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Also admitted in Massachusetts

November 11, 2022

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket No. 22-33-EE - 2023 Annual Energy Efficiency Plan  
Response to DIV Data Requests – Set 1**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (“Rhode Island Energy” or the “Company”), I have enclosed the Company’s supplemental response to the Division of Public Utilities and Carriers’ request 1-60 in the First Set of Data Requests in the above-referenced docket.

Thank you for your attention to this matter. If you have any questions, please contact me at (401) 709-3359.

Very truly yours,



Steven J. Boyajian

Enclosure

cc: Docket 22-33-EE Service List

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate were electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



Heidi J. Seddon

November 11, 2022

Date

**Docket No. 22-33-EE – Rhode Island Energy’s Energy Efficiency Plan 2023 Service list updated 11/07/22**

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**Green Energy Consumers Alliance**  
Larry Chretien, Executive Director

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DIV 1-60  
**Survey**

Request:

Please provide a copy of the survey and the results referenced at Bates 190.

Response:

Please see a copy of the survey in Attachment DIV 1-60.

Results are currently being tabulated and will be shared once available.

Supplemental Response:

The survey results have now been tabulated. Please see the Attachment DIV 1-60 (Supplemental) for the survey results.

Application # (if known)	Overall, how satisfied were you with the energy efficiency project that you had installed at your site?	Was the process of the install communicated clearly to you by the RI Energy Program staff?:	Was the installation contractor professional in their support of the install?	Were there aspects of the experience that you would have liked to be different?	Would you recommend the Program to a business peer?	Would you be willing to provide the RI Energy Program with a testimonial and allow access for post-install pictures of your site?:	Feedback
13028536	Very Satisfied	Yes	Yes	Not at all	Yes	Yes	Professionally done and fast service . Already recommended Rise to another business
	Very Satisfied	Yes	Yes	The contractors were quick, efficient and polite. We're going to schedule another suite to be done in our building.	Yes		
13233956	Satisfied	Yes	Yes	Notice they were coming.	Yes	Yes	Only the thermostats were installed, still waiting for the insulation install.
13172994	Very Satisfied	Yes	Yes	No 100% satisfied	Yes	Yes	The workers were very professional and answer all my questions and concerns I would recommend RISE 100%
13131508	Very Satisfied	Yes	Yes		Yes	Yes	
13248331	Very Satisfied	Yes	Yes		Yes	No	
13104305	Very Satisfied	Yes	Yes		Yes	Yes	
12738223	Very Satisfied	Yes	Yes		Yes	Yes	This process was so efficient and easy . The team came in and out in one day and left no mess behind
13058180	Very Satisfied	Yes	Yes	No - installation crew was really great. There s always some anxiety with bringing in a work crew & how they will intersect with tenants, but this is even more of an issue under COVID - will people be reasonable about mask protocol etc.. The crew really couldn't have been better.	Yes	Yes	
12894884	Satisfied	Yes	Yes	COVID driven long lead times for materials resulted in project delays	Yes	No	[contractor names] were great!
13093105	Indifferent						Please contact me. I'm not sure the job is complete. [phone number redacted]
13136990	Satisfied	Yes	Yes	Quoted estimate with actual time/personnel required did not match and I was basically told I was lying.	No	No	
13457736	Very Satisfied	Yes	Yes		Yes	Yes	I'm not clear as the whether this questionnaire is about the energy audit, as a result of which, we got some new lighting fixtures - Or, about the HVAC system installation
13324823	Very Satisfied	Yes	Yes		Yes	Yes	
13542292	Very Satisfied	Yes	Yes		Yes	Yes	
13316732	Very Satisfied	Yes	Yes		Yes	No	
13606618	Very Satisfied	Yes	Yes	No	Yes	Yes	
13261232	Very Satisfied	Yes	Yes	The contractor was professional but an explanation of the steps to be taken would have been welcomed.	Yes	Yes	As mentioned above, better communication concerning what was going to occur throughout the project could have prevented a couple of missteps. Overall we are very happy with the outcome.
13324580	Very Satisfied	Yes	Yes		Yes	Yes	
13566058	Very Satisfied	Yes	Yes	no it was a very smooth, seamless process	Yes	Yes	
13457864	Very Satisfied	Yes	Yes		Yes	Yes	
13591926	Very Satisfied	Yes	Yes		Yes	Yes	
	Very Satisfied	Yes	Yes	Would have liked to speak with electrical contractor before start of job	Yes	No	Project went very smoothly. Electrical Contractor was excellent. Very professional and courteous.
12996259	Very Satisfied	Yes	Yes	no	Yes	No	
13557017	Very Satisfied	Yes	Yes	no	Yes	Yes	
13782494	Very Satisfied	Yes	Yes		Yes	No	
13796081	Very Satisfied	Yes	Yes		Yes	No	
13781719	Very Satisfied	Yes	Yes	None. I was very satisfied and impressed with everything.	Yes	Yes	
13256807	Satisfied	Yes	Yes	No	Yes	Yes	Not everything that was supposed to be done was. This was told to an auditor and I have never heard anything.
13125982	Very Satisfied	Yes	Yes		Yes	Yes	
13480705	Very Satisfied	Yes	Yes		Yes	No	
13625884	Very Satisfied	Yes	Yes		Yes	Yes	
13592993	Very Satisfied	Yes	Yes		Yes	No	