

June 26, 2012

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 4323 - Application for Approval of a Change in Electric and Gas
Base Distribution Rates Pursuant to R.I.G.L. Sections 39-3-10 and 39-3-11
Responses to Division Data Requests - Set 5 - ELEC**

Dear Ms. Massaro:

Enclosed is an original and ten (10) copies of National Grid's¹ responses to the Division's Fifth Set of Data Requests in the above-captioned proceeding.

The responses to the Fifth Set included with this filing are listed in the enclosed discovery log.

Thank you for your attention to this transmittal. If you have any questions, please feel free to contact me at (781) 907-2153.

Very truly yours,



Celia B. O'Brien

Enclosures

cc: Docket 4323 Service List
Leo Wold, Esq.
Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid (herein referred to as "National Grid" or the "Company").

Certificate of Service

I hereby certify that a copy of the cover letter and/or any materials accompanying this certificate were electronically submitted, hand delivered and mailed to the individuals listed below.

/S/
Janea Dunne

June 26, 2012
Date

National Grid (NGrid) – Request for Change in Electric & Gas Distribution Rates
Docket No. 4323 – Service List updated on 6/22/12

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Matthew Kahal c/o Exeter Associates 10480 Little Patuxent Parkway Suite 300 Columbia, MD 21044	mkahal@exeterassociates.com	
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	Sccamara@puc.state.ri.us	

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
DIVISION SET 1						
Division Set 1	Division 1-1-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-1-ELEC	
Division Set 1	Division 1-2-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-2-ELEC	
Division Set 1	Division 1-3-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-3-ELEC	
Division Set 1	Division 1-4-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-4-ELEC	
Division Set 1	Division 1-5-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme		
Division Set 1	Division 1-6-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-6-ELEC	
Division Set 1	Division 1-7-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-8-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-8-ELEC	
Division Set 1	Division 1-9-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-9-ELEC	
Division Set 1	Division 1-10-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme		
Division Set 1	Division 1-11-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-11-ELEC	
Division Set 1	Division 1-12-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-13-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-13-ELEC	
Division Set 1	Division 1-14-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-15-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-16-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-17-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-18-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-19-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-20-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme		
Division Set 1	Division 1-21-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-21-ELEC	
Division Set 1	Division 1-22-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-23-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-23-ELEC	
Division Set 1	Division 1-24-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme		
Division Set 1	Division 1-25-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-26-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-27-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-27-ELEC	
Division Set 1	Division 1-28-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 1	Division 1-29-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-29-ELEC	
Division Set 1	Division 1-30-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-31-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
DIVISION SET 2						
Division Set 2	Division 2-1-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-1-GAS	
Division Set 2	Division 2-2-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-2-GAS	
Division Set 2	Division 2-3-GAS	5/14/2012	5/25/2012	Michael D. Laflamme		
Division Set 2	Division 2-4-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-4-GAS	
Division Set 2	Division 2-5-GAS	5/14/2012	5/25/2012	Michael D. Laflamme		
Division Set 2	Division 2-6-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-6-GAS	
Division Set 2	Division 2-7-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-7-GAS	
Division Set 2	Division 2-8-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-8-GAS	
Division Set 2	Division 2-9-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-9-GAS	
Division Set 2	Division 2-10-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-11-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-12-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-12-GAS	
Division Set 2	Division 2-13-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-14-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-15-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-16-GAS	5/14/2012	5/29/2012	Michael D. Laflamme	Att. DIV 2-16-1-GAS Att. DIV 2-16-2-GAS Att. DIV 2-16-3-GAS	
Division Set 2	Division 2-17-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-18-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-19-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-20-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-21-GAS	5/14/2012	5/29/2012	Michael D. Laflamme	Att. DIV 2-21-GAS	
Division Set 2	Division 2-22-GAS	5/14/2012	5/29/2012	Michael D. Laflamme	Att. DIV 2-22-GAS	
Division Set 2	Division 2-23-GAS	5/14/2012	5/29/2012	Michael D. Laflamme	Att. DIV 2-23-GAS	
Division Set 2	Division 2-24-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-25-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
DIVISION SET 3						
Division Set 3	Division 3-1-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme	Att. DIV 3-1-ELEC/GAS	
Division Set 3	Division 3-2-ELEC/GAS	5/30/2012	6/13/2012	Michael D. Laflamme	Att. DIV 3-2-ELEC/GAS	
Division Set 3	Division 3-3-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-3-ELEC/GAS	
Division Set 3	Division 3-4-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-5-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-5-ELEC/GAS	
Division Set 3	Division 3-6-ELEC/GAS	5/30/2012	6/13/2012	Michael D. Laflamme	Att. DIV 3-6-ELEC/GAS (Redacted)	Att. DIV 3-6-ELEC/GAS (Confidential)
Division Set 3	Division 3-7-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme	Att. DIV 3-7-1-ELEC/GAS Att. DIV 3-7-2-ELEC/GAS Att. DIV 3-7-3-ELEC/GAS	
Division Set 3	Division 3-8-ELEC/GAS	5/30/2012	6/12/2012	Legal Department and Robert B. Hevert		
Division Set 3	Division 3-9-ELEC/GAS	5/30/2012	6/11/2012	Mustally Hussain	Att. DIV 3-9-1-ELEC/GAS Att. DIV 3-9-2-ELEC/GAS Att. DIV 3-9-3-ELEC/GAS Att. DIV 3-9-4-ELEC/GAS Att. DIV 3-9-5-ELEC/GAS Att. DIV 3-9-6-ELEC/GAS Att. DIV 3-9-7-ELEC/GAS Att. DIV 3-9-8-ELEC/GAS Att. DIV 3-9-9-ELEC/GAS	
Division Set 3	Division 3-10-ELEC/GAS	5/30/2012	6/11/2012	Mustally Husain	Att. DIV 3-10-ELEC/GAS	
Division Set 3	Division 3-11-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme	Att. DIV 3-11-ELEC/GAS	
Division Set 3	Division 3-12-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme		
Division Set 3	Division 3-13-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme		
Division Set 3	Division 3-14-ELEC/GAS	5/30/2012	6/13/2012	Michael D. Laflamme		
Division Set 3	Division 3-15-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme		
Division Set 3	Division 3-16-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme		
Division Set 3	Division 3-17-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme	Att. DIV 3-17-ELEC/GAS	
Division Set 3	Division 3-18-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-19-ELEC	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-20-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-21-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-22-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-22-ELEC/GAS	
Division Set 3	Division 3-23-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-23-ELEC/GAS	

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 3	Division 3-24-ELEC/GAS	5/30/2012	6/13/2012	Robert B. Hevert	Att. DIV 3-24-ELEC/GAS	
Division Set 3	Division 3-25-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-25-ELEC/GAS	
Division Set 3	Division 3-26-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-27-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
DIVISION SET 4						
Division Set 4	Division 4-1-GAS	6/7/2012		Paul M. Normand		
Division Set 4	Division 4-2-GAS	6/7/2012	6/19/2012	Paul M. Normand		
Division Set 4	Division 4-3-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-4-GAS	6/7/2012	6/19/2012	Paul M. Normand		
Division Set 4	Division 4-5-GAS	6/7/2012	6/19/2012	Paul M. Normand		
Division Set 4	Division 4-6-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-7-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-8-GAS	6/7/2012	6/19/2012	Ann E. Leary	Att. DIV 4-8-1-GAS Att. DIV 4-8-2-GAS Att. DIV 4-8-3-GAS Att. DIV 4-8-4-GAS Att. DIV 4-8-5-GAS	
Division Set 4	Division 4-9-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-10-GAS	6/7/2012	6/19/2012	Ann E. Leary	Att. DIV 4-10-GAS	
Division Set 4	Division 4-11-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-12-GAS	6/7/2012	6/20/2012	Ann E. Leary	Att. DIV 4-12-GAS	
Division Set 4	Division 4-13-GAS	6/7/2012	6/19/2012	Ann E. Leary and Michael D. Laflamme		
DIVISION SET 5						
Division Set 5	Division 5-1-ELEC	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 5-1-ELEC	
Division Set 5	Division 5-2-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-3-ELEC	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 5-3-1-ELEC Att. DIV 5-3-2-ELEC	
Division Set 5	Division 5-4-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-4-ELEC	
Division Set 5	Division 5-5-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-5-1-ELEC Att. DIV 5-5-2-ELEC	
Division Set 5	Division 5-6-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-6-1-ELEC Att. DIV 5-6-2-ELEC Att. DIV 5-6-3-ELEC	
Division Set 5	Division 5-7-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 5	Division 5-8-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye		

The Narragansett Electric Company
d/b/a National Grid
R.I.P.U.C. Docket No. 4323
Discovery Log

