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March 23, 2023

VIA ELECTRONIC MAIL AND HAND DELIVERY

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

Re: The Narragansett Electric Company d/b/a Rhode Island Energy
In Re: Advanced Meter Functionality Business Case – Docket No. 22-49-EL

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy ("Rhode Island Energy" or the "Company"), attached is the electronic version of Rhode Island Energy's responses to the Public Utilities Commission's Fifth Set of Data Requests in the above-referenced matter, specifically PUC 5-1, PUC 5-3, PUC 5-4, PUC 5-5, PUC 5-6, PUC 5-7, PUC 5-10, PUC 5-12, PUC 5-13, PUC 5-18, PUC 5-22, PUC 5-23, and PUC 5-24.[1]

Thank you for your attention to this matter. Please do not hesitate to contact me should you have any questions.

Very truly yours,

Adam M. Ramos

AMR:cw
Enclosures

cc: Service List 22-49-EL (via e-mail only)
John Bell, Division
Leo Wold, Esq.

[1] Per communication from Commission counsel on October 4, 2021, the Company is submitting an electronic version of this filing followed by hard copies filed with the Clerk within 24 hours of the electronic filing.

CERTIFICATE OF SERVICE

I certify that a copy of the within documents was forwarded by e-mail to the Service List in the above docket on the 23rd day of March, 2023.

Adam M. Ramos, Esq.

The Narragansett Electric Company d/b/a Rhode Island Energy
Docket No. 22-49-EL Advanced Meter Functionality (AMF)
Service list updated 2/27/2023

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PUC 5-1

Request:

What outage notification systems (both to the company and to customers) existed before advanced outage notification was implemented in the Pennsylvania territory? Please explain if notifications to customers were opt-in, how they would have received messages, and what the messages would have said.

Response:

Please note, the response below assumes that the term "advanced outage notification" contained in the question refers to the Pennsylvania implementation of Last Gasp meter alert functionality as part of the AMI implementation. Last Gasp meter alerts are sent from the meter to PPL Electric Utilities Corporation ("PPL Electric") when a meter experiences the loss of line side power. The alerts then get fed into the Outage Management System prediction model, which is used to identify the possible location and scope of an outage.

Prior to the implementation of Last Gasp meter alert functionality, PPL Electric relied solely on the customer reporting an outage by way of a phone call to an agent, the web, or through the Interactive Voice Response ("IVR") system. The Company also had Supervisory Control and Data Acquisition ("SCADA") indication on circuit breakers and automated line reclosers that alerted that an outage had occurred.

Outage notifications to customers have been in place in Pennsylvania since 2011. Customers can receive notifications by way of text, email, or voice. Enrollments have been accomplished both by opt in and auto enrollment. The three occasions when customers were auto enrolled were May 2015, December 2016, and June 2017. There are several message types (Initial Outage Notification, Updates, Restoration), and each message has variations based on the scenario. In general, the messages contain the following information:

- Identification of PPL as the caller with a call back number provided
- Notification of an outage in the customer's area
- Estimated restoration time (if available)
- Estimated number of customers affected by the outage
- Status of restoration efforts (if available)
- Cause of outage (if available)
- How to get more information
- Safety warning to stay away from downed wires

PUC 5-3

Request:

How many customers had opted into the outage notification email or text messaging system in Pennsylvania prior to the roll-out of AMI? Please provide both a number and percentage of customers.

Response:

The Company does not have the data necessary to answer the question as posed because account status and enrollment status are both dynamic data points and a snapshot of a prior date is not available. For example, an active account that enrolled in outage notifications in 2017 but is not active today would not be included in the data. The data available are the current total number of active accounts that have enrolled in receiving outage notifications and the outage notification enrollment dates of those active accounts.

Outage notifications to customers have been in place in Pennsylvania since 2011. Customers can receive notifications by way of text, email, or voice. Enrollments have been accomplished both by opt in and auto-enrollment. The three occasions when customers were auto-enrolled were May 2015, December 2016, and June 2017. As of March 16, 2023, 1,087,448 active accounts in Pennsylvania are enrolled to receive outage notifications. This represents 74.1% of the current active accounts.

The enrollment dates of the current active accounts are summarized in the table below:

YEAR	TOTAL ACTIVE ACCOUNTS ENROLLED	% OF TOTAL ACTIVE ACCOUNTS
2012	52,898	3.6%
2013	91,139	6.2%
2014	148,909	10.1%
2015	563,801	38.4%
2016	637,267	43.4%
2017	696,522	47.4%
2018	753,974	51.3%
2019	820,297	55.9%
2020	896,447	61.1%
2021	997,529	67.9%
2022	1,074,226	73.2%
2023	1,087,448	74.1%

PUC 5-4

Request:

How many customers in Rhode Island are able to receive outage notification either through an email on file or through text messaging? Please provide both a number and percentage of customers.

Response:

Customers in Rhode Island are able to receive outage notifications through an email, a text message, and/or a voice message. The table below provides the number and percentage of customers who receive each type of outage notification.

Outage Notification Type	# of Customers	% of Customers
Text	227,765	45%
Email	339,901	68%
Voice	725	0.14%

PUC 5-5

Request:

A comment was made that the only way for RI Energy to know about a customer outage is through a phone call from the customer to the Company. Please clarify whether this statement refers to the initial call from an isolated outage or to all outages. For example, there are instances where the Company has advised customers of an outage at their building without a call from that customer. The Company also posts the number of customers out on their outage map, even without every one of those customers calling. Please describe the data used for these functions and how the data is generated.

