

Andrew S. Marcaccio, Counsel  
PPL Services Corporation  
[AMarcaccio@pplweb.com](mailto:AMarcaccio@pplweb.com)

280 Melrose Street  
Providence, RI 02907  
Phone 401-784-4263



March 1, 2024

**VIA ELECTRONIC MAIL**

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

**RE: Docket No. 23-48-EL – The Narragansett Electric Company d/b/a  
Rhode Island Energy’s Proposed FY 2025 Electric Infrastructure, Safety, and  
Reliability Plan  
Responses to PUC Data Requests – Set 8**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (the “Company”), enclosed are the Company’s responses to the Public Utilities Commission’s (“PUC”) Eighth Set of Data Requests in the above-referenced matter.

Thank you for your attention to this transmittal. If you have any questions or concerns, please do not hesitate to contact me at 401-784-4263.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andrew S. Marcaccio".

Andrew S. Marcaccio

Enclosures

cc: Docket No. 23-48-EL Service List

PUC 8-1

Request:

With reference to RIE's response to Division 3-17,

- a. Does RIE have a copy of EEI's 2020, 2021, and 2022 Reliability Survey Report?
- b. If not, does RIE have a copy of any portion of the Reports?
- c. If the answer to parts a and b are "no," please explain how RIE was able to incorporate the results of EEI Reliability Survey Reports into the ISR Plan and Testimony.
- d. If the answer to parts a or b are "yes," please provide a single printed copy of, under seal, of any such materials used to support the FY25 ISR filings to date.

Response:

- a. Yes, the Company has EEI Reliability Survey Reports for 2020, 2021, and 2022.
- b. See the response for part a.
- c. See the response for part a.
- d. As described in the response to Division 3-17, participation in the Edison Electric Institute Reliability Survey requires confidentiality. See participation statement below extracted from the EEI 2022 report below.

**Reproduced from the EEI 2022 Reliability Survey Report Confidentiality Statement**  
**CONFIDENTIAL**

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The Company sought permission from EEI to provide the EEI Reliability Survey Reports to Rhode Island state regulators under confidential treatment and was denied. The Company requested a letter from EEI to reflect the denial. EEI indicated they will provide the letter on or by Monday, March 4, 2024. The Company will supplement this response with a copy of the letter once received. Although, to comply with its contractual obligations to EEI, the Company cannot provide a printed copy, the Company notes that the material used to support the FY 2025 ISR filing is discussed specifically in the Company's responses to Division 3-7, Division 3-12, Division 3-16 and Division 3-20.

The Narragansett Electric Company  
d/b/a Rhode Island Energy  
RIPUC Docket No. 23-48-EL  
In Re: Proposed FY 2025 Electric Infrastructure, Safety and Reliability Plan  
Responses to the Commission's Eighth Set of Data Requests  
Issued on February 16, 2024

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PUC 8-1, page 2

The Company emphasizes the statement made within the response to Division 3-12, part a: *“even with first quartile performance, approximately 4.6%, or 23,000, of the customers would still experience 4 outages per year.”*

Even though the EEI survey provides an independent third-party evaluation to compare Rhode Island Energy against its peers, recognizing the potential customers impacted also provides support for the FY 2025 ISR filing.

PUC 8-2

Request:

Please provide the same information as was requested in PUC 8-1 parts a-d, but in lieu of EEI Reliability Survey Reports, please provide the requested information for JD Power electric utility customer satisfaction studies.

Response:

