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February 19, 2026

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 Electric and Gas Service Quality Plans Responses to PUC Joint Data Requests – Set 7 (Complete Set)

Dear Ms. De La Rosa:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (the “Company”), I am enclosing the Company’s complete set of responses to the Public Utilities Commission’s Seventh Set of Joint Data Requests in the above-referenced docket.

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", with a long horizontal flourish extending to the right.

Jennifer Brooks Hutchinson

Enclosure

cc: Docket No. 25-08-GE Service List

PUC 7-1

Status of Known Issues and Resolution

Request:

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.

Response:

Issue 1: Missing supplier history, data conversion issues, and business rule changes due to transition

- a. Issue 1 was initially identified through multiple channels, including Company internal employees, customers, and the Company's non-regulated power producers.
- b. The maximum number of impacted accounts (7,442) was determined through system queries and in-flight transactions identified during cutover and the transition from National Grid to the Company.
- c. The issue was resolved through a combination of data repairs and code modifications implemented to correct data inaccuracies and eliminate redundancy.

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- d. No manual workarounds were required to resolve this issue.
- e. The issue was fully resolved in December 2025, and there are no accounts currently in progress related to this matter.

Issue 2: Different method of reviewing down payments by RIE led to incorrect total PAG at cutover

- a. Issue 2 was initially identified during parallel billing prior to final cutover, while reviewing bills for accounts on payment arrangements ("PAGs") against those of National Grid. During this review, it was determined that National Grid and the Company applied different PAG review methodologies, resulting in Company PAG bills displaying differently. Specifically, the Company's approach to reviewing down payments led to incorrect total PAG amounts at cutover. This issue was formally documented in the Company's incident ticket system, which included interim actions to address the issue while a long-term solution was evaluated.
- b. The maximum number of impacted accounts (2,812) was determined by running a query to identify PAG accounts affected by the down-payment bill review issue.
- c. The issue was addressed through a combination of data repairs. In addition, a manual workaround was implemented that required providing the business with a list of all affected accounts so that the PAGs could be canceled and re-established without down-payment amounts, allowing review under Company rules.
- d. The manual workaround is considered the final resolution at this time.
- e. The issue was resolved in June 2024, and there are no accounts currently impacted by this issue.

Issue 3: Due to down payment review difference, incorrect PAG when the second installment was billed

- a. Issue 3 was initially identified during parallel billing while reviewing payment agreement bills in which a down payment was billed at the same time as the first installment. These bills were compared to those generated in the National Grid CSS system and were found to differ due to variations in how the Company CSS bills down payments and subsequent installments. This issue was documented under the Company's incident tracking system.

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- b. The maximum number of impacted accounts (1,122) was determined by running a query to identify PAG accounts affected by the down-payment bill review issue.
- c. The issue was resolved through an automated software (code) fix that corrected the billing logic by removing grace days from the installment review process. In addition, a manual workaround was implemented that involved providing the business with a list of all affected accounts so that the PAGs could be canceled and re-established without down-payment amounts, allowing the billing system to correctly review and process the accounts under Company rules.
- d. The manual workaround is considered the final resolution at this time.
- e. The issue was resolved in June 2024, and there are no accounts currently impacted by this issue.

Issue 4: When commercial collections was turned on, some suspended charges were placed on PAGs to down payment review difference, incorrect PAG when the second installment was billed

- a. Issue 4 was initially identified by the Company's business teams during a review of PAG bills in which the PAG terms did not reconcile correctly. This issue was documented under the Company's incident tracking system.
- b. The maximum number of impacted accounts (1,257) was determined by running a query to identify accounts with active PAGs and open suspended charges.
- c. The issue was resolved through an automated solution that implemented a daily data repair as part of the nightly batch process, which closed all suspended charges associated with any active PAG.
- d. No manual workarounds were implemented to resolve this issue.
- e. The issue was resolved in April 2025, and there are no accounts currently impacted by this issue.

PUC 7-1, page 4

Issue 5: When commercial collections was turned on, some suspended charges were placed on AMP

- a. Issue 5 was initially identified by the Company during a review of AMP PAG bills in which the PAG terms did not reconcile correctly. This issue was documented under the Company's incident tracking system.
- b. The maximum number of impacted accounts (90) was determined by running a query to identify accounts with active AMP PAGs and open suspended charges.
- c. The issue was resolved through an automated solution that implemented a daily data repair as part of the nightly batch process, which closed all suspended charges associated with any active AMP PAG.
- d. No manual workarounds were implemented to resolve this issue.
- e. The issue was resolved in April 2025, and there are no accounts currently impacted by this issue.

