



STATE OF RHODE ISLAND

Public Utilities Commission

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Chairman Ronald T. Gerwatowski
Commissioner Abigail Anthony
Commissioner Karen M. Bradbury

November 14, 2025

RE: Docket 25-08-GE PUC's Inquiry into RIE's Billing System Staff Designee Memo on Final Report Delivery

On May 16, 2025, the Rhode Island Public Utilities Commission (PUC) ordered Rhode Island Energy (RIE) to engage an independent consulting firm to assist the PUC in evaluating the operational status, accuracy, and effectiveness of RIE's electric and gas billing systems, and related systems. On August 28, 2025, RIE recommended the selection of a joint team of experts from the consulting firms of Guidehouse and Van Reen Accounting (Guidehouse/Van Reen). At an Open Meeting on September 4, 2025, the PUC accepted RIE's recommended vendor and approved a November 14, 2025, report deadline.

As the PUC's Staff Designee, today, November 14, 2025, I received an unredacted final report from Guidehouse/Van Reen. A copy has been provided to the Division's liaison, Associate Administrator Terry Mercer. Representatives of RIE are also in receipt of this report, as they have been providing information to Guidehouse/Van Reen and factchecking drafts throughout the development of the report.

Guidehouse/Van Reen has also submitted a redacted copy of the report for public distribution. As the report is the product of an independent consultant, and not that of a party with the ability to file a motion for protective treatment, PUC staff will conduct initial review of the proposed redactions for consistency with the requirements of the Access to Public Records Act and PUC practice. After staff's initial review, a redacted report will be published no later than Friday, November 21, 2025, to the docket page at <https://ripuc.ri.gov/Docket-25-08-GE> and emailed to the service list.

Todd A. Bianco
Administrator of Energy and Economic Policy