

May 8, 2007

**VIA HAND DELIVERY & ELECTRONIC MAIL**

Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

**RE: Docket 3790 – National Grid Gas Energy Efficiency Programs  
Responses to Record Requests**

Dear Ms. Massaro:

Attached please find ten (10) copies of National Grid's responses to record requests issued at the Commission's evidentiary hearing held on May 1, 2007, in the above-captioned proceeding.

Thank you for your attention to this filing. If you have any questions, please feel free to contact me at (401) 784-7667.

Very truly yours,



Laura S. Olton

Enclosures

cc: Docket 3790 Service List

Commission Record Request 1-1

Request:

Please quantify the lost revenues expected to be realized by the Company as a consequence of successful implementation of the proposed gas energy efficiency programs.

Response:

The annual lost revenues associated with the 198,908 decatherms reflected on Settlement Attachment 8, page 2 is approximately \$508,000. This is based just on the variable distribution rates and does not reflect reductions that would occur from reduced demand charge revenues for the C&I rate classes.

Commission Record Request 1-2

Request:

Please provide the percent of participants in KeySpan's Energy Audit and Engineering Services Program who go on to participate in the Commercial Energy Efficiency Program.

Response:

Over the past 4 years, the average installation rate across KeySpan's service territory was 27%. This rate of installation was calculated by dividing the number of customers who received Energy Audits or Engineering Services and also installed measures by the total number of participants who received Energy Audits or Engineering Services.

Commission Record Request 1-3

Request:

Please provide the percent of participants in KeySpan's Business Energy Analyzer Program who go on to participate in the Commercial Energy Efficiency Program.

Response:

To date, KeySpan has not been able to identify any participants in its Business Energy Analyzer Program who have gone on to participate in the Commercial Energy Efficiency Program.

KeySpan has actively marketed the Business Energy Analyzer Program for approximately 18 months. The number of participants is relatively small compared to the Energy Analysis Internet Audit program, and commercial projects generally take longer to materialize. In the future, KeySpan plans to conduct a survey of Business Energy Analyzer users to determine the usefulness of this tool to participants and to identify what measures, if any, have been installed by the customer, either through participation in other energy efficiency programs offered by KeySpan or electric utilities, or independent of KeySpan's formal programs.

Commission Record Request 1-4

Request:

Please provide the percent of participants in KeySpan's Energy Analysis: Internet Audit Program who go on to participate in other residential gas energy efficiency programs.

Response:

KeySpan conducted a review of participants in the Residential Energy Analysis: Internet Audit and residential energy efficiency programs. There was difficulty determining the total overlap of customers because online analyzer customers are only asked to disclose their e-mail address and the town in which they reside. In the future, KeySpan will request that customers provide their service address as well.

About 10% of customers who participate in KeySpan's energy efficiency programs provide an e-mail address along with their rebate application. A match revealed that 1.4% of customers who participated in the online energy analyzer were identified in the Company's rebate program database.

KeySpan believes that a higher percentage of Residential Energy Analysis: Internet Audit participants actually go on to either participate in a formal gas or electric energy efficiency program, or to install energy efficiency measures on their own. KeySpan estimates that if all customers who participated in the residential energy efficiency programs provided their e-mail address, a match of up to 14% could be expected. Further, this program provides significant customer education benefits that are not captured when only considering the marketing benefits of this program.

KeySpan plans to survey program participants in the future to ascertain the energy efficiency program participation of customers who have used the online energy analyzer as well as to determine whether other actions were taken to save energy as a result of using the online analyzer tool.

Commission Record Request 1-5

Request:

What is National Grid's practice related to collecting e-mail addresses from natural gas customers?

Response:

National Grid does not ask for e-mail addresses from natural gas customers in Rhode Island. The current customer information system for gas customers in Rhode Island does not have a designated field for retaining such information, even if the customer provided the Company with an e-mail address.

## Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the individuals listed below.



\_\_\_\_\_  
Joanne M. Scanlon

May 8, 2007

Date

**Docket 3790 – National Grid – Gas Energy Efficiency Programs  
Service List as of 4/19/07**

<b>Name/ Address</b>	<b>E-Mail Distribution</b>	<b>Telephone/ Facsimile</b>
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