

September 30, 2010

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 4200 - The Narragansett Electric Company d/b/a National Grid
Filing to Amend Terms and Conditions for Distribution Service
Responses to Commission Data Requests (Set 1)**

Dear Ms. Massaro:

Enclosed please find ten (10) copies of National Grid's¹ responses to the Commission's First Set of Data Requests issued on September 15, 2010, in the above-captioned proceeding.

Thank you for your attention to this transmittal. If you have any questions, please feel free to contact me at (781) 907-2121.

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Leo Wold, Esq.
Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid.

Commission Data Request 1-1

Request:

Will customers have access to a list of electricians registered with National Grid through NG Connects? If so, how?

Response:

No. The Company has no plans to give customers access to the list of electricians that have registered with the Company for NG Connects. NG Connects is a voluntary program available to customers and their respective licensed electricians who elect to participate in the program by registering with the Company. Through the offering of NG Connects, the Company is not recommending the services of licensed electricians and does not pre-approve electricians for purposes of the program. Thus, the Company does not wish to appear that it is doing so by making such a list available to customers.

Commission Data Request 1-2

Request:

Once an electrician registers in NG Connects, how long is the registration valid?

Response:

The Registration will be valid for as long as the electrician is licensed and is in good standing with the authority having jurisdiction, and the electrician has not been removed from the program because of non-compliance or violation issues. Please refer to the Company's response to Commission Data Request 1-4.

Commission Data Request 1-3

Request:

Once an electrician registers with NG Connects, what steps, if any, will NGrid take to verify the information provided in the registration?

Response:

A copy of the procedure detail that the Customer Order Fulfillment department uses to verify and process a NG Connects service requires is attached.

PROCEDURE DETAIL

1.1 Summary:

Procedure Name	National Grid Connects
Description of Procedure	This procedure will instruct the Order Fulfillment Order Processing Representative in manually progressing National Grid Connects orders in STORMS. This will directly release the order to the Meter Department upon receipt the municipal inspection for field safety inspection of the service.
Process Reference	
Additional References	<u>Ref F: SA: Assigning Work Packet CrewHQ</u>

1.2 Role Requirements:

Role	Responsibilities
Order Fulfillment Order Processing Representative	Contact the licensed electrician/contractor to obtain details needed to progress a National Grid Connects job. Re-assign Work Request to Customer Connections Rep or Commercial Rep as necessary when it is determined through discussion with electrician/contractor that a site visit is required.
Order Fulfillment Customer Connections Supervisor	Supervisor provides initial screening, assigns work requests to Representatives, and provides instruction and support in all business standards, policies and practices related to customer work requests.

1.3 Pre Conditions:

Conditions

- Customer has initiated a work request for upgrade of service.

- Work request has been assigned to Order Fulfilment Order Processing Rep as job owner.

- **Order Fulfilment Supervisor has pre-screened the work request, identified it as a potential Fast Track candidate, and added a 211 requirement to the DSERVICE job.**

- If a Customer Connections Rep or a Commercial Rep determines the job qualifies for the NG Connects Program after speaking with the electrician/contractor, they will re-assign the job to an Order Processing Rep to be progressed.

- A work request qualifies for the National Grid Connects Program when the below conditions are met:
 - Upgrade of an existing overhead residential service
 - Residential overhead service must be single phase, three wire and 200 amps or less
 - No change in National Grid service point of attachment
 - Service wire must be in good condition
 - Electrical contractors must be pre-approved and perform work using connectors approved and supplied by National Grid

