

**STATE OF RHODE ISLAND  
PUBLIC UTILITIES COMMISSION**

**INQUIRY INTO NARRAGANSETT ELECTRIC COMPANY D/B/A RHODE ISLAND ENERGY'S BILLING SYSTEMS PRACTICES AND PERFORMANCE** : : **DOCKET 25-08-GE**  
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**PUBLIC UTILITIES COMMISSION'S SEVENTH SET OF JOINT DATA REQUESTS  
TO THE NARRAGANSETT ELECTRIC COMPANY D/B/A RHODE ISLAND  
ENERGY**

(Issued January 23, 2026)  
(Responses due February 12, 2026)

**Status of known issues and resolution**

- 7-1. On slide 7 of the January 22, 2026 Guidehouse/Van Reen (consulting team) presentation, there are a list of known issues, Max Accounts Impact, and Status as of Reporting.
- a. For each issue, please indicate how each issue was initially identified (ex: by the billing system, by Company personnel, by customer contact, etc.). For each instance, please provide any documentation available to support the response.
  - b. For each issue, please explain how the max accounts impacted number was derived.
  - c. For each issue categorized as resolved, please explain whether it was an automated solution with a software fix, whether it is through an ongoing manual process, or whether it is through a manual workaround, etc. Include the date of final resolution for each.
  - d. For those with a manual workaround, please indicate whether the Company considers that to be a final resolution at this time.
  - e. For each issue categorized as in-progress, please provide a status update including:
    - i. For those resolved, how it was resolved and the date of final resolution.
    - ii. For those still in-progress, the number of accounts still impacted, how the issue will be resolved, and the estimated date of final resolution.

**Status of issues identified during bill testing**

- 7-2. On slide 15 of the January 22, 2026 Guidehouse/Van Reen presentation ("Bill Testing – Findings Identified"), the consulting team identifies four observation themes arising from a sample of customer bills tested. For each observation theme identified on that slide, please provide the following information:
- a. Explain the Company's understanding of the cause of the issue, including whether the issue is due to billing system functionality or configuration, data inputs, manual processing or exception handling, or other factors.
  - b. For each observation theme, state whether the issue is believed to be limited to the individual accounts identified by the evaluation team or indicative of a broader impact. If broader impacts are possible, explain how the Company would determine the number of accounts potentially affected.

- c. Identify any automated or manual controls that exist or should exist to detect each observation theme, and explain whether those controls failed, were absent, or were overridden in the instances identified.
- d. For each observation theme, describe whether the issue has been resolved, and how it was resolved.
- e. If usage smoothing or estimated data were used in any rebilling, explain why actual reads were not used and whether that approach is consistent with company billing policies.

#### **Follow-up questions to issues identified**

- 7-3. With respect to batch processing errors related to supplier related issues, the consulting team advised that batch errors were outside of the scope of what they looked at. When a batch is not processed did the billing system report such batch processing errors? If not, does it report such errors now?
- 7-4. It appears that there have been instances when the Company underbilled customers but did not perform a bill correction. Did the Company have a standard or rule in place for determining when a correction would not be made? If so, please describe. If not, please explain why there were instances when any such bills were not corrected. Does the Company now have a standard or rule in place for such circumstances? If so, please describe.
- 7-5. Referencing the impact of host/satellite billing and crediting mismatch between host and satellite accounts, does the Company know how National Grid was ensuring that the satellite bill was reflecting the credits coming from the host account? If so, please explain.
- 7-6. Following the AMF rollout, will the system allow the host and satellite meters to be read on the same date? If not, why not? If they can be set to be read on the same date, could that eliminate the need to “hold” bills as described by the Van Reen team at the technical session? If not, why not?

#### **Billing System Flags**

- 7-7. If a customer were to receive a high bill that was flagged but not reviewed and another high bill was issued the following month, would it be flagged in the second month?

#### **Autopay**

- 7-8. The consulting team explained that customers being dropped off autopay is not necessarily a billing system issue. What causes customers to be dropped off autopay? How is the issue identified?