

**STATE OF RHODE ISLAND  
PUBLIC UTILITIES COMMISSION**

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

**Public Utilities Commissions’ Second Set of Joint Set of Data Requests  
Directed to Rhode Island Energy  
(Public)**

**Issued March 24, 2025; Responses due April 7, 2025**

**Billing Flags**

- 2-1. For each rate class, please list all automated screens for unusual billing (and/or meter reads), the operation performed by the screen, what criteria causes the screen to flag a bill as unusual (e.g., high change in bill amount), and what actions are required when the flag is set.
- 2-2. In a table, please provide each metering screen listed in 2-1, and each column the months of August 2024, through the most recent data, and provide the number of flagged bills per month for each screen.
- 2-3. In the same table format as 2-2, please provide the percentage of flagged bills that **were not** adjusted further by human intervention before being used for billing.
- 2-4. In the same table format as 2-2, please provide the percentage of flagged bills that **were not** adjusted after being flagged for review, and were later issued a new bill.

**Customer-specific request**

- 2-5. These questions are in reference to the customer with electric account [REDACTED] and gas account [REDACTED].
  - a. Why does this customer’s address on their electric bill incorrectly list their street name as a “Street,” but their gas bill correctly as “Drive?”
  - b. Why does the gas bill indicate the address is “APT ALL” for this single-family home?
  - c. Confirm the customer is a gas Residential Heating customer.
  - d. Please provide:
    - i. a table with each row as the calendar years 2023 through 2025 and columns of months. In each cell, please report the electric usage on the customer’s bill.

- ii. the same table as subpart i, but put for each month in 2024 through 2025, put the percentage increase in that month compared to the previous year.
- e. Please provide the same as in part d, but for the customer's gas bills.
- f. Regarding the customers December 2024, January 2025, February 2025 electric bills please indicate:
  - i. which bills were flagged as unusual by RIE's system,
  - ii. if the bill was flagged, what criteria caused the flag, the action RIE took to address the flags, and any adjustments that were made to the bill before they were issued to the customer.

### **Residential Usage Data**

- 2-6. In a table with one row for A-16 customers and one row for A-60 customers, and columns for the months of December 2024, January 2025, and February 2025, indicate in the cells how many customers had usage associated with that month's billing cycle that was greater than 75% of the previous year's usage (e.g. the December 2024 usage was 176 kWh and December 2023 usage of 100 kWh).
- 2-7. Please provide the same as 2-6, but for residential gas heating customers (Rate 12 and Rate 13).
- 2-8. To the extent RIE's customer relationship management software tracks this data,
  - a. how many of the customers with electric bills counted in response to 2-6 contacted RIE regarding the high electric usage or bill, and
  - b. of those that contacted RIE, how many bills were ultimately adjusted upon further review?
- 2-9. To the extent RIE's customer relationship management software tracks this data,
  - a. how many of the customers with gas bills counted in response to 2-7 contacted RIE regarding the high gas usage or bill, and
  - b. of those that contacted RIE, how many bills were ultimately adjusted upon further review?