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DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 5	Division 5-9-ELEC	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 5-9-ELEC	
Division Set 5	Division 5-10-ELEC	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 5-10-1-ELEC Att. DIV 5-10-2-ELEC	
Division Set 5	Division 5-11-ELEC	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 5-11-1-ELEC Att. DIV 5-11-2-ELEC Att. DIV 5-11-3-ELEC Att. DIV 5-11-4-ELEC	
Division Set 5	Division 5-12-ELEC	6/8/2012	6/26/2012	Evelyn M. Kaye		
Division Set 5	Division 5-13-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 5	Division 5-14-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-14-ELEC	
Division Set 5	Division 5-15-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-15-ELEC	
Division Set 5	Division 5-16-ELEC	6/8/2012		Evelyn M. Kaye		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
COMMISSION SET 1						
Commission Set 1	Commission 1-1-ELEC/GAS	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-2-ELEC/GAS	5/24/2012	6/7/2012	Maureen P. Heaphy		
Commission Set 1	Commission 1-3-ELEC/GAS	5/24/2012	6/7/2012	Michael D. Laflamme	Att. COMM 1-3-1-ELEC/GAS Att. COMM 1-3-2-ELEC/GAS	
Commission Set 1	Commission 1-4-ELEC/GAS	5/24/2012	6/7/2012	Timothy D. Horan		
Commission Set 1	Commission 1-5-ELEC/GAS	5/24/2012	6/6/2012	Maureen P. Heaphy		
Commission Set 1	Commission 1-6-ELEC	5/24/2012	6/7/2012	Stephen F. Doucette and Maureen P. Heaphy		
Commission Set 1	Commission 1-7-ELEC	5/24/2012	6/7/2012	Stephen F. Doucette and Maureen P. Heaphy		
Commission Set 1	Commission 1-8-ELEC	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-9-ELEC	5/24/2012	6/7/2012	Stephen F. Doucette and Maureen P. Heaphy		
Commission Set 1	Commission 1-10-ELEC	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-11-ELEC	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-12-ELEC	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-13-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-14-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-15-ELEC/GAS	5/24/2012	6/6/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-16-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye and Michael D. Laflamme		
Commission Set 1	Commission 1-17-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-18-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-19-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye	Att. COMM 1-19-ELEC/GAS	
Commission Set 1	Commission 1-20-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin	Att. COMM 1-20-1-ELEC Att. COMM 1-20-2-ELEC	
Commission Set 1	Commission 1-21-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin	Att. COMM 1-21-ELEC	
Commission Set 1	Commission 1-22-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin	Att. COMM 1-22-ELEC	
Commission Set 1	Commission 1-23-ELEC	5/24/2012	6/7/2012	Michael R. Hrycin		
Commission Set 1	Commission 1-24-ELEC	5/24/2012	6/7/2012	Michael R. Hrycin		
Commission Set 1	Commission 1-25-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin		
Commission Set 1	Commission 1-26-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin		
Commission Set 1	Commission 1-27-GAS	5/24/2012	6/6/2012	Jeffrey P. Martin		
Commission Set 1	Commission 1-28-GAS	5/24/2012	6/6/2012	Jeffrey P. Martin		
Commission Set 1	Commission 1-29-ELEC	5/24/2012	6/4/2012	Alfred P. Morrissey		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
COMMISSION SET 1						
Commission Set 1	Commission 1-30-ELEC	5/24/2012	6/4/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-31-ELEC	5/24/2012	6/4/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-32-ELEC	5/24/2012	6/4/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-33-ELEC	5/24/2012	6/7/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-34-ELEC	5/24/2012	6/7/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-35-ELEC/GAS	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-36-ELEC/GAS	5/24/2012	6/7/2012	Michael D. Laflamme	Att. COMM 1-36-ELEC/GAS	
Commission Set 1	Commission 1-37-GAS	5/24/2012	6/7/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-38-ELEC	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-39-ELEC/GAS	5/24/2012	6/7/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-40-ELEC/GAS	5/24/2012	6/7/2012	Ann E. Leary & Jeanne Lloyd	Att. COMM 1-40-ELEC/GAS	
Commission Set 1	Commission 1-41-ELEC/GAS	5/24/2012	6/6/2012	Robert B. Hevert		
Commission Set 1	Commission 1-42-ELEC/GAS	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-43-ELEC/GAS	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-44-ELEC/GAS	5/24/2012	6/7/2012	Maureen P. Heaphy	Att. COMM 1-44-ELEC/GAS	
Commission Set 1	Commission 1-45-ELEC/GAS	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-46-GAS	5/24/2012	6/7/2012	Ann E. Leary		

Division 5-1-ELEC

Request:

Please provide the total number of Electric Company customers (i.e., accountholders) by month for 2007-2011, including the following breakdown:

- a) Standard-Residential accounts
- b) Protected-Residential accounts (i.e., coded as low income, elderly, handicapped, etc.)
- c) Residential heat accounts
- d) Residential non-heat accounts
- e) Commercial accounts
- f) Industrial accounts

Response:

Please see Attachment DIV 5-1-ELEC. The Company does not distinguish heat and non-heat within its electric business. Commercial and industrial accounts are also combined on the attachment.

**NARRAGANSETT ELECTRIC
BILL ACCOUNTS**

Revenue Year	Res / Comm Indicator	Jan	Feb	Mar	Apr	May	Revenue Month Jun	Jul	Aug	Sep	Oct	Nov	Dec
2007	R Standard	382,932	383,644	384,470	383,950	383,770	383,146	381,768	381,392	381,116	385,855	385,396	385,528
2007	R Protected	41,877	41,753	41,672	42,200	41,991	41,932	42,685	42,706	42,626	37,433	37,914	38,750
2007	C&I	55,889	55,619	56,064	56,158	56,199	56,257	56,256	56,286	56,342	56,362	56,566	56,661
	Total	681,399	681,718	682,909	683,012	682,665	682,041	681,416	681,092	680,793	680,360	680,587	681,651
		Jan (1)	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2008	R Standard	384,132	384,531	383,999	372,400	383,748	384,759	383,446	382,347	382,276	381,400	383,192	370,382
2008	R Protected	44,313	44,404	44,588	43,397	45,003	45,604	45,777	45,796	46,003	46,148	46,483	45,343
2008	C&I	60,210	59,504	59,500	58,304	59,656	59,668	59,752	59,736	59,406	59,566	59,914	58,196
	Total	689,456	689,241	688,890	674,905	689,212	690,837	689,782	688,687	688,494	687,924	690,400	674,733
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2009	R Standard	381,873	381,967	381,783	380,989	381,181	373,967	383,566	371,519	383,307	378,930	382,711	378,461
2009	R Protected	46,912	47,668	48,530	48,811	49,580	48,329	46,284	45,517	46,462	45,699	46,772	46,020
2009	C&I	59,391	59,988	59,954	59,781	59,785	59,207	59,940	58,799	59,729	59,469	59,826	59,242
	Total	689,077	690,525	691,170	690,485	691,451	682,409	690,697	676,743	690,407	685,008	690,220	684,635
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2010	R Standard	383,683	384,330	383,912	383,143	384,103	375,443	382,152	370,718	383,741	381,808	385,506	382,443
2010	R Protected	45,102	45,305	46,401	46,657	46,658	46,853	47,698	46,318	46,028	42,821	43,977	42,038
2010	C&I	60,087	60,160	60,202	59,396	60,060	59,430	60,136	59,591	60,196	60,658	60,479	58,622
	Total	689,873	690,797	691,518	690,200	691,826	682,732	690,993	677,635	690,974	686,297	690,973	684,115
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	R Standard	386,346	387,739	389,746	389,456	390,489	381,426	388,807	376,799	389,968	384,323	388,289	384,618
2011	R Protected	42,439	41,896	40,567	40,344	40,272	40,870	41,043	40,237	39,801	40,306	41,194	39,863
2011	C&I	61,041	60,824	59,911	60,822	60,973	60,971	61,169	60,120	60,979	61,276	60,838	60,288
	Total	690,927	691,561	691,327	691,726	692,839	684,373	692,126	678,264	691,857	687,015	691,432	685,881

(1) January 2008 was the conversion to the Customer Service System (CSS)

Division 5-3-ELEC

Request:

Please provide a detailed explanation of how the Electric Company calculates its annual net charge-offs. Please include gross charge-offs calculations and all subsequent and applicable offsets including collections, balances transfers, legal collections and accounting adjustments. For 2007-2011, please provide monthly data and calculations which show original gross charge-off dollars and subsequent offsets resulting in net charge-offs.

Response:

The net write-off calculation for determining the gas service uncollectible rate in Docket No. 4323 is outlined in Schedule EMK-1, Page 2 of 4, attached to the Direct Testimony of Company Witness Evelyn M. Kaye.

In a general sense, net write-offs consist of gross write-offs less recoveries each month. Recoveries include cash payments, dollars reinstated from written off accounts and transferred to active accounts, and any other miscellaneous adjustments and credits related to inactive accounts. Special journal entries can also impact net write-offs both positively and negatively.

Please see Attachment DIV 5-3-1-ELEC for residential and non-residential net write-off dollars going back through 2008.

Please see Attachment DIV 5-3-2-ELEC for residential and non-residential net write-off account information going back through 2008.

The write-off detail in Attachments DIV 5-3-1-ELEC and DIV 5-3-2-ELEC, that is found up through the row entitled "NET WRITE-OFF (Less Unworked Bal)" on each of those attachments, comes from a monthly system report for tracking net write-off. Prior to 2008, Narragansett Electric was served under another system.

The data in the rows following the title "NET WRITE-OFF (Less Unworked Bal)" comes from various system and accounting journals. Hence, these do not have accounts associated with them.

