initial Program Costs - Company	\$ 9,695,359	\$ 964,199	\$ 652,184	\$ 780,664	\$ 12,092,406	\$ 7,984,490
33	Total Initial Program Costs - Participant	\$ 17,387,300	\$ 645,475	\$ 656,600	\$ 603,400	\$ 19,292,775	\$ -
34	Total Initial Program Costs	\$ 27,082,659	\$ 1,609,674	\$ 1,308,784	\$ 1,384,064	\$ 31,385,181	\$ 7,984,490
35	Per Participant Initial Program Costs - Company	\$ 307.50	\$ 29.42	\$ 156.50	\$ 356.73	\$ -	\$ 3,881.62
36	Per Participant Initial Program Costs - Participant	\$ 700.00	\$ 25.00	\$ 200.00	\$ 350.00	\$ -	\$ -
37	Total Initial Program Costs per Annual Participant	\$ 1,007.50	\$ 54.42	\$ 356.50	\$ 706.73	\$ -	\$ 3,881.62
38	Annual Ongoing Costs - Company per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
39	Annual Ongoing Costs - Participant per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
40	Total Annual Ongoing Costs per Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
41	Annual Ongoing Costs - Company	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
42	Annual Ongoing Costs - Participant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
43	Total Annual Ongoing Costs	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
44	III. Discount Assumptions						
45	Anticipated Life of Program Measure (Years)	17	17	14	14	16.7	25
46	Discount Rate	5.50%	5.50%	5.50%	5.50%	5.50%	5.50%
47	PVIFA	10.8646	10.8646	9.5896	9.5896	10.7631	13.4139
48	IV. Incremental Savings						
49	Natural Gas Supply Rate (\$/Mcf)	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00	\$ -	\$ 10.00
50	Natural Gas Supply Rate (\$/Dth)	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66	\$ -	\$ 9.66
51	Annual NGS Savings per Participant	\$ 142.19	\$ 59.08	\$ 43.59	\$ 77.43	\$ -	\$ 233.93
52	Total NGS Savings	\$ 3,531,951	\$ 1,525,330	\$ 143,121	\$ 133,486	\$ 5,333,888	\$ 481,188
53	V. Direct Cost Benefit Summary						
54	Present Value of Participant Savings	\$ 1,544.88	\$ 641.86	\$ 418.06	\$ 742.51	\$ -	\$ 3,137.88
55	Present Value of Total Savings	\$ 38,373,269	\$ 16,572,113	\$ 1,372,475	\$ 1,280,081	\$ 57,597,939	\$ 6,454,618
56	Present Value of Total Initial Program Costs per Annual Participant	\$ 1,008	\$ 54	\$ 357	\$ 707	\$ -	\$ 3,882
57	Present Value of Total Initial Program Costs	\$ 27,082,659	\$ 1,609,674	\$ 1,308,784	\$ 1,384,064	\$ 31,385,181	\$ 7,984,490
58	TRC	1.42	10.30	1.05	0.92	1.84	0.81
59	VI. TRC-WNY						
60	WNY Incremental Expenditures	\$ 25,256,077	\$ 1,428,021	\$ 1,185,914	\$ 1,236,989	\$ 29,107,001	\$ 7,984,490
61	WNY Expenditure Multiplier	0.46	0.49	0.46	0.49		0.49
62	WNY Expenditure Benefits	\$ 11,617,796	\$ 699,731	\$ 545,520	\$ 606,124	\$ 13,469,171	\$ 3,912,400
63	Advertising	\$ 1,826,582	\$ 181,653	\$ 122,870	\$ 147,075	\$ 2,278,180	\$ -
64	Advertising Multiplier	0.87	0.87	0.87	0.87		0.87
65	Advertising Benefits	\$ 1,589,126	\$ 158,038	\$ 106,897	\$ 127,955	\$ 1,982,016	\$ -
66	WNY Expenditure & Adv Benefits	\$ 13,206,922	\$ 857,768	\$ 652,417	\$ 734,080	\$ 15,451,187	\$ 3,912,400
67	Customer Net Savings	\$ 11,290,609	\$ 14,962,439	\$ 63,692	\$ (103,982)	\$ 26,212,758	\$ (1,529,872)
68	WNY Income Multiplier	0.49	0.49	0.49	0.49		0.49
69	WNY Customer Net Savings Benefits	\$ 5,532,399	\$ 7,331,595	\$ 31,209	\$ (50,951)	\$ 12,844,251	\$ (749,637)
70	Total WNY Benefits	\$ 18,739,320	\$ 8,189,364	\$ 683,626	\$ 683,128	\$ 28,295,439	\$ 3,162,763
71	TRC-WNY	2.11	15.38	1.57	1.42	2.74	1.20
72	VII. Societal Test						
73	Environmental						
74	Total	\$ 3,485,108	\$ 1,505,100	\$ 124,650	\$ 116,259	\$ 5,231,117	\$ 586,216
75	Other						
76	Total	\$ 3,485,108	\$ 1,505,100	\$ 124,650	\$ 116,259	\$ 5,231,117	\$ 586,216
77	Total Incremental Societal Benefits	\$ 3,485,108	\$ 1,505,100	\$ 124,650	\$ 116,259	\$ 5,231,117	\$ 586,216
78	Total Benefits W/ TRC WNY	\$ 60,597,697	\$ 26,266,577	\$ 2,180,751	\$ 2,079,468	\$ 91,124,494	\$ 10,203,597
79	Societal Test	2.24	16.32	1.67	1.50	2.90	1.28

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5							
6		5/13/2011					
7	Quarter						
8		13					
9		Pre/Post Analysis					
10		Resic					
11							
80	Adjustment Detail						
81	I. Spillover						
82	Total Spillover Impact (Mcf)	-	-	-	-		-
83	Total Participants	24,839	25,819	3,283	1,724		2,057
84	Adjustment to Per Participant Volume Due to Spillover	-	-	-	-		-
85	II. Free Riders						
86	Mcf Saved per Participant	14.22	5.91	4.36	7.74		23.39
87	Free Ridership %	10%	10%	10%	10%		0%
88	Adjustment to Per Participant Volume Due to Free Riders	1.42	0.59	0.44	0.77		-
89	III. Snapback						
90	Total Snapback Impact (Mcf)	-	-	-	-		-
91	Total Participants	24,839	25,819	3,283	1,724		2,057
92	Adjustment to Per Participant Volume Due to Snapback	-	-	-	-		-
93	IV. Total Volume Adjustment						
94	Total Volume Adjustments	(1.42)	(0.59)	(0.44)	(0.77)		-
95	Adjustment Impact						
96	I. Customer and Volume Information						
97	Number of Customers Eligible	468,292.00	468,292.00	468,292.00	468,292.00		15,000.00
98	Participation Rate	5.30%	5.51%	0.70%	0.37%		13.71%
99	Annual Number of Participants	24,839	25,819	3,283	1,724		2,057
100	Total Mcf Adjusted	(35,320)	(15,253)	(1,431)	(1,335)		-
101	DTH Conversion	1.035	1.035	1.035	1.035		1.035
102	Total DTH Adjusted	(36,556)	(15,787)	(1,481)	(1,382)		-
103	Mcf Adjusted per Participant	(1.42)	(0.59)	(0.44)	(0.77)		-
104	DTH Adjusted per Participant	(1.47)	(0.61)	(0.45)	(0.80)		-
105	II. Program Cost Information						
106	Company Direct Costs	\$ -	\$ -	\$ -	\$ -		\$ -
107	Company Admin Costs						
108	Company Advertising Costs						
109	Total Initial Program Costs - Company	\$ -	\$ -	\$ -	\$ -		\$ -
110	Total Initial Program Costs - Participant	\$ (1,738,730)	\$ (64,548)	\$ (65,660)	\$ (60,340)		\$ -
111	Total Initial Program Costs	\$ (1,738,730)	\$ (64,548)	\$ (65,660)	\$ (60,340)		\$ -
112	Per Participant Initial Program Costs - Company	\$ -	\$ -	\$ -	\$ -		\$ -
113	Per Participant Initial Program Costs - Participant	\$ (70.00)	\$ (2.50)	\$ (20.00)	\$ (35.00)		\$ -
114	Total Initial Program Costs per Annual Participant	\$ (70.00)	\$ (2.50)	\$ (20.00)	\$ (35.00)		\$ -
115	Annual Ongoing Costs - Company per Participant						
116	Annual Ongoing Costs - Participant per Participant						
117	Total Annual Ongoing Costs per Participant						
118	Annual Ongoing Costs - Company						
119	Annual Ongoing Costs - Participant						
120	Total Annual Ongoing Costs						
121	III. Discount Assumptions						
122	Anticipated Life of Program Measure (Years)	-	-	-	-		-
123	Discount Rate	5.50%	5.50%	5.50%	5.50%		5.50%
124	PVIFA	-	-	-	-		-
125	IV. Incremental Savings						
126	Natural Gas Supply Rate (\$/Mcf)	\$ 10.00	\$ 10.00	\$ 10.00	\$ 10.00		\$ 10.00
127	Natural Gas Supply Rate (\$/Dth)	\$ 9.66	\$ 9.66	\$ 9.66	\$ 9.66		\$ 9.66
128	Annual NGS Savings per Participant	\$ (14.22)	\$ (5.91)	\$ (4.36)	\$ (7.74)		\$ -
129	Total NGS Savings	\$ (353,195)	\$ (152,533)	\$ (14,312)	\$ (13,349)		\$ -

A		B	C	D	E	F	G
1	National Fuel Gas Distribution Corporation						
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3	Conservation Incentive Program						
4	Program Measurement and Verification Summary						
5							
6	5/13/2011						
7	Quarter	Year	Month				
8		13	Mar-11	40			
9		Total Residential					
10	Residential Appliance Rebates						
11		Appliance Rebates - Hot Air Furnace Residential	Appliance Rebates - Hot Water Boiler Residential	Appliance Rebates - Steam Boiler Residential	Appliance Rebates - Hot Air Furnace Residential ECM Motors	Appliance Rebates - Programmable Tstat Residential	Appliance Rebates - Indirect Heater Residential
221	Sensitivity Analysis						
222	TRC - Free Ridership Sensitivity	Adjusted Analysis - TRC					
223		1.93	1.29	2.49	0.91	9.27	0.49
224	0%	2.00	1.31	2.56	0.94	9.89	0.50
225	10%	1.93	1.29	2.49	0.91	9.27	0.49
226	20%	1.84	1.26	2.40	0.88	8.60	0.47
227	30%	1.74	1.22	2.29	0.85	7.88	0.45
228	40%	1.62	1.18	2.17	0.81	7.08	0.43
229	50%	1.48	1.13	2.01	0.76	6.19	0.40
230	60%	1.30	1.07	1.82	0.69	5.22	0.36
231	70%	1.09	0.98	1.56	0.60	4.14	0.31
232	80%	0.83	0.86	1.22	0.48	2.92	0.25
233							
234	Societal - Test Free Ridership Sensitivity	Adjusted Analysis - Societal TRC					
235		3.04	2.02	3.92	1.43	14.70	0.76
236	0%	3.16	2.06	4.04	1.47	15.67	0.78
237	10%	3.04	2.02	3.92	1.43	14.70	0.76
238	20%	2.91	1.98	3.79	1.39	13.65	0.74
239	30%	2.75	1.93	3.62	1.34	12.50	0.71
240	40%	2.56	1.87	3.43	1.27	11.24	0.67
241	50%	2.34	1.79	3.18	1.19	9.85	0.63
242	60%	2.08	1.69	2.88	1.09	8.31	0.58
243	70%	1.75	1.56	2.49	0.96	6.60	0.50
244	80%	1.33	1.38	1.95	0.77	4.68	0.41
245							
246	TRC Gas Cost Sensitivity	Adjusted Analysis - TRC					
247		1.93	1.29	2.49	0.91	9.27	0.49
248	\$ 16.00	3.08	2.06	3.98	1.46	14.84	0.78
249	\$ 15.00	2.89	1.93	3.73	1.37	13.91	0.73
250	\$ 14.00	2.70	1.80	3.48	1.28	12.98	0.68
251	\$ 13.00	2.50	1.67	3.23	1.19	12.05	0.63
252	\$ 12.00	2.31	1.54	2.98	1.10	11.13	0.58
253	\$ 11.00	2.12	1.42	2.74	1.00	10.20	0.53
254	\$ 10.00	1.93	1.29	2.49	0.91	9.27	0.49
255	\$ 9.00	1.73	1.16	2.24	0.82	8.35	0.44
256	\$ 8.00	1.54	1.03	1.99	0.73	7.42	0.39
257	\$ 7.00	1.35	0.90	1.74	0.64	6.49	0.34
258	Discount Rate Sensitivity	Adjusted Analysis - TRC					
259		1.93	1.29	2.49	0.91	9.27	0.49
260	1%	2.91	2.11	4.08	0.91	11.88	0.49
261	2%	2.63	1.87	3.62	0.91	11.21	0.49
262	3%	2.40	1.67	3.23	0.91	10.60	0.49
263	4%	2.19	1.50	2.90	0.91	10.04	0.49
264	5%	2.01	1.35	2.61	0.91	9.52	0.49
265	6%	1.85	1.23	2.37	0.91	9.04	0.49
266	7%	1.71	1.12	2.16	0.91	8.59	0.49
267							
268	Volume Savings Sensitivity	Adjusted Analysis - TRC					
269		1.93	1.29	2.49	0.91	9.27	0.49
270	50%	2.89	2.00	3.73	0.91	13.91	0.49
271	40%	2.70	1.85	3.48	0.91	12.98	0.49
272	30%	2.50	1.71	3.23	0.91	12.05	0.49
273	20%	2.31	1.57	2.98	0.91	11.13	0.49
274	10%	2.12	1.43	2.74	0.91	10.20	0.49
275	0%	1.93	1.29	2.49	0.91	9.27	0.49
276	-10%	1.73	1.14	2.24	0.91	8.35	0.49
277	-20%	1.54	1.00	1.99	0.91	7.42	0.49
278	-30%	1.35	0.86	1.74	0.91	6.49	0.49
279	-40%	1.16	0.72	1.49	0.91	5.56	0.49
280	-50%	0.96	0.58	1.24	0.91	4.64	0.49
281							