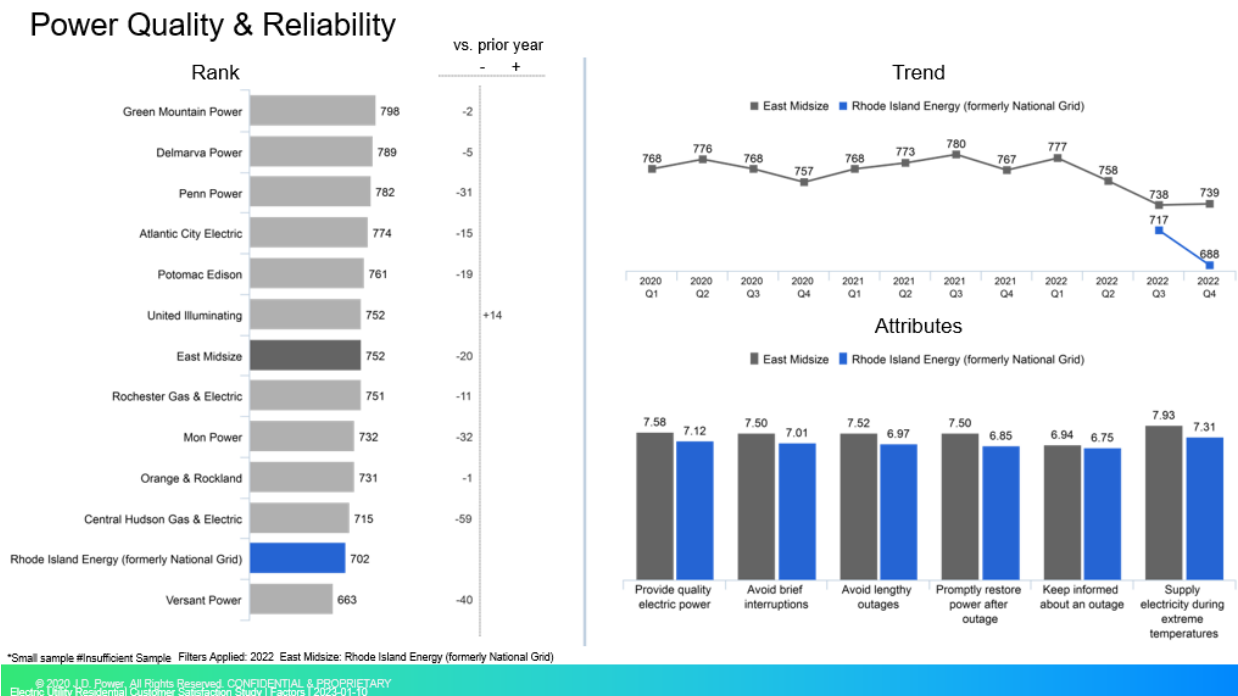
- a. RI Energy has J.D. Power Electric Utility Residential Customer Satisfaction Study results for 2022. Detailed year-end results published 01/10/2023 are shown in Table 1 below. Please note that 2022 is considered an incomplete dataset because for the first half of the year The Narragansett Electric Company ("Narragansett") was owned by National Grid USA ("National Grid"). Rhode Island Energy performed worse than the mean in its peer group (dark grey bar) in all 6 power quality and reliability matrices.

The six reliability categories are listed below. Rhode Island Energy results are shown in the tables below.

- provide quality electric power,
- avoid brief interruptions,
- avoid lengthy outages,
- promptly restore power after outage,
- keep customers informed about an outage
- supply power during extreme temperatures are shown in blue.

PUC 8-2, page 2

Table 1 – J.D. Power Electric Utility Residential Customer Satisfaction Study 2022



The Company does not have official J.D. Power Customer Satisfaction results for 2020 and 2021. When Narragansett was under National Grid ownership, it ranked with the “Large East” utility peer group. However, in response to the Division 4-8 in Docket No. 22-53-EL, the Company was asked to provide J. D. Power Customer Satisfaction Study results from 2019 through the second quarter of 2022.

At that time, Rhode Island Energy contacted J.D. Power and had Narragansett results pulled out of National Grid results and adjusted for East Midsized utility companies. The results are shown in Table 2. J.D. Power did note that the results “were not official rankings but simply a view of where National Grid / Rhode Island Energy scores would have fallen when placed among East Midsized utility group.”

PUC 8-2, page 3

Table 2. J.D. Power Unofficial East Midsize PQ&R Rankings

Power Quality and Reliability - Residential Customer					
Category	2018	2019	2020	2021	2022
East Midsize Mean	754	758	767	772	757
Narragansett Electric / RI Energy	746	728	765	781	702
Peer Ranking	8 of 13	11 of 13	7 of 12	5 of 12	11 of 12
Quartile	3rd	4th	3rd	2nd	4th

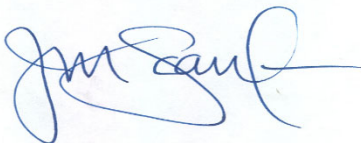
2023 information can be found here: <https://www.jdpower.com/business/press-releases/2023-electric-utility-residential-customer-satisfaction-study>

- b. See the response for part a.
- c. See the response for part a.
- d. The information used to support the FY 2025 ISR filings to date is provided in the response to part a, above.

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was 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.