1.4 Assumptions/Policy:

Assumptions/Policy

- Electrical contractor must be registered in the NG Connects Database (Microsoft Access)
- Electrical contractor shall cut the service entrance cable at the service weather head, replace or repair service and re-connect it in compliance with the requirements of National Grid, National Electric Code, State and Municipal building requirements. This work may also be performed by a Journeyman or Apprentice working under direct supervision of a Licensee.
- Electrical Contractor must still obtain a valid service request number by submitting a request for electric service to National Grid. This work must be completed within 60 days of the request.
- Electrical Contractor is responsible for obtaining the appropriate permits from the local and municipal authority in advance of starting work.
- The service must be cut at the point of attachment on the line side of the existing service drop connectors.
- The service must be reconnected by utilizing the properly sized connectors (provided by National Grid) as listed below:
 - **Phase/Hot Leg Conductor** – Properly covered parallel Groove Connector or Insulated Compression Sleeve.
 - **Neutral Conductor** – Bare Parallel Groove Connector or Bare Compression Sleeve.
- All authorized electrical contractors will receive an adequate supply of permanent connectors for use on National Grid Connects qualified services in advance of starting work and will be re-supplied as required, based on the volume of jobs reports to National Grid.
- National Grid provided connectors are to be used per National Grid Connects policy only, in the National Grid service territory only.
- Contractor shall leave the meter enclosure in a safe and secure condition, by installing a meter socket cover and re-setting meter or installing a clear plastic safety shield over the meter socket.
- Within 10 days of National Grid receiving the inspection notification from the local municipal inspector, a National Grid Meter Worker will visually inspect the job for compliance and seal the meter.

1.5 Base Flow:

Step	Role	Step Name	Step Description (<i>Explanation</i>)
1	Order Processing Rep	Receive WR in Work Queue	OP Reps will monitor their work queue throughout the day. They will receive the WR in their in-box assigned to them. The WR will have a 211 Requirement in the "required" status.
2	Order Processing Rep	Contact the Customer/Contractor	<p>Call the customer/ contractor to determine if they are registered for the National Grid Connects Program. If they are not, proceed the "Fast Track/Template Design Procedure"</p> <p>Note: This is a great time to sign an electrician up for the program!</p> <p>If they are registered with the program and have received their connectors, proceed to step 3.</p>
3	Order Processing Rep	Review the Work Request with the Contractor/Customer	<p>In order to qualify for the program, the job must meet the following criteria:</p> <ul style="list-style-type: none"> ▪ Upgrade of an existing overhead residential service ▪ Residential overhead service must be single phase, three wire and 200 amps or less ▪ No change in National Grid service point of attachment ▪ Service wire must be in good condition ▪ Electrical contractor must use company supplied connectors.
4	Order Processing Rep	Provide the Customer Your Contact Information	Inform the customer that you will be their point of contact for any questions they may have. Provide the customer with your direct phone number.
5	Order Processing Rep	Apply Template Design	<p>Prepare the WR in STORMS to send the order to MWork for a Meter Worker to safety check the service:</p> <ol style="list-style-type: none"> 1. WR Type Code = Non-Designed 2. Job Type Code = DSERVMINT 3. Job Code = NCRSMT (National Grid Connects reseal meter) 4. Crew HQ = Crew HQ will end with a "SW" in New York or a "MW" in New England (For example, Hopedale

			<p>Meter Department is HPDLMW</p> <ol style="list-style-type: none"> 5. Priority = Change from 5 to 6 6. Navigate to the Service Details tab and enter the following: <ul style="list-style-type: none"> • Meters to be set by = Line • Release meters = Same meter used 7. Make the 211, 224, 226 and 298 Not Required
6	Order Processing	Process Get Work Order	Navigate to the financials tab in STORMS. Hit the Get Work Order button to bring in accounting from Power Plant and Save. This will automatically complete the 250 Requirement.
7	Order Processing Rep	Run a Job Estimate	Run a STORMS estimate on the work request by clicking on the \$ icon.
8	Order Processing Rep	Progress WR	<p>Verify that the WR is in Status 40, pending a Municipal Inspection Requirement (455) or in Status 50 if the 455 requirement was previously completed.</p> <p>If not Status 40, click on the Refresh icon to see if the status changes.</p>

