

**STATE OF RHODE ISLAND
PUBLIC UTILITIES COMMISSION**

IN RE: THE NARRAGANSETT ELECTRIC COMPANY :
d/b/a RHODE ISLAND ENERGY APPLICATION FOR : **DOCKET NO. 25-45-GE**
APPROVAL OF A CHANGE IN ELECTRIC AND GAS :
BASE DISTRIBUTION RATES :

DIVISION’S 29th SET OF DATA REQUESTS
DIRECTED TO RHODE ISLAND ENERGY

Issued: April 10, 2026

Due: IMMEDIATELY

DIV. 29-1

DIV. 22-9 stated in pertinent part:

Referring to the table in the Company’s response to DIV. 11-13 (b) which is a tabulation of the number of services in the Soft-Off status since cutover, where the usage exceeded a total of 100 kilowatt hours in a month that did not have a notice sent to the premise indicating that service shall be terminated unless an account is established. In 2025 alone, there were 3,871 service premises that did not receive a notice indicating that service shall be terminated unless an account is established.

a) Please explain why the Company is not complying with its Tariff to send notices.

The Company’s response to this question stated:

a) The Company manually reviews instances of where usage exceeded a total of 100 kWh in a month prior to notification and disconnection to attempt to identify the user of the service so an account can be established. In many instances a call is made to the possible user, indicating that the service needs to be put in their name or it may be terminated.

The Company’s answer is non-responsive. The Division did **not** ask what the Company is doing in lieu of following its own Tariff. The Division very specifically asked why the Company is not complying with its own Tariff by not sending the required notices when consumption reaches 100 kilowatt hours.

Please answer the question that was asked and do so immediately. The answer is now overdue.