

Jennifer Brooks Hutchinson  
Senior Counsel  
PPL Services Corporation  
JHutchinson@pplweb.com

280 Melrose Street  
Providence, RI 02907  
Phone 401-316-7429



October 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 – October 2025**

Dear Ms. De La Rosa:

On behalf of Rhode Island Energy,<sup>1</sup> 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 October 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 September 30, 2025.

The Company will continue to track these incremental costs monthly and will file periodic updates with the Commission on the 30<sup>th</sup> 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 matter. If you have any questions, please contact me at 401-316-7429.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Jennifer Brooks Hutchinson".

Jennifer Brooks Hutchinson

Enclosure

cc: Docket No. 25-21-GE Service List

---

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

In Re: Commission's Inquiry Into Billing Systems Practices and Performance  
Billing Conversion and Stabilization Incremental Cost Tracking Report  
Schedule NECO-1  
October 30, 2025  
Page 1 of 1

	(A)	(B)	(C)	(D)	(E)	(F)
(1)	Month	Customer Operations Expense	Develop and Deploy Billing System	Fast Follow and Stabilization	Outside Legal Counsel Costs	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	\$ 683	\$ 4,164,604
(12)	June	\$ 1,381,997	\$ (9,376)	\$ 2,313,235	\$ 13,578	\$ 3,699,435
(13)	July	\$ 988,195	\$ 2,493	\$ 2,289,994	\$ 3,962	\$ 3,284,644
(14)	August	\$ 1,168,965	\$ (3,324)	\$ 2,974,417	\$ -	\$ 4,140,058
(15)	September	\$ 1,262,396	\$ 1,662	\$ 2,419,525	\$ 10,693	\$ 3,694,276
(16)	<b>Total</b>	<b>\$ 18,304,728</b>	<b>\$ 14,000,161</b>	<b>\$ 27,597,861</b>	<b>\$ 28,916</b>	<b>\$ 59,931,666</b>

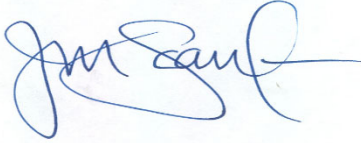
Notes: Data for August 19, 2024, through September 30, 2025 (Column A). Columns B, C, and D show expenses for Customer Operations, Develop and Deploy Billing System, and Fast Follow and Stabilization, respectively. As noted in Company's filed response to data request of PUC 6-9, the Company has now added Column E to include Outside Legal Counsel Costs\* since cutover and has reflected in this table above back to the appropriate months. 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 F, which sums data in Columns B, C, D and E by row. Total expenses from August 19, 2024, through September 30, 2025, are shown in Row 14.

\*The outside legal counsel costs in the table above reflect the amounts booked to the general ledger through September 30, 2025, whereas the numbers included in the data request of PUC 6-9 were based on invoices billed to date (including partial August 2025).

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

October 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 9/26/2025**

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

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