NARRAGANSETT ELECTRIC NET WRITE-OFF DETAIL \$

(\$000's)

	31-Jan-08	28-Feb-08	31-Mar-08	30-Apr-08	31-May-08	30-Jun-08	31-Jul-08	31-Aug-08	30-Sep-08	31-Oct-08	30-Nov-08	31-Dec-08		
RESIDENTIAL ELECTRIC														
GROSS WRITE-OFF	\$ 1,029.2	\$ 200.6	\$ 533.5	\$ 595.4	\$ 879.2	\$ 883.1	\$ 964.0	\$ 1,556.8	\$ 1,646.6	\$ 1,244.1	\$ 1,161.5	\$ 1,050.8	\$ 11,744.7	
RECOVERY DETAIL:														
PAYMENTS	\$ 68.5	\$ 181.6	\$ 179.4	\$ 135.3	\$ 150.8	\$ 113.7	\$ 108.2	\$ 109.6	\$ 120.7	\$ 108.0	\$ 134.1	\$ 93.5	\$ 1,503.5	
TRANSFERS to ACTIVE	\$ 19.9	\$ 56.5	\$ 65.9	\$ 95.8	\$ 32.0	\$ 62.5	\$ 54.8	\$ 45.4	\$ 51.0	\$ 94.1	\$ 137.8	\$ 90.9	\$ 806.6	
MISC CREDITS	\$ -	\$ 5.4	\$ 5.1	\$ 6.1	\$ 10.7	\$ 8.8	\$ 14.4	\$ 11.5	\$ 8.6	\$ 21.8	\$ 18.8	\$ 4.6	\$ 115.7	
BILLING ADJUSTMENTS	\$ 1.0	\$ 8.2	\$ 0.2	\$ 2.0	\$ 0.9	\$ 0.4	\$ 0.6	\$ 0.3	\$ 0.3	\$ 1.2	\$ 10.7	\$ 2.5	\$ 28.2	
EXCESS CREDITS	\$ -	\$ 1.0	\$ 1.4	\$ 1.3	\$ 1.4	\$ 4.4	\$ 0.9	\$ -	\$ 9.9	\$ 11.5	\$ 3.9	\$ 1.9	\$ 37.6	
LPC CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
TOTAL RECOVERIES	\$ 89.4	\$ 252.8	\$ 252.1	\$ 240.5	\$ 195.8	\$ 189.7	\$ 178.9	\$ 166.8	\$ 190.4	\$ 236.6	\$ 305.3	\$ 193.4	\$ 2,491.5	
UNWORKED-BALANCE	\$ 12.5	\$ 105.0	\$ 35.3	\$ 26.3	\$ 24.7	\$ 18.5	\$ 21.1	\$ 27.9	\$ 21.2	\$ 19.6	\$ 17.8	\$ 22.8	\$ 352.7	
NET WRITE-OFF (Less Unworked Bal)	\$ 927.3	\$ (157.2)	\$ 246.1	\$ 328.6	\$ 658.7	\$ 674.9	\$ 764.0	\$ 1,362.1	\$ 1,435.0	\$ 987.9	\$ 838.4	\$ 834.7	\$ 8,900.5	
NON-RESIDENTIAL ELECTRIC														
GROSS WRITE-OFF	\$ 206.0	\$ 318.9	\$ 116.9	\$ 132.7	\$ 85.2	\$ 87.7	\$ 216.8	\$ 259.6	\$ 766.1	\$ 163.6	\$ 327.5	\$ 226.9	\$ 2,907.8	
RECOVERY DETAIL:														
PAYMENTS	\$ 9.2	\$ 11.2	\$ 8.9	\$ 14.3	\$ 10.6	\$ 41.3	\$ 28.9	\$ 36.0	\$ 52.0	\$ 12.0	\$ 10.7	\$ 6.3	\$ 241.3	
TRANSFERS to ACTIVE	\$ -	\$ 3.9	\$ 0.8	\$ 0.5	\$ 5.0	\$ 1.5	\$ 6.6	\$ 0.0	\$ 2.0	\$ 0.3	\$ 0.4	\$ 29.4	\$ 50.5	
MISC CREDITS	\$ -	\$ -	\$ 2.3	\$ -	\$ 4.2	\$ -	\$ 11.1	\$ 0.1	\$ 0.3	\$ 0.3	\$ 0.0	\$ 0.3	\$ 18.6	
BILLING ADJUSTMENTS	\$ 1.1	\$ 0.6	\$ 0.0	\$ 1.6	\$ 0.4	\$ 1.0	\$ 0.0	\$ -	\$ 0.2	\$ -	\$ 15.9	\$ 0.0	\$ 20.9	
EXCESS CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15.3	\$ -	\$ 0.2	\$ -	\$ 15.5	
LPC CREDITS	\$ 0.4	\$ -	\$ -	\$ 0.1	\$ 0.0	\$ 0.0	\$ -	\$ -	\$ -	\$ -	\$ 0.1	\$ -	\$ 0.6	
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
TOTAL RECOVERIES	\$ 10.7	\$ 15.7	\$ 11.9	\$ 16.5	\$ 20.3	\$ 43.8	\$ 46.6	\$ 36.1	\$ 69.9	\$ 12.6	\$ 27.3	\$ 35.9	\$ 347.4	
UNWORKED-BALANCE	\$ 5.8	\$ 4.3	\$ 2.5	\$ 0.8	\$ 0.8	\$ 0.1	\$ 0.9	\$ -	\$ 0.6	\$ 10.3	\$ 1.5	\$ 6.7	\$ 34.4	
NET WRITE-OFF (Less Unworked Bal)	\$ 189.5	\$ 298.8	\$ 102.5	\$ 115.3	\$ 64.0	\$ 43.8	\$ 169.2	\$ 223.5	\$ 695.6	\$ 140.7	\$ 298.7	\$ 184.3	\$ 2,526.0	
TOTAL														
GROSS WRITE-OFF	\$ 1,235.1	\$ 519.5	\$ 650.4	\$ 728.1	\$ 964.3	\$ 970.8	\$ 1,180.7	\$ 1,816.4	\$ 2,412.7	\$ 1,407.7	\$ 1,489.1	\$ 1,277.7	\$ 14,652.5	
RECOVERY DETAIL:														
PAYMENTS	\$ 77.7	\$ 192.9	\$ 188.3	\$ 149.6	\$ 161.4	\$ 155.0	\$ 137.1	\$ 145.6	\$ 172.6	\$ 120.0	\$ 144.9	\$ 99.7	\$ 1,744.9	
TRANSFERS to ACTIVE	\$ 19.9	\$ 60.4	\$ 66.7	\$ 96.3	\$ 37.0	\$ 64.0	\$ 61.4	\$ 45.4	\$ 53.0	\$ 94.4	\$ 138.1	\$ 120.3	\$ 857.0	
MISC CREDITS	\$ -	\$ 5.4	\$ 7.4	\$ 6.1	\$ 14.9	\$ 8.8	\$ 25.5	\$ 11.6	\$ 8.9	\$ 22.1	\$ 18.8	\$ 4.8	\$ 134.3	
BILLING ADJUSTMENTS	\$ 2.1	\$ 8.8	\$ 0.2	\$ 3.6	\$ 1.4	\$ 1.3	\$ 0.6	\$ 0.3	\$ 0.5	\$ 1.2	\$ 26.6	\$ 2.5	\$ 49.0	
EXCESS CREDITS	\$ -	\$ 1.0	\$ 1.4	\$ 1.3	\$ 1.4	\$ 4.4	\$ 0.9	\$ -	\$ 25.2	\$ 11.5	\$ 4.1	\$ 1.9	\$ 53.1	
LPC CREDITS	\$ 0.4	\$ -	\$ -	\$ 0.1	\$ 0.0	\$ 0.0	\$ -	\$ -	\$ -	\$ -	\$ 0.1	\$ -	\$ 0.6	
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
TOTAL RECOVERIES	\$ 100.1	\$ 268.5	\$ 264.0	\$ 257.0	\$ 216.1	\$ 233.5	\$ 225.5	\$ 202.9	\$ 260.2	\$ 249.2	\$ 332.6	\$ 229.2	\$ 2,838.9	
UNWORKED-BALANCE	\$ 18.2	\$ 109.3	\$ 37.8	\$ 27.2	\$ 25.5	\$ 18.6	\$ 22.1	\$ 27.9	\$ 21.9	\$ 29.9	\$ 19.3	\$ 29.5	\$ 387.1	
NET WRITE-OFF (Less Unworked Bal)	\$ 1,116.8	\$ 411.6	\$ 348.6	\$ 443.9	\$ 722.8	\$ 718.7	\$ 933.2	\$ 1,585.6	\$ 2,130.6	\$ 1,128.6	\$ 1,137.1	\$ 1,019.0	\$ 11,426.5	
MISC JRNLs	\$ 672.5	\$ 43.6	\$ 941.5	\$ (366.4)	\$ (214.5)	\$ (5.3)	\$ (11.8)	\$ (70.8)	\$ (42.7)	\$ (20.7)	\$ 61.8	\$ (8.7)	\$ 978.3	
REPORTED NET WRITE-OFF & LICAP	\$ 1,789.3	\$ 185.2	\$ 1,290.1	\$ 77.5	\$ 508.2	\$ 713.4	\$ 921.4	\$ 1,514.8	\$ 2,087.9	\$ 1,107.9	\$ 1,198.9	\$ 1,010.3	\$ 12,404.9	

NARRAGANSETT ELECTRIC NET WRITE-OFF DETAIL \$

(\$000's)

