



Westbay Community Action
Helping People, Changing Lives

Rhode Island Public Utilities Commission
Attn: Luly.Massaro@puc.ri.gov

October 28, 2014

Dear Commissioners:

The purpose of this letter is to respectfully request that the Commission implement restoration rules allowing residential electricity and natural gas customers who have been disconnected to have their service restored through a 10% down payment with the remaining balance over 36 months. As cold weather approaches this season, our concern for the many vulnerable people we serve—people with disabilities, behavioral health issues, and mental illness, intensifies. These include families with young children living at or near the poverty level who struggle on a daily basis to make ends meet; their situations made that much more difficult by a still-stagnant economy and continued high unemployment in Rhode Island.

Our request is based on the fact that payment plans that include excessive down payment and short repayment terms are destined to fail because they are not affordable. In addition, we strongly advocate for the omission of language that would prohibit a customer from eligibility based on previous enrollment. Limited resources must be fairly applied, and people shouldn't be penalized for living through prolonged poverty and being in an ongoing economic predicament, for struggling with unemployment, or living on fixed incomes due to illness or disability. It is important to implement restoration rules that would allow for people who are already shut off or facing termination of their utilities to be able to afford to have utilities turned back on before the moratorium begins on November 1st so we are requesting that emergency restoration rules be implemented immediately.

As a Community Action Agency serving low income individuals and families, we see first-hand the difficulties that people living in poverty are experiencing with meeting their basic needs. These restoration rules changes will help the most vulnerable individuals and families stay warm this winter.

Sincerely,

Paul A. Salera
President/CEO

RECEIVED
OCT 28 AM 10:12

Administrative Offices
224 Buttonwoods Avenue • Warwick, RI 02886 • Phone: 401 732 4666 • Fax: 401 732 6965
www.westbaycap.org • info@westbaycap.org

"The mission of Westbay Community Action, Inc. is to assist economically disadvantaged individuals and families achieve and sustain self-sufficiency."

Community Care Alliance

Formerly NRI Community Services / Family Resources Community Action

PO Box 1700
Woonsocket, RI 02895-0856

Main Number
401.235.7000

Family Support Center
401.766.0900

CommunityCareRI.org

Rhode Island Public Utilities Commission

Attn: Luly.Massararo@puc.ri.gov

October 27, 2014

Dear Commissioners:

The purpose of this letter is to respectfully request that the Commission implement restoration rules allowing residential electricity and natural gas customers who have been disconnected to have their service restored through a 10% down payment with the remaining balance over 36 months. As cold weather approaches this season, our concern for the many vulnerable people we serve—people with disabilities, behavioral health issues, and mental illness, intensifies. These include families with young children living at or near the poverty level who struggle on a daily basis to make ends meet; their situations made that much more difficult by a still-stagnant economy and continued high unemployment in Rhode Island

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It is important to implement restoration rules that would allow for people who are already shut off or facing termination of their utilities to be able to afford to have utilities turned back on before the moratorium begins on November 1st so we are requesting that emergency restoration rules be implemented immediately.

As a Community Action Agency serving low income individuals and families, we see first-hand the difficulties that people living in poverty are experiencing with meeting their basic needs. These restoration rules changes will help the most vulnerable individuals and families stay warm this winter.

Sincerely,
Benedict F. Lessing, Jr.



President/CEO

2014 OCT 28 AM 9:34
RECEIVED

From: Lynn Collette <lcollette13@gmail.com>
To: "Luly.Massaro@puc.ri.gov" <Luly.Massaro@puc.ri.gov>
Date: 10/27/2014 5:55 PM
Subject: Emergency restoration

I am writing because I am personally affected by the restoration rules. I had my electric service turned off and my heating source unfortunately is electric. I am a disabled single mom of three teen girls. Two of my own and one foster child.

I have to come up with a down payment of \$2,000 to have my services turned back on.

I called 100 churches and was able to get \$600 in donations but not enough to keep them from shutting me off.

I asked RICAN, SCCA, Johnnycake, and St. Vincent dePaul but they all told me their funds were exhausted.

