

3.11.4. Sample Evaluation

voice *your choice*

► **FOR YOUR ELECTRICITY SUPPLY**

Meeting Evaluation

For each statement listed below, please place a checkmark in the box that best describes your experience today. Your honest feedback is important as it assists us in making future meetings more effective. *Thank you for taking the time to complete this evaluation.*

	Strongly Disagree	Disagree	Agree	Strongly Agree
1. Objectives were clearly stated and met during this meeting.				
2. Meeting content was presented clearly.				
3. Information was beneficial with regard to my job.				
4. Presenters were well prepared and effective.				
5. Sufficient time was provided for questions and answers.				
6. The facility was satisfactory.				

Feel free to use this space to comment on the above.

What was the best part of this meeting?

Please include suggestions for improvement.

Name (optional): _____
Organization: _____

3.12. Town Hall Meeting Presentation

Use Your Power to Choose the energy supplier that is right for you.

In New York State, an important change has taken place regarding your natural gas and electricity service. Companies other than your local utility, called Energy Service Companies (ESCOs), can compete to provide you with your energy supply. This change should bring about new products and services and deliver better value for your dollar.

Knowledge is power.

Doing your homework is the key to making an informed choice, and the Public Service Commission has the information to help you evaluate competing offers and select the energy options that are right for you. For an energy supplier guide, visit www.AskPSC.com and click on the "Power To Choose" logo.



Power To Choose

Energy Supplier Comparison Chart

The New York State Public Service Commission will hold consumer informational forums on RG&E's "Voice Your Choice" program. Come join us!

Monday, Nov. 29

Canandaigua Town Hall
5440 Routes 5 & 20 West
Canandaigua
Meeting Time: 1:30-3:30 p.m.

Penfield Town Hall
3100 Atlantic Avenue, Penfield
Meeting Time: 6:30-8:30 p.m.

Tuesday, Nov. 30

The Court Room at Town Hall
48 Main Street, LeRoy
Meeting Time: 1:30-3:30 p.m.

Town of Brighton Town Hall
2300 Elmwood Avenue, Brighton
Meeting Time: 6:30-8:30 p.m.

Wednesday, Dec. 1

City Hall Council Chambers
Room 302-A
30 Church Street, Rochester
Meeting Time: 1:30-3:30 p.m.

Holiday Inn Rochester South
1111 Jefferson Road, Henrietta
Meeting Time: 6:30-8:30 p.m.

Thursday, Dec. 2

Greece Town Hall
1 Vince Tofany Blvd., Greece
Meeting Time: 6:30-8:30 p.m.

Friday, Dec. 3

Victor Town Hall
85 East Main Street, Victor
Meeting Time: 1:30-3:30 p.m.

Livingston County
Government Center
6 Court Street, Geneseo
Meeting Time: 6:30-8:30 p.m.

New York
Energy Smart
PUBLIC SERVICE COMMISSION
NYSDA
Georgé E. Pataki, Governor

New York State Public Service Commission
1-888-Ask-PSC1 | www.AskPSC.com

William M. Flynn, Chairman

Status Report: Retail Access Programs in New York State



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RG&E Town Meetings - November 29 - December 3

Why Competitive Energy Markets?

- Choice / Freedom
- Rational Economic Decisions
- Innovation in Products and Services
- Environment
- Energy Independence
- Economic Development

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Retail Access Overview Challenges and Opportunities

- California
- ENRON
- NYISO maturation
- Natural Gas Volatility
- August 2003 Blackout

• Approximately 18 states / districts are actively implementing retail choice, 7 have delayed or suspended implementation, and 26 that are not currently active

• In 2003, ESCOs served $\geq 52,000$ MWs, 7% of total demand, a 30% increase as compared to 2002



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Retail Access in NY is Continuing to Make Steady Progress

There have been a number of positive benefits as a result of the restructuring of the energy industry in New York.

- \$8 billion in rate savings throughout the state since 1996
- Nearly 100% of the state's largest gas customers and 65% of the large time-of-use commercial and industrial electricity load being supplied by ESCOs.
- Success in the small customer market, highlighted by Orange and Rockland's territory which has achieved migration levels of approximately 33% for both electric and natural gas residential and small business customers.
- ESCO Community is growing...There are approximately 60 ESCOs providing electricity and/or gas to customers.

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Retail Access in NY is Continuing to Make Steady Progress (continued)

- There are at least three ESCOs providing electricity and five ESCOs providing gas service in every major service territory in NY. Most service territories have many more.
- The Commission has approved competitive metering for commercial and industrial customers over 50 kW and there are several pilots serving residential customers.
- New York State has made a coordinated \$290 million commitment to renewable energy, energy efficiency and demand reduction programs.
- ESCOs/marketers provide a variety of types of electric pricing offers
- Value added services are beginning to be provided by ESCOs (e.g., green power, bundled electric/gas/oil service, energy efficiency, demand reduction, appliance service contracts)

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Retail Access in NY is Continuing to Make Steady Progress (Electric)

As of October, the following percentage of electric customers have migrated to an ESCO:

- 46% of large commercial / industrial customers (66% of load)
- 12% of small commercial / industrial customers (35% of load)
- 5% of residential customers (7% of load)

Number of Migrated Customer Accounts by Utility

NMPC	112,541
Con Edison	108,028
Orange & Rockland	65,714
NYSEG	54,779
RG&E	44,378
CHG&E	1,814

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Retail Access in NY is Continuing to Make Steady Progress (Gas)

As of September 2004, the following percentage of gas customers have migrated to a marketer:

- 16% of non-residential customers (34% of load)
- 7% of residential customers (14% of load)

Number of Migrated Customer Accounts by Utility

NMPC	77,945
KeySpan (NY)	75,923
NFG	54,627
O&R	44,385
RG&E	43,733
KEYSPAN (LI)	31,432
Con Edison	24,547
NYSEG	5,163
CH&E	1,302

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Actions Taken to Assist, Inform, and Protect Customers

. Update to HEFPA ensures that customers selecting ESCOs/marketers receive the same customer protections as those remaining with utilities

. All ESCOs/marketers must meet eligibility requirements of the PSC and must meet utility and NYISO creditworthiness requirements

. Your reliability remains the same no matter who supplies your energy

. Development of Power to Choose information on PSC web site

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Actions Taken to Assist, Inform, and Protect Customers (continued)

. 1-888-ASKPSC1 Toll Free Information Line

. 1-877-GRN-POWR Tool Green/Renewable Power Information Line

. Single bill availability

. Awareness campaigns (advertising, presentations)

. Town Meetings

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For More Information

Visit our website: www.AskPSC.com

E-Mail: ronald_cemiglia@dps.state.ny.us

Call: (518) 474-1540

Write to us:



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Office of Retail Market Development
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