	31-Jan-09	28-Feb-09	31-Mar-09	30-Apr-09	31-May-09	30-Jun-09	31-Jul-09	31-Aug-09	30-Sep-09	31-Oct-09	30-Nov-09	31-Dec-09	
RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	\$ 1,460.8	\$ 1,096.2	\$ 1,054.9	\$ 821.9	\$ 805.2	\$ 1,141.5	\$ 1,135.8	\$ 1,886.9	\$ 1,793.5	\$ 1,642.4	\$ 626.4	\$ 774.7	\$ 14,240.2
RECOVERY DETAIL:													
PAYMENTS	\$ 105.3	\$ 151.2	\$ 167.6	\$ 165.4	\$ 133.9	\$ 128.9	\$ 147.9	\$ 122.2	\$ 126.4	\$ 146.0	\$ 115.4	\$ 117.7	\$ 1,627.9
TRANSFERS to ACTIVE	\$ 83.8	\$ 115.1	\$ 146.3	\$ 106.7	\$ 103.2	\$ 68.3	\$ 58.3	\$ 67.5	\$ 81.2	\$ 112.1	\$ 160.9	\$ 121.6	\$ 1,225.0
MISC CREDITS	\$ 17.0	\$ 12.1	\$ 12.2	\$ 19.2	\$ 12.2	\$ 15.6	\$ 9.7	\$ 7.8	\$ 26.5	\$ 39.1	\$ 38.7	\$ 34.9	\$ 245.0
BILLING ADJUSTMENTS	\$ 0.1	\$ 10.7	\$ 15.0	\$ 13.8	\$ 1.2	\$ 0.2	\$ 0.8	\$ 0.2	\$ 1.5	\$ 37.6	\$ 0.4	\$ 0.1	\$ 81.6
EXCESS CREDITS	\$ 5.5	\$ 69.4	\$ 16.6	\$ 9.2	\$ 4.8	\$ 0.7	\$ 3.0	\$ 5.2	\$ 3.5	\$ 1.7	\$ 4.6	\$ 2.6	\$ 126.8
LPC CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ 0.0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.0
TOTAL RECOVERIES	\$ 211.7	\$ 358.5	\$ 357.7	\$ 314.4	\$ 255.3	\$ 213.6	\$ 219.7	\$ 202.9	\$ 239.1	\$ 336.4	\$ 320.0	\$ 277.0	\$ 3,306.4
UNWORKED-BALANCE	\$ 13.1	\$ 15.4	\$ 9.9	\$ 5.2	\$ 3.7	\$ 3.1	\$ 10.9	\$ 9.2	\$ 9.9	\$ 5.1	\$ 13.3	\$ 5.0	\$ 103.7
NET WRITE-OFF (Less Unworked Bal)	\$ 1,235.9	\$ 722.4	\$ 687.3	\$ 502.3	\$ 546.2	\$ 924.8	\$ 905.2	\$ 1,674.7	\$ 1,544.5	\$ 1,300.9	\$ 293.2	\$ 492.7	\$ 10,830.1
NON-RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	\$ 340.2	\$ 793.0	\$ 549.3	\$ 256.9	\$ 389.8	\$ 172.8	\$ 502.1	\$ 271.5	\$ 394.3	\$ 227.1	\$ 213.3	\$ 118.9	\$ 4,229.2
RECOVERY DETAIL:													
PAYMENTS	\$ 32.9	\$ 47.2	\$ 20.7	\$ 17.2	\$ 56.4	\$ 15.7	\$ 22.0	\$ 13.2	\$ 22.3	\$ 24.4	\$ 22.4	\$ 22.9	\$ 317.4
TRANSFERS to ACTIVE	\$ 0.1	\$ 0.1	\$ 1.0	\$ 3.3	\$ 0.8	\$ 0.6	\$ -	\$ 0.7	\$ 0.0	\$ 0.4	\$ 0.1	\$ 1.6	\$ 8.5
MISC CREDITS	\$ 0.5	\$ 0.3	\$ 0.1	\$ 0.6	\$ 1.1	\$ 19.6	\$ 3.5	\$ 0.1	\$ 11.0	\$ 0.8	\$ 3.0	\$ 1.5	\$ 42.1
BILLING ADJUSTMENTS	\$ -	\$ 5.4	\$ 24.2	\$ 2.0	\$ 6.3	\$ -	\$ 25.0	\$ 0.7	\$ 0.2	\$ 0.3	\$ 3.3	\$ 3.2	\$ 70.5
EXCESS CREDITS	\$ 0.6	\$ 31.4	\$ -	\$ -	\$ -	\$ 0.6	\$ 0.1	\$ 0.0	\$ 4.9	\$ -	\$ 1.1	\$ 0.1	\$ 38.7
LPC CREDITS	\$ -	\$ 0.2	\$ 0.3	\$ -	\$ 0.2	\$ -	\$ 0.5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1.2
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL RECOVERIES	\$ 34.1	\$ 84.7	\$ 46.2	\$ 23.0	\$ 64.8	\$ 36.5	\$ 51.0	\$ 14.7	\$ 38.3	\$ 25.9	\$ 29.8	\$ 29.3	\$ 478.4
UNWORKED-BALANCE	\$ -	\$ 1.4	\$ 2.4	\$ 0.3	\$ 3.6	\$ 27.5	\$ 38.8	\$ 0.9	\$ 1.7	\$ 6.1	\$ 0.0	\$ 0.3	\$ 83.1
NET WRITE-OFF (Less Unworked Bal)	\$ 306.1	\$ 706.9	\$ 500.7	\$ 233.5	\$ 321.3	\$ 108.8	\$ 412.3	\$ 255.9	\$ 354.3	\$ 195.1	\$ 183.5	\$ 89.3	\$ 3,667.8
TOTAL													
GROSS WRITE-OFF	\$ 1,801.0	\$ 1,889.2	\$ 1,604.2	\$ 1,078.8	\$ 1,195.0	\$ 1,314.4	\$ 1,637.9	\$ 2,158.3	\$ 2,187.8	\$ 1,869.5	\$ 839.8	\$ 893.6	\$ 18,469.5
RECOVERY DETAIL:													
PAYMENTS	\$ 138.3	\$ 198.4	\$ 188.3	\$ 182.7	\$ 190.3	\$ 144.6	\$ 169.9	\$ 135.4	\$ 148.6	\$ 170.5	\$ 137.8	\$ 140.6	\$ 1,945.3
TRANSFERS to ACTIVE	\$ 83.8	\$ 115.2	\$ 147.3	\$ 110.0	\$ 104.0	\$ 68.9	\$ 58.3	\$ 68.2	\$ 81.2	\$ 112.4	\$ 161.0	\$ 123.3	\$ 1,233.5
MISC CREDITS	\$ 17.5	\$ 12.4	\$ 12.3	\$ 19.8	\$ 13.3	\$ 35.2	\$ 13.2	\$ 7.9	\$ 37.5	\$ 39.9	\$ 41.6	\$ 36.5	\$ 287.1
BILLING ADJUSTMENTS	\$ 0.1	\$ 16.1	\$ 39.3	\$ 15.8	\$ 7.5	\$ 0.2	\$ 25.7	\$ 0.9	\$ 1.7	\$ 37.9	\$ 3.7	\$ 3.3	\$ 152.2
EXCESS CREDITS	\$ 6.1	\$ 100.8	\$ 16.6	\$ 9.2	\$ 4.8	\$ 1.3	\$ 3.1	\$ 5.2	\$ 8.3	\$ 1.7	\$ 5.7	\$ 2.6	\$ 165.5
LPC CREDITS	\$ -	\$ 0.2	\$ 0.3	\$ -	\$ 0.2	\$ -	\$ 0.5	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1.2
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ 0.0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.0
TOTAL RECOVERIES	\$ 245.8	\$ 443.1	\$ 403.9	\$ 337.5	\$ 320.1	\$ 250.1	\$ 270.7	\$ 217.7	\$ 277.4	\$ 362.3	\$ 349.7	\$ 306.3	\$ 3,784.7
UNWORKED-BALANCE	\$ 13.1	\$ 16.8	\$ 12.3	\$ 5.5	\$ 7.3	\$ 30.7	\$ 49.6	\$ 10.1	\$ 11.6	\$ 11.2	\$ 13.3	\$ 5.4	\$ 186.8
NET WRITE-OFF (Less Unworked Bal)	\$ 1,542.1	\$ 1,429.3	\$ 1,188.0	\$ 735.8	\$ 867.5	\$ 1,033.6	\$ 1,317.6	\$ 1,930.6	\$ 1,898.8	\$ 1,496.0	\$ 476.7	\$ 581.9	\$ 14,497.9
MISC JRNLs	\$ (18.7)	\$ (42.5)	\$ (413.2)	\$ (245.1)	\$ (28.6)	\$ (8.3)	\$ (33.3)	\$ (18.0)	\$ (14.4)	\$ (2.4)	\$ 11.9	\$ 19.5	\$ (793.2)
REPORTED NET WRITE-OFF & LICAP	\$ 1,523.4	\$ 1,386.8	\$ 774.8	\$ 490.6	\$ 839.0	\$ 1,025.3	\$ 1,284.2	\$ 1,912.5	\$ 1,884.5	\$ 1,493.6	\$ 488.6	\$ 601.5	\$ 13,704.8

NARRAGANSETT ELECTRIC NET WRITE-OFF DETAIL \$

(\$000's)