There are probably many others

Like me out there that need help dealing with the public utility commissions.

Thank you
Lynn Collette
500 main st
Wakefield RI 02879
Sent from my iPhone
401-932-5801

From: Gail Faris <gailfaris@ds.uri.edu>
To: "Luly.Massaro@puc.ri.gov" <Luly.Massaro@puc.ri.gov>
Date: 10/27/2014 5:05 PM

Dear Ms. Massaro,

I would like the RI Public Utilities Commission to know that I support the very reasonable position of the George Wiley Center regarding utility shut-off as stated in the letter below. It is both reasonable and just that we acknowledge the hardship of some of our most vulnerable citizens, and that profit making companies can and should (while retaining massive profit) accept adjusted payments from these consumers. Promote companies with a Conscience!

Yours truly,
Gail Rashed Faris

Rhode Island Public Utilities Commission

89 Jefferson Boulevard

Warwick, RI 02888

ATTN: Chairwoman Margaret Curran

Dear Honorable Commissioners,

The George Wiley Center hereby respectfully requests that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

Specifically, we recommend that the emergency rule provide that residential electricity and natural gas customers may immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. The Wiley Center notes that payment plans that include excessive down payments and short repayment terms are destined to fail because they are simply not affordable to many economically struggling households. Furthermore, when down payment requirements are unreasonably high, limited federal LIHEAP funds are more quickly depleted by customers who need crisis grants, lowering the amount available to other LIHEAP recipients through primary grants.

It is important to note that previously-adopted emergency restoration rules have included barriers to households that were in a similar economic predicament in previous years. The George Wiley Center strongly encourages you to omit such language that would prohibit a customer from being eligible based on previous enrollment. Since most of the LIHEAP crisis grants go directly to National Grid, the dominant regulated utility in the state, it is in the best interest of all ratepayers (and particularly all very-low-income ratepayers), to ensure that limited resources are most fairly applied. If customers who were previously

enrolled are in need of higher crisis grant amounts, this once again leads to lower primary grants for customers who have managed to keep their accounts from threat of disconnection, which is inherently unfair.

We ask that you take into account the still-stagnant economy and continuing high unemployment in Rhode Island, and that you take quick action to assist our neighbors who suffer when their ability to survive the elements and live with some measure of dignity is threatened.

Thank you for your timely attention to this critical matter.

Henry Shelton, George Wiley Center

October 27, 2014

RECEIVED
2014 OCT 27 PM 12:57

Rhode Island Public Utilities Commission

89 Jefferson Boulevard

Warwick, RI 02888

ATTN: Chairwoman Margaret Curran

Dear Honorable Commissioners,

SWAP, Inc, an affordable housing developer in Providence, RI respectfully requests that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

Specifically, we recommend that the emergency rule provide that residential electricity and natural gas customers may immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. SWAP, Inc. notes that payment plans that include excessive down payments and short repayment terms are destined to fail because they are simply not affordable to many economically struggling households. Furthermore, when down payment requirements are unreasonably high, limited federal LIHEAP funds are more quickly depleted by customers who need crisis grants, lowering the amount available to other LIHEAP recipients through primary grants.

It is important to note that previously-adopted emergency restoration rules have included barriers to households that were in a similar economic predicament in previous years. SWAP, Inc. strongly encourages you to omit such language that would prohibit a customer from being eligible based on previous enrollment. Since most of the LIHEAP crisis grants go directly to National Grid, the dominant regulated utility in the state, it is in the best interest of all ratepayers (and particularly all very-low-income ratepayers), to ensure that limited resources are most fairly applied. If customers who were previously enrolled are in need of higher crisis grant amounts, this once again leads to lower primary grants for customers who have managed to keep their accounts from threat of disconnection, which is inherently unfair.

Over the past several years many of our SWAP tenants and homeowners have found themselves in the precarious position of maintaining a roof over their head or food on the table for their children vs. heat. We ask that you take into account the still-stagnant economy and continuing high unemployment in Rhode Island, and that you take quick action to assist our neighbors who suffer when their ability to survive the elements and live with some measure of dignity is threatened.