	A	B	C	D	E	F	G
1	National Fuel Gas Distribution Corporation						
2	New York Division						
3	Conservation Incentive Program						
4	Program Measurement and Verification Summary						
5							
6	5/13/2011						
7	Quarter	Year	Month				
8		13	Mar-11	40			
9		Total Residential					
10		Residential Appliance Rebates					
11		Appliance Rebates - Hot Air Furnace Residential	Appliance Rebates - Hot Water Boiler Residential	Appliance Rebates - Steam Boiler Residential	Appliance Rebates - Hot Air Furnace Residential ECM Motors	Appliance Rebates - Programable Tstat Residential	Appliance Rebates - Indirect Heater Residential
282	Gas Cost/Free Ridership Total Program TRC Sensitivity						
283	Gas Cost	Free Ridership					
284		1.85	0%	10%	20%	30%	40%
285	\$	16.00	3.07	2.96	2.84	2.67	2.48
286	\$	15.00	2.88	2.78	2.66	2.50	2.33
287	\$	14.00	2.69	2.59	2.48	2.33	2.17
288	\$	13.00	2.49	2.41	2.30	2.17	2.02
289	\$	12.00	2.30	2.22	2.13	2.00	1.86
290	\$	11.00	2.11	2.04	1.95	1.83	1.71
291	\$	10.00	1.92	1.85	1.77	1.67	1.55
292	\$	9.00	1.73	1.67	1.60	1.50	1.40
293	\$	8.00	1.54	1.48	1.42	1.33	1.24
294	\$	7.00	1.34	1.30	1.24	1.17	1.09
295							
296	Gas Cost/Free Ridership Total Program TRC Sensitivity						
297	Gas Cost	Free Ridership					
298		2.94	0%	10%	20%	30%	40%
299	\$	16.00	4.76	4.59	4.40	4.15	3.86
300	\$	15.00	4.47	4.32	4.14	3.90	3.63
301	\$	14.00	4.19	4.04	3.87	3.65	3.40
302	\$	13.00	3.90	3.77	3.61	3.40	3.16
303	\$	12.00	3.62	3.49	3.35	3.15	2.93
304	\$	11.00	3.33	3.21	3.08	2.90	2.70
305	\$	10.00	3.05	2.94	2.82	2.65	2.47
306	\$	9.00	2.76	2.66	2.55	2.41	2.24
307	\$	8.00	2.47	2.39	2.29	2.16	2.01
308	\$	7.00	2.19	2.11	2.03	1.91	1.78

A		H	I
1	National Fuel Gas Distribution Corporation		
2	New York Division		
3	Conservation Incentive Program		
4	Program Measurement and Verification Summary		
5			
6	5/13/2011		
7	Quarter		
8		13	
9			
10		Resic	
11		Appliance Rebates - Storage Tank Water Heater Residential	Appliance Rebates - Storage Tankless Water Heater Residential
221	Sensitivity Analysis		
222	TRC - Free Ridership Sensitivity		
223		0.83	0.95
224	0%	0.87	1.01
225	10%	0.83	0.95
226	20%	0.77	0.89
227	30%	0.72	0.82
228	40%	0.65	0.74
229	50%	0.58	0.65
230	60%	0.50	0.55
231	70%	0.40	0.44
232	80%	0.29	0.31
233			
234	Societal - Test Free Ridership Sensitivity		
235		1.32	1.52
236	0%	1.39	1.62
237	10%	1.32	1.52
238	20%	1.24	1.42
239	30%	1.15	1.31
240	40%	1.05	1.19
241	50%	0.94	1.05
242	60%	0.81	0.90
243	70%	0.67	0.72
244	80%	0.49	0.53
245			
246	TRC Gas Cost Sensitivity		
247		0.83	0.95
248	\$ 16.00	1.32	1.53
249	\$ 15.00	1.24	1.43
250	\$ 14.00	1.16	1.33
251	\$ 13.00	1.07	1.24
252	\$ 12.00	0.99	1.14
253	\$ 11.00	0.91	1.05
254	\$ 10.00	0.83	0.95
255	\$ 9.00	0.74	0.86
256	\$ 8.00	0.66	0.76
257	\$ 7.00	0.58	0.67
258	Discount Rate Sensitivity		
259		0.83	0.95
260	1%	1.25	1.44
261	2%	1.13	1.30
262	3%	1.03	1.19
263	4%	0.94	1.08
264	5%	0.86	0.99
265	6%	0.79	0.92
266	7%	0.73	0.85
267			
268	Volume Savings Sensitivity		
269		0.83	0.95
270	50%	1.24	1.43
271	40%	1.16	1.33
272	30%	1.07	1.24
273	20%	0.99	1.14
274	10%	0.91	1.05
275	0%	0.83	0.95
276	-10%	0.74	0.86
277	-20%	0.66	0.76
278	-30%	0.58	0.67
279	-40%	0.50	0.57
280	-50%	0.41	0.48
281			

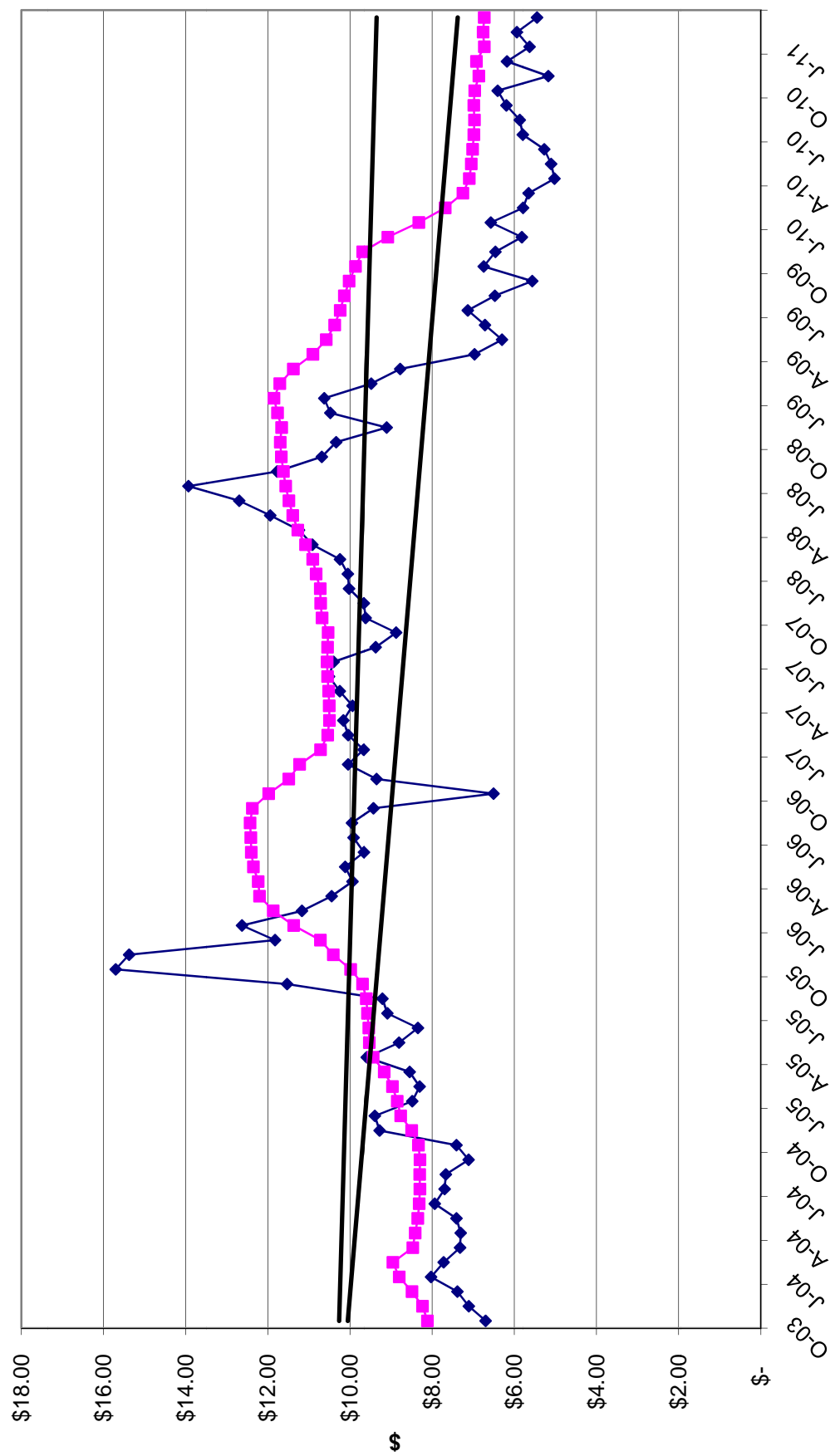
	A	H	I
1	National Fuel Gas Distribution Corporation		
2	New York Division		
3	Conservation Incentive Program		
4	Program Measurement and Verification Summary		
5			
6		5/13/2011	
7	Quarter		
8		13	
9			
10		Resic	
11			
		Appliance Rebates - Storage Tank Water Heater Residential	Appliance Rebates - Storage Tankless Water Heater Residential
282	Gas Cost/Free Ridership Total Program TRC Sensitivity		
283	Gas Cost		
284		1.85	60%
285	\$	16.00	2.03
286	\$	15.00	1.90
287	\$	14.00	1.78
288	\$	13.00	1.65
289	\$	12.00	1.52
290	\$	11.00	1.40
291	\$	10.00	1.27
292	\$	9.00	1.14
293	\$	8.00	1.02
294	\$	7.00	0.89
295			
296	Gas Cost/Free Ridership Total Program TRC Sensitivity		
297	Gas Cost		
298		2.94	60%
299	\$	16.00	3.17
300	\$	15.00	2.98
301	\$	14.00	2.79
302	\$	13.00	2.60
303	\$	12.00	2.41
304	\$	11.00	2.22
305	\$	10.00	2.03
306	\$	9.00	1.84
307	\$	8.00	1.66
308	\$	7.00	1.47

	A	J	K	L	M	N	O
1	National Fuel Gas Distribution Corporation						
2	New York Division						
3	Conservation Incentive Program						
4	Program Measurement and Verification Summary						
5							
6		5/13/2011					
7	Quarter						
8		13					
9							
10		Resic					
11							
		Total Res Rebates	LIURP	Total Res	Total Non Res Rebates	General Outreach	Total Program
221	Sensitivity Analysis						
222	TRC - Free Ridership Sensitivity						
223		1.82	1.39	1.75	1.57	4.08	1.85
224	0%	1.89	1.39	1.81	1.57	4.53	1.92
225	10%	1.82	1.39	1.75	1.57	4.08	1.85
226	20%	1.74	1.37	1.68	1.57	3.63	1.77
227	30%	1.65	1.23	1.58	1.57	3.17	1.67
228	40%	1.55	1.10	1.46	1.57	2.72	1.55
229	50%	1.42	0.96	1.32	1.57	2.27	1.42
230	60%	1.27	0.82	1.16	1.57	1.81	1.27
231	70%	1.07	0.68	0.97	1.57	1.36	1.10
232	80%	0.82	0.54	0.75	1.57	0.91	0.90
233							
234	Societal - Test Free Ridership Sensitivity						
235		2.88	2.16	2.76	2.46	6.83	2.94
236	0%	2.98	2.16	2.86	2.46	7.54	3.05
237	10%	2.88	2.16	2.76	2.46	6.83	2.94
238	20%	2.76	2.14	2.65	2.46	6.11	2.82
239	30%	2.62	1.92	2.49	2.46	5.39	2.65
240	40%	2.45	1.70	2.31	2.46	4.68	2.47
241	50%	2.26	1.48	2.09	2.46	3.96	2.27
242	60%	2.02	1.26	1.84	2.46	3.25	2.03
243	70%	1.71	1.04	1.55	2.46	2.53	1.77
244	80%	1.33	0.82	1.19	2.46	1.81	1.46
245							
246	TRC Gas Cost Sensitivity						
247		1.82	1.39	1.75	1.57	4.08	1.85
248	\$ 16.00	2.91	2.22	2.80	2.50	6.53	2.96
249	\$ 15.00	2.73	2.08	2.63	2.35	6.12	2.78
250	\$ 14.00	2.55	1.94	2.45	2.19	5.71	2.59
251	\$ 13.00	2.37	1.80	2.28	2.03	5.30	2.41
252	\$ 12.00	2.18	1.66	2.10	1.88	4.89	2.22
253	\$ 11.00	2.00	1.52	1.93	1.72	4.49	2.04
254	\$ 10.00	1.82	1.39	1.75	1.57	4.08	1.85
255	\$ 9.00	1.64	1.25	1.58	1.41	3.67	1.67
256	\$ 8.00	1.46	1.11	1.40	1.25	3.26	1.48
257	\$ 7.00	1.27	0.97	1.23	1.10	2.85	1.30
258	Discount Rate Sensitivity						
259		1.82	1.39	1.75	1.57	4.08	1.85
260	1%	2.58	2.28	2.53	2.24	4.47	2.60
261	2%	2.37	2.02	2.31	2.06	4.38	2.39
262	3%	2.19	1.80	2.12	1.90	4.29	2.21
263	4%	2.03	1.61	1.96	1.75	4.20	2.05
264	5%	1.88	1.46	1.82	1.62	4.12	1.91
265	6%	1.76	1.32	1.69	1.51	4.04	1.79
266	7%	1.65	1.20	1.58	1.41	3.96	1.68
267							
268	Volume Savings Sensitivity						
269		1.82	1.39	1.75	1.57	4.08	1.85
270	50%	2.63	2.08	2.54	2.35	6.12	2.71
271	40%	2.47	1.94	2.38	2.19	5.71	2.53
272	30%	2.31	1.80	2.22	2.03	5.30	2.36
273	20%	2.14	1.66	2.07	1.88	4.89	2.19
274	10%	1.98	1.52	1.91	1.72	4.49	2.02
275	0%	1.82	1.39	1.75	1.57	4.08	1.85
276	-10%	1.66	1.25	1.59	1.41	3.67	1.68
277	-20%	1.50	1.11	1.43	1.25	3.26	1.51
278	-30%	1.33	0.97	1.28	1.10	2.85	1.34
279	-40%	1.17	0.83	1.12	0.94	2.45	1.17
280	-50%	1.01	0.69	0.96	0.78	2.04	1.00
281							

	A	J	K	L	M	N	O
1	National Fuel Gas Distribution Corporation						
2	New York Division						
3	Conservation Incentive Program						
4	Program Measurement and Verification Summary						
5							
6		5/13/2011					
7	Quarter						
8		13					
9							
10		Resic					
11							
		Total Res Rebates	LIURP	Total Res	Total Non Res Rebates	General Outreach	Total Program
282	Gas Cost/Free Ridership Total Program TRC Sensitivity						
283	Gas Cost	Free Ridership					
284		1.85	80%	90%	100%		
285	\$	16.00	1.44	1.08	0.65		
286	\$	15.00	1.35	1.01	0.61		
287	\$	14.00	1.26	0.94	0.56		
288	\$	13.00	1.17	0.88	0.52		
289	\$	12.00	1.08	0.81	0.48		
290	\$	11.00	0.99	0.74	0.44		
291	\$	10.00	0.90	0.67	0.40		
292	\$	9.00	0.81	0.61	0.36		
293	\$	8.00	0.72	0.54	0.32		
294	\$	7.00	0.63	0.47	0.28		
295							
296	Gas Cost/Free Ridership Total Program TRC Sensitivity						
297	Gas Cost	Free Ridership					
298		2.94	80%	90%	100%		
299	\$	16.00	2.27	1.71	1.05		
300	\$	15.00	2.13	1.61	0.99		
301	\$	14.00	2.00	1.51	0.93		
302	\$	13.00	1.87	1.41	0.87		
303	\$	12.00	1.73	1.31	0.81		
304	\$	11.00	1.60	1.21	0.75		
305	\$	10.00	1.46	1.11	0.69		
306	\$	9.00	1.33	1.01	0.63		
307	\$	8.00	1.19	0.91	0.57		
308	\$	7.00	1.06	0.81	0.51		