	31-Jan-10	28-Feb-10	31-Mar-10	30-Apr-10	31-May-10	30-Jun-10	31-Jul-10	31-Aug-10	30-Sep-10	31-Oct-10	30-Nov-10	31-Dec-10	
RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	\$ 1,045.2	\$ 781.7	\$ 611.4	\$ 673.0	\$ 654.0	\$ 842.5	\$ 1,179.1	\$ 1,838.1	\$ 1,465.8	\$ 990.2	\$ 1,012.6	\$ 1,009.7	\$ 12,103.3
RECOVERY DETAIL:													
PAYMENTS	\$ 98.4	\$ 165.2	\$ 212.2	\$ 141.0	\$ 134.0	\$ 132.3	\$ 127.2	\$ 136.2	\$ 138.9	\$ 192.6	\$ 144.7	\$ 107.4	\$ 1,730.1
TRANSFERS to ACTIVE	\$ 122.6	\$ 139.3	\$ 152.1	\$ 82.9	\$ 70.6	\$ 17.8	\$ 23.3	\$ 21.3	\$ 29.1	\$ 23.9	\$ 102.7	\$ 185.9	\$ 971.6
MISC CREDITS	\$ 41.4	\$ 19.3	\$ 13.4	\$ 21.9	\$ 57.9	\$ 52.5	\$ 13.4	\$ 31.0	\$ 19.1	\$ 36.4	\$ 51.4	\$ 37.8	\$ 395.5
BILLING ADJUSTMENTS	\$ 0.7	\$ 15.0	\$ 1.7	\$ 1.5	\$ 18.1	\$ 1.1	\$ 0.3	\$ 0.1	\$ 2.0	\$ 0.7	\$ 0.6	\$ 1.5	\$ 43.5
EXCESS CREDITS	\$ 1.5	\$ 9.0	\$ 5.3	\$ 3.0	\$ 2.2	\$ 3.4	\$ 1.3	\$ 3.2	\$ 4.9	\$ 5.8	\$ 0.8	\$ 2.2	\$ 42.8
LPC CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL RECOVERIES	\$ 264.7	\$ 347.8	\$ 384.7	\$ 250.4	\$ 282.8	\$ 207.1	\$ 165.7	\$ 191.8	\$ 194.1	\$ 259.4	\$ 300.2	\$ 334.7	\$ 3,183.4
UNWORKED-BALANCE	\$ 2.2	\$ 3.4	\$ 10.2	\$ 6.1	\$ 1.4	\$ 12.4	\$ 3.5	\$ 5.3	\$ 5.8	\$ 3.3	\$ 41.5	\$ 5.1	\$ 100.4
NET WRITE-OFF (Less Unworked Bal)	\$ 778.4	\$ 430.4	\$ 216.5	\$ 416.5	\$ 369.8	\$ 622.9	\$ 1,009.9	\$ 1,641.0	\$ 1,266.0	\$ 727.4	\$ 670.9	\$ 669.8	\$ 8,819.6
NON-RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	\$ 232.0	\$ 207.5	\$ 222.0	\$ 362.4	\$ 190.5	\$ 265.1	\$ 167.2	\$ 138.5	\$ 128.5	\$ 140.0	\$ 258.3	\$ 144.5	\$ 2,456.5
RECOVERY DETAIL:													
PAYMENTS	\$ 15.0	\$ 15.0	\$ 23.3	\$ 25.8	\$ 7.8	\$ 23.1	\$ 21.0	\$ 11.0	\$ 11.3	\$ 9.5	\$ 11.8	\$ 15.8	\$ 190.4
TRANSFERS to ACTIVE	\$ 0.1	\$ 0.7	\$ -	\$ 13.1	\$ 7.1	\$ 5.2	\$ 0.0	\$ 0.3	\$ 1.7	\$ 1.4	\$ 0.0	\$ -	\$ 29.6
MISC CREDITS	\$ 0.1	\$ 18.6	\$ -	\$ 0.0	\$ 36.1	\$ 3.3	\$ -	\$ 2.0	\$ -	\$ 13.8	\$ 1.9	\$ -	\$ 75.8
BILLING ADJUSTMENTS	\$ 3.9	\$ 0.4	\$ 0.0	\$ 2.7	\$ 7.4	\$ 0.4	\$ 9.3	\$ 4.1	\$ 1.1	\$ 1.1	\$ 0.0	\$ 11.8	\$ 42.1
EXCESS CREDITS	\$ 1.0	\$ -	\$ -	\$ 0.0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.1	\$ -	\$ -	\$ 1.1
LPC CREDITS	\$ 0.1	\$ -	\$ -	\$ 0.2	\$ 1.3	\$ 0.0	\$ 0.1	\$ -	\$ -	\$ -	\$ -	\$ 0.1	\$ 1.9
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL RECOVERIES	\$ 20.2	\$ 34.7	\$ 23.3	\$ 41.8	\$ 59.7	\$ 32.0	\$ 30.4	\$ 17.4	\$ 14.1	\$ 25.8	\$ 13.6	\$ 27.6	\$ 340.7
UNWORKED-BALANCE	\$ 21.6	\$ 6.3	\$ 0.1	\$ 2.8	\$ 6.6	\$ 1.7	\$ 5.4	\$ 0.2	\$ 0.4	\$ 1.3	\$ 22.2	\$ 0.8	\$ 69.4
NET WRITE-OFF (Less Unworked Bal)	\$ 190.2	\$ 166.5	\$ 198.6	\$ 317.8	\$ 124.3	\$ 231.4	\$ 131.3	\$ 120.9	\$ 114.0	\$ 112.9	\$ 222.4	\$ 116.1	\$ 2,046.4
TOTAL													
GROSS WRITE-OFF	\$ 1,277.2	\$ 989.2	\$ 833.3	\$ 1,035.5	\$ 844.5	\$ 1,107.6	\$ 1,346.2	\$ 1,976.6	\$ 1,594.3	\$ 1,130.2	\$ 1,270.9	\$ 1,154.2	\$ 14,559.8
RECOVERY DETAIL:													
PAYMENTS	\$ 113.4	\$ 180.1	\$ 235.5	\$ 166.8	\$ 141.8	\$ 155.4	\$ 148.2	\$ 147.2	\$ 150.2	\$ 202.1	\$ 156.4	\$ 123.2	\$ 1,920.4
TRANSFERS to ACTIVE	\$ 122.7	\$ 140.0	\$ 152.1	\$ 96.0	\$ 77.7	\$ 23.0	\$ 23.3	\$ 21.6	\$ 30.8	\$ 25.3	\$ 102.7	\$ 185.9	\$ 1,001.2
MISC CREDITS	\$ 41.5	\$ 37.9	\$ 13.4	\$ 21.9	\$ 94.0	\$ 55.8	\$ 13.4	\$ 33.0	\$ 19.1	\$ 50.2	\$ 53.2	\$ 37.8	\$ 471.3
BILLING ADJUSTMENTS	\$ 4.6	\$ 15.5	\$ 1.7	\$ 4.2	\$ 25.5	\$ 1.5	\$ 9.6	\$ 4.2	\$ 3.1	\$ 1.8	\$ 0.6	\$ 13.3	\$ 85.5
EXCESS CREDITS	\$ 2.5	\$ 9.0	\$ 5.3	\$ 3.0	\$ 2.2	\$ 3.4	\$ 1.3	\$ 3.2	\$ 4.9	\$ 5.8	\$ 0.8	\$ 2.2	\$ 43.8
LPC CREDITS	\$ 0.1	\$ -	\$ -	\$ 0.2	\$ 1.3	\$ 0.0	\$ 0.1	\$ -	\$ -	\$ -	\$ -	\$ 0.1	\$ 1.9
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL RECOVERIES	\$ 284.9	\$ 382.5	\$ 408.0	\$ 292.2	\$ 342.5	\$ 239.2	\$ 196.1	\$ 209.2	\$ 208.2	\$ 285.2	\$ 313.9	\$ 362.3	\$ 3,524.1
UNWORKED-BALANCE	\$ 23.8	\$ 9.8	\$ 10.2	\$ 8.9	\$ 7.9	\$ 14.2	\$ 8.9	\$ 5.5	\$ 6.2	\$ 4.6	\$ 63.8	\$ 5.9	\$ 169.8
NET WRITE-OFF (Less Unworked Bal)	\$ 968.5	\$ 596.9	\$ 415.1	\$ 734.4	\$ 494.1	\$ 854.3	\$ 1,141.2	\$ 1,761.9	\$ 1,380.0	\$ 840.4	\$ 893.3	\$ 785.9	\$ 10,865.9
MISC JRNLs	\$ (13.1)	\$ 407.8	\$ (399.0)	\$ (194.7)	\$ 5.1	\$ 4.4	\$ 20.3	\$ (39.8)	\$ 0.0	\$ (0.0)	\$ 39.7	\$ (2.8)	\$ (172.3)
REPORTED NET WRITE-OFF & LICAP	\$ 955.4	\$ 1,004.7	\$ 16.1	\$ 539.7	\$ 499.2	\$ 858.7	\$ 1,161.5	\$ 1,722.2	\$ 1,380.0	\$ 840.3	\$ 932.9	\$ 783.1	\$ 10,693.7

NARRAGANSETT ELECTRIC NET WRITE-OFF DETAIL \$

(\$000's)