\_\_\_\_\_  
Joanne M. Scanlon

March 1, 2024  
Date

**Docket No. 23-48-EL – RI Energy’s Electric ISR Plan FY 2025  
Service List as of 1/25/2024**

Name/Address	E-mail Distribution	Phone
<p><b>The Narragansett Electric Company d/b/a Rhode Island Energy</b> Andrew Marcaccio, Esq. 280 Melrose St. Providence, RI 02907</p> <p>Adam S. Ramos, Esq. <b>Hinckley Allen</b> 100 Westminster Street, Suite 1500 Providence, RI 02903-2319</p>	<a href="mailto:amarcaccio@pplweb.com">amarcaccio@pplweb.com;</a>	401-784-4263
	<a href="mailto:cobrien@pplweb.com">cobrien@pplweb.com;</a>	
	<a href="mailto:jscanlon@pplweb.com">jscanlon@pplweb.com;</a>	
	<a href="mailto:aramos@hinckleyallen.com">aramos@hinckleyallen.com;</a>	
	<a href="mailto:sbriggs@pplweb.com">sbriggs@pplweb.com;</a>	
	<a href="mailto:NABegnal@RIEnergy.com">NABegnal@RIEnergy.com;</a>	
	<a href="mailto:smtoronto@RIEnergy.com">smtoronto@RIEnergy.com;</a>	
	<a href="mailto:ATLaBarre@RIEnergy.com">ATLaBarre@RIEnergy.com;</a>	
	<a href="mailto:rconstable@RIEnergy.com">rconstable@RIEnergy.com;</a>	
	<a href="mailto:krcastro@RIEnergy.com">krcastro@RIEnergy.com;</a>	
	<a href="mailto:CJRooney@RIEnergy.com">CJRooney@RIEnergy.com;</a>	
	<a href="mailto:joliveira@pplweb.com">joliveira@pplweb.com;</a>	
	<a href="mailto:TGShields@pplweb.com">TGShields@pplweb.com;</a>	
<a href="mailto:nhawk@pplweb.com">nhawk@pplweb.com;</a>		
<p><b>Division of Public Utilities (Division)</b> Gregory Schultz, Esq. Dept. of Attorney General 150 South Main St. Providence, RI 02903</p>	<a href="mailto:gSchultz@riag.ri.gov">gSchultz@riag.ri.gov;</a>	
	<a href="mailto:Ellen.golde@dpuc.ri.gov">Ellen.golde@dpuc.ri.gov;</a>	
	<a href="mailto:John.bell@dpuc.ri.gov">John.bell@dpuc.ri.gov;</a>	
	<a href="mailto:Al.contente@dpuc.ri.gov">Al.contente@dpuc.ri.gov;</a>	
	<a href="mailto:Robert.Bailey@dpuc.ri.gov">Robert.Bailey@dpuc.ri.gov;</a>	
	<a href="mailto:Christy.Hetherington@dpuc.ri.gov">Christy.Hetherington@dpuc.ri.gov;</a>	
	<a href="mailto:Margaret.l.hogan@dpuc.ri.gov">Margaret.l.hogan@dpuc.ri.gov;</a>	
	<a href="mailto:Paul.roberti@dpuc.ri.gov">Paul.roberti@dpuc.ri.gov;</a>	

David Effron Berkshire Consulting 12 Pond Path North Hampton, NH 03862-2243	<a href="mailto:Djeffron@aol.com">Djeffron@aol.com</a> ;	603-964-6526
Gregory L. Booth, PLLC 14460 Falls of Neuse Rd. Suite 149-110 Raleigh, N. C. 27614	<a href="mailto:gboothpe@gmail.com">gboothpe@gmail.com</a> ;	919-441-6440
Linda Kushner L. Kushner Consulting, LLC 514 Daniels St. #254 Raleigh, NC 27605	<a href="mailto:Lkushner33@gmail.com">Lkushner33@gmail.com</a> ;	919-810-1616
<b>Office of Energy Resources</b> Al Vitali, Esq.	<a href="mailto:Albert.vitali@doa.ri.gov">Albert.vitali@doa.ri.gov</a> ;	
	<a href="mailto:nancy.russolino@doa.ri.gov">nancy.russolino@doa.ri.gov</a> ;	
	<a href="mailto:Christopher.Kearns@energy.ri.gov">Christopher.Kearns@energy.ri.gov</a> ;	
	<a href="mailto:Shauna.Beland@energy.ri.gov">Shauna.Beland@energy.ri.gov</a> ;	
	<a href="mailto:William.Owen@energy.ri.gov">William.Owen@energy.ri.gov</a> ;	
<b>Office of Attorney General</b> Nick Vaz, Esq. 150 South Main St. Providence, RI 02903	<a href="mailto:nvaz@riag.ri.gov">nvaz@riag.ri.gov</a> ;	401-274-4400 x 2297
	<a href="mailto:mbedell@riag.ri.gov">mbedell@riag.ri.gov</a> ;	
<b>Conservation Law Foundation (CLF)</b> James Rhodes, Esq. Conservation Law Foundation 235 Promenade Street Suite 560, Mailbox 28 Providence, RI 02908	<a href="mailto:jrhodes@clf.org">jrhodes@clf.org</a> ;	401-225-3441
<b>File an original &amp; five (5) copies w/:</b> Luly E. Massaro, Commission Clerk Cynthia Wilson-Frias, Esq. Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	<a href="mailto:Luly.massaro@puc.ri.gov">Luly.massaro@puc.ri.gov</a> ;	401-780-2107
	<a href="mailto:Cynthia.WilsonFrias@puc.ri.gov">Cynthia.WilsonFrias@puc.ri.gov</a> ;	
	<a href="mailto:Todd.bianco@puc.ri.gov">Todd.bianco@puc.ri.gov</a> ;	
	<a href="mailto:Alan.nault@puc.ri.gov">Alan.nault@puc.ri.gov</a> ;	
	<a href="mailto:Kristen.L.Masse@puc.ri.gov">Kristen.L.Masse@puc.ri.gov</a> ;	
Matt Sullivan, Green Development LLC	<a href="mailto:ms@green-ri.com">ms@green-ri.com</a> ;	