



**Customer Energy Solutions - Financial Performance**  
August 2014

\$ in Thousands

Customer Energy Solutions	Month				YTD				Annual
	Budget	Actual	Variance	Variance %	Budget	Actual	Variance	Variance %	Budget
<b>EXPENSE</b>	<b>(\$10,109)</b>	<b>(\$9,320)</b>	<b>(\$788)</b>	<b>-3%</b>	<b>\$17,082</b>	<b>\$13,541</b>	<b>\$3,540</b>	<b>13%</b>	<b>\$27,304</b>
CES VP	(\$12,341)	(\$11,406)	(\$935)			\$334	(\$334)		\$0
CES Business Operations	\$80	\$21	\$59	17%	\$115	\$54	\$61	17%	\$350
Customer Programs	\$2,117	\$1,935	\$182	1%	\$16,306	\$12,637	\$3,668	14%	\$26,091
Customer Programs Senior Director	(\$54)		(\$54)	-86%	\$13		\$13	20%	\$63
CES Pricing Products	\$1,189	\$1,355	(\$167)	-1%	\$11,025	\$8,277	\$2,749	18%	\$15,400
Demand Response	\$121	\$90	\$32	3%	\$335	\$186	\$149	14%	\$1,032
Distributed Generation	\$117	\$108	\$9	0%	\$1,401	\$1,240	\$161	9%	\$1,868
Distributed Generation - Contingency	\$400	\$4	\$396	12%	\$600	\$4	\$596	18%	\$3,400
Electric Vehicles	\$143	\$317	(\$174)	-10%	\$1,121	\$1,129	(\$7)	0%	\$1,664
Service Analysis	\$202	\$61	\$141	5%	\$1,810	\$1,801	\$9	0%	\$2,664
EE Strategy and Market Development	\$35	\$130	(\$95)	-11%	\$661	\$514	\$147	17%	\$863
CES PCCs to Block		\$0	(\$0)			\$2	(\$2)		
<b>CAPITAL</b>	<b>\$270</b>	<b>\$341</b>	<b>(\$71)</b>	<b>-3%</b>	<b>\$2,025</b>	<b>\$825</b>	<b>\$1,200</b>	<b>44%</b>	<b>\$2,700</b>
CES VP	\$270	(\$21)	\$291	11%	\$2,025	\$165	\$1,860	69%	\$2,700
Customer Programs		\$361	(\$361)			\$659	(\$659)		
CES Pricing Products			\$0			(\$7)	\$7		
Demand Response			\$0			\$2	(\$2)		
Distributed Generation		\$361	(\$361)			\$664	(\$664)		
<b>NON EARNINGS EXPENSE</b>	<b>\$81,526</b>	<b>\$72,848</b>	<b>\$8,678</b>	<b>1%</b>	<b>\$568,294</b>	<b>\$446,611</b>	<b>\$121,683</b>	<b>14%</b>	<b>\$853,094</b>
CES VP	\$1	\$1	\$0	8%	\$1	\$1	\$0	13%	\$1
CES Business Operations	\$958	\$784	\$174	3%	\$4,140	\$2,791	\$1,348	22%	\$6,048
Customer Programs	\$30,845	\$30,934	(\$89)	0%	\$239,951	\$181,150	\$58,801	17%	\$341,598
CES Pricing Products	\$15,693	\$13,119	\$2,574	2%	\$109,643	\$87,083	\$22,560	14%	\$166,365
Demand Response	\$4,220	\$6,406	(\$2,186)	-6%	\$25,880	\$23,802	\$2,078	5%	\$38,973
Distributed Generation	\$10,932	\$11,409	(\$477)	0%	\$104,424	\$70,261	\$34,163	25%	\$136,256
Service Analysis			\$0	0%	\$4	\$4	\$0	0%	\$4
Energy Efficiency Programs	\$46,152	\$38,716	\$7,435	2%	\$299,414	\$245,069	\$54,344	12%	\$470,164
Energy Efficiency Operations	\$11,095	\$8,978	\$2,116	3%	\$52,122	\$45,018	\$7,104	9%	\$77,772
Energy Efficiency Products	\$4,142	\$3,652	\$490	1%	\$37,488	\$30,658	\$6,831	12%	\$56,240
Energy Efficiency Programs	\$30,915	\$26,086	\$4,829	1%	\$209,803	\$168,925	\$40,879	12%	\$336,152
Energy Efficiency Programs Sr. Director			\$0			\$469	(\$469)		
EE Strategy and Market Development	\$3,569	\$2,401	\$1,169	3%	\$24,787	\$17,534	\$7,253	21%	\$35,281
CES PCCs to Block	\$1	\$12	(\$11)	-480%	\$2	\$66	(\$63)		\$2
<b>OTHER BALANCE SHEET<sub>1</sub></b>	<b>\$1,673</b>	<b>\$2,925</b>	<b>(\$1,252)</b>	<b>-6%</b>	<b>\$11,653</b>	<b>\$12,036</b>	<b>(\$382)</b>	<b>-2%</b>	<b>\$19,353</b>
Customer Programs			\$0			\$3	(\$3)		
Service Analysis			\$0			\$3	(\$3)		
Energy Efficiency Programs	\$1,673	\$2,925	(\$1,252)	-6%	\$11,653	\$12,033	(\$380)	-2%	\$19,353
Energy Efficiency Operations		\$694	(\$694)			\$4,641	(\$4,641)		
Energy Efficiency Products		(\$207)	\$207			\$829	(\$829)		
Energy Efficiency Programs	\$1,673	\$2,439	(\$765)	-4%	\$11,653	\$6,562	\$5,091	26%	\$19,353
<b>Grand Total<sub>2</sub></b>	<b>\$73,361</b>	<b>\$66,794</b>	<b>\$6,567</b>	<b>1%</b>	<b>\$599,054</b>	<b>\$473,012</b>	<b>\$126,042</b>	<b>14%</b>	<b>\$902,451</b>