	A	H	I
1	National Fuel Gas Distribution Corporation		
2	New York Division		
3	Conservation Incentive Program		
4	Program Measurement and Verification Summary		
5			
6		5/13/2011	
7	Quarter		
8		13	
9			
10		Resic	
11		Appliance Rebates - Storage Tank Water Heater Residential	Appliance Rebates - Storage Tankless Water Heater Residential
197	Work Paper 1		
198	Participant Calculations		
199			
200	Program Participants	3,283	1,724
201	Annualization Factor	1	1
202	Total Participants for Analysis	3,283	1,724
203			
204	Workpaper 2		
205			
206	CO2 Benefit		
207			
208	Cost of CO2 \$/Ton	\$ 15.00	\$ 15.00
209			
210	Cost of CO2 \$/Pound	\$ 0.01	\$ 0.01
211			
212	Lbs CO2 / Billion BTU	117,000	117,000
213			
214	Lbs CO2 / Million BTU	117	117
215			
216	DTH Conversion Factor	1.035	1.035
217			
218	Lbs CO2 / Mcf	121.095	121.095
219			
220	Cost of CO2 \$/Mcf	\$ 0.91	\$ 0.91

Average Cost of Gas



National Fuel Gas Distribution Corporation

Conservation Incentive Program

Preliminary Measurement and Verification Analysis

Development of Multipliers Used in Development of the Western New York – Total
Resource Cost Test

August 15, 2008

Introduction

Included in the Preliminary Measurement and Verification (“M&V”) analysis of National Fuel Gas Distribution Corporation’s (“Distribution” or “the Company”) conservation incentive program (“CIP”) is an estimate of the Western New York Total Resource Cost Test (“WNY-TRC”). The WNY-TRC test was included in the CIP’s M&V analysis to provide an estimate of the impact of the benefits of the program directly to the economy of the Company’s service territory. The Company’s CIP provides two direct benefits to its service territory: (1) overall net natural gas supply cost savings to customers, and (2) increased economic activity associated with program spending.

For purposes of this analysis the Company focused on net program benefits. That is, the overall natural gas supply cost savings are the difference between savings to customers from reduced consumption less the costs incurred by the Company and the customer to bring those savings about. The direct effect of energy efficiency savings is to increase the overall income of customers within the Company’s service territory. In order to capture the ripple effect of this increase in income the Company developed an “income multiplier” for use in the CIP’s M&V analysis.

The analysis also recognizes that the cost incurred to bring those savings about has an additional benefit to the service territory since the costs incurred to bring about those savings were largely spent in the service territory. In effect, expenditures on energy efficiency initiatives by the customer and the Company transfer costs from natural gas supply charges that, for the most part, leave the service territory, to purchases of equipment and services within the service territory that ripple through the local economy to the overall benefit of the service territory. In order to capture the ripple effect of these expenditures the Company developed “expenditure multipliers” for use in the CIP M&V analysis.

The table below summarizes the multipliers used in the M&V analysis for the WNY-TRC calculation.

Multipliers Used in the CIP’s M&V Analysis	
Description	Multiplier
WNY Income Multiplier	0.49
Expenditure Multiplier – Appliance Rebates and LIURP	0.46
Expenditure Multiplier – Thermostats	0.49
Expenditure Multiplier – Advertising	0.87

Development of Multipliers

The Company utilized IMPLAN Pro® Version 2.0 to develop macroeconomic multipliers for its service territory. IMPLAN Pro® Version 2.0, uses Input-output analysis to develop multipliers for specific regions that the user can define. For purposes of the development of multipliers to be used in the WNY-TRC test the region was defined as the major counties in the Company’s service territory. As explained in the IMPLAN Pro® Version 2.0 user manual:

“Input-output analysis is a means of examining relationships within an economy, both between businesses and between businesses and final consumers. It captures all monetary market transactions for consumption in a given time period. The resulting mathematical formulae allow examination of the effects of a change in one or several economic activities on an entire economy (impact analysis).”¹

The Table below lists the counties in the Company’s service territory, including, the number of customers, and identifies whether the county was included in the analysis.

Counties in National Fuel Gas Distribution Corporation’s New York Service Territory		
Counties	Customers	Included in Study?
Allegany	10,955	Yes
Cattaraugus	13,775	Yes
Chautauqua	44,999	Yes
Erie	353,057	Yes
Genesee	11,066	Yes
Livingston	841	No
Monroe	1,039	No
Niagara	50,824	Yes
Ontario	1,792	Yes
Steuben	6,671	No
Wyoming	5,721	Yes
Total	499,740	

The counties included in the analysis were counties where the Company has a significant presence and where there are no larger population areas within the county that are served by another local natural gas distribution company.

Spending within an economy will result in three overall ripple effects: (1) direct, (2) indirect, and (3) induced. Direct effects are the impacts that result from the direct purchase of a product or service within the study area (for example, the payments made by a customer to a contractor for the installation of a furnace). Indirect effects result from the industries purchasing from other industries in order to meet the initial demand. (Continuing with the example, the contractor must purchase supplies and services from other vendors in order to support its business). Induced effects result from the impact on all local industries generated by the direct and indirect effects of the initial demand. Throughout these iterations dollars of demand “leak” from the local economy to other domestic regional (United States) and foreign economies. The energy efficiency initiatives of CIP can be seen as transferring the satisfaction of BTU demand from extra-

¹ IMPLAN Pro® Version 2.0; User Guide, Analysis Guide, Data Guide, Page 95.

regional natural gas commodity purchases to intra-regional energy efficiency purchases. In other words, without the CIP 100% of the satisfaction customer BTU demand “leaks” out of the service territory, with CIP some portion of the benefits of satisfying that demand remains in the local economy.

IMPLAN Pro® Version 2.0 provides the impact of such spending into two general categories: (1) Overall demand (“Output”), and (2) Value Added which is equal to labor income, other property type income, and indirect business taxes. For purposes of this analysis multipliers were developed focusing only on value added results in order to be conservative.

Calculation of WNY Income Multiplier

The WNY Income multiplier was developed by determining: (1) the propensity of households to spend on products and services within the service territory and, (2) a calculation of the ripple effect of such spending through the economy. Utilizing IMPLAN Pro® Version 2.0, it was determined that approximately 87% of household income in the service territory was spent on goods and services.

Page 1 of Attachment 1 to this appendix provides the various income multipliers for the households reported in IMPLAN Pro® Version 2.0. The value added multiplier for household spending within the service territory is estimated to be 56%. That is for every dollar of household spending, an additional \$0.56 of value will be added to the local economy through increased labor income, other property type income, and indirect business taxes resulting from that spending. Based on the approximately 87% of household income that is spent on goods and services by households within the service territory and the 56% value added associated with local spending an overall income multiplier to apply to savings under the CIP was calculated at 49% ($49\% = 87\%$ multiplied by 56%).

Calculation of Expenditure Multipliers

The analysis developed three expenditure multipliers to be applied in the M&V analysis to program expenditures: (1) Appliance Rebates and LIURP, (2) Thermostats, and (3) Advertising. Each of these expenditures will be satisfied from purchases of goods and services from various industries in the local economy. IMPLAN Pro® Version 2.0 can be utilized to determine the ripple effects of these purchases in the local economy. The table below provides a summary of the allocation of program costs to the selected industries in the local economy.

Expenditure Industry Allocations			
	Expenditures		
Industry Segment	Appliance Rebates and LIURP	Thermostats	Advertising
Contractors	50%	50%	
Wholesale Equipment and Insulation	50%		
Retail Building Supplies		50%	
Advertising			100%

Utilizing IMPLAN Pro® Version 2.0, the ripple effect of an assumed \$1,000,000 of purchases in each of the industries was utilized to develop the multipliers. Page 2 of Attachment 1 to this appendix provides the various multipliers reported in IMPLAN Pro® Version 2.0 for the industries utilized by the Company's CIP.

The value added multipliers for each industry are summarized in the table below.

Industry Value Added Multipliers	
Industry Segment	Multiplier
Contractors	72.2%
Wholesale Equipment and Insulation	20.0%
Retail Building Supplies	26.1%
Advertising	86.8%

Applying the value added multipliers to the allocations from the previous table determines the program multipliers used in the M&V analysis.

Expenditure Industry Multipliers			
	Expenditures		
Industry Segment	Appliance Rebates and LIURP	Thermostats	Advertising
Contractors	36.1%	36.1%	
Wholesale Equipment and Insulation	10.0%		
Retail Building Supplies		13.0%	
Advertising			86.8%
Total	46.1%	49.1%	86.8%

New York Division

Calculation of WNY Multipliers

Impact of Income Change in Selected Segment
Income Impact \$ 1,000,000

Segment: LT \$10K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 354,320	\$ 97,114	\$ 111,270	\$ 562,704
Output	\$ 950,950	\$ 183,718	\$ 186,854	\$ 1,321,522
Employment Multiplier	5.6	1.4	1.7	8.7
Value Added	35%	10%	11%	56%
Output	95%	18%	19%	132%
Segment: \$10K-15K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 354,632	\$ 97,016	\$ 112,265	\$ 563,913
Output	\$ 950,994	\$ 182,732	\$ 188,524	\$ 1,322,250
Employment Multiplier	5.9	1.4	1.8	9.1
Value Added	35%	10%	11%	56%
Output	95%	18%	19%	132%
Segment: \$15K-25K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 354,632	\$ 97,016	\$ 112,265	\$ 563,913
Output	\$ 950,994	\$ 182,732	\$ 188,524	\$ 1,322,250
Employment Multiplier	5.9	1.4	1.8	9.1
Value Added	35%	10%	11%	56%
Output	95%	18%	19%	132%
Segment: \$25K-35K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 354,126	\$ 95,425	\$ 111,538	\$ 561,089
Output	\$ 951,628	\$ 178,951	\$ 187,303	\$ 1,317,882
Employment Multiplier	5.9	1.4	1.7	9
Value Added	35%	10%	11%	56%
Output	95%	18%	19%	132%
Segment: \$35K-50K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 363,948	\$ 93,021	\$ 107,496	\$ 564,465
Output	\$ 951,775	\$ 173,671	\$ 180,517	\$ 1,305,963
Employment Multiplier	5.7	1.3	1.7	8.7
Value Added	36%	9%	11%	56%
Output	95%	17%	18%	131%
Segment: \$50K-75K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 374,539	\$ 92,880	\$ 107,337	\$ 574,756
Output	\$ 951,627	\$ 172,513	\$ 180,249	\$ 1,304,389
Employment Multiplier	5.8	1.3	1.7	8.8
Value Added	37%	9%	11%	57%
Output	95%	17%	18%	130%
Segment: \$75K-100K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 383,411	\$ 93,743	\$ 109,380	\$ 586,534
Output	\$ 951,115	\$ 173,102	\$ 183,680	\$ 1,307,897
Employment Multiplier	6.1	1.4	1.7	9.2
Value Added	38%	9%	11%	59%
Output	95%	17%	18%	131%
Segment: \$100K-150K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 383,411	\$ 93,743	\$ 109,380	\$ 586,534
Output	\$ 951,115	\$ 173,102	\$ 183,680	\$ 1,307,897
Employment Multiplier	6.1	1.4	1.7	9.2
Value Added	38%	9%	11%	59%
Output	95%	17%	18%	131%
Segment: GT \$150K				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 383,411	\$ 93,743	\$ 109,380	\$ 586,534
Output	\$ 951,115	\$ 173,102	\$ 183,680	\$ 1,307,897
Employment Multiplier	6.1	1.4	1.7	9.2
Value Added	38%	9%	11%	59%
Output	95%	17%	18%	131%

National Fuel Gas Distribution Corporation
New York Division

Calculation of WNY Multipliers

Impact of Spending in Selected Segment
Spending Amount \$ 1,000,000

Segment: Contractors				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 341,429	\$ 183,832	\$ 197,232	\$ 722,493
Output	\$ 968,335	\$ 360,096	\$ 331,211	\$ 1,659,642
Employment	6.8	2.8	3.1	12.7
Multiplier				
Value Added	34.1%	18.4%	19.7%	72.2%
Output	96.8%	36.0%	33.1%	166.0%
Segment: Retail Building Supplies				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 159,549	\$ 46,063	\$ 55,770	\$ 261,382
Output	\$ 265,187	\$ 79,724	\$ 93,651	\$ 438,562
Employment	3.4	0.7	0.9	5
Multiplier				
Value Added	16.0%	4.6%	5.6%	26.1%
Output	26.5%	8.0%	9.4%	43.9%
Segment: Wholesale				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 131,938	\$ 27,898	\$ 40,221	\$ 200,057
Output	\$ 195,701	\$ 49,399	\$ 67,541	\$ 312,641
Employment	6.8	2.8	3.1	12.7
Multiplier				
Value Added	13.2%	2.8%	4.0%	20.0%
Output	19.6%	4.9%	6.8%	31.3%
Segment: Advertising				
Impact	Direct	Indirect	Induced	Total
Value Added	\$ 486,679	\$ 164,745	\$ 216,583	\$ 868,007
Output	\$ 948,478	\$ 317,323	\$ 363,704	\$ 1,629,505
Employment	7.1	2.4	3.4	12.9
Multiplier				
Value Added	48.7%	16.5%	21.7%	86.8%
Output	94.8%	31.7%	36.4%	163.0%

M&V Multipliers				
	Direct	Indirect	Induced	Total
LIURP, Res Appliance Rebates & Commercial Rebates				
% Contractors	50%	50%	50%	50%
% Wholesale	50%	50%	50%	50%
Value Added	24%	11%	12%	46%
Output	58%	20%	20%	99%
Tstat Rebates				
% Contractors	50%	50%	50%	50%
% Retail	50%	50%	50%	50%
Value Added	25%	11%	13%	49%
Output	62%	22%	21%	105%
Outreach				
% Advertising	100%	100%	100%	100%
Value Added	48.7%	16.5%	21.7%	86.8%
Output	94.8%	31.7%	36.4%	163.0%

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
CIP SUMMARY THROUGH MARCH 31, 2011