	31-Jan-11	28-Feb-11	31-Mar-11	30-Apr-11	31-May-11	30-Jun-11	31-Jul-11	31-Aug-11	30-Sep-11	31-Oct-11	30-Nov-11	31-Dec-11		
RESIDENTIAL ELECTRIC														
GROSS WRITE-OFF	\$ 1,129.9	\$ 699.7	\$ 701.0	\$ 761.4	\$ 705.2	\$ 906.1	\$ 1,196.4	\$ 1,871.5	\$ 1,608.8	\$ 1,281.6	\$ 1,052.8	\$ 867.2	\$ 12,781.6	
RECOVERY DETAIL:														
PAYMENTS	\$ 91.1	\$ 159.5	\$ 216.2	\$ 163.2	\$ 125.4	\$ 135.9	\$ 114.3	\$ 108.4	\$ 137.3	\$ 138.8	\$ 140.9	\$ 91.2	\$ 1,622.3	
TRANSFERS to ACTIVE	\$ 118.8	\$ 153.6	\$ 143.9	\$ 106.7	\$ 89.2	\$ 135.8	\$ 92.8	\$ 85.7	\$ 79.3	\$ 119.9	\$ 204.3	\$ 208.6	\$ 1,538.7	
MISC CREDITS	\$ 65.0	\$ 57.1	\$ 26.7	\$ 33.0	\$ 25.4	\$ 64.3	\$ 53.2	\$ 61.0	\$ 51.6	\$ 30.4	\$ 29.4	\$ 49.0	\$ 546.0	
BILLING ADJUSTMENTS	\$ 2.1	\$ 0.0	\$ 0.9	\$ 2.5	\$ 0.3	\$ 12.2	\$ 1.2	\$ 0.6	\$ 1.2	\$ 0.8	\$ 1.2	\$ 0.9	\$ 24.0	
EXCESS CREDITS	\$ 0.0	\$ -	\$ 0.2	\$ -	\$ 2.9	\$ 0.5	\$ 12.3	\$ 0.3	\$ 0.3	\$ 0.9	\$ 5.3	\$ 1.1	\$ 23.9	
LPC CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
TOTAL RECOVERIES	\$ 277.0	\$ 370.2	\$ 387.9	\$ 305.3	\$ 243.2	\$ 348.8	\$ 273.8	\$ 256.0	\$ 269.8	\$ 290.8	\$ 381.0	\$ 350.8	\$ 3,754.7	
UNWORKED-BALANCE	\$ 5.5	\$ 5.3	\$ 4.3	\$ 0.6	\$ 6.6	\$ (1.5)	\$ (0.8)	\$ 4.1	\$ 23.5	\$ 5.9	\$ 4.3	\$ 0.8	\$ 58.5	
NET WRITE-OFF (Less Unworked Bal)	\$ 847.4	\$ 324.2	\$ 308.8	\$ 455.5	\$ 455.3	\$ 558.8	\$ 923.4	\$ 1,611.3	\$ 1,315.5	\$ 984.9	\$ 667.5	\$ 515.6	\$ 8,968.4	
NON-RESIDENTIAL ELECTRIC														
GROSS WRITE-OFF	\$ 144.1	\$ 113.7	\$ 187.0	\$ 215.1	\$ 217.5	\$ 119.2	\$ 347.9	\$ 77.9	\$ 107.1	\$ 151.6	\$ 127.8	\$ 571.6	\$ 2,380.5	
RECOVERY DETAIL:														
PAYMENTS	\$ 18.5	\$ 42.3	\$ 38.2	\$ 91.7	\$ 13.4	\$ 36.6	\$ 9.6	\$ 20.9	\$ 9.9	\$ 12.1	\$ 22.7	\$ 12.8	\$ 328.6	
TRANSFERS to ACTIVE	\$ 0.2	\$ 0.1	\$ 0.0	\$ 0.1	\$ -	\$ 5.0	\$ 3.5	\$ -	\$ 0.2	\$ 1.8	\$ -	\$ 0.3	\$ 11.1	
MISC CREDITS	\$ 6.4	\$ 0.2	\$ 16.0	\$ 88.9	\$ 0.3	\$ 1.6	\$ 2.0	\$ 0.6	\$ 0.2	\$ 0.1	\$ 3.5	\$ 6.2	\$ 125.9	
BILLING ADJUSTMENTS	\$ 2.0	\$ 0.0	\$ 2.4	\$ 24.7	\$ 0.1	\$ -	\$ 0.5	\$ 0.5	\$ -	\$ 6.8	\$ -	\$ 2.7	\$ 39.7	
EXCESS CREDITS	\$ -	\$ -	\$ -	\$ 47.0	\$ -	\$ -	\$ 0.1	\$ -	\$ -	\$ 0.1	\$ -	\$ -	\$ 47.2	
LPC CREDITS	\$ 0.2	\$ 0.0	\$ 0.0	\$ 0.0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.2	\$ -	\$ 0.0	\$ 0.5	
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
TOTAL RECOVERIES	\$ 27.3	\$ 42.6	\$ 56.6	\$ 252.3	\$ 13.9	\$ 43.2	\$ 15.8	\$ 21.9	\$ 10.3	\$ 21.0	\$ 26.2	\$ 22.1	\$ 553.2	
UNWORKED-BALANCE	\$ 2.1	\$ -	\$ 0.5	\$ 7.7	\$ 0.5	\$ 8.1	\$ 2.7	\$ 2.1	\$ 0.9	\$ 2.7	\$ 3.9	\$ 0.7	\$ 32.0	
NET WRITE-OFF (Less Unworked Bal)	\$ 114.7	\$ 71.1	\$ 129.9	\$ (44.9)	\$ 203.1	\$ 68.0	\$ 329.4	\$ 53.8	\$ 95.8	\$ 128.0	\$ 97.7	\$ 548.7	\$ 1,795.3	
TOTAL														
GROSS WRITE-OFF	\$ 1,274.0	\$ 813.4	\$ 888.0	\$ 976.5	\$ 922.6	\$ 1,025.4	\$ 1,544.2	\$ 1,949.4	\$ 1,715.9	\$ 1,433.2	\$ 1,180.7	\$ 1,438.7	\$ 15,162.0	
RECOVERY DETAIL:														
PAYMENTS	\$ 109.6	\$ 201.8	\$ 254.3	\$ 254.8	\$ 138.9	\$ 172.5	\$ 124.0	\$ 129.3	\$ 147.2	\$ 150.8	\$ 163.6	\$ 104.0	\$ 1,950.9	
TRANSFERS to ACTIVE	\$ 119.0	\$ 153.6	\$ 143.9	\$ 106.8	\$ 89.2	\$ 140.8	\$ 96.3	\$ 85.7	\$ 79.5	\$ 121.7	\$ 204.3	\$ 208.9	\$ 1,549.8	
MISC CREDITS	\$ 71.3	\$ 57.3	\$ 42.7	\$ 121.8	\$ 25.7	\$ 65.9	\$ 55.2	\$ 61.5	\$ 51.8	\$ 30.5	\$ 32.8	\$ 55.2	\$ 671.9	
BILLING ADJUSTMENTS	\$ 4.1	\$ 0.1	\$ 3.3	\$ 27.2	\$ 0.5	\$ 12.2	\$ 1.7	\$ 1.0	\$ 1.2	\$ 7.6	\$ 1.2	\$ 3.6	\$ 63.7	
EXCESS CREDITS	\$ 0.0	\$ -	\$ 0.2	\$ 47.0	\$ 2.9	\$ 0.5	\$ 12.4	\$ 0.3	\$ 0.3	\$ 1.0	\$ 5.3	\$ 1.1	\$ 71.1	
LPC CREDITS	\$ 0.2	\$ 0.0	\$ 0.0	\$ 0.0	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 0.2	\$ -	\$ 0.0	\$ 0.5	
GENERAL CREDITS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
TOTAL RECOVERIES	\$ 304.3	\$ 412.8	\$ 444.5	\$ 557.6	\$ 257.1	\$ 392.0	\$ 289.6	\$ 278.0	\$ 280.1	\$ 311.8	\$ 407.2	\$ 372.9	\$ 4,307.9	
UNWORKED-BALANCE	\$ 7.7	\$ 5.3	\$ 4.7	\$ 8.2	\$ 7.2	\$ 6.6	\$ 1.9	\$ 6.2	\$ 24.4	\$ 8.5	\$ 8.2	\$ 1.5	\$ 90.5	
NET WRITE-OFF (Less Unworked Bal)	\$ 962.0	\$ 395.4	\$ 438.8	\$ 410.7	\$ 658.3	\$ 626.8	\$ 1,252.8	\$ 1,665.1	\$ 1,411.4	\$ 1,112.8	\$ 765.3	\$ 1,064.3	\$ 10,763.7	
MISC JRNLs	\$ (6.6)	\$ 609.3	\$ (422.7)	\$ 129.0	\$ (159.2)	\$ 231.9	\$ (91.3)	\$ 57.0	\$ (31.4)	\$ (272.5)	\$ 167.7	\$ (281.2)	\$ (70.0)	
REPORTED NET WRITE-OFF & LICAP	\$ 955.4	\$ 1,004.7	\$ 16.1	\$ 539.7	\$ 499.2	\$ 858.7	\$ 1,161.5	\$ 1,722.2	\$ 1,380.0	\$ 840.3	\$ 932.9	\$ 783.1	\$ 10,693.7	

NARRAGANSETT ELECTRIC NET WRITE-OFF ACCOUNT DETAIL
(Accounts)

