

May 1, 2007

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Docket 3804 – National Grid Affordable Energy Plan
Responses to Record Requests**

Dear Ms. Massaro:

Enclosed please find ten (10) copies of National Grid's responses to the Record Requests issued by the Commission at the evidentiary hearing held on April 24, 2007, in the above docket.

Thank you for your attention to this filing. If you have any questions, please feel free to contact me at (401) 784-7667.

Very truly yours,



Laura S. Olton

Enclosures

cc: Docket 3804 Service List
Paul Roberti, Esq.
Steve Scialabba, Division

Record Request 1

Request:

With regard to the transition plan, were customers required to be physically terminated prior to participation in the plan?

Response:

Yes, customers were required to be physically terminated for non-payment prior to participation in the transition plan for both gas and electric.

Record Request 2

Request:

Why doesn't the gas side of the business identify write-offs by customer class (in reference to Commission Data Request 1-8(e))?

Response:

The Rhode Island gas operation does not identify write-offs by customer class because its historical practice and programs have been written to track write-offs as either Residential or Commercial.

Record Request 3

Request:

Will the gas side provide write-offs by customer class to the Commission, as the electric side currently does?

Response:

There are currently no plans for changing how gas customer write-offs are tracked.

Record Request 4

Request:

What percentage of the LIHEAP-eligible customers are responsible for the amounts included in Commission Data Response 1-2 (not updated)?

- a. Gas – total arrearage of LIHEAP customers is \$4,028,189 (eff. 12/31/06). What percent of LIHEAP customers owe this amount?
- b. Electric- What percentage of A-60 customers are responsible for the total arrearage of \$5,382,408 (eff. 12/31/06)?

Response:

- a. Gas – The \$4,028,189 of total arrearages greater than 30 days is from sixty eight percent (68%) of the LIHEAP gas customers.
- b. Electric – The \$5,382,408 of total arrearages greater than 30 days is from forty-five percent (45%) of the A-60 electric customers.

Record Request 5

Request:

How did the Company (for electric and gas) implement the transitional forgiveness program with regard to nonpayment? What parameters did the Company establish before removing a customer from the program?

Response:

The following illustrative example describes parameters and treatment of customer accounts that were put on the transitional forgiveness program for gas and electric:

1st Month

Billing Period: January 8 to February 6th
Bill Date: February 10th
Due Date: March 7th

2nd Month

Billing Period: February 7 to March 8th
No payments or only partial payment on the February 10 bill is received by March 8th
Bill Date: March 9th
Bill goes out showing a past due payment plan amount
Due Date: April 4th

3rd Month

Billing Period: March 9 to April 8th
No payments or only partial payment on the February 10 bill is received by April 8th*
Account marked as in default and dropped from forgiveness program
Bill Date: April 10th
Bill goes out stating they have defaulted on payment plan, dropped from the forgiveness plan and bill shows total past due amount
Due Date: May 7th

* If a payment in full for the February 10 bill is received by April 8, the customer will remain on the program until the next billing cycle, at which point, payment for the following month's bill will be due in full.

Certificate of Service

I certify that a copy of the cover letter and materials accompanying this certificate were mailed or hand-delivered to the individuals listed below.



Date: May 1, 2007

Joanne M. Scanlon
 National Grid

Docket 3804 – National Grid – Affordable Energy Plan Service List as of 1/10/07

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