Thank you for your timely attention to this critical matter.

Sincerely,
SWAP, Inc.

Marilyn Carlson
Senior Deputy Director

CC: George Wiley Center

33 Marbury Ave
Pawtucket, RI 02860
October 27th, 2014

RECEIVED

2014 OCT 27 PM 12:57

Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

ATTN: Chairwoman Margaret Curran

Dear Honorable Commissioners,

I strongly support the George Wiley Center request that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

Specifically, we recommend that the emergency rule provide that residential electricity and natural gas customers may immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. The Wiley Center notes that payment plans that include excessive down payments and short repayment terms are destined to fail because they are simply not affordable to many economically struggling households. Furthermore, when down payment requirements are unreasonably high, limited federal LIHEAP funds are more quickly depleted by customers who need crisis grants, lowering the amount available to other LIHEAP recipients through primary grants.

It is important to note that previously-adopted emergency restoration rules have included barriers to households that were in a similar economic predicament in previous years. The George Wiley Center strongly encourages you to omit such language that would prohibit a customer from being eligible based on previous enrollment. Since most of the LIHEAP crisis grants go directly to National Grid, the dominant regulated utility in the state, it is in the best interest of all ratepayers (and particularly all very-low-income ratepayers), to ensure that limited resources are most fairly applied. If customers who were previously enrolled are in need of higher crisis grant amounts, this once again leads to lower primary grants for customers who have managed to keep their accounts from threat of disconnection, which is inherently unfair.

I ask that you take into account the still-stagnant economy and continuing high unemployment in Rhode Island, and that you take quick action to assist our neighbors who suffer when their ability to survive the elements and live with some measure of dignity is threatened.

Please note; I applaud your giving in to the request of Rep. David Cicilline last year in the matter of increasing the number of hearings. However, unless I understand it wrongly, you are charged to uphold the interests of the people of RI, not the utilities shareholders. If that is true, please do your duty in these still unsettled times.

Thank you,
Lisa Roseman Beade

October 25, 2014

Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

RECEIVED

2014 OCT 27 AM 9:41

ATTN: Chairwoman Margaret Curran

Dear Honorable Commissioners,

As a 73 year old East Greenwich grandmother, a former Providence College English teacher and a long time member of the George Wiley Center and the St. Gregory the Great Parish (Warwick) Social Action Committee, I respectfully request the Commission to **adopt an emergency service restoration/disconnection avoidance regulation for Rhode Island's LIHEAP-eligible utility customers as the cold weather approaches this season.**

A 10% down payment and an agreement for the remaining balance to be repaid over 36 months should enable LIHEAP-eligible residential gas and electricity customers to **restore service and/or avoid shutoffs**. As my dear friend Maryanne Cross of Colfax Street has learned the hard way, excessive down payments and short repayment terms torpedo repayment plans because they are **simply not affordable** to many economically struggling households. Furthermore, limited federal LIHEAP funds are then depleted by customers who need crisis grants, lowering the amount available for primary grants. I thus urge you to omit any language that would **prohibit a customer from being eligible based on previous enrollment**.

Taking into account the still-stagnant economy and continuing high unemployment in Rhode Island, please act quickly so our neighbors can survive the elements and live with some measure of dignity.

Thank you for your timely attention to this critical matter.

Marie C. Henedy, Ph.D.
56 Marion Street
East Greenwich, RI 02818

Luly Massaro - HEAT

From: "Farrell, Mary" <MFARRELL@providence.edu>
To: "Luly.Massaro@puc.ri.gov" <Luly.Massaro@puc.ri.gov>
Date: 10/26/2014 6:42 AM
Subject: HEAT
CC: "camiloviveiros@gmail.com" <camiloviveiros@gmail.com>

Rhode Island Public Utilities Commission

89 Jefferson Boulevard

Warwick, RI 02888

ATTN: Chairwoman Margaret Curran

Dear Honorable Commissioners,

I hereby respectfully request that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

Specifically, I recommend that the emergency rule provide that residential electricity and natural gas customers may immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. The Wiley Center notes that payment plans that include excessive down payments and short repayment terms are destined to fail because they are simply not affordable to many economically struggling households. Furthermore, when down payment requirements are unreasonably high, limited federal LIHEAP funds are more quickly depleted by customers who need crisis grants, lowering the amount available to other LIHEAP recipients through primary grants.