	CIP <u>Expenditures</u>	CIP <u>Funding</u>	NYSERDA <u>Spending</u> ¹
LIURP			
Payments to NYSERDA			
2007 payments	\$500,000.00		
2008 payments	2,440,000.00		
2009 payments	3,140,000.00		
2010 payments	2,740,000.00		
	0.00		
	<u>\$8,820,000.00</u>		
Expenditures made by NYSERDA			
Audit Fee/Education			\$695,174.00
Insulation			4,553,501.00
Air Sealing			662,417.00
Heating System Repair/Replacement			464,460.00
Thermostats			18,446.00
DHW Improvements			164,834.00
Showerheads			8,617.00
Pipe Wrapping			8,925.00
Other			127,116.00
Total Through 3/31/11			<u>\$6,703,490.00</u>
Residential Rebate Program			
Payments to EFI			
2007 payments	\$0.00		
2008 payments	3,103,257.08		
2009 payments	3,491,608.84		
2010 payments	4,298,665.06		
	1/28/2011 244,039.50		
	2/3/2011 242,619.00		
	2/11/2011 230,571.00		
	2/23/2011 144,558.50		
	3/11/2011 167,560.50		
	3/23/2011 103,283.46		
	<u>\$12,026,162.94</u>		
Mailing to Contractors May 2008	\$123.00		
Non-residential rebates paid by EFI	<u>\$38,048.96</u>		
Residential Rebates paid by EFI			<u>\$11,988,236.98</u>
Non Residential Rebate Program			
Payments to NYSERDA			
2007 payments	\$200,000.00		
2008 payments	\$1,161,951.04		
2009 payments	\$0.00		
2010 payments	\$900,000.00		
	<u>\$2,261,951.04</u>		
Non-residential rebates paid by EFI	<u>\$38,048.96</u>		
Subtotal Non-residential Rebates	<u>\$2,300,000.00</u>		
Transfer to Multi Family Program	522,516.00		
Total Non-residential Rebates	<u>\$1,777,484.00</u>		
Expenditures by NYSERDA through 3/31/11			<u>\$863,974.87</u>
Jobs Encumbered through 3/31/11 or Paid by NYSERDA after 3/31/11			<u>\$295,097.00</u>

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
CIP SUMMARY THROUGH MARCH 31, 2011

	<u>CIP</u> <u>Expenditures</u>	<u>CIP</u> <u>Funding</u>	<u>NYSERDA</u> <u>Spending</u> ¹
General Outreach and Education			
Expenditures (In House)	<u>Cumulative</u>		
Material	\$3,563.68		
Transportation	191.50		
Contractors	808,107.03		
Office Employee	6,788.30		
Print Advertising	504,238.24		
Radio Advertising	393,786.26		
TV Advertising	463,226.23		
Brochures	63,238.29		
Bill Inserts	80,295.67		
Direct mail	287,007.54		
Internet	192,298.32		
Billboards	322,532.91		
Misc. Advertising	1,087,914.11		
Postage	1,871.11		
Transfer to Austerity Bill Credit ²	800,000.00		
	<u>\$5,015,059.19</u>		
Low Income Outreach and Education			
Expenditures (In House)	<u>Cumulative</u>		
Material	\$214.43		
Transportation	168.50		
Contractors	194,670.61		
Office Employee	1,854.91		
Print Advertising	217,062.51		
Radio Advertising	178,669.25		
TV Advertising	212,069.07		
Brochures	26,408.60		
Bill Inserts	33,387.69		
Direct mail	136,894.10		
Internet	87,342.31		
Billboards	162,597.70		
Misc. Advertising	720,415.86		
Postage	300.78		
	<u>\$1,972,056.32</u>		
EEPS Payments to NYSERDA (Spending Assumed to be Same as Funding)			
Calendar 2010	\$5,261,392.72		
Calendar 2011 (See Page 2)	410,606.00		
	<u>\$5,671,998.72</u>		\$5,671,998.72
Conservation Incentive Program Surcharge (through 3/31/11)			
		<u>Cumulative</u>	
Funding of CIPs by CMR (3/7/08)		\$1,716,259.04	
Surcharge		(\$38,012,590.80)	
Refund of overcollection		<u>(\$972,062.26)</u>	
NYSERDA Administration Fees per NYSERDA Reconciliation through November 2009			\$608,458.00
NYSERDA Interest per NYSERDA Reconciliation (NYSERDA estimate) through November 2009			<u>(\$76,422.00)</u>
Total	<u>\$35,244,835.21</u>	<u>(\$37,268,394.02)</u>	<u>\$14,066,596.59</u>

1 - NYSERDA Spending updated through March 31, 2011

2 - Transfer to Austerity Bill Credit C 09-M-0435

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
EEPS NYSERDA FUNDING SCHEDULE

Calendar 2010	C 09G0363					C 10M0457	Total
	7/27/09	8/24/09	10/23/09	1/4/10	6/24/10	12/30/10	
Obligations							
MultiFamily Performance Program	1,061,296.00						1,061,296.00
Low Income MultiFamily Performance Program	265,324.00				276,868.00		542,192.00
Industrial and Process Efficiency Program		581,128.00			202,731.00		783,859.00
Large Commercial and Industrial Energy Efficiency Program							0.00
Existing Facilities Program			79,590.00				106,113.00
FlexTech Program			23,417.00		27,115.00		89,696.00
High Performance New Construction Program				56,329.00			56,329.00
Home Performance with Energy Star Program				1,112,377.00			1,112,377.00
NY Energy Star Homes (New Construction)				819,646.00			1,092,862.00
Assisted Home Performance with Energy Star Program				325,688.00			325,688.00
EmPower New York				325,688.00	86,683.00		412,371.00
Agriculture Energy Efficiency					17,512.00		17,512.00
Low Income Single Family Home Performance (New & Existing)							0.00
Low Income Multifamily Building Performance							0.00
	<u>1,326,620.00</u>	<u>581,128.00</u>	<u>103,007.00</u>	<u>2,639,728.00</u>	<u>610,909.00</u>	<u>0.00</u>	<u>5,600,295.00</u>
Payments to NYSERDA							
2/10/2010	17,546.75	581,128.00	103,007.00				701,681.75
4/15/2010				879,909.66			879,909.66
4/30/2010	436,357.75						436,357.75
5/27/2010				879,909.75			879,909.75
7/31/2010	436,357.75						436,357.75
8/31/2010				879,909.31			879,909.31
10/5/2010					524,226.00		524,226.00
10/29/2010	436,357.75				86,683.00		523,040.75
	<u>436,357.75</u>				<u>86,683.00</u>		<u>523,040.75</u>
	<u>1,326,620.00</u>	<u>581,128.00</u>	<u>103,007.00</u>	<u>2,639,728.72</u>	<u>610,909.00</u>	<u>0.00</u>	<u>5,261,392.72</u>

NATIONAL FUEL GAS DISTRIBUTION CORPORATION
NEW YORK DIVISION
EEPS NYSERDA FUNDING SCHEDULE

Calendar 2011	C 09G0363					C 10M0457	Total
	7/27/09	8/24/09	10/23/09	1/4/10	6/24/10	12/30/10	
Obligations							
MultiFamily Performance Program	849,036.00						849,036.00
Low Income MultiFamily Performance Program	212,260.00				562,125.00		774,385.00
Industrial and Process Efficiency Program		581,128.00					581,128.00
Large Commercial and Industrial Energy Efficiency Program					405,463.00		405,463.00
Existing Facilities Program			106,120.00				106,113.00
FlexTech Program			35,459.00		54,230.00		89,696.00
High Performance New Construction Program				89,482.00			89,482.00
Home Performance with Energy Star Program				1,483,170.00			1,483,170.00
NY Energy Star Homes (New Construction)				1,092,861.00			1,092,862.00
Assisted Home Performance with Energy Star Program				434,251.00			434,251.00
EmPower New York				434,251.00	175,992.00		610,243.00
Agriculture Energy Efficiency					35,023.00		35,023.00
Low Income Single Family Home Performance (New & Existing)							0.00
Low Income Multifamily Building Performance							0.00
	<u>1,061,296.00</u>	<u>581,128.00</u>	<u>141,579.00</u>	<u>3,534,015.00</u>	<u>1,232,833.00</u>	<u>0.00</u>	<u>6,550,852.00</u>
Payments to NYSERDA							
1/28/2011	265,324.00	145,282.00					410,606.00
							0.00
	<u>265,324.00</u>	<u>145,282.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>	<u>410,606.00</u>

Appendix H - Residential CIP Rebate Program Customer Survey Results Cumulative thru 03/31/2011

	Total	
Rebates Received	49,615	
Flawed Rebates	10,696	22% of 49,615 Rebates Received
Rebates Processed	38,919	78% of 49,615 Rebates Received
Randomly Selected Customers	4157	11% of 38,919 Rebates Processed
Customers Actually Contacted	2848	7% of 38,919 Rebates Processed
Responsive Customers	<u>1669</u>	4% of 38,919 Rebates Processed
Non-Responsive Customers (refused to participate or hung up on phone rep)	1179	3% of 38,919 Rebates Processed
Q1 - Program Awareness		
Contractor	1077	65% of Customers Responding
NFG Bill Insert	238	14% " " "
News/Newspapers	169	10% " " "
Friends/Word of Mouth	181	11% " " "
TV	143	9% " " "
NFG Website	112	7% " " "
NFG Letters	24	1% " " "
NFG Billboards	19	1% " " "
Radio	62	4% " " "
Other	2	
*Note: responses total > 1669 since many customers cited several sources	<u>2025</u>	
Q2 - Rebate Influence on Upgrade Decision		
Not Important	215	13% of the Customers were NOT Influenced by the NFG rebate in their purchase
Somewhat Important	612	37%
Very Important	<u>841</u>	50% 87% of the Customers were Influenced by the NFG rebate in their purchase
	<u>1668</u>	
Q3 - Received Rebate Check		
Yes	1621	97% of the Customers had received their rebate check
No	47	3%
	<u>1668</u>	
Q4 - Satisfaction with Time to Receive Rebate		
1- Very Dissatisfied	38	2% 4% of the Customers were NOT satisfied with the time it took to receive rebate
2- Dissatisfied	40	2%
3- Neither Dissatisfied or Satisfied	158	10%
4- Satisfied	340	21%
5- Very Satisfied	1046	64% 85% of the Customers were satisfied with the time it took to receive rebate
	1622	
N/A	47	3% of the Customers had NOT received their rebate check
	<u>1669</u>	
Q5 - Satisfaction with the Application Process		
1- Very Dissatisfied	33	2% 4% of the Customers were NOT satisfied with the application process
2- Dissatisfied	32	2%
3- Neither Dissatisfied or Satisfied	128	8%
4- Satisfied	375	23%
5- Very Satisfied	1098	66% 89% of the Customers were satisfied with the application process
	<u>1666</u>	
Q6 - Satisfaction with Administrator, EFI		
1- Very Dissatisfied	20	5% 7% of the Customers contacting EFI by phone were NOT satisfied with EFI
2- Dissatisfied	7	2%
3- Neither Dissatisfied or Satisfied	49	11%
4- Satisfied	82	19%
5- Very Satisfied	272	63% 82% of the Customers contacting EFI by phone were satisfied with EFI
	430	
N/A	1236	74% of the Customers did not contact EFI by phone
	<u>1666</u>	
Q7 - Satisfaction with Inspection by CSG		
1- Very Dissatisfied	6	2% 2% of the Customers with inspections were NOT satisfied with CSG
2- Dissatisfied	3	0%
3- Neither Dissatisfied or Satisfied	16	5%
4- Satisfied	39	11%
5- Very Satisfied	285	82% 93% of the Customers with inspections were satisfied with CSG
	349	
N/A	1317	79% of the Customers had no inspection done
	<u>1666</u>	
Q8 - Overall Satisfaction with Rebate Program		
1- Very Dissatisfied	18	1% 1% of the Customers were NOT satisfied with rebate program
2- Dissatisfied	6	0%
3- Neither Dissatisfied or Satisfied	54	3%
4- Satisfied	230	14%
5- Very Satisfied	1358	82% 96% of the Customers were satisfied with rebate program
	<u>1666</u>	

Pre-/Post Consumption Analysis Methodology

The pre/post analysis of customer consumption reviewed the consumption characteristics for customers receiving rebates twelve months before the customer installed the high efficiency natural gas equipment and twelve months after the customer installed the high efficiency natural gas equipment. All consumption information was normalized to remove the effects of weather from the pre/post consumption analysis.

The procedure for conducting the analysis followed the following steps. From the customer's rebate application the month that the customer installed the high efficiency natural gas equipment was determined. The customer's consumption for the twelve months previous to the equipment installation was determined, summed for all customers receiving rebates during the month, and the changes in consumption due to weather were eliminated. That is, the customers' previous months consumption was "weather normalized". The analysis next determined the customer's consumption for the twelve months after the equipment was installed, summed the consumption information, and weather normalized that data stream. If a customer did not have twelve months of pre or post equipment consumption available for analysis that customer was removed from the analysis.

The Company currently has twenty-six months of complete pre and post consumption data for the following residential rebate categories: (1) Heating Systems, (2) Programmable Thermostats, (3) Heating Systems with Programmable Thermostats, (4) Hot Water Tank Systems, and (5) Tankless Hot water Systems. In order to isolate the impact of the effect of installing individual units, customers that installed multiple high efficiency applications were removed from the analysis. Twenty-two months of data is available for the Company's Low Income Usage Reduction Program ("LIURP"). The Company currently has pre/post consumption data for the time periods provided in Table 1 below.

Table 1		
Month Equipment Installed	Pre Equipment Installation Consumption Month	Post Equipment Installation Consumption Month
November 2007	November 2006-October 2007	December 2007 – November 2008
December 2007	December 2006-November 2007	January 2008-December 2008
January 2008	January 2007-December 2007	February 2008-January 2009
February 2008	February 2007-January 2008	March 2008-February 2009
March 2008	March 2007-February 2008	April 2008-March 2009
April 2008	April 2007-March 2008	May 2008–April 2009
May 2008	May 2007 – April 2008	June 2008–May 2009
June 2008	June 2007 – May 2008	July 2008-June 2009
July 2008	July 2007-June 2008	August 2008-July 2009
August 2008	August 2007-July 2008	September 2008–August 2009
September 2008	September 2007-August 2008	October 2008-September 2009
October 2008	October 2007-September 2008	November 2008-October 2009
November 2008	November 2007-October 2008	December 2008-November 2009
December 2008	December 2007-November 2008	January 2009-December 2009
January 2009	January 2008-December 2008	February 2009-January 2010
February 2009	February 2008-January 2009	March 2009-February 2010
March 2009	March 2008-February 2009	April 2009-March 2010
April 2009	April 2008-March 2009	May 2009–April 2010
May 2009	May 2008 – April 2009	June 2009–May 2010
June 2009	June 2008 – May 2009	July 2009-June 2010
July 2009	July 2008 – June 2009	August 2009 – July 2010
August 2009	August 2008 – July 2009	September 2009 – August 2010
September 2009	September 2008 – August 2009	October 2009 – September 2010
October 2009	October 2008-September 2009	November 2009-October 2010
November 2009	November 2008-October 2009	December 2009-November 2010
December 2009	December 2008-November 2009	January 2010-December 2010

The average consumption change over the fourteen months period tested is summarized in Table 2 below.

Table 2		
Equipment	Change in Consumption Per Account	
	Mcf per Account	Percent Change
Heating Systems	14.219	12.9%
Programmable Thermostats	5.908	5.8%
Heating Systems W/P.Tstats	14.843	13.9%
Storage Tank Water Heater	4.359	4.1%
Tankless Water Heater	7.743	7.6%
LIURP (Data for 19 Mths)	23.393	13.5%

Attachment 1 to this appendix provides the consumption change for each piece of equipment by month.