1.6 Regional Alternative(s):

1.6.1 Regional Alternative 1- Muni Inspection in the Lebanon Area

Step	Role	Step Name	Step Description (Explanation)
1	Order Processing Rep	Lebanon Area	<p>If the job is in the Lebanon area (crew hw LEBNOH or WALPOH) and is NOT in the towns of Lebanon, Hanover, Plainfield, or Charlestown, inform the customer/ electrician to call the job owner when they are ready for the wire inspection.</p> <p>When the customer/electrician is ready for the wire inspection, assign the 455 requirement to Design and add a COFG remark detailing the conversation.</p>

1.6.2 Regional Alternative 2- Crew HQ review in NY for Permanent Connections

Step	Role	Step Name	Step Description (Explanation)
1	Order Processing Rep	NY State	<p>In NY crewHQs are determined by feeder.</p> <p>Refer to NY Feeder List to determine the correct Crew HQ. Correct the assigned crewHQ if necessary, refer to Assigning Work Packet CrewHQ.</p>

1.6.3 Regional Alternative 3

Step	Role	Step Name	Step Description (<i>Explanation</i>)
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1.7 Process Alternative(s): Insert each alternative in a different table

Alternative 1 - tep	Role	Step Name	Step Description (<i>Explanation</i>)

1.8 List of Approvers (Optional):

Name	Title	Signoff		Approval Date
David Cardoza	Customer Solutions Manager	<input type="checkbox"/>	Accept	
		<input type="checkbox"/>	Accept with Modifications	
		<input type="checkbox"/>	Do not Accept	

*** If necessary to add more approvers, insert rows identical to those provided above to provide a line for the required approvers.

1.9 Amendment History:

Version	Author	Description	Date
1.0	John Sumner	Initial Draft of Procedure	02/22/2010

Commission Data Request 1-4

Request:

Under what circumstances would NGrid remove an electrician from its NG Connects list?

Response:

Electricians will be removed from NG Connects if they are no longer licensed and in good standing with the authority having jurisdiction. The Company will also remove an electrician from the program if the electrician has multiple non-compliance issues or commits a violation where risk to public safety is a factor as follows:

- In cases of non-compliance with any of the requirements of NG Connects, including non-compliance with the National Electric Code, OSHA requirements, and Rhode Island and local building codes, National Grid will send written inquires to the electrician, customer and local municipal authority to resolve the problem.
- Multiple letters to an electrician will result in notification to the appropriate Rhode Island and municipal authorities. Such notification constitutes a violation letter.
- The electrician will be notified in writing that a violation letter has been sent and that their privilege to perform work under NG Connects may be suspended. In the case where risk of public safety is a factor, the Company will immediately suspend NG Connects privileges associated with the electrician.

Commission Data Request 1-5

Request:

How will electricians be made aware of the program?

Response:

Electricians are made aware of NG Connects through the Company's website and distribution of mailers, both of which explain the qualifications for participation in the program and the registration process.

Commission Data Request 1-6

Request:

Who pays the electrician performing service in accordance with the National Grid Connects Policy/program, and how is payment made to the electrician?

Response:

The electrician is providing services to the customer and, as such, the customer will pay the electrician for those services. While the Company does not expect the electrician to charge the customer an additional fee for making the permanent connection because the connectors are supplied by the Company free of charge, the Company has no way of knowing whether participating electricians will charge customers any additional fees for work involved in making the permanent connection. To the extent that a participating electrician charges additional fees for this service, these additional fees would be the responsibility of the customer. If the customer would prefer to have the Company make the permanent connection, the Company will do so at no cost to the customer.

Commission Data Request 1-7

Request:

How much is the electrician paid for services performed pursuant to the National Grid Connects Policy/program?

Response:

Please refer to the Company's response to Commission Data Request 1-6.

Commission Data Request 1-8

Request:

Does the National Grid Connects Policy or program provide any conditions, limitations or restrictions of any kind on the fee charged by the electrician? If so, please describe in detail any such restrictions.