<sub>1</sub> Other balance sheet includes items such as prepaid assets, OBF Loan Pool, and prepaid wireless subscriptions

<sub>2</sub> Excludes GHG, Han DR, and NRD

\$ in Thousands

Special Reporting Items	Month				YTD				Annual
	Budget	Actual	Variance	Variance %	Budget	Actual	Variance	Variance %	Budget
<b>New Revenue Development</b>	<b>\$1,315</b>	<b>\$1,998</b>	<b>(\$683)</b>	<b>-3%</b>	<b>\$13,044</b>	<b>\$11,683</b>	<b>\$1,361</b>	<b>6%</b>	<b>\$21,003</b>
EXPENSE	\$1,315	\$1,998	(\$683)	-3%	\$13,044	\$11,683	\$1,361	6%	\$21,003
<b>Greenhouse Gas Exp Memorandum Acct RCC</b>	<b>\$201</b>	<b>\$32</b>	<b>\$169</b>	<b>5%</b>	<b>\$2,187</b>	<b>\$2,476</b>	<b>(\$289)</b>	<b>-8%</b>	<b>\$3,469</b>
EXPENSE		\$32	(\$32)			\$809	(\$809)		
NON EARNINGS EXPENSE	\$201		\$201	6%	\$2,187	\$1,667	\$520	15%	\$3,469
<b>Customer Data Access</b>	<b>\$581</b>	<b>\$469</b>	<b>\$112</b>	<b>1%</b>	<b>\$5,597</b>	<b>\$3,775</b>	<b>\$1,822</b>	<b>21%</b>	<b>\$8,618</b>
CAPITAL	\$516	\$440	\$75	1%	\$5,068	\$3,485	\$1,582	20%	\$7,850
NON EARNINGS EXPENSE	\$66	\$29	\$37	5%	\$530	\$290	\$240	31%	\$768
<b>DR HAN Integration Project</b>	<b>\$514</b>	<b>\$536</b>	<b>(\$23)</b>	<b>0%</b>	<b>\$6,829</b>	<b>\$4,740</b>	<b>\$2,089</b>	<b>25%</b>	<b>\$8,280</b>
CAPITAL	\$329	\$294	\$34	1%	\$4,745	\$3,783	\$962	16%	\$5,945
NON EARNINGS EXPENSE	\$185	\$242	(\$57)	-2%	\$2,085	\$957	\$1,128	48%	\$2,335
<b>Grand Total</b>	<b>\$2,611</b>	<b>\$3,035</b>	<b>(\$424)</b>	<b>-1%</b>	<b>\$27,657</b>	<b>\$22,674</b>	<b>\$4,983</b>	<b>12%</b>	<b>\$41,370</b>