Response:

Rhode Island Energy customers can report outages through multiple channels that include interactive voice response, text, the website, or by speaking to a customer service representative. All of these channels require customers to initiate communication with the Company to notify the Company of a power outage (which will no longer be needed with AMF). For an outage that affects a single customer, Rhode Island Energy is unaware of the outage until that customer reports it to the Company. For outages affecting multiple customers, Rhode Island Energy first becomes aware of an outage when the first customer reports it to the Company and then, as more customers report the outage, the Outage Management System ("OMS") will predict the location and scope of the outage. All customer reports of an outage are fed into the prediction model of the OMS, which defines the outage including the number of customers affected. The prediction model requires a sampling of customers affected to report an outage but does not need every customer affected to accurately predict the location and number of customers impacted. Outage notifications are then sent out to all enrolled to receive outage notifications who are affected by the outage and not just those who called to report it. The Rhode Island Energy Outage Map is similarly populated with all customers affected by the outage and not only those who call the Company to report the outage.

PUC 5-6

Request:

Please confirm whether the Company included major storm events in the calculation of the percentage of customers who called in an outage after the ability of the AMIs to provide the last gasp outage notification to the Company in Pennsylvania.

Response:

In Pennsylvania, there are three different levels of storms, and the definitions of those are summarized in the following table:

Non-Reportable Storm	Occurs when one or more super regions reach 20 stacked cases, OR 125 cases on the system within 24 hours.
PUC-Reportable Storm	2,500 customers out for 6+ hours in one event
PUC Major Event	10% of all customers interrupted in one event

PPL Electric Utilities Corporation's ("PPL Electric") analysis included data from Non-Reportable Storms and PUC-Reportable Storms but did not include any PUC Major Events because there were no PUC Major Events that occurred during the timeframe of August 2019 through July 2020, which is the date range used for the analysis.

PUC 5-7

Request:

Please explain if there are any customer classes in the Pennsylvania or RIE territories that cannot, or effectively cannot, receive or provide outage notifications (e.g., this may be the case for certain streetlighting customers).

Response:

In Pennsylvania, there are no customer classes that cannot provide or receive outage notifications. In Rhode Island, street lighting customers cannot receive outage notifications. They also cannot report power outages online or via text message and are advised to call to speak with a Company representative.

PUC 5-10

Request:

Please provide additional explanation to the statement that AMF quickens the substation monitoring capability.

Response:

AMF can improve and/or support outage predictions for any device that may trip for a fault, which includes substations.

Full telemetry via remote terminal units for SCADA would serve as the optimal substation monitoring capability. If a substation does not have full telemetry for SCADA, then AMF could indicate that a breaker is open for an outage, using the Last Gasp/Power Up functionality, and add value for substation monitoring.

Last Gasp/Power Up capabilities via AMF meters will enable Rhode Island Energy to have real-time status of power loss and restoration of service down to a specific customer level. By integrating the real-time outage information with an accurate network model, knowledge about the system status can be rolled up to a transformer, to a circuit, and ultimately to the substation level to provide better monitoring capability of the distribution system.

PUC 5-12

Request:

To the extent possible, please show the population of customers in the Pennsylvania jurisdiction in each RIE rate class (excluding streetlights and excluding with note any other classes that cannot be matched to an RIE rate class). If reasonable limitations exist, please show this information broken out for residential, small commercial, and large C&I customer in a way that captures the form of the input/output of the ICE calculator.

Response:

Developing the breakout of customers in the Pennsylvania jurisdiction into each Rhode Island Energy rate class is infeasible because every utility has different definitions of the rate classes. In addition, the ICE calculator does not utilize the rate classes. It uses only two groupings of customers: Residential and Non-Residential. The ICE calculator tool, as part of its algorithm, breaks the Non-Residential number into Small C&I customers and Medium/Large C&I customers.

The breakout of customers for the Pennsylvania jurisdiction broken out for residential, small C&I, and large C&I is shown below. Inputs to the ICE calculator include residential and non-residential customers. Non-residential customers would be the sum of the small C&I and large C&I numbers shown below.

Residential: 1,271,182

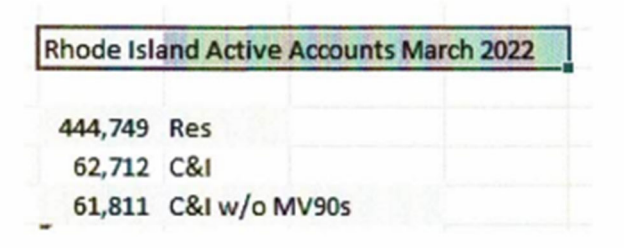
Small C&I: 185,135

Large C&I: 1,386

Below are the calculations and screen shots of the inputs used to develop the Faster Notification benefit and the outputs from the ICE calculator. Also included are the adjustments made to reflect actual Rhode Island Energy Small C&I customers versus Large C&I customers.

Assumptions:

1. Use the Rhode Island Energy active accounts as of March 2022, subtracting out those customers who have MV-90 meters because the MV-90 meters are not being replaced as part of the proposed AMF installation program.



Rhode Island Active Accounts March 2022	
444,749	Res
62,712	C&I
61,811	C&I w/o MV90s

2. ICE calculator screen shots below using the "Res" and "C&I w/o MV90s" customer counts and 22-minute faster notification time.

ICE CALCULATOR

Select the Type of Model

○ Estimate Interruption Costs

Estimate the cost per interruption event, per average kW, per unserved kWh and the total cost of sustained electric power interruptions.