It is important to note that previously-adopted emergency restoration rules have included barriers to households that were in a similar economic predicament in previous years. The George Wiley Center strongly encourages you to omit such language that would prohibit a customer from being eligible based on previous enrollment. Since most of the LIHEAP crisis grants go directly to National Grid, the dominant regulated utility in the state, it is in the best

Luly Massaro - Utility Restoration Rules

From: "Ucik, Laura" <laura.ucik@gmail.com>
To: <Luly.Massaro@puc.ri.gov>
Date: 10/26/2014 10:32 AM
Subject: Utility Restoration Rules
CC: <camiloviveiros@gmail.com>

ATTN: Chairwoman Margaret Curran

Dear Honorable Commissioners,

As a Rhode Island voter and active community member, I would like to respectfully request that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

Specifically, I recommend that the emergency rule provide that residential electricity and natural gas customers may immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. I notice that payment plans that include excessive down payments and short repayment terms are destined to fail because they are simply not affordable to many economically struggling households. Furthermore, when down payment requirements are unreasonably high, limited federal LIHEAP funds are more quickly depleted by customers who need crisis grants, lowering the amount available to other LIHEAP recipients through primary grants.

It is important to note that previously-adopted emergency restoration rules have included barriers to households that were in a similar economic predicament in previous years. I want to strongly encourage you to omit such language that would prohibit a customer from being eligible based on previous enrollment. Since most of the LIHEAP crisis grants go directly to National Grid, the dominant regulated utility in the state, it is in the best interest of all ratepayers (and particularly all very-low-income ratepayers), to ensure that limited resources are most fairly applied. If customers who were previously enrolled are in need of higher crisis grant amounts, this once again leads to lower primary grants for customers who have managed to keep their accounts from threat of disconnection, which is inherently unfair.

Please take into account the still-stagnant economy and continuing high unemployment in Rhode Island, and that you take quick action to assist our neighbors who suffer when their ability to survive the elements and live with some measure of dignity is threatened.

Thank you for your timely attention to this critical matter.

Laura Ucik

Luly Massaro - Emergency Restoration Rules

From: "Ed Benson" <ed.benson@cox.net>
To: <Luly.Massaro@puc.ri.gov>
Date: 10/26/2014 11:02 AM
Subject: Emergency Restoration Rules
CC: <donnaesselbush@gmail.com>

Ms. Massaro:

I am writing to ask the Public Utilities Commission to implement restoration rules that restores services to disconnected ratepayers upon receipt of 10 % of large arrearages, and continuing monthly payments of 3 % of the outstanding balance plus the average monthly charge.

This will allow our most vulnerable citizens to stay warm during the winter months, while also ensuring that they remain current on their outstanding debts.

It will also avoid having the provider simply write off the unpaid arrearages. My understanding is that writing arrearages off allows the provider to reduce the corporate income taxes paid to the state, while simultaneously increasing the amounts paid by the ratepayers who remain current on their utility bills. I also gather that National Grid has built up a substantial reserve from the small amounts paid by all ratepayers under the provisions of the Henry Shelton Act.

Restoring emergency service to disconnected ratepayers will thus require them to discharge their lawful debts on a schedule they can hope to afford, while sparing those who have been able to keep up with utility charges from having to assume this extra burden.

Thank you very much for your attention to this matter.