**Non Earnings - Budget Variance**  
**August 2014**

**\$ in Thousands**

Funding Cycle View	Month				YTD				Annual
	Budget	Actual	Variance	Variance %	Budget	Actual	Variance	Variance %	Budget
<b>NON EARNINGS EXPENSE</b>	<b>\$81,526</b>	<b>\$72,848</b>	<b>\$8,678</b>	<b>1%</b>	<b>\$568,294</b>	<b>\$446,611</b>	<b>\$121,683</b>	<b>14%</b>	<b>\$853,094</b>
2009BRIDGE	\$41	\$25	\$16	3%	\$325	\$35	\$290	59%	\$488
ACEBA2007-11	\$72		\$72	100%	\$72	\$0	\$72	100%	\$72
CAREBA	\$1,580	\$1,655	(\$75)	-1%	\$8,919	\$6,707	\$2,212	17%	\$13,139
CEE2006-08		\$0	(\$0)			(\$0)	\$0		
CEE2010-2012	\$1,633	\$1,659	(\$26)	0%	\$22,005	\$13,493	\$8,512	32%	\$26,996
CEE2013-2014	\$42,975	\$34,788	\$8,187	2%	\$265,963	\$225,925	\$40,038	9%	\$428,628
CSI2007-2016	\$8,049	\$9,293	(\$1,244)	-1%	\$78,278	\$65,109	\$13,169	13%	\$101,724
CSITG2010-17	\$616	\$881	(\$265)	-3%	\$5,930	\$2,344	\$3,586	45%	\$8,045
DPMA	\$921	\$616	\$304	4%	\$5,529	\$4,218	\$1,311	15%	\$8,579
DREBA2006-08		\$0	(\$0)			\$509	(\$509)		
DREBA2009-11		\$0	(\$0)			\$3	(\$3)		
DREBA2012-14	\$5,608	\$5,858	(\$250)	0%	\$35,670	\$25,894	\$9,776	19%	\$52,180
FERABA	\$4	\$10	(\$6)	-128%	\$4	\$67	(\$63)		\$4
LIEE2012		\$0	(\$0)			(\$1)	\$1		
LIEE2013	\$0	\$15	(\$15)		\$0	(\$3,812)	\$3,812		\$0
LIEE2014	\$16,146	\$13,735	\$2,411	1%	\$109,277	\$91,033	\$18,244	11%	\$166,256
RCES 2012-13		\$14	(\$14)	-6%	\$252	\$258	(\$6)	-2%	\$252
SGIP	\$3,367	\$2,221	\$1,146	3%	\$28,133	\$6,460	\$21,673	59%	\$36,785
SWMEO13-14	\$509	\$732	(\$223)	-2%	\$7,934	\$4,927	\$3,007	30%	\$9,945
WGSP2011-13		\$0	(\$0)			\$0	(\$0)		
Not assigned <sub>2</sub>	\$4	\$1,342	(\$1,338)		\$2	\$3,438	(\$3,436)		\$0
DP2008-2011		\$1	(\$1)			\$1	(\$1)		
<b>Grand Total<sub>1</sub></b>	<b>\$81,526</b>	<b>\$72,848</b>	<b>\$8,678</b>	<b>1%</b>	<b>\$568,294</b>	<b>\$446,611</b>	<b>\$121,683</b>	<b>14%</b>	<b>\$853,094</b>