◉ Estimate Value of Reliability Improvement

Estimate the value associated with a given reliability improvement.

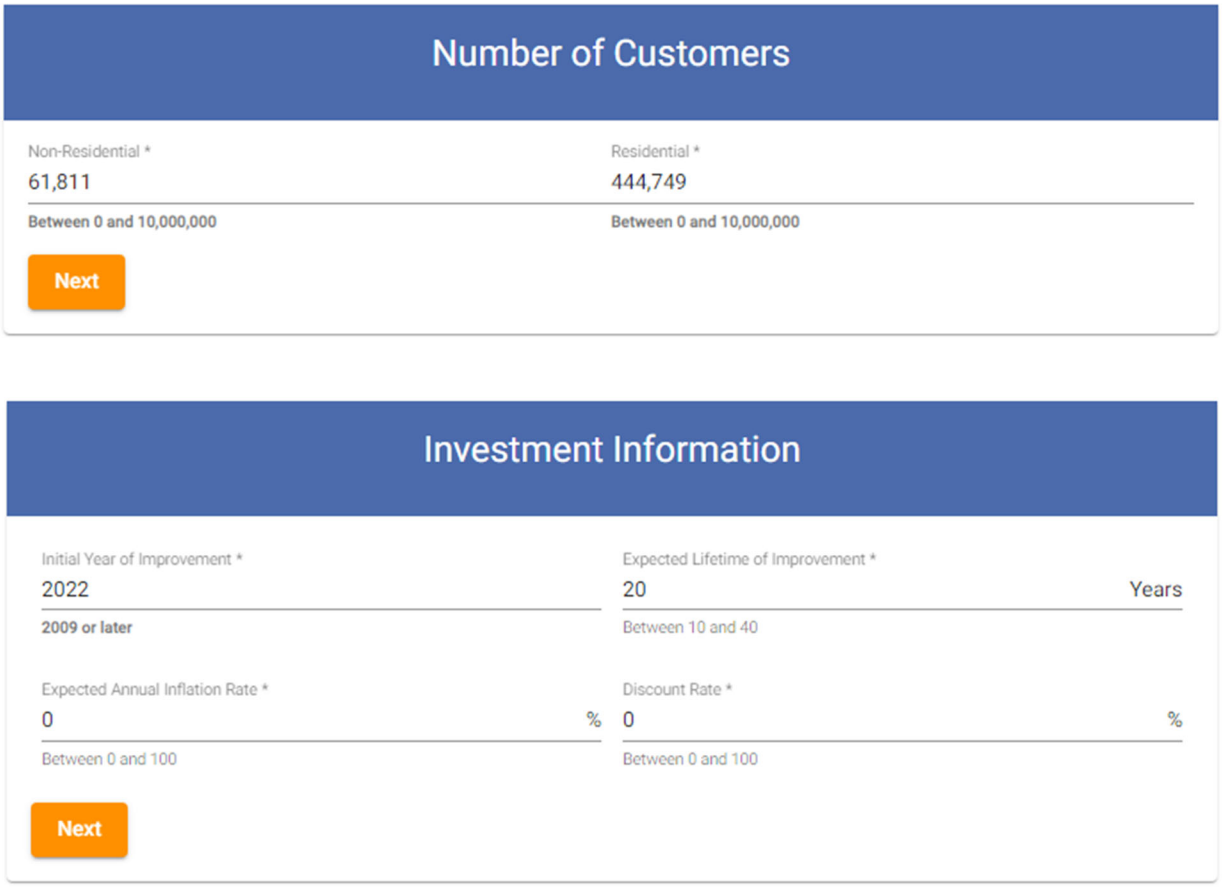
Select States

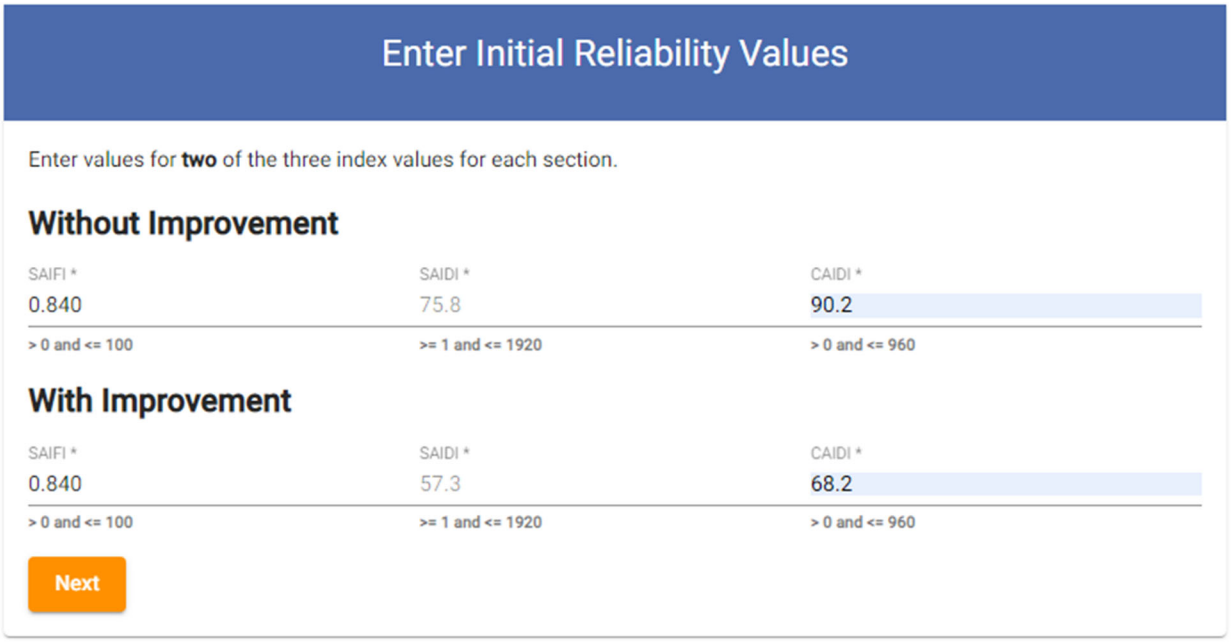
A default set of inputs are calculated based on the selected states.