How do these results compare to the changes in consumption for the average residential account on the Company's system and the average usage per account for non-participating customers? Attachment 2 provides a response to these questions. Attachment 2 provides a graphical representation of pre and post rebate percent average annual savings by month, percent average changes in residential usage per account by month, and estimated percent average changes in non-participant usage per account by month. As can be seen from these graphs the percent average reduction in usage for customers receiving heating system rebates and LIURP program participants is significantly greater than the average for the residential customer class as a whole and the estimated percent average reduction in the usage per account of the non-participating customers. Reductions in usage for customers receiving rebates for thermostats only was lower than LIURP customers and customers receiving rebates for heating systems. Customers receiving rebates for hot water systems had usage reductions only slightly above the average for the residential class as a whole and non-participating customers. Attachment 3 provides a description of how the average changes in normalized residential class usage per account and changes in non-participant usage per account were estimated. Attachment 3 also explains why using such total system averages is a reasonable benchmark the National Fuel Gas Distribution Corporations service territory.

The Company has compared its weather normalization method used in its pre and post consumption analysis with the Princeton Scorekeeping Method (PRISM). The weather normalization technique utilized by the Company is the standard weather normalization technique utilized by the Company for reporting purposes for rate cases, Company sales forecasts, gas supply planning, etc. PRISM is a statistical procedure that utilizes simple regression analysis for determining weather normalized consumption.

Both the Company weather normalization method and PRISM share the basic formula that customer consumption will be equal to the summation of a customer's non-heating sensitive (eg., cooking, water heating, clothes drying, etc) requirements and heat sensitive requirements

(eg., the space heating applications of furnaces and boilers). Both models also share the assumption that heat sensitive requirements will be the function of usage per heating degree day multiplied by the total number of heating degree days. Where the methods differ is in the calculation of the non-heating variable and the usage per heating degree day variable. Under the Company method the non-heating usage per month is determined to be the average monthly consumption in months with no heating degree days (typically July and August). The Company then determines the usage per heating degree day by month to be the ratio of monthly consumption less non-heating usage per month divided by the number of heating degree days in the month. The Company method defines heating degree days using the same definition of the National Oceanic and Atmospheric Administration (“NOAA”), namely, total heating degree days are the difference between the base temperature of 65° F and actual daily temperature (actual temperatures above 65° F are consider to be cooling degree days). The PRISM methodology utilizes simple regression analysis for determining these variables. The PRISM methodology utilizes an iterative analysis to determine base consumption. That is the PRISM methodology adjusts the base temperature used for determining HDD in a step by step manner recalculating the regression analysis. The PRISM method determines the level of base temperature for calculating HDDs, the non-heating (constant) variable, and the heating usage per degree day variables by using the regression model that yields the best R² (a statistical measure of the explanatory power of the model – ie., the higher the R² the better the variables in the model explain consumption). Where the Company method uses a constant base temperature (65° F) for each set of pre and post consumption analysis, the PRISM model will determine base temperature upon the “best fitting” regression line.

The purpose of this report is not to identify the merits of the PRISM methodology or the methodology used by the Company. The purpose is to identify what the differences in those methods are. The Table 3 below summarizes the total results of the two methods for heating system rebates and the LIURP program. Attachment 4 provides additional results on a monthly basis.

Table 3						
Weather Normalized Consumption – Mcf						
	Usage Per Account				Weighted Annual Consumption	
	1 Year Prior	1 Year After	Change	% Change	Pre	Post
Heating Systems – Total Installed 11/07-03/09						
Company Method	113.463	100.209	-13.254	-11.7%	355,820.4	314,255.4
PRISM	113.171	99.998	-13.173	-11.6%	354,904.3	313,594.6
LIURP						
Company Method	191.197	166.165	-25.032	-13.1%	89,671.3	77,931.1
PRISM	190.729	166.031	-24.699	-12.9%	89,452.1	77,868.4

		Heating System Only																	
		Normalized Consumption (Mcf)																	
Month Unit Installed	Customers	1 Year Prior				1 Year After				2nd Year				3rd Year				Weighted Annual Consumption	
		Installation	Post	Change	% Change	Installation	Post	Change	% Change	Installation	Post	Change	% Change	Installation	Post	Change	% Change	Pre	Post
November-07	204	111,995	98,316	-13,679	-12.2%	98,316	20,056.5	-13,679	-13.6%	96,789	15,206	-15,206	-13.6%	93,195	19,745.0	-18,800	-16.8%	22,847.0	19,011.8
December-07	369	113,641	99,002	-14,639	-12.9%	99,002	36,531.7	-14,639	-12.9%	95,291	-18,350	-18,350	-16.1%	93,195	35,162.4	-18,800	-16.8%	22,847.0	19,011.8
January-08	219	115,955	105,500	-10,455	-9.0%	105,500	23,104.5	-10,455	-9.0%	101,953	-14,002	-14,002	-12.1%	92,581	25,394.1	-21,060	-18.5%	41,933.5	34,162.4
February-08	152	114,954	101,087	-13,867	-12.1%	101,087	15,365.2	-13,867	-12.1%	99,447	-15,507	-15,507	-13.5%	92,581	17,473.0	-21,060	-18.5%	41,933.5	34,162.4
March-08	118	115,389	102,518	-12,871	-11.2%	102,518	12,097.1	-12,871	-11.2%	99,304	-16,085	-16,085	-13.9%	92,581	13,615.9	-21,060	-18.5%	41,933.5	34,162.4
April-08	99	110,157	98,627	-11,530	-10.5%	98,627	9,764.1	-11,530	-10.5%	96,113	-14,044	-14,044	-12.7%	92,581	10,905.5	-21,060	-18.5%	41,933.5	34,162.4
May-08	102	104,228	91,056	-13,172	-12.6%	91,056	9,287.7	-13,172	-12.6%	88,006	-16,222	-16,222	-15.6%	88,006	10,631.3	-21,060	-18.5%	41,933.5	34,162.4
June-08	96	111,931	98,796	-13,135	-11.7%	98,796	9,484.4	-13,135	-11.7%	97,235	-14,696	-14,696	-13.1%	97,235	10,745.4	-21,060	-18.5%	41,933.5	34,162.4
July-08	124	99,936	89,930	-10,006	-10.0%	89,930	12,392.1	-10,006	-10.0%	87,387	-12,549	-12,549	-12.6%	87,387	12,392.1	-21,060	-18.5%	41,933.5	34,162.4
August-08	138	105,848	91,479	-14,369	-13.6%	91,479	14,607.0	-14,369	-13.6%	90,309	-15,539	-15,539	-14.7%	90,309	14,607.0	-21,060	-18.5%	41,933.5	34,162.4
September-08	167	107,199	91,194	-16,005	-14.9%	91,194	15,229.4	-16,005	-14.9%	89,222	-17,977	-17,977	-16.8%	89,222	17,902.2	-21,060	-18.5%	41,933.5	34,162.4
October-08	226	117,229	100,986	-16,243	-13.9%	100,986	22,822.8	-16,243	-13.9%	97,656	-19,573	-19,573	-16.7%	97,656	26,493.8	-21,060	-18.5%	41,933.5	34,162.4
November-08	226	108,432	93,751	-14,681	-13.5%	93,751	24,505.6	-14,681	-13.5%	90,823	-17,609	-17,609	-16.2%	90,823	24,505.6	-21,060	-18.5%	41,933.5	34,162.4
December-08	235	104,981	93,080	-11,901	-11.3%	93,080	21,873.8	-11,901	-11.3%	91,094	-13,887	-13,887	-13.2%	91,094	24,670.5	-21,060	-18.5%	41,933.5	34,162.4
January-09	187	115,694	105,018	-10,676	-9.2%	105,018	21,634.8	-10,676	-9.2%	104,981	-13,887	-13,887	-13.2%	104,981	24,670.5	-21,060	-18.5%	41,933.5	34,162.4
February-09	148	112,182	98,999	-13,183	-11.8%	98,999	16,602.9	-13,183	-11.8%	98,999	-13,183	-13,183	-11.8%	98,999	16,602.9	-21,060	-18.5%	41,933.5	34,162.4
March-09	120	121,188	106,498	-14,690	-12.1%	106,498	14,542.6	-14,690	-12.1%	106,498	-14,690	-14,690	-12.1%	106,498	14,542.6	-21,060	-18.5%	41,933.5	34,162.4
April-09	83	103,493	89,183	-14,310	-13.8%	89,183	8,589.9	-14,310	-13.8%	85,899.9	-7,402.2	-7,402.2	-12.2%	85,899.9	7,402.2	-21,060	-18.5%	41,933.5	34,162.4
May-09	86	104,617	91,901	-12,716	-12.2%	91,901	8,997.1	-12,716	-12.2%	91,901	-12,716	-12,716	-12.2%	91,901	8,997.1	-21,060	-18.5%	41,933.5	34,162.4
June-09	88	110,984	91,224	-19,760	-17.8%	91,224	9,786.6	-19,760	-17.8%	91,224	-19,760	-19,760	-17.8%	91,224	9,786.6	-21,060	-18.5%	41,933.5	34,162.4
July-09	92	107,907	90,210	-17,697	-16.4%	90,210	8,299.3	-17,697	-16.4%	90,210	-17,697	-17,697	-16.4%	90,210	8,299.3	-21,060	-18.5%	41,933.5	34,162.4
August-09	101	106,859	90,962	-15,897	-14.9%	90,962	10,792.8	-15,897	-14.9%	90,962	-15,897	-15,897	-14.9%	90,962	10,792.8	-21,060	-18.5%	41,933.5	34,162.4
September-09	171	105,097	90,836	-14,261	-13.6%	90,836	17,971.6	-14,261	-13.6%	90,836	-14,261	-14,261	-13.6%	90,836	17,971.6	-21,060	-18.5%	41,933.5	34,162.4
October-09	300	109,121	94,554	-14,567	-13.3%	94,554	32,736.3	-14,567	-13.3%	94,554	-14,567	-14,567	-13.3%	94,554	32,736.3	-21,060	-18.5%	41,933.5	34,162.4
November-09	322	106,271	89,276	-16,995	-16.0%	89,276	34,219.3	-16,995	-16.0%	89,276	-16,995	-16,995	-16.0%	89,276	34,219.3	-21,060	-18.5%	41,933.5	34,162.4
December-09	230	114,356	97,721	-16,635	-14.5%	97,721	26,301.9	-16,635	-14.5%	97,721	-16,635	-16,635	-14.5%	97,721	26,301.9	-21,060	-18.5%	41,933.5	34,162.4
Total	4,403	110,425	96,205	-14,219	-12.9%	96,205	486,200.1	-14,219	-12.9%	94,585	-16,170	-16,170	-14.6%	92,800	274,117.0	-20,255	-17.9%	64,780.5	53,174.2

National Fuel Gas Distribution Corporation
 New York Division
 Conservation Incentive Program
 Residential Appliance Rebate Program
 Pre and Post Installation Consumption Analysis

Month Unit Installed	Customers	Programmable Thermostats Only Normalized Consumption (Mcf)										Weighted Annual Consumption	
		1 Year Prior to Installation	1 Year After Installation	Change	% Change	Pre	Post	1 Year Prior to Installation	1 Year After Installation	Change	% Change	Pre	Post
November-07	42	106,453	102,160	-4,293	-4.0%	4,471.0	4,290.7	106,453	99,131	-7,322	-6.9%	4,471.0	4,163.5
December-07	127	99,624	98,130	-1,494	-1.5%	12,652.2	12,462.5	99,624	94,728	-4,896	-4.9%	12,652.2	12,030.5
January-08	115	106,351	102,853	-3,498	-3.3%	12,230.4	11,828.1	106,351	97,349	-9,002	-8.5%	12,230.4	11,195.1
February-08	78	104,698	96,311	-8,387	-8.0%	8,166.4	7,512.3	104,698	95,312	-9,386	-9.0%	8,166.4	7,434.3
March-08	85	94,107	87,828	-6,279	-6.7%	7,999.1	7,465.4	94,107	84,138	-9,969	-10.6%	7,999.1	7,151.7
April-08	49	96,922	88,830	-8,092	-8.3%	4,749.2	4,352.7	96,922	88,773	-8,149	-8.4%	4,749.2	4,349.9
May-08	38	94,918	89,182	-5,736	-6.0%	3,606.9	3,388.9	94,918	85,233	-9,685	-10.2%	3,606.9	3,238.9
June-08	41	103,733	97,492	-6,241	-6.0%	4,253.1	3,997.2	103,733	96,101	-7,632	-7.4%	4,253.1	3,940.1
July-08	42	92,087	89,190	-2,897	-3.1%	3,867.7	3,746.0	92,087	85,674	-6,413	-7.0%	3,867.7	3,598.3
August-08	31	109,032	101,476	-7,556	-6.9%	3,380.0	3,145.8	109,032	97,485	-11,547	-10.6%	3,380.0	3,022.0
September-08	27	92,991	90,620	-2,371	-2.5%	2,510.8	2,446.7	92,991	87,005	-5,986	-6.4%	2,510.8	2,349.1
October-08	97	105,068	96,604	-8,464	-8.1%	10,191.6	9,370.6	105,068	92,953	-12,115	-11.5%	10,191.6	9,016.4
November-08	149	115,005	107,095	-7,910	-6.9%	17,135.7	15,957.2	115,005	103,746	-11,259	-9.8%	17,135.7	15,458.2
December-08	114	102,715	96,261	-6,454	-6.3%	11,709.5	10,973.8	102,715	94,983	-7,732	-7.5%	11,709.5	10,828.1
January-09	80	109,117	102,911	-6,206	-5.7%	8,729.4	8,232.9	109,032	97,485	-11,547	-10.6%	8,729.4	8,232.9
February-09	62	102,200	96,192	-6,008	-5.9%	6,336.4	5,963.9	102,200	94,423	-7,777	-7.6%	6,336.4	5,963.9
March-09	51	105,615	96,908	-8,707	-8.2%	5,386.4	4,942.3	105,615	94,423	-11,192	-10.5%	5,386.4	4,942.3
April-09	34	102,889	96,758	-6,131	-6.0%	3,498.2	3,289.8	102,889	94,423	-8,466	-8.2%	3,498.2	3,289.8
May-09	28	102,655	94,637	-8,018	-7.8%	2,874.3	2,649.8	102,655	94,637	-8,018	-7.8%	2,874.3	2,649.8
June-09	30	110,763	109,955	-808	-0.7%	3,322.9	3,298.7	110,763	109,955	-808	-0.7%	3,322.9	3,298.7
July-09	40	100,641	94,361	-6,280	-6.2%	4,025.6	3,774.4	100,641	94,361	-6,280	-6.2%	4,025.6	3,774.4
August-09	39	93,124	91,779	-1,345	-1.4%	3,631.8	3,579.4	93,124	91,779	-1,345	-1.4%	3,631.8	3,579.4
September-09	32	94,582	90,776	-3,806	-4.0%	3,026.6	2,904.8	94,582	90,776	-3,806	-4.0%	3,026.6	2,904.8
October-09	125	97,668	90,410	-7,258	-7.4%	12,208.5	11,301.3	97,668	90,410	-7,258	-7.4%	12,208.5	11,301.3
November-09	215	96,644	89,620	-7,024	-7.3%	20,778.5	19,268.3	96,644	89,620	-7,024	-7.3%	20,778.5	19,268.3
December-09	61	98,165	94,491	-3,674	-3.7%	5,988.1	5,764.0	98,165	94,491	-3,674	-3.7%	5,988.1	5,764.0
Total	1,832	101,927	96,019	-5,908	-5.8%	186,730.3	175,907.2	101,927	96,019	-5,908	-5.8%	186,730.3	175,907.2
								103,308	94,470	-8,838	-8.6%	106,923.5	97,776.2
								101,321	92,706	-8,615	-8.5%	17,123.3	15,667.3