<sub>1</sub> Excludes GHG, Han DR, and NRD

<sub>2</sub> Not assigned represents BIP incentives recovered through DRAM

**\$ in Thousands**

Charge In Organizations	Month				YTD				Annual
	Budget	Actual	Variance	Variance %	Budget	Actual	Variance	Variance %	Budget
<b>NON EARNINGS EXPENSE</b>	<b>\$17,164</b>	<b>\$16,634</b>	<b>\$531</b>	<b>0%</b>	<b>\$94,137</b>	<b>\$75,530</b>	<b>\$18,607</b>	<b>14%</b>	<b>\$136,999</b>
<b>CES Business Operations</b>	<b>\$76</b>	<b>\$42</b>	<b>\$34</b>	<b>3%</b>	<b>\$793</b>	<b>\$188</b>	<b>\$605</b>	<b>58%</b>	<b>\$1,040</b>
IT Client Delivery - Cust Care	\$76	\$42	\$34	3%	\$793	\$188	\$605	58%	\$1,040
<b>CES Pricing Products</b>	<b>\$1,280</b>	<b>\$901</b>	<b>\$379</b>	<b>3%</b>	<b>\$7,290</b>	<b>\$5,399</b>	<b>\$1,891</b>	<b>17%</b>	<b>\$10,886</b>
Customer Engagement	\$486	\$257	\$229	6%	\$2,365	\$1,817	\$548	14%	\$3,789
Customer Insight	\$57	\$33	\$24	3%	\$543	\$394	\$149	17%	\$872
Customer Service Operations	\$284	\$228	\$55	3%	\$1,297	\$822	\$475	25%	\$1,878
IT Client Delivery - Cust Care	\$104	\$72	\$32	4%	\$736	\$477	\$259	31%	\$837
Solutions Marketing and Customer Comms	\$350	\$311	\$39	1%	\$2,350	\$1,890	\$460	13%	\$3,510
<b>Demand Response</b>	<b>\$922</b>	<b>\$386</b>	<b>\$536</b>	<b>6%</b>	<b>\$5,435</b>	<b>\$2,334</b>	<b>\$3,101</b>	<b>37%</b>	<b>\$8,308</b>
IT Client Delivery - Cust Care	\$922	\$386	\$536	6%	\$5,435	\$2,334	\$3,101	37%	\$8,308
<b>Energy Efficiency Operations</b>	<b>\$5,098</b>	<b>\$3,852</b>	<b>\$1,247</b>	<b>4%</b>	<b>\$22,623</b>	<b>\$20,305</b>	<b>\$2,317</b>	<b>7%</b>	<b>\$33,262</b>
AM - Technology & Info Strategy	\$350	\$255	\$95	5%	\$1,404	\$1,147	\$257	12%	\$2,099
Business Finance Services	\$302	\$269	\$33	2%	\$1,308	\$1,094	\$213	11%	\$1,869
Corp Svcs IT Sourcing	\$373	\$253	\$120	4%	\$1,768	\$1,193	\$575	21%	\$2,803
Customer Service Operations	\$260	\$269	(\$9)	-1%	\$1,172	\$955	\$217	13%	\$1,691
Energy Efficiency Programs		\$1	(\$1)			\$4	(\$4)		
Field Meter Operations	\$1,465	\$1,220	\$245	3%	\$5,730	\$4,622	\$1,108	13%	\$8,488
IT Client Delivery - Cust Care	\$2,300	\$1,539	\$761	5%	\$10,907	\$11,018	(\$111)	-1%	\$15,807
Law	\$49	\$45	\$3	1%	\$334	\$273	\$62	12%	\$503
Solutions Marketing and Customer Comms			\$0			\$0	(\$0)		
<b>Energy Efficiency Products</b>	<b>\$481</b>	<b>\$289</b>	<b>\$193</b>	<b>3%</b>	<b>\$3,173</b>	<b>\$1,902</b>	<b>\$1,271</b>	<b>23%</b>	<b>\$5,536</b>
Customer Insight	\$362	\$161	\$202	6%	\$2,064	\$1,334	\$731	20%	\$3,660
IT Client Delivery - Cust Care	\$119	\$128	(\$9)	0%	\$1,109	\$568	\$541	29%	\$1,876
<b>Energy Efficiency Programs</b>	<b>\$9,306</b>	<b>\$11,164</b>	<b>(\$1,858)</b>	<b>-2%</b>	<b>\$54,822</b>	<b>\$45,397</b>	<b>\$9,425</b>	<b>12%</b>	<b>\$77,966</b>
Customer Engagement	\$4,441	\$3,918	\$523	2%	\$15,059	\$14,712	\$347	2%	\$22,410
Energy Efficiency Programs	\$1,137	\$1,623	(\$486)	-3%	\$9,760	\$8,644	\$1,116	8%	\$14,850
Field Meter Operations		\$2	(\$2)			\$38	(\$38)		
IT Client Delivery - Cust Care	\$357		\$357	11%	\$1,691		\$1,691	54%	\$3,107
Solutions Marketing and Customer Comms	\$3,370	\$5,620	(\$2,250)	-6%	\$28,313	\$22,003	\$6,309	17%	\$37,599
<b>CES PCCs to Block</b>	<b>\$1</b>	<b>\$1</b>	<b>(\$0)</b>	<b>-18%</b>	<b>\$1</b>	<b>\$4</b>	<b>(\$3)</b>	<b>-434%</b>	<b>\$1</b>
Customer Engagement	\$1	\$1	(\$0)	-18%	\$1	\$4	(\$3)	-434%	\$1
<b>Grand Total</b>	<b>\$17,164</b>	<b>\$16,634</b>	<b>\$531</b>	<b>0%</b>	<b>\$94,137</b>	<b>\$75,530</b>	<b>\$18,607</b>	<b>14%</b>	<b>\$136,999</b>