Select a State

Rhode Island ⊗

Next


Number of Customers
Non-Residential *
61,811
Between 0 and 10,000,000
Residential *
444,749
Between 0 and 10,000,000
Next
Investment Information
Initial Year of Improvement *
2022
2009 or later
Expected Lifetime of Improvement *
20
Years
Between 10 and 40
Expected Annual Inflation Rate *
0
%
Between 0 and 100
Discount Rate *
0
%
Between 0 and 100
Next

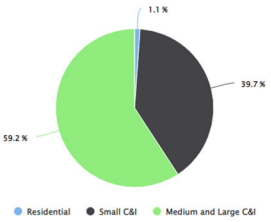


Prepared by or under the supervision of: Philip J. Walnock and Wanda Reder

ICE Calculator OUTPUTS

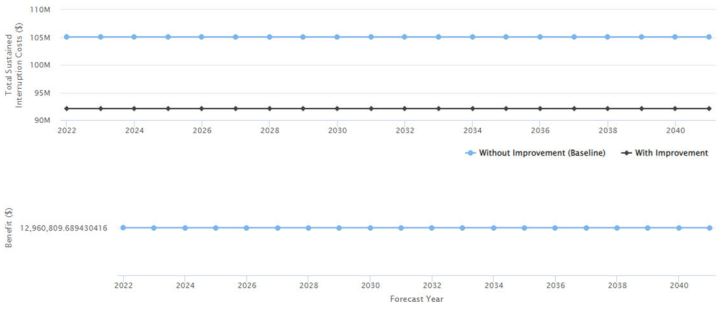
Distribution of Benefits

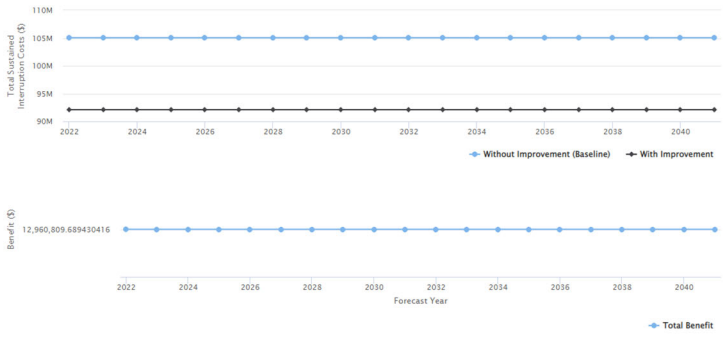
Sector	# of Customers	Total Benefit (2022$)	Benefit Per Customer (2022$)
Residential	444,749	$2,869,926.24	$6.45
Small C&I	51,728	$102,821,002.70	$1,987.72
Medium and Large C&I	10,083	$153,525,264.85	$15,226.15
All	**506,560**	**$259,216,193.79**	**$511.72**



Forecast of Total Sustained Interruption Costs

Year	Without Improvement (Baseline)	With Improvement	Total Benefit
2022	$105,049,664.03	$92,088,854.34	$12,960,809.69
2023	$105,049,664.03	$92,088,854.34	$12,960,809.69
2024	$105,049,664.03	$92,088,854.34	$12,960,809.69
2025	$105,049,664.03	$92,088,854.34	$12,960,809.69
2026	$105,049,664.03	$92,088,854.34	$12,960,809.69
2027	$105,049,664.03	$92,088,854.34	$12,960,809.69
2028	$105,049,664.03	$92,088,854.34	$12,960,809.69
2029	$105,049,664.03	$92,088,854.34	$12,960,809.69
2030	$105,049,664.03	$92,088,854.34	$12,960,809.69
2031	$105,049,664.03	$92,088,854.34	$12,960,809.69
2032	$105,049,664.03	$92,088,854.34	$12,960,809.69
2033	$105,049,664.03	$92,088,854.34	$12,960,809.69
2034	$105,049,664.03	$92,088,854.34	$12,960,809.69
2035	$105,049,664.03	$92,088,854.34	$12,960,809.69
2036	$105,049,664.03	$92,088,854.34	$12,960,809.69
2037	$105,049,664.03	$92,088,854.34	$12,960,809.69
2038	$105,049,664.03	$92,088,854.34	$12,960,809.69
2039	$105,049,664.03	$92,088,854.34	$12,960,809.69
2040	$105,049,664.03	$92,088,854.34	$12,960,809.69





Calculation of Benefits Used in BCA:

Recalculate the Annual Value Based on Actual Customer Count Small C&I; Medium and Large C&I; and w/o MV90 Meters*			
Cust. Class	**Customers (#)**	**Value/Cust over 20 Yrs ($)**	**Total Savings ($2022)**
Residential	444,749	$ 6.45	$ 2,868,631
Small C&I	53,342	$ 1,987.72	$ 106,028,960
Large C&I	8,469	$ 15,226.15	$ 128,950,264
Total	**506,560**		**$ 237,847,856**
Per Year Average w/20 Year Life		20	$ 11,892,393
*Customer Counts as of March 2022; 901 MV-90 Customers removed.			

