

**STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION**

**IN RE: THE NARRAGANSETT ELECTRIC : DOCKET NO.: 25-57-GE
COMPANY D/B/A RHODE ISLAND ENERGY'S :
PETITION FOR AMENDMENT TO, OR OTHER :
RELIEF FROM, 810-RICR-10-00-1.8(C) OF THE :
RULES AND REGULATIONS GOVERNING THE :
TERMINATION OF RESIDENTIAL ELECTRIC, :
GAS, AND WATER UTILITY SERVICE :**

NOTICE TO SOLICIT COMMENTS

The Rhode Island Public Utilities Commission (PUC or Commission) is soliciting written comments in the above-captioned matter, which pertains to The Narragansett Electric Company d/b/a Rhode Island Energy's (Company) petition to amend 810-RICR-10-00-1.8(C) of the Commission's Rules and Regulations Governing the Termination of Residential Electric, Gas, and Water Utility Service (Termination Rules), or to be relieved in part from same. Specifically, the Company is requesting that the Commission eliminate, modify, or waive the requirement for field representatives to accept cash payments from customers seeking to avoid termination of service.

810-RICR-10-00-1.8(C) provides, in relevant part, that if the Company sends an employee to a customer's premises to disconnect service, and the customer then and there tenders payment in full or in part in accord with a residential payment plan, the Company is required to accept such payment and service shall not be disconnected. The Commission has previously interpreted 810-RICR-10-00-1.8(C) to include cash payments.

On or about January 19, 2001, the Commission opened Docket No. 1725 to investigate potential revisions to the Termination Rules. On or about February 27, 2002, the Company (then doing business as The Narragansett Electric Company) and the New England Gas Company submitted proposed language that would remove the requirement for public utility field representatives to accept cash payments. That proposal was not adopted by the Commission.

On or about November 24, 2025, the Company filed a petition requesting a similar amendment to 810-RICR-10-00-1.8(C), or in the alternative, a waiver of the requirement for the Company's field representatives to accept cash payments at a residential customer's premises.

Under the Company's proposal, 810-RICR-10-00-1.8(C) would read as follows, with the Company's proposed language bolded and underlined:

“If the public utility sends an employee to the customer's premises for purposes of disconnecting service, and the customer then and there tenders payment of the bill in full or in part in accord with the provisions of the residential payment plan sections of these Rules and Regulations, the service shall not be disconnected. For purposes of this section, the public utility's field personnel and employees

shall be deemed to be authorized and shall be required to accept such payment from the customer and to give the customer a receipt for any payment made but shall not be required to make change or to enter into agreements with the customer. **The public utility's field personnel shall not be required to accept cash payment, but shall accept payment by personal check, bank check, money order, credit card, or debit card. The field personnel will assist a customer who chooses to make a payment by credit card or debit card. If a customer then fails to make such payment, the public utility's field personnel may disconnect service to the customer's premises.** Any public utility employee sent to disconnect service shall bring with him either a copy of the customer's bill showing the amount outstanding, or all the information contained therein.”

The Commission is seeking written comment from stakeholders on two questions:

1. Whether the Commission should deny the petition or initiate rulemaking pursuant to R.I. Gen. Laws § 42-35-6, and the reason(s) why.
2. Alternatively, whether the Commission should further consider the Company's request for a waiver from the requirement for its field representatives to accept cash payments.

Written comments must be submitted to stephanie.delarosa@puc.ri.gov by **no later than 4:00 p.m. on December 17, 2025**. The Commission will be issuing Data Requests to the Company. This notice and other filings may be found on the Commission's website at: <https://ripuc.ri.gov/Docket-25-57-GE>.

Stephanie De La Rosa
Commission Clerk
December 2, 2025