Issue 6: AMP missed terms were incorrectly placed in CSS, causing incorrect bills at cutover

- a. Issue 6 was initially identified by internal Company IT resources prior to go-live, in June 2024, during a review of AMP PAG data.
- b. The maximum number of impacted accounts (121) was determined by running a query to identify AMP PAGs with incorrect or missing AMP missed-term data.
- c. The issue was resolved through the implementation of an automated data repair that corrected the inaccurate amp_missed_terms data.
- d. No manual workarounds were implemented to resolve this issue.
- e. The issue was resolved in August 2024, and there are no accounts currently impacted by this issue.

PUC 7-1, page 5

Issue 7: LRS credit in Dec 2024 caused approximately ten percent of bills to fail because credit was greater than charge or negative bill

- a. Issue 7 was identified through daily monitoring of billing statistics. Company employees observed an increase in volumes during December 2024, coinciding with the period when these credits were expected to be applied.
- b. The maximum number of impacted accounts (37,000) was calculated based on daily monitoring of no-bill accounts until a workaround could be implemented.
- c. The issue was resolved through a manual workaround that involved issuing generic credits to impacted customers. Lists of affected accounts and corresponding credit amounts were generated and reviewed two to three times per week during peak volume, and less frequently as volumes declined. Credits were then applied using a bulk credit upload process.
- d. The manual workaround is considered the final resolution at this time.
- e. The issue was resolved in March 2025, and there are no accounts currently impacted by this issue.

Issue 8: When calculating MV90 Gas bills, one day of usage was not being billed for FT1 accounts

- a. Issue 8 was identified through a Company pre-bill report, which indicated that initial transactions were not being transmitted to the billing system for processing.
- b. The maximum number of impacted accounts (500) represents the monthly total of Company FT1 gas accounts. All FT1 gas accounts were impacted by this issue.
- c. The issue was resolved through the implementation of a system code fix that ensured all MV90 meter reads were retrieved for FT1 gas accounts from 10:00 a.m. on the first day of the current month through 10:00 a.m. on the first day of the following month. As a temporary workaround prior to the fix, MDMS prepared a file containing the correct usage data and uploaded it directly into CSS (commonly referred to as a "Plan B" data repair). In addition, generic credits were issued to impacted customers. Lists of affected accounts and corresponding credit amounts were generated and reviewed two to three

PUC 7-1, page 6

times per week during peak volume, and less frequently as volumes declined, before being applied through a bulk credit upload process.

- d. No manual workarounds were implemented as part of the final resolution of this issue.
- e. The issue was resolved in July 2025, and there are no accounts currently impacted by this issue.

Issue 9: Incorrect meter data impacted billing accuracy

- a. Issue 9 was identified through a control report that detected a one-time issue resulting from an MDMS configuration change that allowed null data to be accepted as valid. As a result, billing determinants (gas usage) containing incorrect null values were transmitted to CSS and flagged as valid within MDMS.
- b. The maximum number of impacted accounts (480) was identified through a daily report generated by the Metering IT Support Team. The report served as a hard control to ensure that no null or zero billing determinants are sent to the CSS billing system.
- c. The issue was resolved by removing the recently implemented system code change and performing a data repair for the impacted April billing data, which was validated by the IT Metering and CSS teams. Impacted accounts were placed on hold, associated bills were canceled, and accounts were rebilled using the correct meter read values. Direct communications were provided to all impacted customers throughout the remediation process. In addition, multiple system controls were implemented to identify null values and related issues prior to billing determinant calculations, including hard-control reports designed to flag variances greater than 5% to prevent recurrence.
- d. No manual workarounds were implemented to resolve this issue.
- e. The issue was resolved in July 2025, and there are no accounts currently impacted by this issue.

Issue 10: Change to the off peak seasonal gas Distribution Charge effective May 1 2025 did not occur on time

- a. Issue 10 was identified through daily monitoring of billing statistics, during which an increase in billing fallouts was observed in the first week of May 2025.