Month Unit Installed	Customers	Normalized Consumption (Mcf)										1 Year Prior to Installation		1 Year After Installation		2nd Year After Installation		3rd Year After Installation		Weighted Annual Consumption				
		1 Year Prior Installation	1 Year After Installation	Change	% Change	Pre	Post	1 Year Prior Installation	1 Year After Installation	Change	% Change	Pre	Post	1 Year Prior Installation	1 Year After Installation	Change	% Change	Pre	Post	1 Year Prior Installation	1 Year After Installation	Change	% Change	Pre
November-07	173	105,068	89,755	-15,313	-14.6%	18,176.8	15,527.6	88,274	-16,794	-16.0%	18,176.8	15,271.4	105,068	85,429	-19,639	-18.7%	18,176.8	14,779.2	105,068	85,429	-19,639	-18.7%	18,176.8	14,779.2
December-07	310	110,776	94,551	-16,225	-14.6%	34,340.6	29,310.8	91,027	-19,749	-17.8%	34,340.6	28,218.4	110,776	88,523	-22,253	-20.1%	34,340.6	27,442.1	110,776	88,523	-22,253	-20.1%	34,340.6	27,442.1
January-08	231	114,092	99,377	-14,715	-12.9%	26,355.3	22,956.1	94,953	-19,139	-16.8%	26,355.3	21,934.1	114,092	91,027	-23,065	-20.2%	26,355.3	21,934.1	114,092	91,027	-23,065	-20.2%	26,355.3	21,934.1
February-08	159	108,445	93,493	-14,952	-13.8%	17,242.8	14,865.4	89,856	-18,589	-17.1%	17,242.8	14,287.1	108,445	89,856	-18,589	-17.1%	17,242.8	14,287.1	108,445	89,856	-18,589	-17.1%	17,242.8	14,287.1
March-08	178	111,875	97,184	-14,691	-13.1%	19,913.8	17,298.8	95,522	-16,353	-14.6%	19,913.8	17,002.9	111,875	92,426	-19,449	-17.4%	19,913.8	17,002.9	111,875	92,426	-19,449	-17.4%	19,913.8	17,002.9
April-08	208	109,070	94,604	-14,466	-13.3%	22,686.6	19,677.6	92,426	-16,644	-15.3%	22,686.6	19,224.6	109,070	85,331	-23,739	-21.8%	22,686.6	19,224.6	109,070	85,331	-23,739	-21.8%	22,686.6	19,224.6
May-08	170	102,437	86,964	-15,473	-15.1%	17,414.3	14,783.9	85,331	-17,106	-16.7%	17,414.3	14,506.3	102,437	82,409	-20,028	-19.6%	17,414.3	14,506.3	102,437	82,409	-20,028	-19.6%	17,414.3	14,506.3
June-08	201	97,131	84,562	-12,569	-12.9%	19,523.3	16,997.0	82,409	-14,722	-15.2%	19,523.3	16,564.2	97,131	77,993	-19,138	-19.7%	19,523.3	16,564.2	97,131	77,993	-19,138	-19.7%	19,523.3	16,564.2
July-08	211	107,793	94,799	-12,994	-12.1%	22,744.3	20,002.6	91,991	-15,802	-14.7%	22,744.3	19,410.1	107,793	89,879	-17,914	-16.6%	22,744.3	19,410.1	107,793	89,879	-17,914	-16.6%	22,744.3	19,410.1
August-08	199	107,901	92,106	-15,795	-14.6%	21,472.3	18,329.1	89,879	-18,022	-16.7%	21,472.3	17,885.9	107,901	89,879	-18,022	-16.7%	21,472.3	17,885.9	107,901	89,879	-18,022	-16.7%	21,472.3	17,885.9
September-08	303	107,563	93,910	-13,653	-12.7%	32,591.6	28,454.7	90,669	-16,894	-15.7%	32,591.6	27,472.7	107,563	90,669	-16,894	-15.7%	32,591.6	27,472.7	107,563	90,669	-16,894	-15.7%	32,591.6	27,472.7
October-08	470	110,392	94,766	-15,626	-14.2%	51,884.2	44,540.0	90,842	-19,550	-17.7%	51,884.2	42,695.7	110,392	90,842	-19,550	-17.7%	51,884.2	42,695.7	110,392	90,842	-19,550	-17.7%	51,884.2	42,695.7
November-08	525	106,128	91,200	-14,928	-14.1%	55,717.2	47,880.0	88,875	-17,253	-16.3%	55,717.2	46,659.4	106,128	88,875	-17,253	-16.3%	55,717.2	46,659.4	106,128	88,875	-17,253	-16.3%	55,717.2	46,659.4
December-08	377	108,200	94,036	-14,164	-13.1%	40,791.4	35,451.6	92,330	-15,870	-14.7%	40,791.4	34,808.4	108,200	92,330	-15,870	-14.7%	40,791.4	34,808.4	108,200	92,330	-15,870	-14.7%	40,791.4	34,808.4
January-09	297	110,605	94,495	-16,110	-14.6%	32,849.7	28,065.0	85,331	-14,722	-15.2%	32,849.7	28,065.0	110,605	92,330	-18,275	-16.5%	32,849.7	28,065.0	110,605	92,330	-18,275	-16.5%	32,849.7	28,065.0
February-09	265	110,383	95,704	-14,679	-13.3%	29,251.5	25,361.6	92,330	-16,921	-18.5%	29,251.5	25,361.6	110,383	92,330	-18,053	-16.4%	29,251.5	25,361.6	110,383	92,330	-18,053	-16.4%	29,251.5	25,361.6
March-09	242	110,056	94,429	-15,627	-14.2%	26,633.6	22,851.8	92,330	-16,921	-18.5%	26,633.6	22,851.8	110,056	92,330	-17,726	-16.1%	26,633.6	22,851.8	110,056	92,330	-17,726	-16.1%	26,633.6	22,851.8
April-09	240	104,625	91,241	-13,384	-12.8%	25,110.0	21,897.8	92,330	-16,921	-18.5%	25,110.0	21,897.8	104,625	92,330	-12,295	-11.8%	25,110.0	21,897.8	104,625	92,330	-12,295	-11.8%	25,110.0	21,897.8
May-09	244	105,307	91,247	-14,060	-13.4%	25,694.9	22,264.3	92,330	-16,921	-18.5%	25,694.9	22,264.3	105,307	92,330	-12,977	-12.3%	25,694.9	22,264.3	105,307	92,330	-12,977	-12.3%	25,694.9	22,264.3
June-09	284	102,360	88,878	-13,482	-13.2%	29,070.2	25,241.4	92,330	-16,921	-18.5%	29,070.2	25,241.4	102,360	92,330	-10,030	-9.8%	29,070.2	25,241.4	102,360	92,330	-10,030	-9.8%	29,070.2	25,241.4
July-09	264	104,500	91,273	-13,819	-13.1%	27,744.3	24,096.1	92,330	-16,921	-18.5%	27,744.3	24,096.1	104,500	92,330	-12,170	-11.7%	27,744.3	24,096.1	104,500	92,330	-12,170	-11.7%	27,744.3	24,096.1
August-09	314	104,500	90,123	-14,377	-13.8%	32,813.0	28,298.6	92,330	-16,921	-18.5%	32,813.0	28,298.6	104,500	92,330	-12,170	-11.7%	32,813.0	28,298.6	104,500	92,330	-12,170	-11.7%	32,813.0	28,298.6
September-09	390	103,788	88,553	-15,235	-14.7%	40,477.3	34,535.7	92,330	-16,921	-18.5%	40,477.3	34,535.7	103,788	92,330	-11,458	-11.1%	40,477.3	34,535.7	103,788	92,330	-11,458	-11.1%	40,477.3	34,535.7
October-09	646	105,180	90,122	-15,058	-14.3%	67,946.3	58,218.8	92,330	-16,921	-18.5%	67,946.3	58,218.8	105,180	92,330	-12,850	-12.3%	67,946.3	58,218.8	105,180	92,330	-12,850	-12.3%	67,946.3	58,218.8
November-09	699	106,160	90,193	-15,967	-15.0%	74,205.8	63,044.9	92,330	-16,921	-18.5%	74,205.8	63,044.9	106,160	92,330	-13,830	-12.9%	74,205.8	63,044.9	106,160	92,330	-13,830	-12.9%	74,205.8	63,044.9
December-09	645	106,610	91,605	-15,005	-14.1%	68,763.5	59,085.2	92,330	-16,921	-18.5%	68,763.5	59,085.2	106,610	92,330	-14,280	-13.3%	68,763.5	59,085.2	106,610	92,330	-14,280	-13.3%	68,763.5	59,085.2
Total	8,245	106,903	92,060	-14,843	-13.9%	881,414.4	759,036.3	90,428	-17,473	-16.2%	881,414.4	759,036.3	107,902	90,428	-17,474	-16.2%	881,414.4	759,036.3	108,732	87,415	-21,317	-19.6%	52,517.3	42,221.3

Month Unit Installed	Customers	Storage Tank Water Heating Only Normalized Consumption (Mcf)															
		1 Year Prior to Installation			1 Year After Installation			2nd Year After Installation			3rd Year After Installation						
		Installation	Post	Change	% Change	Installation	Post	Change	% Change	Installation	Post	Change	% Change	Installation	Post	Change	% Change
November-07	12	96.865	93.346	-3.519	-3.6%	1,162.4	1,120.2	-42.2	-3.6%	96.865	88.003	-8.862	-9.1%	1,162.4	1,056.0	-106.4	-9.1%
December-07	46	106.288	101.758	-4.530	-4.3%	4,889.2	4,680.9	-208.3	-4.3%	106.288	97.861	-8.427	-7.9%	4,889.2	4,501.6	-387.6	-7.9%
January-08	81	109.151	108.140	-1.011	-0.9%	8,841.2	8,759.3	-81.9	-0.9%	109.151	105.433	-3.718	-3.4%	8,841.2	8,540.1	-301.1	-3.4%
February-08	46	109.255	104.317	-4.938	-4.5%	5,025.7	4,798.6	-227.1	-4.5%	109.255	102.269	-6.986	-6.4%	5,025.7	4,704.4	-321.3	-6.4%
March-08	63	107.394	104.781	-2.613	-2.4%	6,765.8	6,601.2	-164.6	-2.4%	107.394	101.007	-6.387	-5.9%	6,765.8	6,363.4	-402.4	-5.9%
April-08	106	110.287	106.839	-3.448	-3.1%	11,690.4	11,324.9	-365.5	-3.1%	110.287	103.566	-6.721	-6.1%	11,690.4	10,978.0	-712.4	-6.1%
May-08	77	106.563	100.134	-6.429	-6.0%	8,205.4	7,710.3	-495.1	-6.0%	106.563	96.704	-9.859	-9.3%	8,205.4	7,446.2	-759.2	-9.3%
June-08	43	106.820	101.654	-5.166	-4.8%	4,593.3	4,371.1	-222.2	-4.8%	106.820	97.072	-9.748	-9.1%	4,593.3	4,174.1	-419.2	-9.1%
July-08	50	98.739	95.618	-3.121	-3.2%	4,937.0	4,780.9	-156.1	-3.2%	98.739	96.784	-1.955	-2.0%	4,937.0	4,839.2	-97.8	-2.0%
August-08	44	110.872	107.545	-3.327	-3.0%	4,878.4	4,732.0	-146.4	-3.0%	110.872	104.286	-6.586	-5.9%	4,878.4	4,588.6	-289.8	-5.9%
September-08	54	101.284	93.899	-7.385	-7.3%	5,469.3	5,070.5	-398.8	-7.3%	101.284	94.035	-7.249	-7.2%	5,469.3	5,077.9	-391.4	-7.2%
October-08	45	105.253	101.189	-4.064	-3.9%	4,736.4	4,553.5	-182.9	-3.9%	105.253	97.070	-8.183	-7.8%	4,736.4	4,368.2	-368.2	-7.8%
November-08	55	113.652	109.866	-3.786	-3.3%	6,250.9	6,042.6	-208.3	-3.3%	113.652	105.502	-8.150	-7.2%	6,250.9	5,802.6	-448.3	-7.2%
December-08	68	108.036	103.652	-4.384	-4.1%	7,346.4	7,048.3	-298.1	-4.1%	108.036	101.221	-6.815	-6.3%	7,346.4	6,883.0	-463.4	-6.3%
January-09	62	103.098	96.000	-7.098	-6.9%	6,392.1	5,952.0	-440.1	-6.9%	103.098	96.000	-7.098	-6.9%	6,392.1	5,952.0	-440.1	-6.9%
February-09	80	107.917	103.352	-4.565	-4.2%	8,633.4	8,268.2	-365.2	-4.2%	107.917	101.221	-6.696	-6.3%	8,633.4	8,268.2	-365.2	-4.2%
March-09	77	111.353	104.166	-7.187	-6.5%	8,574.2	8,020.8	-553.4	-6.5%	111.353	104.166	-7.187	-6.5%	8,574.2	8,020.8	-553.4	-6.5%
April-09	70	107.355	103.266	-4.089	-3.8%	7,514.9	7,228.6	-286.3	-3.8%	107.355	103.266	-4.089	-3.8%	7,514.9	7,228.6	-286.3	-3.8%
May-09	67	103.286	96.058	-7.228	-7.0%	6,920.2	6,435.9	-484.3	-7.0%	103.286	96.058	-7.228	-7.0%	6,920.2	6,435.9	-484.3	-7.0%
June-09	72	94.442	90.909	-3.533	-3.7%	6,799.8	6,545.4	-254.4	-3.7%	94.442	90.909	-3.533	-3.7%	6,799.8	6,545.4	-254.4	-3.7%
July-09	54	107.660	106.896	-0.764	-0.7%	5,813.6	5,772.4	-41.2	-0.7%	107.660	106.896	-0.764	-0.7%	5,813.6	5,772.4	-41.2	-0.7%
August-09	61	113.089	109.763	-3.326	-2.9%	6,898.4	6,695.5	-202.9	-2.9%	113.089	109.763	-3.326	-2.9%	6,898.4	6,695.5	-202.9	-2.9%
September-09	58	109.736	106.719	-3.017	-2.7%	6,364.7	6,189.7	-175.0	-2.7%	109.736	106.719	-3.017	-2.7%	6,364.7	6,189.7	-175.0	-2.7%
October-09	85	103.467	98.835	-4.632	-4.5%	8,794.7	8,401.0	-393.7	-4.5%	103.467	98.835	-4.632	-4.5%	8,794.7	8,401.0	-393.7	-4.5%
November-09	94	99.604	95.606	-3.998	-4.0%	9,362.8	8,987.0	-375.8	-4.0%	99.604	95.606	-3.998	-4.0%	9,362.8	8,987.0	-375.8	-4.0%
December-09	60	113.376	107.771	-5.605	-4.9%	6,802.6	6,466.3	-336.3	-4.9%	113.376	107.771	-5.605	-4.9%	6,802.6	6,466.3	-336.3	-4.9%
Total	1,630	106.542	102.182	-4.359	-4.1%	173,663.0	166,557.1	-7,105.9	-4.1%	107.331	100.409	-6.922	-6.4%	84,791.8	79,323.3	-5,468.5	-6.4%
										104.338	93.406	-10.933	-10.5%	6,051.6	5,417.5	-634.1	-10.5%