	31-Jan-08	28-Feb-08	31-Mar-08	30-Apr-08	31-May-08	30-Jun-08	31-Jul-08	31-Aug-08	30-Sep-08	31-Oct-08	30-Nov-08	31-Dec-08	
RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	2,824	425	2,008	1,915	2,219	2,143	2,335	3,038	3,036	2,828	2,697	2,407	27,875
RECOVERY DETAIL:													
PAYMENTS	508	1,065	1,024	905	1,044	850	841	780	772	806	899	705	10,199
TRANSFERS to ACTIVE	62	214	279	453	237	402	373	313	280	540	500	390	4,043
MISC CREDITS	0	6	12	20	11	22	41	28	26	56	64	31	317
BILLING ADJUSTMENTS	23	184	7	19	8	5	2	4	6	8	13	8	287
EXCESS CREDITS	0	1	2	4	5	7	9	0	13	24	7	3	75
LPC CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	593	1,470	1,324	1,401	1,305	1,286	1,266	1,125	1,097	1,434	1,483	1,137	14,921
UNWORKED-BALANCE	124	179	140	159	105	159	259	132	136	155	189	131	1,868
NET WRITE-OFF (Less Unworked Bal)	2,107	(1,224)	544	355	809	698	810	1,781	1,803	1,239	1,025	1,139	11,086
NON-RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	240	55	145	137	95	115	163	134	127	139	181	144	1,675
RECOVERY DETAIL:													
PAYMENTS	28	50	38	41	35	24	47	45	32	43	32	21	436
TRANSFERS to ACTIVE	0	4	9	1	7	11	12	3	2	6	2	2	59
MISC CREDITS	0	0	2	0	1	0	11	1	1	2	1	1	20
BILLING ADJUSTMENTS	4	13	1	2	4	1	1	0	1	0	1	1	29
EXCESS CREDITS	0	0	0	0	0	0	0	0	1	0	1	0	2
LPC CREDITS	1	0	0	1	1	1	0	0	0	0	1	0	5
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	33	67	50	45	48	37	71	49	37	51	38	25	551
UNWORKED-BALANCE	12	8	8	3	7	4	21	12	1	4	4	6	90
NET WRITE-OFF (Less Unworked Bal)	195	(20)	87	89	40	74	71	73	89	84	139	113	1,034
TOTAL													
GROSS WRITE-OFF	3,064	480	2,153	2,052	2,314	2,258	2,498	3,172	3,163	2,967	2,878	2,551	29,550
RECOVERY DETAIL:													
PAYMENTS	536	1,115	1,062	946	1,079	874	888	825	804	849	931	726	10,635
TRANSFERS to ACTIVE	62	218	288	454	244	413	385	316	282	546	502	392	4,102
MISC CREDITS	0	6	14	20	12	22	52	29	27	58	65	32	337
BILLING ADJUSTMENTS	27	197	8	21	12	6	3	4	7	8	14	9	316
EXCESS CREDITS	0	1	2	4	5	7	9	0	14	24	8	3	77
LPC CREDITS	1	0	0	1	1	1	0	0	0	0	1	0	5
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	626	1,537	1,374	1,446	1,353	1,323	1,337	1,174	1,134	1,485	1,521	1,162	15,472
UNWORKED-BALANCE	136	187	148	162	112	163	280	144	137	159	193	137	1,958
NET WRITE-OFF (Less Unworked Bal)	2,302	(1,244)	631	444	849	772	881	1,854	1,892	1,323	1,164	1,252	12,120

NARRAGANSETT ELECTRIC NET WRITE-OFF ACCOUNT DETAIL
(Accounts)

	31-Jan-09	28-Feb-09	31-Mar-09	30-Apr-09	31-May-09	30-Jun-09	31-Jul-09	31-Aug-09	30-Sep-09	31-Oct-09	30-Nov-09	31-Dec-09	
RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	2,934	2,534	2,262	1,868	1,785	2,290	2,267	2,953	3,201	3,147	1,982	2,134	29,357
RECOVERY DETAIL:													
PAYMENTS	808	962	1,060	1,088	914	931	971	925	969	1,083	951	932	11,594
TRANSFERS to ACTIVE	333	405	518	384	392	363	360	358	469	472	467	435	4,956
MISC CREDITS	55	42	52	64	42	35	28	38	48	83	129	97	713
BILLING ADJUSTMENTS	4	15	18	7	6	7	12	8	15	12	6	7	117
EXCESS CREDITS	12	292	12	11	11	3	12	11	7	7	11	9	398
LPC CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
GENERAL CREDITS	0	0	0	1	0	0	0	0	0	0	0	0	1
TOTAL RECOVERIES	1,212	1,716	1,660	1,555	1,365	1,339	1,383	1,340	1,508	1,657	1,564	1,480	17,779
UNWORKED-BALANCE	151	170	220	164	172	191	182	208	349	318	314	236	2,675
NET WRITE-OFF (Less Unworked Bal)	1,571	648	382	149	248	760	702	1,405	1,344	1,172	104	418	8,903
NON-RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	182	265	192	159	173	190	199	160	164	141	117	134	2,076
RECOVERY DETAIL:													
PAYMENTS	42	38	43	39	45	55	50	45	54	66	54	68	599
TRANSFERS to ACTIVE	1	1	5	8	4	4	0	2	3	3	3	2	36
MISC CREDITS	3	2	1	1	1	4	11	2	5	2	5	6	43
BILLING ADJUSTMENTS	0	3	6	2	3	0	3	2	2	1	1	2	25
EXCESS CREDITS	3	141	0	0	0	1	1	2	2	0	1	1	152
LPC CREDITS	0	2	6	0	2	0	2	0	0	0	0	0	12
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	49	187	61	50	55	64	67	53	66	72	64	79	867
UNWORKED-BALANCE	6	9	8	6	10	5	21	3	8	7	6	20	109
NET WRITE-OFF (Less Unworked Bal)	127	69	123	103	108	121	111	104	90	62	47	35	1,100
TOTAL													
GROSS WRITE-OFF	3,116	2,799	2,454	2,027	1,958	2,480	2,466	3,113	3,365	3,288	2,099	2,268	31,433
RECOVERY DETAIL:													
PAYMENTS	850	1,000	1,103	1,127	959	986	1,021	970	1,023	1,149	1,005	1,000	12,193
TRANSFERS to ACTIVE	334	406	523	392	396	367	360	360	472	475	470	437	4,992
MISC CREDITS	58	44	53	65	43	39	39	40	53	85	134	103	756
BILLING ADJUSTMENTS	4	18	24	9	9	7	15	10	17	13	7	9	142
EXCESS CREDITS	15	433	12	11	11	4	13	13	9	7	12	10	550
LPC CREDITS	0	2	6	0	2	0	2	0	0	0	0	0	12
GENERAL CREDITS	0	0	0	1	0	0	0	0	0	0	0	0	1
TOTAL RECOVERIES	1,261	1,903	1,721	1,605	1,420	1,403	1,450	1,393	1,574	1,729	1,628	1,559	18,646
UNWORKED-BALANCE	157	179	228	170	182	196	203	211	357	325	320	256	2,784
NET WRITE-OFF (Less Unworked Bal)	1,698	717	505	252	356	881	813	1,509	1,434	1,234	151	453	10,003

NARRAGANSETT ELECTRIC NET WRITE-OFF ACCOUNT DETAIL
(Accounts)

	31-Jan-10	28-Feb-10	31-Mar-10	30-Apr-10	31-May-10	30-Jun-10	31-Jul-10	31-Aug-10	30-Sep-10	31-Oct-10	30-Nov-10	31-Dec-10	
RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	2,528	2,059	1,821	1,727	1,704	1,900	2,230	2,847	2,843	2,310	2,535	2,453	26,957
RECOVERY DETAIL:													
PAYMENTS	860	1,065	1,225	923	941	983	904	988	975	1,038	1,036	866	11,804
TRANSFERS to ACTIVE	399	512	526	400	374	102	100	159	139	145	267	508	3,631
MISC CREDITS	74	53	54	40	38	92	58	69	46	59	77	39	699
BILLING ADJUSTMENTS	6	3	17	12	18	8	4	1	9	9	12	8	107
EXCESS CREDITS	9	7	7	6	7	6	5	17	7	40	5	6	122
LPC CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	1,348	1,640	1,829	1,381	1,378	1,191	1,071	1,234	1,176	1,291	1,397	1,427	16,363
UNWORKED-BALANCE	198	203	230	204	210	119	103	149	177	134	(2,874)	282	(865)
NET WRITE-OFF (Less Unworked Bal)	982	216	(238)	142	116	590	1,056	1,464	1,490	885	4,012	744	11,459
NON-RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	238	129	151	198	158	129	153	135	122	121	136	149	1,819
RECOVERY DETAIL:													
PAYMENTS	51	31	48	35	36	45	31	44	37	37	44	47	486
TRANSFERS to ACTIVE	3	1	0	11	21	7	2	2	3	2	1	0	53
MISC CREDITS	1	16	0	1	6	1	0	6	0	4	2	0	37
BILLING ADJUSTMENTS	1	1	1	2	1	2	2	3	3	3	1	2	22
EXCESS CREDITS	2	0	0	1	0	0	0	0	0	4	0	0	7
LPC CREDITS	1	0	0	1	1	1	2	0	0	0	0	2	8
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	59	49	49	51	65	56	37	55	43	50	48	51	613
UNWORKED-BALANCE	11	3	14	3	6	0	2	6	6	5	(291)	5	(230)
NET WRITE-OFF (Less Unworked Bal)	168	77	88	144	87	73	114	74	73	66	379	93	1,436
TOTAL													
GROSS WRITE-OFF	2,766	2,188	1,972	1,925	1,862	2,029	2,383	2,982	2,965	2,431	2,671	2,602	28,776
RECOVERY DETAIL:													
PAYMENTS	911	1,096	1,273	958	977	1,028	935	1,032	1,012	1,075	1,080	913	12,290
TRANSFERS to ACTIVE	402	513	526	411	395	109	102	161	142	147	268	508	3,684
MISC CREDITS	75	69	54	41	44	93	58	75	46	63	79	39	736
BILLING ADJUSTMENTS	7	4	18	14	19	10	6	4	12	12	13	10	129
EXCESS CREDITS	11	7	7	7	7	6	5	17	7	44	5	6	129
LPC CREDITS	1	0	0	1	1	1	2	0	0	0	0	2	8
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	1,407	1,689	1,878	1,432	1,443	1,247	1,108	1,289	1,219	1,341	1,445	1,478	16,976
UNWORKED-BALANCE	209	206	244	207	216	119	105	155	183	139	(3,165)	287	(1,095)
NET WRITE-OFF (Less Unworked Bal)	1,150	293	(150)	286	203	663	1,170	1,538	1,563	951	4,391	837	12,895

