

Celia B. O'Brien
Associate General Counsel
PPL Services Corporation
COBrien@pplweb.com

280 Melrose Street
Providence, RI 02907
Phone 401-578-2700



July 30, 2025

VIA ELECTRONIC MAIL AND HAND DELIVERY

Stephanie De La Rosa, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

RE: Docket No. 25-08-GE – The Narragansett Electric Company d/b/a Rhode Island Energy PUC’s Inquiry Into Rhode Island Energy’s Billing Systems Practices and Performance Billing Conversion and Stabilization Incremental Cost Tracking Report – July 2025

Dear Ms. De La Rosa:

On behalf of Rhode Island Energy,¹ and pursuant to the Public Utilities Commission’s (“Commission”) Open Meeting held on May 14, 2025, and Order No. 25352 issued on May 16, 2025, I have attached one original and nine copies of the Company’s Billing Conversion and Stabilization Incremental Cost Tracking Report for July 2025 in the above-referenced matter.

The purpose of this filing is to confirm that the Company has been and will continue to account for and track the incremental costs it has incurred and may incur going forward relating to stabilizing billing and related operations commencing August 19, 2024. The attached Schedule NECO-1 provides an accounting of such costs for the period of August 19, 2024, through June 30, 2025. The Company has not provided the narrative that accompanied the June 2025 report because the information contained therein has not changed.

The Company will continue to track these incremental costs monthly and will file periodic updates with the Commission on the 30th day of each month that show the incremental costs for the prior month and the aggregate costs calculated from August 19, 2024.

Thank you for your attention to this filing. Please contact me at 401-578-2700 if you have any questions.

Very truly yours,

A handwritten signature in blue ink that reads "Celia B. O'Brien".

Celia B. O'Brien

Attachment

cc: Docket No. 25-08-GE Service List

¹ The Narragansett Electric Company d/b/a Rhode Island Energy (“Rhode Island Energy” or the “Company”).

Schedule NECO-1

Total Expenses of Billing Stabilization

August 19, 2024, through June 30, 2025

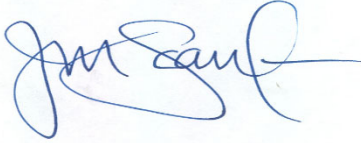
	(A)	(B)	(C)	(D)	(E)
(1)	Month	Customer Operations Expense	Develop and Deploy Billing System	Fast Follow and Stabilization	Total Expenses
(2)	August	\$ 1,207,154	\$ 1,775,614	\$ 379,398	\$ 3,362,166
(3)	September	\$ 3,233,982	\$ 4,422,829	\$ 2,117,341	\$ 9,774,152
(4)	October	\$ 920,208	\$ 3,114,653	\$ 715,314	\$ 4,750,175
(5)	November	\$ 1,104,232	\$ 2,642,041	\$ 337,913	\$ 4,084,185
(6)	December	\$ 1,395,282	\$ 2,100,430	\$ 912,163	\$ 4,407,874
(7)	January	\$ 1,631,582	\$ (752,725)	\$ 3,110,172	\$ 3,989,030
(8)	February	\$ 977,404	\$ 371,910	\$ 2,372,834	\$ 3,722,148
(9)	March	\$ 979,090	\$ 323,196	\$ 2,387,931	\$ 3,690,217
(10)	April	\$ 1,054,198	\$ 28,894	\$ 2,085,611	\$ 3,168,703
(11)	May	\$ 1,000,042	\$ (18,135)	\$ 3,182,014	\$ 4,163,921
(12)	June	\$ 1,381,997	\$ (9,376)	\$ 2,313,235	\$ 3,685,857
(13)	Total	\$ 14,885,171	\$ 13,999,330	\$ 19,913,925	\$ 48,798,427

Notes: Data for August 19, 2024, through June 30, 2025 (Column A). Columns B, C, and D show expenses for Customer Operations, Develop and Deploy Billing System, and Fast Follow and Stabilization, respectively. Entries B2, C2, and D2 are prorated based on number of days; total expenses for the month of August were multiplied by 13/31. Total expenses by month are shown in Column E, which sums data in Columns B, C, and D by row. Total expenses from August 19, 2024, through June 30, 2025, are shown in Row 13. The Company has identified an additional \$5.3 million related to Fast Follow and Stabilization costs since cutover and has reflected in this table above back to the appropriate months.

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

July 30, 2025
Date

Docket No. 25-08-GE – PUC’s Inquiry Into Rhode Island Energy’s Billing Systems Practices and Performance
Service list updated on 7/30/2025

Name/Address	E-mail Distribution List	Phone
The Narragansett Electric Company d/b/a Rhode Island Energy Jennifer Brooks Hutchinson, Esq. Andrew Marcaccio, Esq. Celia B. O’Brien, Esq. 280 Melrose St. Providence, RI 02907	JHutchinson@pplweb.com ;	401-316-7429
	AMarcaccio@pplweb.com ;	401-784-4263
	CObrien@pplweb.com ;	401-578-2700
	JScanlon@pplweb.com ;	
	LHAria@RIEnergy.com ;	
	KLDeSousa@RIEnergy.com ;	
	CAGill@RIEnergy.com ;	
	NKocon@RIEnergy.com ;	
	PLaFond@RIEnergy.com ;	
	MVLeone@RIEnergy.com ;	
	DMMoreira@RIEnergy.com ;	
	JMOBrien@RIEnergy.com ;	
	JMBowman@pplweb.com ;	
	ychen@rienergy.com ;	
	MSSullivan@pplweb.com ;	
BEschuster@RIEnergy.com ;		
EMcCord@RIEnergy.com ;		
Division of Public Utilities and Carriers	Margaret.L.Hogan@dpuc.ri.gov ;	401-780-2177
	Linda.george@dpuc.ri.gov ;	
	John.bell@dpuc.ri.gov ;	

	Al.mancini@dpuc.ri.gov ; Robert.bailey@dpuc.ri.gov ; Leo.wold@dpuc.ri.gov ; Donald.Ledversis.CTR@dpuc.ri.gov ; mark.a.simpkins@dpuc.ri.gov ; kyle.j.lynch@dpuc.ri.gov ; gregory.schultz@dpuc.ri.gov ; nicole.m.corbin@dpuc.ri.gov ; john.r.harrington@dpuc.ri.gov ; Ellen.golde@dpuc.ri.gov ; diana.moniz@dpuc.ri.gov ; terry.mercer@dpuc.ri.gov ; joseph.shilling@dpuc.ri.gov ;	
File an original & 5 copies w/ PUC: Stephanie De La Rosa, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	stephanie.delarosa@puc.ri.gov ; Patricia.lucarelli@puc.ri.gov ; Cynthia.WilsonFrias@puc.ri.gov ; Alan.nault@puc.ri.gov ; jordan.sasa@puc.ri.gov ; Todd.bianco@puc.ri.gov ; Kristen.L.Masse@puc.ri.gov ;	401-780-2107
Office of Energy Resources Adam Fague, Esq. Department of Administration One Capitol Hill Providence, RI 02908	adam.fague@doa.ri.gov ; william.owen@energy.ri.gov ; Christopher.Kearns@energy.ri.gov ; terri.brooks@energy.ri.gov ; Shauna.Beland@energy.ri.gov ; Abigail.Hasenfus@energy.ri.gov ;	
RI Attorney General Office Nicholas Vaz, Esq. 150 South Main St. Providence, RI 02903	nvaz@riag.ri.gov ; mbedell@riag.ri.gov ;	