PUC 7-1, page 7

- b. The maximum number of impacted accounts (76,861) represents the total number of Residential and Small Commercial gas accounts that billed between May 1, 2025, and May 9, 2025, and included usage from May 1 through May 8, 2025.
- c. The issue was resolved by: (1) updating the static seasonal rate table with the new rate effective May 1, 2025, to prevent future incorrect bills; and (2) canceling the incorrect bills and rebilling impacted accounts using the updated rates.
- d. No manual workarounds were implemented to resolve this issue.
- e. The issue was resolved in May 2025, and there are no accounts currently impacted by this issue.

Issue 11: Bill due date was shown as 2024 for bills issued on April 17, 2025 due to Good Friday holiday

- a. Issue 11 was identified after customers reported that, when accessing their accounts online, their accounts incorrectly displayed a past-due balance.
- b. The maximum number of impacted accounts (57,058) represents the total number of accounts that billed on the night of April 17, 2025.
- c. The issue was resolved by performing a data repair to update the system with the correct due dates and reissuing the affected bills.
- d. No manual workarounds were implemented to resolve this issue.
- e. The issue was resolved in April 2025, and there are no accounts currently impacted by this issue.

Issue 12: Certain missing values in MV90 were sent to CSS as a zero billing determinant

- a. Issue 12 was identified by internal Company employees during a daily billing standup meeting while reviewing account data.
- b. The maximum number of impacted accounts (100) was determined through a daily report that identifies all accounts for which a zero ("0") billing determinant was transmitted to the CSS billing system.

PUC 7-1, page 8

- c. The issue was resolved by performing a data repair, followed by canceling and rebilling the identified accounts.
- d. No manual workarounds were implemented to resolve this issue.
- e. There are no accounts currently impacted by this issue.

Issue 13: Solar host and satellite accounts that did not bill in sync led to delayed credit allocation

- a. Issue 13 was identified by internal Company employees during daily reviews of Distributed Generation ("DG") program accounts.
- b. The maximum number of impacted accounts (74) was calculated based on weekly monitoring and analysis of Shared Solar no-bill accounts and their associated satellite accounts. At its peak, the impact represented approximately 50% of the total population.
- c. The issue was resolved by performing a data repair, followed by canceling and rebilling the identified accounts.
- d. No manual workarounds were implemented to resolve this issue.
- e. There are no accounts currently impacted by this issue.

Issue 14: RE Growth accounts with two meter setup caused no bills if meters were read on different days

- a. Issue 14 was identified through daily standup monitoring of billing statistics, with a specific focus on DG accounts by program type. During a review of Renewable Energy Growth Program no-bill accounts, several accounts were found to have an error caused by meter reads not being available for both meters on the same day. When the billing system does not receive reads for both meters on the same day, it is unable to generate a bill for the account.
- b. The maximum number of impacted accounts (74) was calculated based on daily monitoring of no-bill accounts and reflects the upper range observed on a typical billing day.

PUC 7-1, page 9

- c. The issue is being addressed through a manual workaround that involves manually billing affected accounts using the available meter reads. Ongoing daily monitoring is in place to identify and remediate impacted accounts. When the billing system receives a meter read for only one of the required meters, it generates a WFM/Exception, followed by the creation of a WATT for resolution by the Back Office team.
- d. The manual workaround is considered the final resolution at this time.
- e. This issue has been resolved, and any impacted accounts are identified and addressed on a daily basis.

Issue 15: DG accounts do not estimate reads, so without an actual read there is a no bill

- a. Issue 15 was identified through daily monitoring of billing exceptions.
- b. The maximum number of impacted accounts (697) was determined through ongoing daily monitoring of billing exceptions.
- c. The issue is addressed through business review to determine the appropriate resolution, including whether a meter read is available, a field visit is required, or a manual estimate can be applied. When no reads are available and the account falls outside the billing window, the system generates a WFM/Exception. A subsequent WATT is then created for resolution by the Back Office, where an agent enters a meter read, if available, or applies an estimate when necessary.
- d. The manual workaround is considered the final resolution at this time. The volume of impacted accounts is expected to decrease as additional AMF meters are deployed.
- e. This issue has been resolved. Any impacted accounts identified in the future are addressed through daily monitoring and remediation processes.