Response:

The Company has no knowledge of or involvement in the compensation arrangements between an electrician and a customer for electrical work performed by the electrician at a customer's residence. See also the Company's response to Commission Data Request 1-6.

Commission Data Request 1-9

Request:

Are electricians performing service pursuant to the National Grid Connects Policy or program paid by the job or by the hour?

Response:

Please refer to the Company's responses to Commission Data Requests 1-6 and 1-8.

Commission Data Request 1-10

Request:

Does NGrid provide a Form 1099 each year to electricians performing work in the National Grid Connects program?

Response:

No. See the Company's response to Commission Data Request 1-6.

Commission Data Request 1-11

Request:

Have the details of the National Grid Connects Policy been recorded in any written documents? If so, please provide those documents to the Commission.

Response:

Section 4.2.6 of the Specifications for Electrical Installations 2010 booklet explains NG Connects and the conditions for the program. A copy of this document was provided with the Company's initial filing and is also available online at https://www.nationalgridus.com/non_html/shared_constr_esb750.pdf. In addition, the Company began posting information regarding NG Connects on its website on February 16, 2010. Qualifications for participation in NG Connects are located on the Company's website. A copy of the registration material was also provided with the Company's initial filing.

Commission Data Request 1-12

Request:

In the process of registering in the National Grid Connects Program, or otherwise seeking approval from National Grid to participate in this program, is the electrician required to enter into any written contracts with National Grid? If so, please provide a copy of any such contracts to the Commission.

Response:

No. The Company does not enter into any written contracts with participating electricians. NG Connects is a voluntary program for customers and their participating electricians. As such, the Company does not pre-approve participating electricians beyond the electrician's registration in the NG Connects database and otherwise meeting the requirements for the program as set forth in the Company's Specifications for Electrical Installations 2010 booklet (please refer to the Company's response to Commission Data Request 1-11).

Commission Data Request 1-13

Request:

In cases of non-compliance with the National Grid Connects Policy, how many inquiries would be required before National Grid would issue a violation letter to the appropriate State and Municipal authorities?

Response:

The Company will issue two inquiries to the electrician, customer and local municipal authority in non-compliance cases. On the second non-compliance event, a violation letter will be sent to the appropriate Rhode Island and municipal authorities.

Commission Data Request 1-14

Request:

Are there any other acts or circumstances that would result in suspension of an electrician's privileges to perform work under the National Grid Connects Policy, other than those identified in the Company website? If so, please describe in detail any acts or circumstances that would result in such suspension.

Response:

An electrician's participation in NG Connects may be suspended or revoked if the electrician provides inaccurate information concerning any of the questions the Customer Order Fulfillment ("COF") department asks during the registration process to determine if the service upgrade qualifies for NG Connects (e.g. COF asks if the upgrade is for a residential service and it turns out to be a commercial service).

Commission Data Request 1-15

Request:

Have the acts of any person or entity participating in the National Grid Connects Program resulted in any claims or lawsuits against National Grid seeking monetary damages or any other legal or equitable relief? If so, what was the amount of damages, if any, awarded in each claim or lawsuit?

Response:

The Company is not aware of any claims or lawsuits that have been filed against the Company in connection with NG Connects.

Please note that the Company's liability is governed by Section 25 of the Company's existing Terms and Conditions for Distribution Service, R.I.P.U.C. No. 2022-A. These long-standing liability provisions apply broadly to the terms of the Company's service to customers. Section 25 states that "[t]he Company shall not be liable for any damage to equipment or facilities using electricity which damage is the result of Service Problems, or economic losses which are a consequence of Service Problems." The term "Service Problems" is defined as "any service interruption, power outage, voltage or amperage, fluctuations, discontinuance of service, reversal of service or irregular service caused by accident . . . or any other causes beyond the Company's immediate control." Section 25 further states that "[t]he Company shall not be liable for damage to the person or property of the Customer or any other persons resulting from the use of electricity or the presence of the Company's appliances and equipment on the Customer's premises."