**New Revenue Development**  
August 2014

**Income Statement**

**\$ in Thousands**

New Revenue Development	Aug Actual	Aug Budget	Aug Delta	YTD Aug Actual	YTD Aug Budget	YTD Aug Delta	Actual + Budget	Annual Budget	Delta
<b>Revenue</b>	<b>4,516</b>	<b>3,196</b>	<b>1,320</b>	<b>33,554</b>	<b>33,523</b>	<b>30</b>	<b>53,167</b>	<b>53,136</b>	<b>30</b>
Wireless	2,688	2,352	336	20,427	18,812	1,615	29,833	28,218	1,615
Fiber Svcs	350	332	19	2,838	2,652	186	4,164	3,978	186
New Products	1,478	513	966	10,289	12,059	(1,770)	19,170	20,940	(1,770)
<b>Reimbursements</b>	<b>1,357</b>	<b>468</b>	<b>889</b>	<b>9,268</b>	<b>3,742</b>	<b>5,526</b>	<b>11,139</b>	<b>5,613</b>	<b>5,526</b>
Wireless	554	398	155	5,277	3,185	2,091	6,869	4,778	2,091
Fiber Svcs	85	10	75	475	77	398	513	115	398
New Products	718	60	658	3,516	480	3,036	3,756	720	3,036
<b>Expense</b>	<b>(3,355)</b>	<b>(1,775)</b>	<b>(1,580)</b>	<b>(20,874)</b>	<b>(16,598)</b>	<b>(4,276)</b>	<b>(30,904)</b>	<b>(26,628)</b>	<b>(4,276)</b>
Wireless	(962)	(620)	(342)	(7,173)	(4,959)	(2,214)	(9,653)	(7,439)	(2,214)
Fiber Svcs	(100)	(85)	(16)	(895)	(676)	(219)	(1,233)	(1,014)	(219)
New Products	(2,220)	(987)	(1,233)	(12,228)	(10,296)	(1,932)	(19,106)	(17,174)	(1,932)
Street Light Inv Prj	(73)	(83)	10	(578)	(667)	88	(912)	(1,000)	88
<b>Std. Cost Var.</b>	<b>0</b>	<b>(8)</b>	<b>8</b>	<b>(77)</b>	<b>(187)</b>	<b>110</b>	<b>122</b>	<b>11</b>	<b>110</b>
<b>Net Revenues</b>	<b>2,518</b>	<b>1,881</b>	<b>637</b>	<b>21,871</b>	<b>20,480</b>	<b>1,391</b>	<b>33,524</b>	<b>32,133</b>	<b>1,391</b>