Issue 16: Prior to cutover, certain accounts had not been billed for a long period

- a. Issue 16 was identified through a point-in-time where No Bill analysis conducted approximately two months post-cutover. At that time, accounts that had not billed after two full billing cycles in the new Company CSS billing system were reviewed. Using the standard No Bill query, a population of 1,631 accounts were identified that had last billed

PUC 7-1, page 10

in the National Grid CIS system. This population was treated as a static list and analyzed separately from accounts that had successfully billed in the new billing system.

- b. The maximum impact (1,631 accounts) was calculated based on the point-in-time query results from late October 2024.
- c. The issue was addressed by analyzing and categorizing the accounts by root cause and defining appropriate treatment plans. While additional PUC assessment questions provide further detail, the primary courses of action included:
 - Billing the account forward as normal; in some cases, accounts required no specific treatment beyond manual billing until they were current.
 - Restarting the account using a date near cutover, or another appropriate date, referred to as the "Genesis" process.
 - Forcibly closing the account and establishing a new account to bill the customer forward, referred to as the "Armageddon" process.

Additional data repairs and treatments were applied as needed to enable billing or prepare accounts for one of the approaches above. Some accounts required multiple rounds of review to determine the appropriate resolution. In certain cases, it was determined that an aged No Bill account should have been voided or never started, or that service at the location was already active under another customer. These scenarios required data cleanup and indicated that the account was not truly a No Bill account, as it should not have been billing in the first place.

- d. There were manual workarounds implemented to resolve this issue.
- e. Other assessment questions provide additional detail regarding resolution dates and current statuses.

Issue 17: Prior to cutover, certain accounts had the incorrect meter type in the system, leading to errors

- a. Issue 17 was identified through a reported incident affecting a single account. Subsequent analysis determined that an incorrect configuration existed in the Company's WattNetPlus system for additional meters within the same meter group. This issue was inherited from National Grid and was documented under the Company's incident tracking system.

PUC 7-1, page 11

- b. The maximum impact (429 accounts) was calculated based on the number of meters within the affected group that were incorrectly configured in WattNetPlus. The total number of impacted accounts corresponded to the number of installed meters within that group.
- c. The issue was resolved by updating the configuration in WattNetPlus and performing a data repair to correct the meter point type, as tracked in the Company's system. All impacted accounts were suspended to prevent billing during remediation. Once valid meter reads were received, the affected bills were canceled and rebilled using the correct readings.
- d. The manual workaround is considered the final resolution at this time.
- e. This issue has been resolved, and if any further impacted accounts are identified, they are addressed on an immediate basis.

Issue 18: Demand charges for gas billing contract were not renewed for November 2024 (MADQ)

- a. Issue 18 was reported by the business on August 14, 2025.
- b. The maximum number of impacted accounts (5,714) was calculated based on the gas accounts that were due for demand contract renewal in November 2024.
- c. The issue is being addressed by updating the configuration in WattNetPlus and performing a data repair to update the meter point type, as tracked within the Company's incident tracking system. All impacted accounts were suspended to prevent billing during remediation. Once valid meter reads are received, the affected bills will be canceled and rebilled using the correct readings.
- d. The manual workaround is considered the final resolution at this time.
- e. This issue is scheduled to be resolved, and all impacted accounts are expected to have completed at least one corrected billing cycle by March 2026.

Issue 19: Electric rate billing determinants were incorrect for certain rate

- a. Issue 18 was identified through an internal rate evaluation.

PUC 7-1, page 12

- b. The maximum number of impacted accounts (2) was determined as part of the rate evaluation.
- c. The evaluation concluded that no changes were required.
- d. No manual workarounds were implemented to resolve this issue.
- e. This issue was resolved, and there are no accounts currently impacted by this issue.

PUC 7-2

Status of Issues Identified During Bill Testing

Request:

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.

Response:

Category 1 - Wrong supplier rate/prorated supplier rate

- **Issue: Identified two instances where the choice supplier rate was not updated or was wrong during the bill period.**

Response: This issue resulted from the configuration of permissions within the supplier portal, which enabled suppliers to make data inputs that were not in accordance with the Company's defined procedures for suppliers. A supplier portal change has been implemented to restrict the ability for suppliers to make multiple price changes, and impacted accounts have received customer credits. Accounts impacted by this were limited to one supplier.

PUC 7-2, page 2

As outlined in the Evaluation Team's Final Report, this choice supplier rate issue is one of the five identified for remediation by the Company in Q1 of 2026. Following full remediation of all five priority issues by the Company, and validation by Guidehouse in Q1 of 2026, the Company remains committed to providing evidence of this to the Commission.