Edward Benson, 49 Progress Street, Pawtucket, RI 02860, (401) 475-3396

Luly Massaro - Re: Urgent Action Needed: Send Letters Supporting Utility Restoration Rules

From: DAVYDE X <x0y0xxx@gmail.com>
To: <Luly.Massaro@puc.ri.gov>
Date: 10/26/2014 11:08 AM
Subject: Re: Urgent Action Needed: Send Letters Supporting Utility Restoration Rules
CC: Camilo Viveiros <camiloviveiros@gmail.com>

Rhode Island Public Utilities Commission

89 Jefferson Boulevard

Warwick, RI 02888

ATTN: Chairwoman Margaret Curran

Dear Honorable Commissioners,

The George Wiley Center hereby respectfully requests that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

Specifically, we recommend that the emergency rule provide that residential electricity and natural gas customers may immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. The Wiley Center notes that payment plans that include excessive down payments and short repayment terms are destined to fail because they are simply not affordable to many economically struggling households. Furthermore, when down payment requirements are unreasonably high, limited federal LIHEAP funds are more quickly depleted by customers who need crisis grants, lowering the amount available to other LIHEAP recipients through primary grants.

It is important to note that previously-adopted emergency restoration rules have included barriers to households that were in a similar economic predicament in previous years. The George Wiley Center strongly encourages you to omit such language that would prohibit a customer from being eligible based on previous enrollment. Since most of the LIHEAP crisis grants go directly to National Grid, the dominant regulated utility in the state, it is in the best interest of all ratepayers (and particularly all very-low-income ratepayers), to ensure that limited resources are most fairly applied. If customers who were previously enrolled are in need of higher crisis grant amounts, this once again leads to lower primary grants for customers who have managed to keep their accounts from threat of disconnection, which is inherently unfair.

We ask that you take into account the still-stagnant economy and continuing high unemployment in Rhode Island, and that you take quick action to assist our neighbors who suffer when their ability to survive the elements and live with some measure of dignity is threatened.

Thank you for your timely attention to this critical matter.

DAVYDE X

The George Wiley Center is a statewide group actively committed to local community organizing for the purpose of creating social and economic justice through changes in public policy. For more information go to: <http://www.georgewileycenter.org>

Luly Massaro - utility restoration rules

From: Howard Brown <chaimjeffrey@gmail.com>
To: <luly.massaro@puc.ri.gov>
Date: 10/26/2014 11:51 AM
Subject: utility restoration rules

I hereby respectfully request that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

Specifically, I support the recommendation that the emergency rule provide that residential electricity and natural gas customers may immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. The Wiley Center notes that payment plans that include excessive down payments and short repayment terms are destined to fail because they are simply not affordable to many economically struggling households. Furthermore, when down payment requirements are unreasonably high, limited federal LIHEAP funds are more quickly depleted by customers who need crisis grants, lowering the amount available to other LIHEAP recipients through primary grants.

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I ask that you take into account the still-stagnant economy and continuing high unemployment in Rhode Island, and that you take quick action to assist our neighbors who suffer when their ability to survive the elements and live with some measure of dignity is threatened.

Thank you for your timely attention to this critical matter.

Howard Brown

--

<gam zu l'tovah> It's all good

Luly Massaro - Restore utilities.

From: Terry <mystic938@yahoo.com>
To: "Luly.Massaro@puc.ri.gov" <Luly.Massaro@puc.ri.gov>
Date: 10/26/2014 12:28 PM
Subject: Restore utilities.
CC: "camiloviveiros@gmail.com" <camiloviveiros@gmail.com>

Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

ATTN: Chairwoman Margaret Curran

Dear Honorable Commissioners,

I, and so many of my colleagues, respectfully request that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

Specifically, we recommend that the emergency rule provide that residential electricity and natural gas customers may immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. The Wiley Center notes that payment plans that include excessive down payments and short repayment terms are destined to fail because they are simply not affordable to many economically struggling households. Furthermore, when down payment requirements are unreasonably high, limited federal LIHEAP funds are more quickly depleted by customers who need crisis grants, lowering the amount available to other LIHEAP recipients through primary grants.