PUC 5-13

Request:

Was the SAIFI used a 3-year average or a rolling average? If it was a 3-year average, which years were used?

Response:

The SAIFI used was determined by calculating rolling five-year averages using data from 2005 through 2020 and choosing the lowest value, which was 0.84. This was done to be conservative in the estimates.

PUC 5-18

Request:

Please provide the assumed persistence of the savings from Energy Insights what information supports this assumption.

Response:

The assumed persistence of the Energy Insights is 100%. There are several factors that influenced this assumption:

1. The Company assumed only 30% of residential customers and 25% of commercial customers would opt-in to this program.
2. The Company assumed a 1.5% savings rate for those customers who are participating.
3. This translates into an overall residential savings of 0.45% and an overall commercial savings of 0.375% each year.
4. Over time, more people likely will learn about the program and understand how their AMF meters will enable them to save energy more easily and participate. Thus, the participation rate could increase.
5. Given the very low overall percentage savings, that rate of savings is anticipated to be sustainable over the 20-year period.

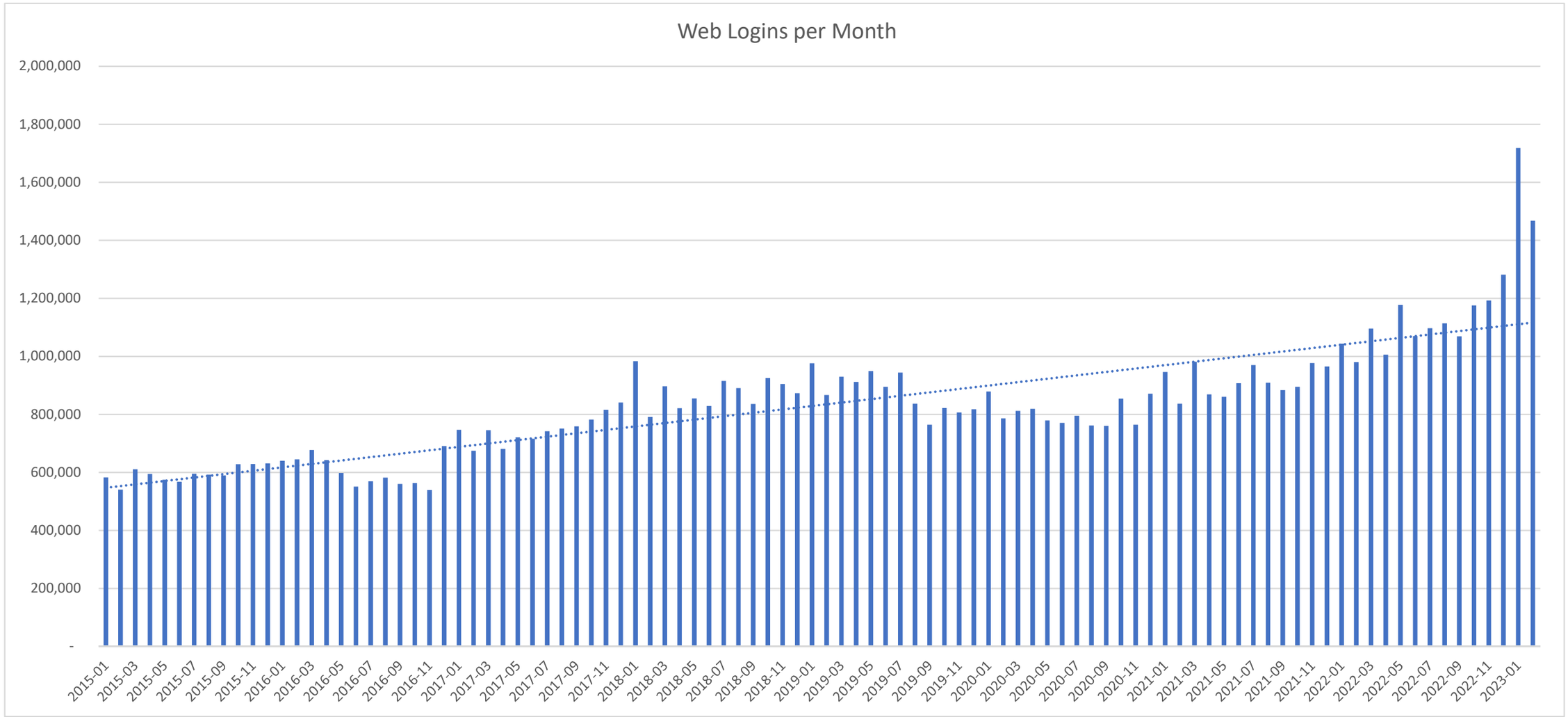
PUC 5-22

Request:

Does PPL have information to show a history of customer usage of the customer portal since the time it was made available to customers? Has the frequency of usage stayed constant? Has the use of the use of the portal changed over time (i.e., more or less customers viewing usage versus simply paying their bills)?