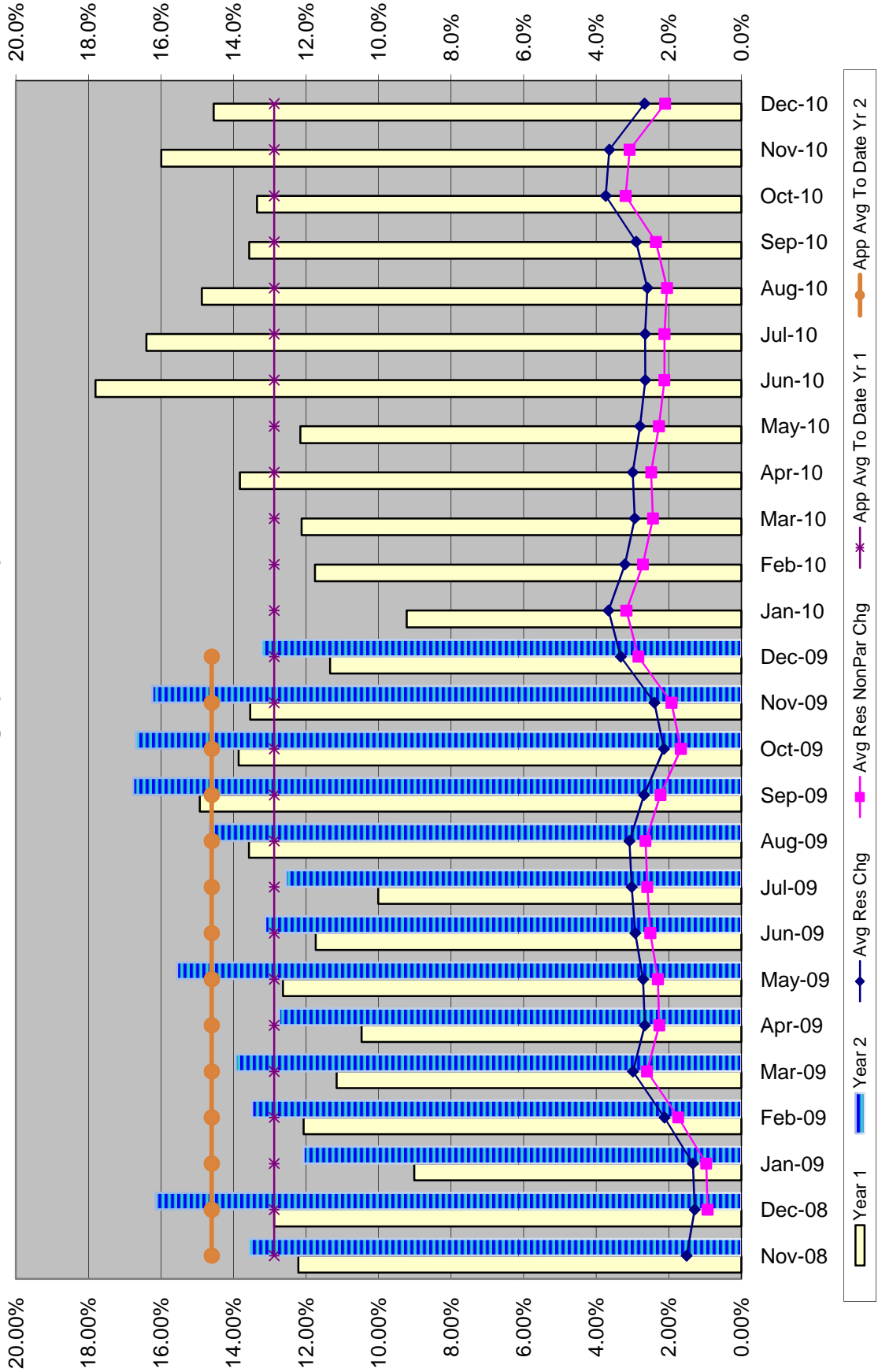
National Fuel Gas Distribution Corporation
 New York Division
 Conservation Incentive Program
 Residential Appliance Rebate Program
 Pre and Post Installation Consumption Analysis

Month Unit Installed	Customers	Tankless Water Heating Only Normalized Consumption (Mcf)																							
		1 Year Prior to Installation				1 Year After Installation				1 Year Prior to Installation				1 Year After Installation											
		Installation	Installation	Change	% Change	Installation	Installation	Change	% Change	Installation	Installation	Change	% Change	Installation	Installation	Change	% Change								
November-07	18	94,015	91,315	-2,700	-2.9%	1,643.7	1,692.3	1,643.7	-2.9%	94,015	89,192	-4,823	-5.1%	1,692.3	1,605.5	-86.8	-5.1%	94,015	84,820	-9,195	-9.8%	1,692.3	1,526.8	-165.5	-9.8%
December-07	57	103,513	96,868	-6,645	-6.4%	5,900.2	5,900.2	5,900.2	0.0%	103,513	95,327	-8,186	-7.9%	5,900.2	5,433.6	-466.6	-7.9%	103,513	93,839	-9,674	-9.3%	5,900.2	5,348.8	-551.4	-9.3%
January-08	57	113,327	104,206	-9,121	-8.0%	6,459.6	6,459.6	6,459.6	0.0%	113,327	102,139	-11,188	-9.9%	6,459.6	5,821.9	-637.7	-9.9%	113,327	103,839	-9,488	-8.4%	6,459.6	5,821.9	-637.7	-9.9%
February-08	36	92,069	84,208	-7,861	-8.5%	3,314.5	3,314.5	3,314.5	0.0%	92,069	84,893	-7,176	-7.8%	3,314.5	3,056.1	-258.4	-7.8%	92,069	84,893	-7,176	-7.8%	3,314.5	3,056.1	-258.4	-7.8%
March-08	20	108,021	99,082	-8,939	-8.3%	2,160.4	2,160.4	2,160.4	0.0%	108,021	96,124	-11,897	-11.0%	2,160.4	1,922.5	-237.9	-11.0%	108,021	96,124	-11,897	-11.0%	2,160.4	1,922.5	-237.9	-11.0%
April-08	34	107,814	99,256	-8,558	-7.9%	3,665.7	3,665.7	3,665.7	0.0%	107,814	93,908	-13,906	-12.9%	3,665.7	3,192.9	-472.8	-12.9%	107,814	93,908	-13,906	-12.9%	3,665.7	3,192.9	-472.8	-12.9%
May-08	29	104,325	98,575	-5,750	-5.5%	3,025.4	3,025.4	3,025.4	0.0%	104,325	96,613	-7,712	-7.4%	3,025.4	2,801.8	-223.6	-7.4%	104,325	96,613	-7,712	-7.4%	3,025.4	2,801.8	-223.6	-7.4%
June-08	25	97,189	92,363	-4,826	-5.0%	2,429.7	2,429.7	2,429.7	0.0%	97,189	92,907	-4,282	-4.4%	2,429.7	2,322.7	-107.0	-4.4%	97,189	92,907	-4,282	-4.4%	2,429.7	2,322.7	-107.0	-4.4%
July-08	23	103,614	92,487	-11,127	-10.7%	2,383.1	2,383.1	2,383.1	0.0%	103,614	93,326	-10,288	-9.9%	2,383.1	2,146.5	-236.6	-9.9%	103,614	93,326	-10,288	-9.9%	2,383.1	2,146.5	-236.6	-9.9%
August-08	23	83,076	75,409	-7,667	-9.2%	1,910.7	1,910.7	1,910.7	0.0%	83,076	72,210	-10,866	-13.1%	1,910.7	1,660.8	-249.9	-13.1%	83,076	72,210	-10,866	-13.1%	1,910.7	1,660.8	-249.9	-13.1%
September-08	30	104,570	102,422	-2,148	-2.1%	3,137.1	3,072.7	-64.4	-2.1%	104,570	97,726	-6,844	-6.5%	3,137.1	2,931.8	-205.3	-6.5%	104,570	97,726	-6,844	-6.5%	3,137.1	2,931.8	-205.3	-6.5%
October-08	24	103,487	96,619	-6,868	-6.6%	2,483.7	2,483.7	2,483.7	0.0%	103,487	91,439	-12,048	-11.6%	2,483.7	2,194.5	-289.2	-11.6%	103,487	91,439	-12,048	-11.6%	2,483.7	2,194.5	-289.2	-11.6%
November-08	21	108,830	103,576	-5,254	-4.8%	2,285.4	2,285.4	2,285.4	0.0%	108,830	102,995	-5,835	-5.4%	2,285.4	2,162.9	-122.5	-5.4%	108,830	102,995	-5,835	-5.4%	2,285.4	2,162.9	-122.5	-5.4%
December-08	22	111,151	98,540	-12,611	-11.3%	2,445.3	2,445.3	2,445.3	0.0%	111,151	95,931	-15,220	-13.7%	2,445.3	2,110.5	-334.8	-13.7%	111,151	95,931	-15,220	-13.7%	2,445.3	2,110.5	-334.8	-13.7%
January-09	26	97,040	88,883	-8,157	-8.4%	2,311.0	2,311.0	2,311.0	0.0%	97,040	88,883	-8,157	-8.4%	2,311.0	2,110.5	-200.5	-8.4%	97,040	88,883	-8,157	-8.4%	2,311.0	2,110.5	-200.5	-8.4%
February-09	31	109,429	103,996	-5,433	-5.0%	3,392.3	3,392.3	3,392.3	0.0%	109,429	103,996	-5,433	-5.0%	3,392.3	3,223.9	-168.4	-5.0%	109,429	103,996	-5,433	-5.0%	3,392.3	3,223.9	-168.4	-5.0%
March-09	38	96,625	89,845	-6,780	-7.0%	3,671.8	3,671.8	3,671.8	0.0%	96,625	89,845	-6,780	-7.0%	3,671.8	3,414.1	-257.7	-7.0%	96,625	89,845	-6,780	-7.0%	3,671.8	3,414.1	-257.7	-7.0%
April-09	51	109,495	97,645	-11,850	-10.8%	5,584.2	5,584.2	5,584.2	0.0%	109,495	97,645	-11,850	-10.8%	5,584.2	4,979.9	-604.3	-10.8%	109,495	97,645	-11,850	-10.8%	5,584.2	4,979.9	-604.3	-10.8%
May-09	40	90,198	82,272	-7,926	-8.8%	3,607.9	3,607.9	3,607.9	0.0%	90,198	82,272	-7,926	-8.8%	3,607.9	3,290.9	-317.0	-8.8%	90,198	82,272	-7,926	-8.8%	3,607.9	3,290.9	-317.0	-8.8%
June-09	42	91,868	84,071	-7,797	-8.5%	3,858.5	3,858.5	3,858.5	0.0%	91,868	84,071	-7,797	-8.5%	3,858.5	3,531.0	-327.5	-8.5%	91,868	84,071	-7,797	-8.5%	3,858.5	3,531.0	-327.5	-8.5%
July-09	38	94,055	87,217	-6,838	-7.3%	3,574.1	3,574.1	3,574.1	0.0%	94,055	87,217	-6,838	-7.3%	3,574.1	3,314.2	-259.9	-7.3%	94,055	87,217	-6,838	-7.3%	3,574.1	3,314.2	-259.9	-7.3%
August-09	43	102,153	96,942	-5,211	-5.1%	4,392.6	4,392.6	4,392.6	0.0%	102,153	96,942	-5,211	-5.1%	4,392.6	4,168.5	-224.1	-5.1%	102,153	96,942	-5,211	-5.1%	4,392.6	4,168.5	-224.1	-5.1%
September-09	46	96,749	86,729	-10,020	-10.4%	4,450.5	4,450.5	4,450.5	0.0%	96,749	86,729	-10,020	-10.4%	4,450.5	3,989.5	-461.0	-10.4%	96,749	86,729	-10,020	-10.4%	4,450.5	3,989.5	-461.0	-10.4%
October-09	44	97,410	86,224	-11,186	-11.5%	4,286.0	4,286.0	4,286.0	0.0%	97,410	86,224	-11,186	-11.5%	4,286.0	3,793.9	-492.1	-11.5%	97,410	86,224	-11,186	-11.5%	4,286.0	3,793.9	-492.1	-11.5%
November-09	54	108,630	100,105	-8,525	-7.8%	5,866.0	5,866.0	5,866.0	0.0%	108,630	100,105	-8,525	-7.8%	5,866.0	5,405.7	-460.3	-7.8%	108,630	100,105	-8,525	-7.8%	5,866.0	5,405.7	-460.3	-7.8%
December-09	86	102,699	95,763	-6,936	-6.8%	8,832.1	8,832.1	8,832.1	0.0%	102,699	95,763	-6,936	-6.8%	8,832.1	8,235.6	-596.5	-6.8%	102,699	95,763	-6,936	-6.8%	8,832.1	8,235.6	-596.5	-6.8%
Total	958	101,599	93,857	-7,742	-7.6%	97,332.3	97,332.3	97,332.3	0.0%	101,599	93,857	-7,742	-7.6%	97,332.3	89,914.7	-7,417.6	-7.6%	101,599	93,857	-7,742	-7.6%	97,332.3	89,914.7	-7,417.6	-7.6%

