

The Narragansett Electric Company
d/b/a Rhode Island Energy
RIPUC Docket No. 22-08-GE
In Re: Petition for Authority to Forgive Certain Arrearages
for Low-Income and Protected Customers
Responses to the Commission's Second Set of Data Requests
Issued on July 29, 2022

PUC 2-1

Request:

With respect to the final accounts identified as eligible for forgiveness on March 31, 2022, once the arrearage is forgiven, what process will RI Energy follow to restore service?

Response:

With respect to the final accounts identified as eligible for forgiveness on March 31, 2022, the Company will follow its existing procedures to restore service. These procedures are initiated when a customer contacts the Company to inquire what is needed to restore service.

In addition, once the Company credits the arrearages to the designated accounts, the Company will identify those customers who are eligible to have their service restored as a result of the arrearage forgiveness. The Company then will reach out to these customers via outbound calls, letters, and emails (if on file) to make them aware they are now eligible to have their service restored. The Company also will provide these customers with the number to call if they want their service restored. The Company's Contact Center Agents also will be notified and prepared to take on these calls once the arrears have been credited.