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August 15, 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. 25-20-GE – The Narragansett Electric Company d/b/a Rhode Island Energy
PUC’s Review of Rhode Island Energy’s Budget Billing Offerings
Responses to July 24, 2025 Workshop Questions**

Dear Ms. De La Rosa:

On behalf of Rhode Island Energy,¹ and pursuant to the Public Utilities Commission’s (“PUC”) budget billing workshop on July 24, 2025, I have attached one original and nine copies of the Company’s responses to the questions issued at the workshop in the above-referenced matter.

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. 25-20-GE Service List

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

**The Narragansett Electric Company
d/b/a Rhode Island Energy
Rhode Island Energy's Responses to the July 24, 2025 Workshop Questions**

1. On Slide 6, the Company showed budget billing program (the "Program") customer volume.*

- a. **Prompt:**

Has budget billing enrollment increased or decreased year-over-year for residential customers and is there a specific time of year when the Company sees an increase in budget billing enrollment?

- Response:**

Budget Billing enrollment appears to be increasing consistently across historical months. Fall of 2024 had a cluster of increased enrollments on the electric side. Gas has been more evenly distributed for enrollments. Both electric and gas had higher enrollments in May and June of 2025, as illustrated in the Company response to 1(b), below.

- b. **Prompt:**

Beginning with the earliest available data for RIE to present, please provide monthly enrollment numbers for all residential budget billing customers, showing electric and gas separately.

- Response:**

The tables below show historical budget billing enrollment numbers for electric and gas residential customers, beginning in August of 2024. For additional context, there is a total of 7,219 customers currently enrolled in budget billing for both their electric and gas accounts.

	(a)	(b)	(c)
	Electric Budget Enrollment		
	Month YYYYMM	Total	Monthly Change
1	202408	21,674	
2	202409	23,060	1,386
3	202410	24,522	1,462
4	202411	25,772	1,250
5	202412	26,631	859
6	202501	27,374	743
7	202502	28,473	1,099
8	202503	29,427	954
9	202504	30,069	642
10	202505	31,514	1,445
11	202506	33,461	1,947
12	202507	34,362	901
13	202508	35,268	906

	(b)	(b)	(c)
	Gas Budget Enrollment		
	Month YYYYMM	Total	Monthly Change
1	202408	21,721	
2	202409	22,141	420
3	202410	22,640	499
4	202411	23,128	488
5	202412	23,417	289
6	202501	23,848	431
7	202502	24,678	830
8	202503	25,419	741
9	202504	25,874	455
10	202505	26,873	999
11	202506	28,174	1,301
12	202507	28,708	534
13	202508	29,135	427

c. **Prompt:**

What percentage of residential customers currently enrolled in budget billing are also on a payment plan? Please show electric and gas residential separately, broken down by customer class (residential and low-income residential).

Response:

Customer Segment	Budget Billing	Payment Plan	Percentage
Electric Regular	31,024	9,780	31.52%
Electric Low Income	4,244	1,959	46.16%
Gas Regular	26,337	5,428	20.61%
Gas Low Income	2,798	969	34.63%

2. On Slides 13, 14, and 15, the Company showed sample bills of a customer that defaulted on a payment agreement but then reinstated with budget billing and a new payment plan.

a. **Prompt:**

What is the calculation the Company uses to determine the down payment required for a customer who has defaulted on a payment agreement and wants to re-instate with budget billing and a new payment plan, as depicted on Slide 14?

Response:

The down payment required by the Company is based on Rule 1.10(E)(3) of the Commission’s Rules and Regulations Governing the Termination of Residential Electric, Gas and Water Service, 810-RICR-10-00-1.10(E)(3), which states that when a residential customer is disenrolled from a Step 3 Standard Customer Payment Plan and prior to termination, they are allowed to enroll in a new Step 3 Standard Customer Payment Plan, provided the customer pays the required 60% down payment.

b. **Prompt:**

What are the terms of the payment agreement in the example shown on Slide 13?

Response:

The figure below shows the details of the initial Step 3 Standard Customer Payment Plan that the customer defaulted on.

Standard 3	Defaulted	5/1/2025	6/10/2024
Down Payment Amount:	\$191.68	Agreement Amount:	\$1,916.86
Down Payment Due:	6/10/2024	Number of Installments:	24
Monthly Installment:	\$71.88	Remaining Installments:	15

c. **Prompt:**

What are the terms of the payment agreement in the example shown on Slide 14?

Response:

The figure below shows the new payment agreement that required 60% down payment of the balance because the customer defaulted on the prior Step 3 payment plan. It also spread the remaining balance across 3 months as the terms of a second Step 3 plan.

Standard 3	Defaulted	7/1/2025	5/6/2025
Down Payment Amount:	\$701.74	Agreement Amount:	\$1,169.56
Down Payment Due:	5/6/2025	Number of Installments:	3
Monthly Installment:	\$155.94	Remaining Installments:	2

d. **Prompt:**

Please show the calculation for the \$701.74 down payment shown on Slide 14.

Response:

The \$701.74 down payment figure represents 60% of the customer’s account balance. The down payment requirements applicable in this instance are outlined in the Company response to 2(a). The calculation is as follows:

$$\text{Account balance} * 60\%: (\$1,169.56 * .60 = \$701.74)$$

e. **Prompt:**

How often do customers default on their payment plans?

Response:

For the most recent two years starting August 1, 2023, 64.24% of all Payment Agreements ended in a default status.

***Note:**

The Company would like to provide refreshed budget billing customer volume data to supplement what was presented in Slide 6 at the PUC workshop on July 24, 2025. Although the data presented was an accurate representation of active budget billing enrollment as of July 1, 2025, it does not align with how monthly Program enrollment has historically been presented to the Commission, which has also included customers in a final budget billing status. Final budget billing status means the customer has ended their budget billing plan, but the Company has historically included these customers in the Program enrollment numbers for the month that they are leaving the Program.

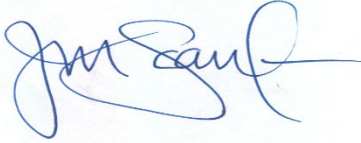
Therefore, in an effort to be consistent, the Company wanted to provide an updated table that shows complete budget billing customer volume for June 2025, which includes customers in a final budget billing status.

Rate Class	Electric			Gas		
	Electric Customers	Budget Billing	Percentage	Gas Customers	Budget Billing	Percentage
Large C&I	1,086	28	2.58%	745	1	0.13%
Low Income Residential	36,649	4,005	10.93%	23,550	2,675	11.36%
Medium C&I	7,985	0	0.00%	4,977	31	0.62%
Residential	417,605	29,456	7.05%	228,692	25,499	11.15%
Small C&I	55,348	391	0.71%	19,441	205	1.05%
Total	518,673	33,880		277,405	28,411	

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

August 15, 2025
Date

**Docket No. 25-20-GE – PUC’s Review of Rhode Island Energy’s Budget
Billing Offerings
Service list updated on 8/13/2025**

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