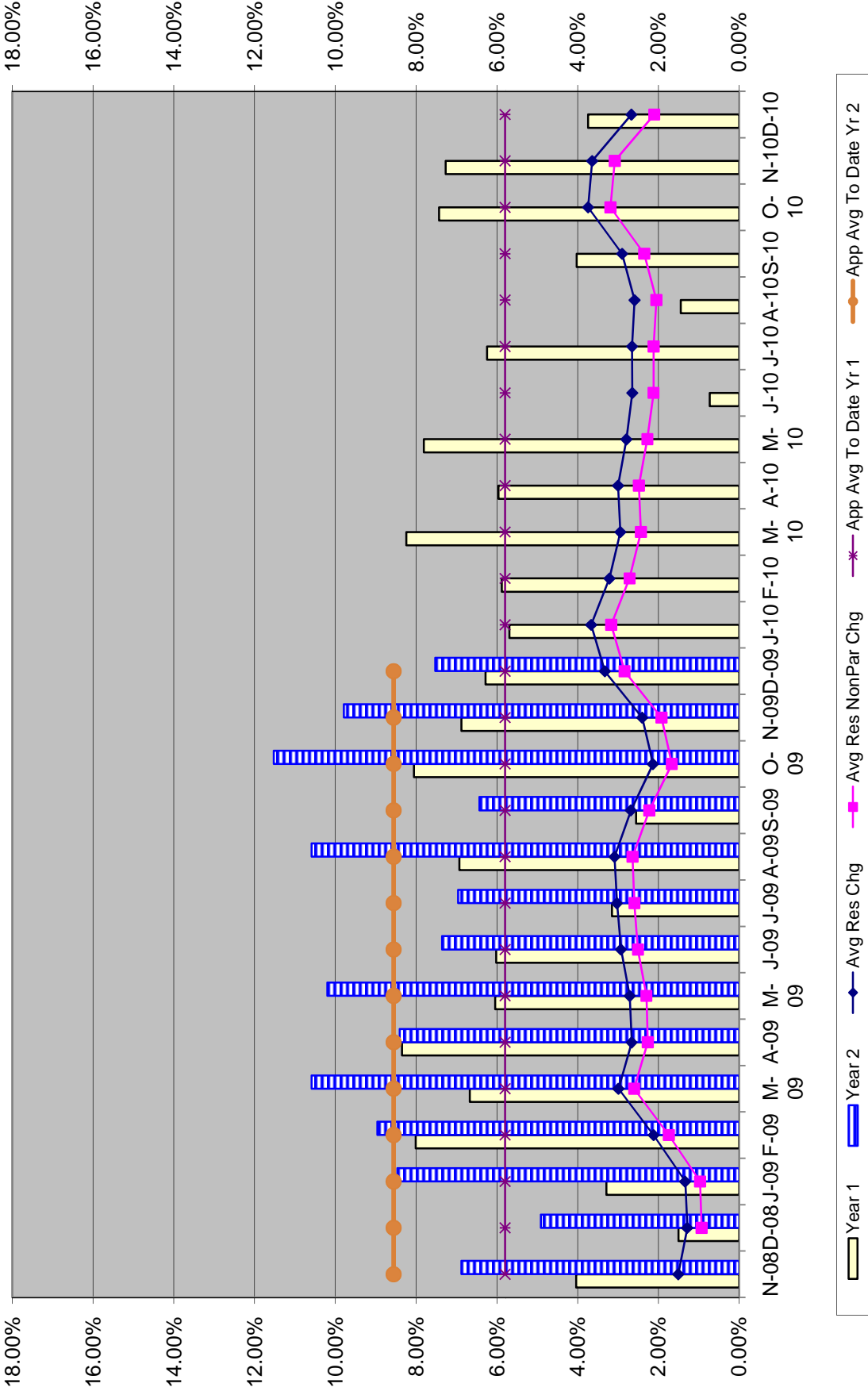
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 Residential Appliance Rebate Program
 Pre and Post Installation Consumption Analysis

LIURP															
Normalized Consumption (Mcf)															
Month Unit Installed	Customers	1 Year Prior to Installation				1 Year After Installation				Weighted Annual Consumption			Weighted Annual Consumption		
		Installation	to Installation	Installation	Post	Installation	Installation	Installation	Post	Pre	Post	Pre	Post	Pre	Post
March-08	2	225.583	207.221	-18.362	-8.1%	207.221	414.4	451.2	414.4	208.972	-16.611	-7.4%	451.2	417.9	
April-08	14	216.962	197.512	-19.450	-9.0%	197.512	2,765.2	3,037.5	2,765.2	181.110	-35.852	-16.5%	3,037.5	2,535.5	
May-08	20	193.173	172.299	-20.874	-10.8%	172.299	3,446.0	3,863.5	3,446.0	163.487	-29.686	-15.4%	3,863.5	3,269.7	
June-08	15	182.309	171.912	-10.397	-5.7%	171.912	2,578.7	2,734.6	2,578.7	169.302	-13.007	-7.1%	2,734.6	2,539.5	
July-08	11	178.887	166.498	-12.389	-6.9%	166.498	1,831.5	1,967.8	1,831.5	154.670	-24.217	-13.5%	1,967.8	1,701.4	
August-08	22	200.738	177.723	-23.015	-11.5%	177.723	3,909.9	4,416.2	3,909.9	166.312	-34.426	-17.1%	4,416.2	3,658.9	
September-08	25	210.164	181.105	-29.059	-13.8%	181.105	4,527.6	5,254.1	4,527.6	170.365	-39.799	-18.9%	5,254.1	4,259.1	
October-08	33	191.145	174.357	-16.788	-8.8%	174.357	5,753.8	6,307.8	5,753.8	169.754	-21.391	-11.2%	6,307.8	5,601.9	
November-08	57	199.840	173.470	-26.370	-13.2%	173.470	9,887.8	11,390.9	9,887.8	165.957	-33.883	-17.0%	11,390.9	9,459.5	
December-08	28	207.121	177.327	-29.794	-14.4%	177.327	4,965.2	5,799.4	4,965.2	162.305	-44.816	-21.6%	5,799.4	4,544.5	
January-09	45	197.579	171.084	-26.495	-13.4%	171.084	7,698.8	8,891.1	7,698.8						
February-09	60	179.015	151.819	-27.196	-15.2%	151.819	9,109.1	10,740.9	9,109.1						
March-09	98	177.707	149.874	-27.833	-15.7%	149.874	14,687.7	17,415.3	14,687.7						
April-09	78	183.353	150.356	-32.997	-18.0%	150.356	11,727.8	14,301.5	11,727.8						
May-09	39	166.332	145.231	-21.101	-12.7%	145.231	5,664.0	6,486.9	5,664.0						
June-09	46	144.821	132.254	-12.567	-8.7%	132.254	6,083.7	6,661.8	6,083.7						
July-09	65	147.718	125.457	-22.261	-15.1%	125.457	8,154.7	9,601.7	8,154.7						
August-09	105	155.435	133.177	-22.258	-14.3%	133.177	13,983.6	16,320.7	13,983.6						
September-09	105	161.374	139.851	-21.523	-13.3%	139.851	14,684.4	16,944.3	14,684.4						
October-09	112	160.891	140.149	-20.742	-12.9%	140.149	15,696.7	18,019.8	15,696.7						
November-09	38	162.352	140.932	-21.420	-13.2%	140.932	5,355.4	6,169.4	5,355.4						
December-09	2	144.841	139.750	-5.091	-3.5%	139.750	279.5	289.7	279.5						
Total	1,020	173.594	150.201	-23.393	-13.5%	150.201	153,205.3	177,065.8	153,205.3	199,220	-31,871	-16.0%	45,222.9	37,988.1	

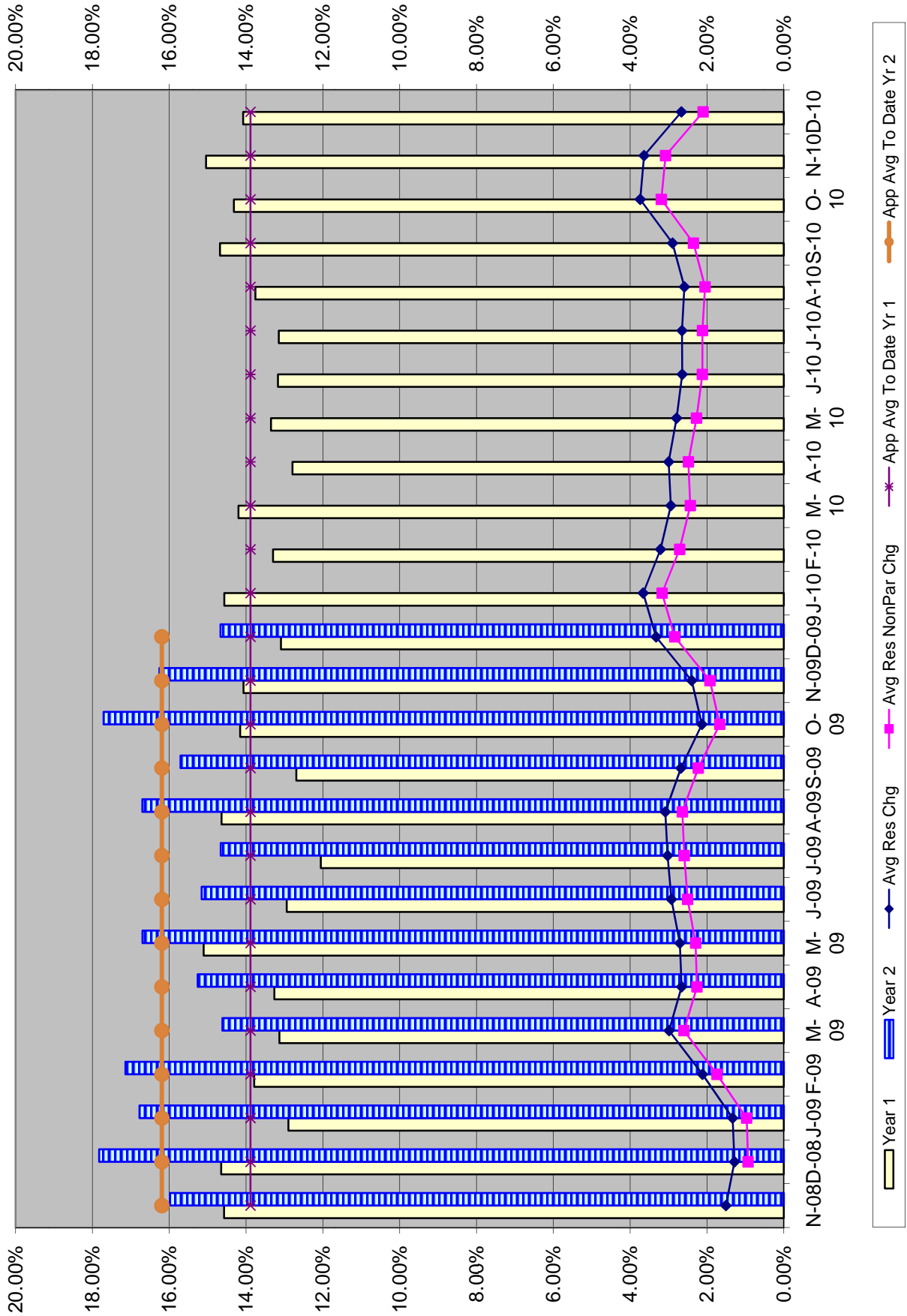
**Pre Post Savings
Heating Systems Only**



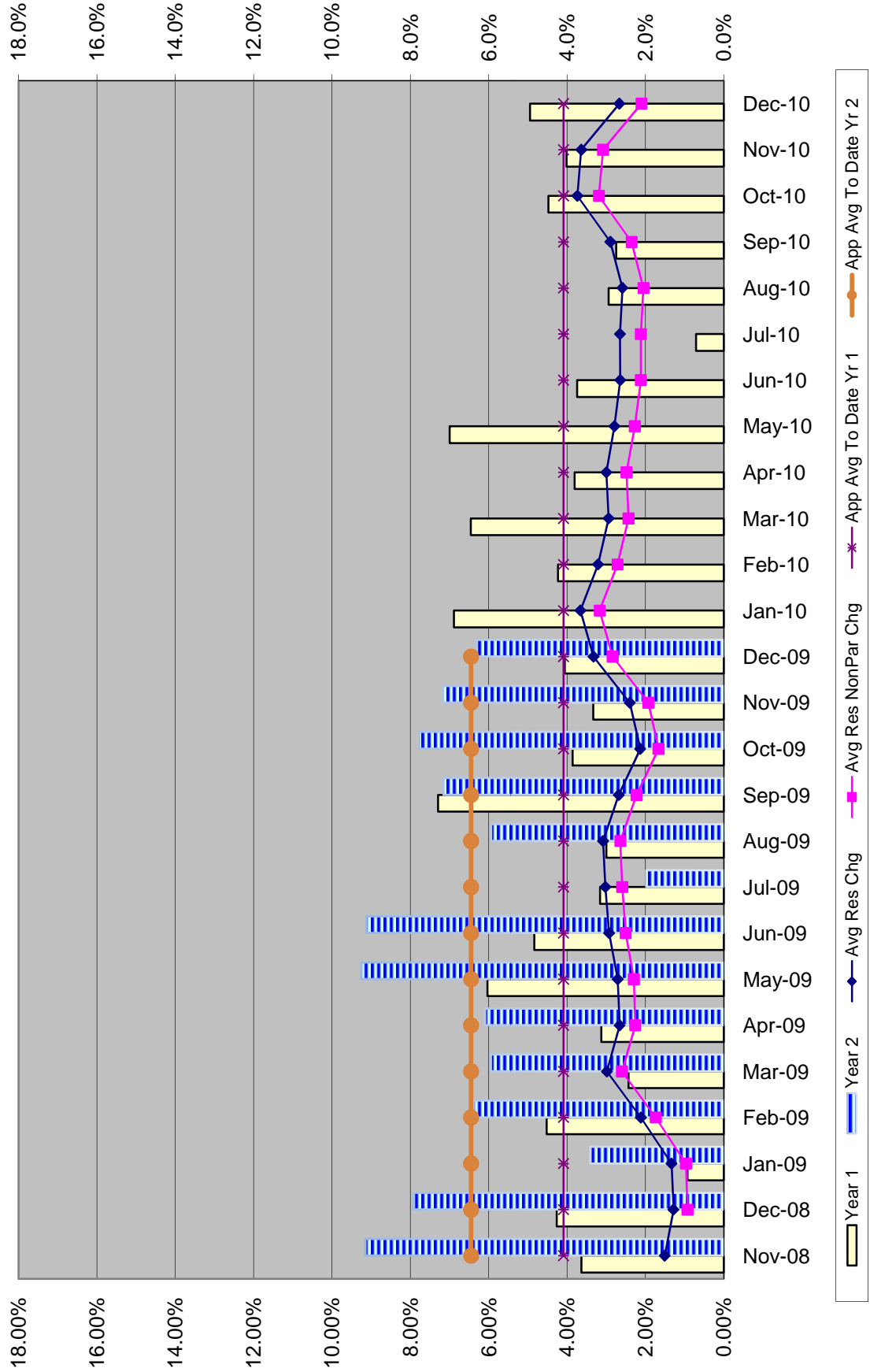
Pre Post Savings Programmable Thermostats



Pre Post Savings Heating Systems & Programmable Thermostats



**Pre Post Savings
 Water Tank Heaters**



**Pre Post Savings
Tankless Water Heaters**