**Net Income going to Bottom Line**

\*Revenues positive, expenses negative

\*\* Net amounts are reflective of Cost Element assignments

**Income Statement - Product View**

**\$ in Thousands**

New Revenue Development	Aug Actual	Aug Budget	Aug Delta	YTD Aug Actual	YTD Aug Budget	YTD Aug Delta	Actual + Budget	Annual Budget	Delta
<b>Wireless</b>	<b>2,279</b>	<b>2,130</b>	<b>150</b>	<b>18,530</b>	<b>17,038</b>	<b>1,492</b>	<b>27,049</b>	<b>25,557</b>	<b>1,492</b>
Revenue	2,688	2,352	336	20,427	18,812	1,615	29,833	28,218	1,615
Reimbursements	554	398	155	5,277	3,185	2,091	6,869	4,778	2,091
Gross Expense	(962)	(620)	(342)	(7,173)	(4,959)	(2,214)	(9,653)	(7,439)	(2,214)
<b>Fiber Svcs</b>	<b>335</b>	<b>257</b>	<b>79</b>	<b>2,419</b>	<b>2,053</b>	<b>366</b>	<b>3,445</b>	<b>3,079</b>	<b>366</b>
Revenue	350	332	19	2,838	2,652	186	4,164	3,978	186
Reimbursements	85	10	75	475	77	398	513	115	398
Gross Expense	(100)	(85)	(16)	(895)	(676)	(219)	(1,233)	(1,014)	(219)
<b>New Products</b>	<b>(23)</b>	<b>(414)</b>	<b>391</b>	<b>1,577</b>	<b>2,243</b>	<b>(665)</b>	<b>3,820</b>	<b>4,486</b>	<b>(665)</b>
Revenue	1,478	513	966	10,289	12,059	(1,770)	19,170	20,940	(1,770)
Reimbursements	718	60	658	3,516	480	3,036	3,756	720	3,036
Gross Expense	(2,220)	(987)	(1,233)	(12,228)	(10,296)	(1,932)	(19,106)	(17,174)	(1,932)
<b>Street Light Inv Prj NL NR</b>	<b>(73)</b>	<b>(83)</b>	<b>10</b>	<b>(578)</b>	<b>(667)</b>	<b>88</b>	<b>(912)</b>	<b>(1,000)</b>	<b>88</b>
<b>Std. Cost Var.</b>	<b>0</b>	<b>(8)</b>	<b>8</b>	<b>(77)</b>	<b>(187)</b>	<b>110</b>	<b>122</b>	<b>11</b>	<b>110</b>
<b>Net Revenues</b>	<b>2,518</b>	<b>1,881</b>	<b>637</b>	<b>21,871</b>	<b>20,480</b>	<b>1,391</b>	<b>33,524</b>	<b>32,133</b>	<b>1,391</b>

**Net Income going to Bottom Line**

\*Revenues positive, expenses negative

\*\* Net amounts are reflective of Cost Element assignments