Response:

Please see Attachment PUC 5-22 for the number of web logins (i.e., how many times a customer logs into the portal) by month from January 2015 through January 2023. This data is for PPL Electric Utilities Corporation ("PPL Electric") only. The frequency of usage increased dramatically from 2015 to 2023. The average weekly logins (i.e., how many times customers logged into the portal weekly on average) increased by 86% from 2015 to 2022 as noted in tab 3. As noted in the Company's response to PUC 5-20, PPL Electric cannot determine the purpose for which customers are logging into the customer portal because the customer will be directed to the Dashboard, when logging into the portal, which contains various customer data.


Web Logins per Month
2,000,000
1,800,000
1,600,000
1,400,000
1,200,000
1,000,000
800,000
600,000
400,000
200,000
-
2015-01
2015-03
2015-05
2015-07
2015-09
2015-11
2016-01
2016-03
2016-05
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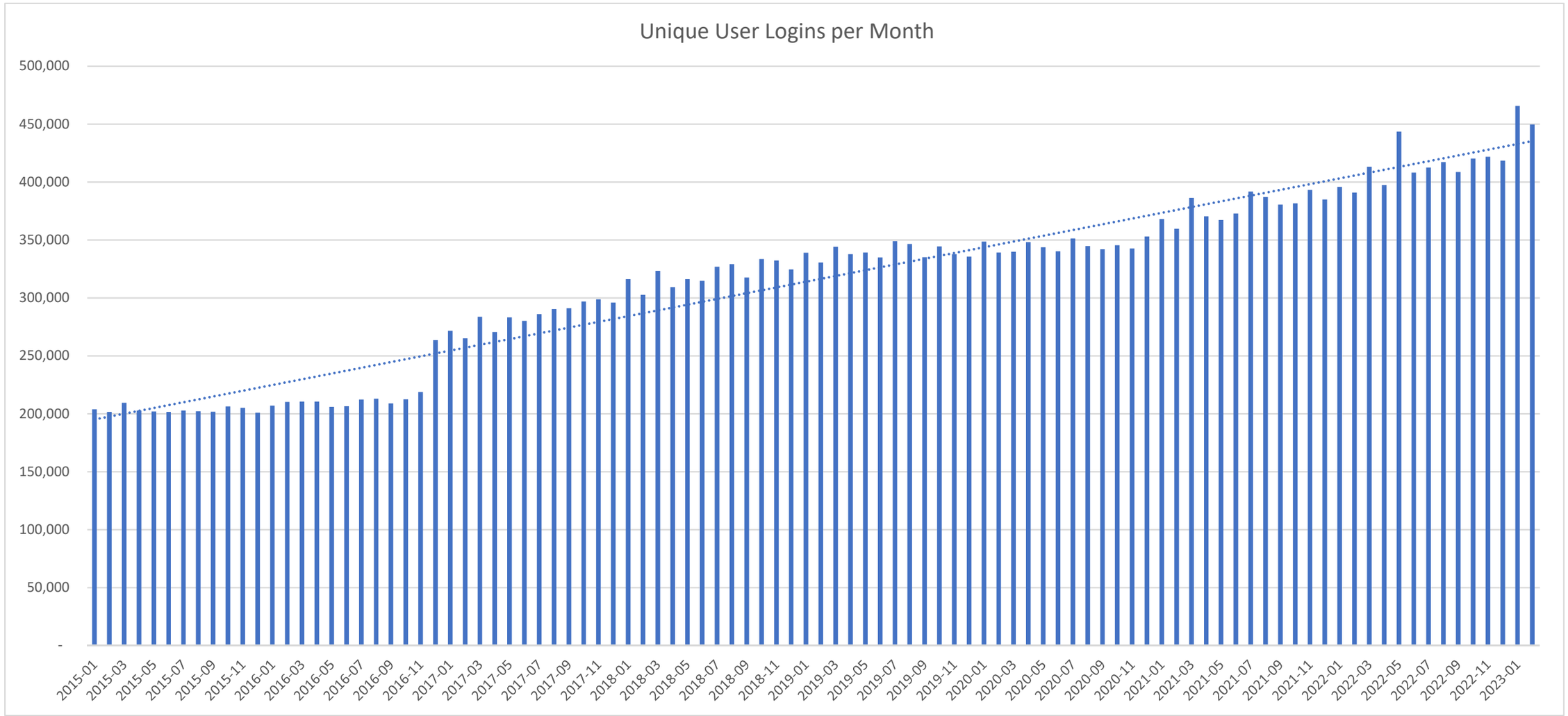
2023-01


