

**STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION**

**IN RE: THE NARRAGANSETT ELECTRIC COMPANY d/b/a RHODE ISLAND
ENERGY'S PROPOSED REVISION TO SERVICE QUALITY PLAN
DOCKET 3628**

NOTICE OF PUBLIC HEARING

Pursuant to the provisions of R.I. Gen. Laws §39-1-1, as amended, the Public Utilities Commission (PUC) is conducting a hearing on **Tuesday, July 23, 2024 at 9:30 A.M.** in Hearing Room A at the PUC's office located at 89 Jefferson Boulevard, Warwick, Rhode Island. . The hearing may continue thereafter from day to day and from time to time as required. The hearing will be streamed live at <https://video.ibm.com/channel/WqQyXw296dg>.

At this hearing, the Commission will examine the propriety of the Narragansett Electric Company d/b/a Rhode Island Energy's (Company) proposed revisions to the Company's Electric Service Quality Plan (Plan) filed in accordance with the PUC's directive at Open Meeting held on September 27, 2023. The Company proposed to implement a service quality mechanism to performance standards for 1) Meter Reading & Billing, 2) Trouble, Non Outage, 3) network Speed, 4) Faster Outage Notification, and 5) Customer Satisfaction. The Company also proposed penalties and offsets for each of the proposed service mechanisms.

The filing may be examined at the Commission's office. The filing can also be accessed at www.ripuc.org/eventsactions/docket/3628page.html. Reference is made to R.I. Gen. Laws §§ 39-1, 39-3 and 42-35.

The PUC is accessible to the handicapped. Individuals requesting interpreter services for the hearing impaired must notify the Commission Clerk's office at 780-2107, seventy-two hours in advance of hearing date.

Luly E. Massaro, Commission Clerk
July 11, 2024