Category 2 - Wrong Supplier

- **Issue: Identified two accounts where the reissued bill continues to have the wrong supplier listed. One account eventually updated the supplier in a later bill. Another account continued to have the wrong supplier as of our report date.**

Response: This issue resulted from an edge case billing defect related to rate ready accounts. A code update to fix this issue went into production in July of 2025. Customers and suppliers have received credits for the incorrect amounts billed. Controls are reviewed daily by the business to identify any rate ready accounts billing without supplier charges and validate all accounts bill correctly.

As outlined in the Evaluation Team's Final Report, this wrong supplier issue is one of the five identified for remediation by the Company in Q1 of 2026. Following full remediation of all five priority issues by the Company, and validation by Guidehouse in Q1 of 2026, the Company remains committed to providing evidence of this to the Commission.

Category 3 - Meter Read Differences

- **Issue: Identified one account where billed reads and calculated usage did not align to CSS and MDMS and continued to show differences as of the most recent bill as of the report date.**

Response: The issues arose as the complex billing request was received and failed on 02/2025 because MDMS did not have the correct account handling type. This issue was limited to the individual accounts identified by the evaluation team. Post-incident, a control report was implemented and actively monitored to proactively identify discrepancies between CSS and MDMS.

This issue has been resolved, a data repair was executed to correct the account handling type, and the account has been billing successfully.

CSS did not smooth usage. Actual reads were used for the re-bill.

PUC 7-2, page 2

Category 4 - Usage Smoothing

- **Issue: Identified an account that needed to be rebilled for a 6-month period. The reissued bill smoothed usage over the 6-month period instead of using actual reads.**

Response: The bill reviewed by Guidehouse/Van Reen reflected six months of usage. The only meter readings shown on the bill were the actual reads from the first and last months of that period. However, the billing system contained actual meter reads for most—if not all—of the other months included in the billing periods. To generate the bill, the system calculated usage based on the difference between the first-month and sixth-month actual reads and then allocated the total usage evenly across all six months, without incorporating the available actual reads for the intervening months. This calculation method is standard functionality within the billing system.

To streamline processing for certain accounts, the Company's practice is to allow multiple months to bill in a single billing event. Accounts billed on a demand rate, or those served by a third-party power supplier are not eligible for this process. As this is a standard Company practice, there are other accounts that have been billed using this process. Accounts that are billed covering more than one month of usage can be identified by running a query in CSS.

No controls were missed or failed, as this is a standard Company practice and the Company considers this issue resolved, as it is a standard Company practice. Actual reads were used to calculate the billing for the period in question; however, all meter reads within the period were not applied to the billing. This approach is consistent with the Company's standard billing practices.

The Narragansett Electric Company

d/b/a Rhode Island Energy

RIPUC Docket No. 25-08-GE

In Re: Commission's Inquiry into Billing Systems Practices and Performance

Responses to the Commission's Seventh Set of Joint Data Requests

Issued January 23, 2026

PUC 7-3

Follow-up Questions to Issues Identified

Request:

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?

Response:

Yes, when a batch is not processed, the billing system reports such batch processing errors for remediation. As part of the transition from National Grid, controls were in place to monitor batch processes. Over time, more controls have been implemented to address specific batch related transaction processing. These controls include alerts and reports that are reviewed by internal Company resources. In addition to the controls, processes have been refined to ensure that when an issue is identified, the correct internal teams are notified to review the issue and rectify it as appropriate.

PUC 7-4

Follow-up Questions to Issues Identified

Request:

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.

Response:

The Company's standard practice is to correct any underbilled or overbilled accounts by either cancelling the incorrect billing and rebilling on the corrected data or by applying a debit or credit to the account for the amount under or over billed.

Following the cutover from National Grid, the Company inherited customer accounts that were not generating bills. After the billing system stabilization period, the Company identified 1,631 active accounts with a last billed date prior to cutover. The Company carefully evaluated these accounts and followed a tiered remediation process, with the goal of billing all accounts forward. For those accounts that could not be billed forward (due to various reasons, such as missing reads, complex data issues, etc.) billing was restarted from a defined point in time. And for those accounts that could not be remedied by billing forward or being restarted, the Company forcibly closed the account and set up a new one in order to bill the customer forward.