Unique User Logins per Month
500,000
450,000
400,000
350,000
300,000
250,000
200,000
150,000
100,000
50,000
-
2015-01
2015-03
2015-05
2015-07
2015-09
2015-11
2016-01
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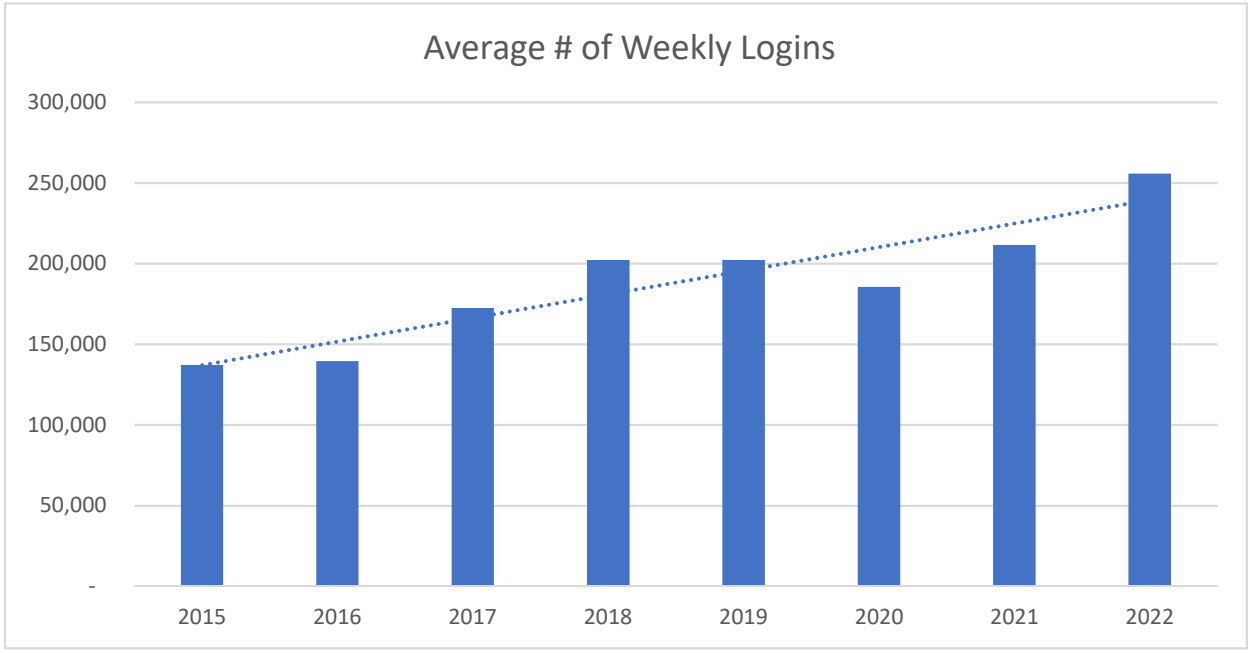
2021-11
2022-01
2022-03
2022-05
2022-07
2022-09
2022-11
2023-01

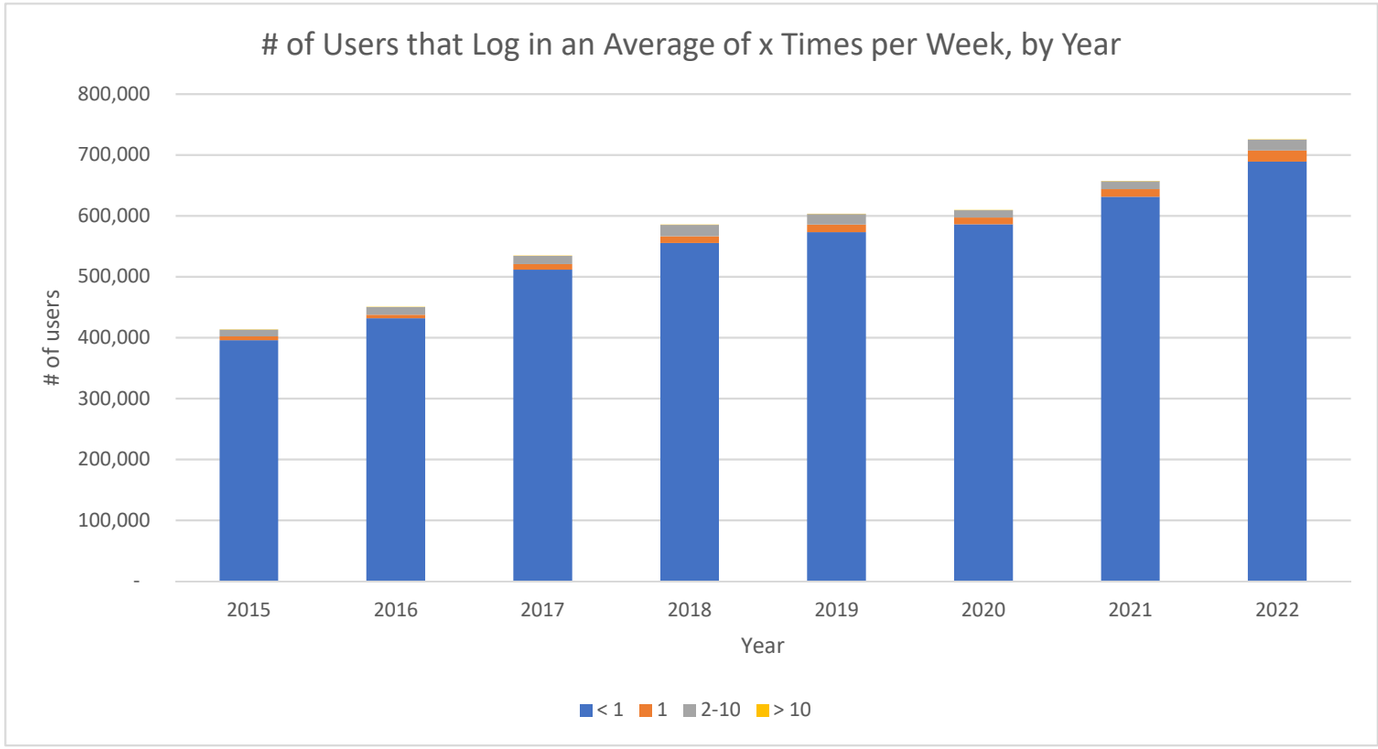
LOGIN_YEAR	AVG_WEEKLY_LOGINS
2015	137,209
2016	139,537
2017	172,533
2018	202,309
2019	202,270
2020	185,595
2021	211,526
2022	255,782

*Counts total logins for the year, and divides by 52 weeks



Year	< 1	1	2-10	> 10
2015	395,989	6,084	10,781	266
2016	431,913	5,888	12,228	169
2017	511,790	8,840	13,628	242
2018	555,342	11,245	18,638	253
2019	573,060	12,609	17,120	156
2020	586,333	11,012	11,914	103
2021	631,091	12,684	12,980	197
2022	688,789	18,501	17,782	317

* Averages the # of times each user logins in per week, each year. Then counts the number of users that falls into each grouping (< 1 login per week, 1 login per week, 2-10 logins per week, > 10 logins per week).