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We ask that you take into account the still-stagnant economy and continuing high unemployment in Rhode Island, and that you take quick action to assist our neighbors who suffer when their ability to survive the elements and live with some measure of dignity is

Luly Massaro - Emergency Utility Restoration

From: Susan Walker <sparklysusan@gmail.com>
To: <Luly.Massaro@puc.ri.gov>
Date: 10/26/2014 2:24 PM
Subject: Emergency Utility Restoration

Hello, I am writing because I understand that many Rhode Islanders are starting off the winter with utilities already turned off. I am urging the RI Public Utilities Commission to allow Rhode Islanders with outstanding balances to restart utility services with a 10% payment toward their balance. This will keep more Rhode Islanders warm this winter, and allow the LIHEAP program to best help those that need it the most. I am a volunteer board member with the East Bay Community Action Program and see first hand the positive impact of LIHEAP on Rhode Islanders. I am also a Public Health student at Brown University and spend my days studying how poverty has an inordinate impact on health. Cold people are forced to desperate measures like making unsafe fires in their home, or spending the night in the emergency room. I also grew up in a home where utilities were turned off fairly regularly, and now that I am a mother I have made use of the LIHEAP program because I don't want my son to grow up with that kind of uncertainty. Thank you for considering this urgent request.

Susan Walker
Pawtucket Resident

Luly Massaro - Support for Beneficial Utility Restoration Rules

From: John Stevenson <jsteve.uri@gmail.com>
To: <Luly.Massaro@puc.ri.gov>
Date: 10/26/2014 3:31 PM
Subject: Support for Beneficial Utility Restoration Rules
CC: <camiloviveiros@gmail.com>

ATTN: Chairwoman Margaret Curran, Rhode Island Public Utilities Commission

Dear Commissioners,

I support the The George Wiley Center's request that the Commission adopt an emergency service restoration/disconnection avoidance regulation for LIHEAP-eligible utility customers in the state of Rhode Island as the cold weather approaches this season.

I believe that residential electricity and natural gas customers should immediately have disconnected service restored or avoid disconnection with a 10% down payment and an agreement for the remaining balance to be repaid over 36 months. I understand that previously-adopted emergency restoration rules have included barriers to households that were in a similar economic predicament in previous years and I encourage you to omit language that would prohibit a customer from being eligible based on previous enrollment.

Tragedies can be averted with your timely attention to this critical matter.

Thank you,

John F Stevenson

382 Morris Ave
Providence, RI 02906

Luly Massaro - Utility Restoration Rules for 2014

From: kevin ryan <kevinryan1843@gmail.com>
To: <Luly.Massaro@puc.ri.gov>, Camilo Viveiros <camiloviveiros@gmail.com>
Date: 10/28/2014 11:08 AM
Subject: Utility Restoration Rules for 2014

Attention : Rhode Island Public Utility Commissioners

I wish to express my views on the subject of the emergency utility restoration rules for the Fall of 2014. As a Jesuit Volunteer at the George Wiley Center in Pawtucket, I heartily support the Center's efforts to put in effect rules which would allow customers, who have had their utilities shut off, restore service by making a down payment of 10% of their owed balance and a 36 month payment schedule for the remaining balance of their debt. These people are all very low income Rhode Island residents - most of whom, as I have discovered, had jobs and were getting by until the recession hit. Now they truly struggle to avoid homelessness and hunger. Many will be evicted from their current housing if they cannot pay their utility bills. Of course some people will always be working the system, but if you sit at my desk and hear the stories, most are very legitimate and heartrending. Until I retired last year, I was the Director of the Emergency Dental Clinic at Tufts Dental School in Boston. I had a private practice for 27 years before that. I know business -I know suffering - I can recognize when people are truly living on the edge. Please give these people a chance.

Sincerely,

Kevin L. Ryan D.M.D.

From: Bernice Lott <blott@mail.uri.edu>
To: <luly.massaro@puc.ri.gov>
CC: Camilo Viveiros <camiloviveiros@gmail.com>
Date: 10/28/2014 10:21 AM
Subject: emergency restoration rule

Dear Commissioners,

It is vital that the PUC adopt an emergency restoration of service for LIHEAP-eligible utility customers. I strongly support the specific recommendations that have been sent to you by Henry Shelton of the George Wiley Center. This is a critical matter for those in our community with limited resources as cold weather approaches our state.

thank you for your attention,

Bernice Lott

Kingston