When underbilled or overbilled accounts are identified, the Company first determines whether the issue is systemic or an isolated case. In all situations, corrective actions are reviewed with the appropriate management team, who decide how to address impacted accounts based on issue complexity, correction period, customer impact, and risks associated with extended recovery. Corrections may result in financial adjustments on future bills or a cancel-and-rebill to issue an accurate invoice.

For systemic issues, the Company performs a root-cause analysis, quantifies the aggregate billing impact, and implements process and/or IT changes to prevent recurrence. For individual cases, the Company reviews training and processes to minimize the potential for similar issues across other accounts.

The Narragansett Electric Company

d/b/a Rhode Island Energy

RIPUC Docket No. 25-08-GE

In Re: Commission's Inquiry into Billing Systems Practices and Performance

Responses to the Commission's Seventh Set of Joint Data Requests

Issued January 23, 2026

PUC 7-5

Follow-up Questions to Issues Identified

Request:

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.

Response:

The Company is aware that National Grid chose to manage those accounts through manual intervention. However, the Company has no knowledge of the mechanisms National Grid used to ensure that satellite account bills reflected credits from the host account.

The Narragansett Electric Company

d/b/a Rhode Island Energy

RIPUC Docket No. 25-08-GE

In Re: Commission's Inquiry into Billing Systems Practices and Performance

Responses to the Commission's Seventh Set of Joint Data Requests

Issued January 23, 2026

PUC 7-6

Follow-up Questions to Issues Identified

Request:

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?

Response:

The AMF meter rollout will enhance the Company's ability to obtain and upload host and satellite meter reads on the same day for accounts within the same billing group and will reduce billing system exceptions that require bills to be held.

PUC 7-7
Billing System Flags

Request:

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?

Response:

The Company is aware of situations in which a customer received an unusually high bill that was later corrected. When a bill is flagged as high, the billing system cannot complete processing until the issue is reviewed. Even if subsequent monthly bills are also flagged, the system cannot generate a new bill until all flagged issues from prior months have been reviewed.

There are several points during the billing process where the system may flag account data or billing as needing additional review. The system initially reviews account usage by evaluating the meter reads that are obtained during the billing period. If, based on parameters, the system determined that the current usage to be billed is too high or too low, it stops further processing and creates a WFM/WATT for an agent to manually review. After reviewing, the agent can either accept the current usage or adjust the current usage based on experience. An agent may also request additional information (e.g. request a new meter read) before determining next action. Once the agent has determined the appropriate meter read, the read is entered into the system and allowed to proceed with the billing process.

During the billing process, the system also reviews the account billing amount by evaluating the dollar amount calculated for the billing period. If, based on parameters, the system determined that the current billed amount is too high, it stops the billing process and creates a WFM/WATT for an agent to manually review. After reviewing, the agent can either accept the current billed amount or cancel the billing process and revise the data creating the high bill.

The agent may also place a "pull bill" on an account that will allow the account to produce a bill but allow the agent one last opportunity to review the bill before it is released to be mailed.

1. If after the review, the agent determines that the bill is incorrect, the agent can request the current bill to be cancelled and revise any errant data.
2. If after the review, the agent deems the bill to be correct, the agent will release the bill to be mailed to the customer.

This process is repeated every time the account goes through the billing process.

PUC 7-8
Autopay

Request:

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?

Response:

In the normal course of business, assuming a customer meets all eligibility requirements for autopay, once enrolled a customer's account may be dropped from autopay if one of the following conditions occur:

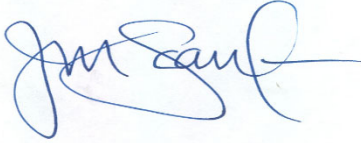
- The customer requests to be removed from autopay.
- The customer autopay payment is not accepted or returned from the bank resulting in the account being delinquent two months.
- Customer's account banking information is removed, entered into the system incorrectly, and/or becomes invalid (e.g., customer closes their banking account but fails to update this information with the Company).
- Customers who are enrolled in autopay and subsequently go on summary billing.

As discussed in the Company's response to PUC 1-21, the Company identified an issue with customers being inadvertently or incorrectly dropped from Auto Bill Pay in the following month because of an issue caused by an incorrect file at cutover from National Grid systems. This issue was resolved through customer contact and reenrollment.

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.

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Joanne M. Scanlon

February 19, 2026
Date

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