LOGIN_MONTH	LOGIN_COUNT	UNIQUE_USER_LOGIN_COUNT
2015-01	582,659	203,842
2015-02	540,735	201,543
2015-03	610,582	209,423
2015-04	594,432	202,863
2015-05	574,696	202,026
2015-06	567,875	201,658
2015-07	594,810	202,736
2015-08	592,259	202,105
2015-09	589,344	201,678
2015-10	627,850	206,249
2015-11	628,513	205,114
2015-12	631,114	200,950
2016-01	639,977	207,018
2016-02	644,931	210,183
2016-03	677,082	210,610
2016-04	642,168	210,523
2016-05	597,614	206,044
2016-06	551,097	206,528
2016-07	569,017	212,335
2016-08	581,862	213,022
2016-09	560,008	209,014
2016-10	562,575	212,382
2016-11	538,928	218,793
2016-12	690,670	263,546
2017-01	746,487	271,628
2017-02	674,200	265,012
2017-03	745,039	283,767
2017-04	680,457	270,461
2017-05	720,598	283,207
2017-06	715,901	280,248
2017-07	741,641	285,913
2017-08	750,594	290,359
2017-09	758,425	291,118
2017-10	781,548	296,777
2017-11	815,822	298,707
2017-12	841,004	296,032
2018-01	982,896	316,208
2018-02	791,054	302,582
2018-03	896,707	323,269
2018-04	820,984	309,369
2018-05	854,804	316,082
2018-06	828,816	314,820
2018-07	915,410	326,858
2018-08	890,642	329,100
2018-09	835,975	317,482
2018-10	924,925	333,494

2018-11	904,604	332,357
2018-12	873,246	324,487
2019-01	975,883	338,959
2019-02	866,794	330,530
2019-03	930,195	344,101
2019-04	911,471	337,803
2019-05	948,656	339,220
2019-06	894,583	334,937
2019-07	943,602	349,006
2019-08	836,754	346,493
2019-09	764,056	335,092
2019-10	821,778	344,336
2019-11	806,441	337,671
2019-12	817,836	335,573
2020-01	878,796	348,610
2020-02	786,094	339,120
2020-03	811,923	339,807
2020-04	818,788	348,028
2020-05	778,838	343,653
2020-06	770,785	340,232
2020-07	795,197	351,325
2020-08	761,778	344,759
2020-09	760,087	341,910
2020-10	853,853	345,413
2020-11	763,922	342,556
2020-12	870,858	352,966
2021-01	945,773	368,117
2021-02	836,881	359,649
2021-03	981,246	386,257
2021-04	868,708	370,294
2021-05	860,573	367,275
2021-06	907,125	372,777
2021-07	969,723	391,692
2021-08	908,535	387,077
2021-09	883,798	380,585
2021-10	895,066	381,590
2021-11	977,197	393,116
2021-12	964,737	384,889
2022-01	1,043,811	395,729
2022-02	979,871	390,912
2022-03	1,095,560	413,122
2022-04	1,005,910	397,319
2022-05	1,176,993	443,575
2022-06	1,069,220	408,030
2022-07	1,097,147	412,540
2022-08	1,114,069	417,183
2022-09	1,068,746	408,680

2022-10	1,175,365	420,173
2022-11	1,192,482	421,713
2022-12	1,281,478	418,486
2023-01	1,717,751	465,569
2023-02	1,467,288	449,643

PUC 5-23

Request:

Using the same or analogous methodology the Company used for other energy benefits (such as CVR) please calculate *at least* the following benefits categories for Energy Insights: avoided distribution, transmission, and generation capacity.

Response:

The Company does not have the information to compute these values. Although a Residential Contribution to Peak forecast was developed for use in calculating the Whole House TOU/CPP benefits, a Commercial Contribution to Peak forecast was not developed. To calculate these values, both of those forecasts would need to be used.

PUC 5-24

Request:

Regarding the methodology for estimating avoided distribution capacity benefits calculated in the BCA:

a. If the benefits were based on a whole-system marginal distribution cost, please explain and provide the MDC used (if not, explain what was done).
b. Please specifically address if the methodology assumes annual spend on load growth divided by load growth.
c. Is the denominator the whole-system load growth, the load growth on the part of the system at which capacity was increased, or some other number?

Response:

a. The avoided distribution capacity benefits were sourced from Synapse Energy Economic's AESC 2021 Report and were developed by National Grid for Rhode Island. National Grid calculates an annualized value of statewide avoided distribution capacity values from company-specific inputs that include historical and projected capital expenditures and peak loads, carrying charges, FERC Form 1 accounting data, and O&M costs. National Grid uses a combination of historical and forecasted values and accounts for operational energy efficiency, PV, and demand response programs.

b. Yes, the methodology assumes annual spend on load growth divided by load growth.

c. The denominator is whole-system load growth. The load forecast used to determine the value of avoided distribution only includes projected PV and continued lifetime energy efficiency savings from prior plans and the current plan. The analysis does not include forecasted savings from future energy efficiency plans.