

**STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION**

INTERROGATORIES ISSUED JOINTLY IN THE	:	
NARRAGANSETT ELECTRIC COMPANY D/B/A	:	DOCKET 3628
RHODE ISLAND ENERGY SERVICE QUALITY	:	
PLAN (ELECTRIC OPERATIONS) AND GAS SERVICE	:	DOCKET 3476
QUALITY PLAN		

**Public Utilities Commissions' First Set of Joint Data Requests
Directed to Rhode Island Energy (RIE or Company)**

Issued March 14, 2025; Responses due April 4, 2025

Meter Reads

- 1-1. In a single table, report the percent of meters read each month beginning September 2024. Please use two rows to show residential and non-residential electric customers and two rows to show residential and non-residential gas customers.

Charge Accuracy

- 1-2. Please describe the process followed for the Company to issue an accurate monthly bill, including a description of the systems and software processes. Please identify each step that could cause an inaccurate bill to be issued.
- 1-3. How does RIE become aware that a bill was incorrectly calculated?
- 1-4. Using the same format as for 1-1 (breaking out the response for gas and electric by residential and non-residential in a single table), please provide the number of bills each month that are known to have been incorrectly calculated.
- 1-5. Using the same format as for 1-1, please provide the number of customers known to have been placed in the incorrect rate class.
- 1-6. Using the same format as for 1-1, please provide the number of customers known to have been assigned to the wrong energy supplier.
- 1-7. Using the same format as for 1-1, please provide the number of customers known to have been incorrectly credited for RE Growth PBIs.
- 1-8. Using the same format as for 1-1, please provide the number of customers known to have been incorrectly credited for RE Growth cash payments.
- 1-9. Using the same format as for 1-1, please provide the number of customers known to have been incorrectly credited for Renewable Net Metering Credits or Excess Renewable Net Metering Credits

- 1-10. Using the same format as for 1-1, please provide the number of RE Growth customers and Net Metering customers that should have received some generation-related credits but whose bills did not record credits.

Bill Issuance

- 1-11. Using the same format as for 1-1, provide the percent of bills successfully issued as a percent of the total number of bills that should have been issued in each month.
- 1-12. Using the same format as for 1-1, provide the number of accounts that received estimated bills.
- 1-13. Using the same format as for 1-1, provide the number of estimated bills sent for which the meter was ***not*** read.
- 1-14. Using the same format as for 1-1, provide the number of estimated bills sent for which the meter ***was*** read.
- 1-15. If all instances of estimated meter reads do not fall into the read/not read categories in 1-13 and 1-14, please explain and provide the count of this category using the same format as for 1-1.
- 1-16. Please provide a table with four rows: residential electric, non-residential electric, residential gas, and non-residential gas. For each row, please report in columns the number of customers that did not receive a bill for 1 month, 2 months, 3 months, 4 months, 5 months, and 6 months.
- 1-17. Please provide the same as for 1-16, but for customers that received 1 to 6 months of estimated bills.
- 1-18. Using the same format as for 1-1, provide the number of customers with incorrect billing cycles (days missing between two cycles or days overlapping between two cycles).
- 1-19. Using the same format as for 1-1, provide the number of customers who were incorrectly dropped from auto-pay. Were customers notified that their auto-pay was dropped? If so, how were they notified?

Customer Contact

- 1-20. Does the company log customers' calls related to billing and payment in its customer relationship management system by reason? If so, please provide the categories used to classify these calls (for example, issues such as payment disputes, payment extensions, billing errors, etc.)? For each reason, please provide the number of calls logged for the period between August 2024 and February 2025, broken down by month and category, using the same format as 1-1.
- 1-21. Please identify any billing or payment related issues that affected more than 1000 accounts, explain the issue, the time period over which the issue affected customers, the

status of resolution, the actions taken to implement the resolution (i.e., manual solutions, software changes, etc.), whether the resolution was permanent or needs to be repeated on a recurring basis, and for any resolved issues describe the resolution action.

Customer Information (REDACTED)

- 1-22. These questions pertain to a single customer with an electric account of [REDACTED] and a gas account of [REDACTED].
- a. Confirm the electric premise address in RIE's billing system is:
[REDACTED]
 - b. Confirm the gas premise address in RIE's billing system is:
[REDACTED]
 - c. Please confirm whether these are the addresses listed for the customer when National Grid was last executing billing. If the billing addresses are different, please explain if either National Grid or RIE's systems were in error, and how the error occurred, if known.
 - d. Would the electric address (including a pole number) prevent the customer from receiving a mailed bill?
 - e. Would the gas address (included an apartment number of "ALL" and a town name of "GAS NORTH KINGSTOWN") prevent the customer from receiving a mailed bill?
 - f. Why would a single customer have two different addresses for their premise?
 - g. If it is not provided in responses above, using the same format as 1-1, please provide the number of customers with incorrect mailing addresses.