NARRAGANSETT ELECTRIC NET WRITE-OFF ACCOUNT DETAIL
(Accounts)

	31-Jan-11	28-Feb-11	31-Mar-11	30-Apr-11	31-May-11	30-Jun-11	31-Jul-11	31-Aug-11	30-Sep-11	31-Oct-11	30-Nov-11	31-Dec-11	
RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	2,341	1,833	1,706	1,771	1,607	1,884	2,234	2,831	2,617	2,262	2,088	1,928	25,102
RECOVERY DETAIL:													
PAYMENTS	829	1,053	1,181	939	890	922	853	820	862	961	934	738	10,982
TRANSFERS to ACTIVE	411	542	494	434	480	563	498	456	425	543	538	482	5,866
MISC CREDITS	83	51	48	40	41	56	42	54	49	43	57	72	636
BILLING ADJUSTMENTS	9	2	10	7	7	8	4	8	6	5	4	8	78
EXCESS CREDITS	1	0	1	0	7	1	12	3	2	1	6	6	40
LPC CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	1,333	1,648	1,734	1,420	1,425	1,550	1,409	1,341	1,344	1,553	1,539	1,306	17,602
UNWORKED-BALANCE	216	265	218	201	232	291	319	215	269	298	263	254	3,041
NET WRITE-OFF (Less Unworked Bal)	792	(80)	(246)	150	(50)	43	506	1,275	1,004	411	286	368	4,459
NON-RESIDENTIAL ELECTRIC													
GROSS WRITE-OFF	155	118	127	129	119	147	146	138	109	143	142	123	1,596
RECOVERY DETAIL:													
PAYMENTS	41	33	52	45	38	49	32	54	48	48	56	31	527
TRANSFERS to ACTIVE	4	4	1	2	0	2	3	0	2	4	0	4	26
MISC CREDITS	6	2	6	2	2	3	3	3	1	1	4	4	37
BILLING ADJUSTMENTS	2	2	4	3	2	0	3	1	0	2	0	1	20
EXCESS CREDITS	0	0	0	5	0	0	1	0	0	1	0	0	7
LPC CREDITS	1	1	1	1	0	0	0	0	0	2	0	1	7
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	54	42	64	58	42	54	42	58	51	58	60	41	624
UNWORKED-BALANCE	19	4	18	8	3	1	5	(2)	(1)	9	3	3	70
NET WRITE-OFF (Less Unworked Bal)	82	72	45	63	74	92	99	82	59	76	79	79	902
TOTAL													
GROSS WRITE-OFF	2,496	1,951	1,833	1,900	1,726	2,031	2,380	2,969	2,726	2,405	2,230	2,051	26,698
RECOVERY DETAIL:													
PAYMENTS	870	1,086	1,233	984	928	971	885	874	910	1,009	990	769	11,509
TRANSFERS to ACTIVE	415	546	495	436	480	565	501	456	427	547	538	486	5,892
MISC CREDITS	89	53	54	42	43	59	45	57	50	44	61	76	673
BILLING ADJUSTMENTS	11	4	14	10	9	8	7	9	6	7	4	9	98
EXCESS CREDITS	1	0	1	5	7	1	13	3	2	2	6	6	47
LPC CREDITS	1	1	1	1	0	0	0	0	0	2	0	1	7
GENERAL CREDITS	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL RECOVERIES	1,387	1,690	1,798	1,478	1,467	1,604	1,451	1,399	1,395	1,611	1,599	1,347	18,226
UNWORKED-BALANCE	235	269	236	209	235	292	324	213	268	307	266	257	3,111
NET WRITE-OFF (Less Unworked Bal)	874	(8)	(201)	213	24	135	605	1,357	1,063	487	365	447	5,361

Division 5-9-ELEC

Request:

For 2007-2011, please provide the Electric Company's number of accounts and dollars transferred to active accounts from closed accounts (i.e., pre-charge off account status and charged-off account status), including:

- a) Residential accounts
- b) Non-residential accounts

Response:

Please see Attachment DIV 5-9-ELEC. In January 2008, the Company converted its Rhode Island electric billing system from the Customer Information System ("CIS") to the Customer Service System ("CSS"), and thus the availability of pre-conversion data from 2007 is limited.

**2008-2011 Narragansett Electric Company
Accounts and Dollars Transferred to
Active Accounts from Closed Accounts**

Residential/Non-Residential	Year	Month	Dollars Transferred	# of Accounts
C	2008	1	-\$35,196.33	34
C	2008	2	-\$434,340.90	236
C	2008	3	-\$1,125,624.40	382
C	2008	4	-\$489,560.83	206
C	2008	5	\$16,006.47	273
C	2008	6	\$41,769.92	206
C	2008	7	-\$4,646.43	235
C	2008	8	\$92,239.25	209
C	2008	9	-\$67,254.14	173
C	2008	10	\$1,612.15	224
C	2008	11	\$182,374.00	201
C	2008	12	-\$7,534.34	146
C	2009	1	-\$103,761.72	179
C	2009	2	-\$197,202.88	226
C	2009	3	-\$210,430.23	234
C	2009	4	-\$162,377.96	177
C	2009	5	-\$17,167.84	185
C	2009	6	-\$77,016.32	173
C	2009	7	\$590,009.96	180
C	2009	8	\$151,704.10	189
C	2009	9	\$90,233.85	234
C	2009	10	-\$11,359.74	191
C	2009	11	\$260,775.92	219
C	2009	12	\$6,857.01	177
C	2010	1	-\$1,163,946.80	209
C	2010	2	-\$10,399.57	122
C	2010	3	-\$36,877.49	217
C	2010	4	\$34,614.95	223
C	2010	5	\$76,387.69	185
C	2010	6	-\$286,197.33	280
C	2010	7	\$9,384.26	173
C	2010	8	\$81,951.80	187
C	2010	9	\$34,757.80	198
C	2010	10	\$38,473.44	199
C	2010	11	\$81,834.89	198
C	2010	12	\$118,348.36	195
C	2011	1	\$81,294.97	204
C	2011	2	-\$8,504.78	137
C	2011	3	-\$174,662.94	173
C	2011	4	\$118,365.31	205
C	2011	5	-\$57,034.39	157
C	2011	6	-\$125,285.95	189

**2008-2011 Narragansett Electric Company
Accounts and Dollars Transferred to
Active Accounts from Closed Accounts**

Residential/Non-Residential	Year	Month	Dollars Transferred	# of Accounts
C	2011	7	-\$70,955.60	243
C	2011	8	\$34,818.82	122
C	2011	9	\$10,143.60	106
C	2011	10	\$32,420.22	82
C	2011	11	\$129,238.34	148
C	2011	12	-\$786,068.38	144
R	2008	1	\$64,816.71	290
R	2008	2	\$170,571.27	1,217
R	2008	3	\$70,722.21	2,661
R	2008	4	\$267,650.03	2,526
R	2008	5	\$219,907.17	2,472
R	2008	6	\$293,600.17	2,697
R	2008	7	\$334,664.39	2,921
R	2008	8	\$327,198.12	2,852
R	2008	9	\$488,673.75	2,978
R	2008	10	\$531,643.31	3,442
R	2008	11	\$612,075.83	3,363
R	2008	12	\$471,971.11	3,270
R	2009	1	\$412,436.44	2,540
R	2009	2	\$499,279.46	2,664
R	2009	3	\$619,671.79	3,186
R	2009	4	\$559,109.38	2,842
R	2009	5	\$560,094.70	2,873
R	2009	6	\$512,062.45	3,292
R	2009	7	\$605,636.69	3,424
R	2009	8	\$431,687.10	3,055
R	2009	9	\$571,508.81	4,943
R	2009	10	\$674,567.66	3,805
R	2009	11	\$572,532.11	3,643
R	2009	12	\$558,970.18	3,426
R	2010	1	\$448,085.74	3,014
R	2010	2	\$556,540.08	2,905
R	2010	3	\$814,163.16	3,829
R	2010	4	\$401,089.18	3,304
R	2010	5	\$579,783.67	3,269
R	2010	6	\$462,736.39	3,319
R	2010	7	\$458,486.06	3,066
R	2010	8	\$508,646.63	3,225
R	2010	9	\$550,244.73	3,174
R	2010	10	\$537,918.40	3,251
R	2010	11	\$583,484.53	3,421
R	2010	12	\$688,680.49	3,364

**2008-2011 Narragansett Electric Company
Accounts and Dollars Transferred to
Active Accounts from Closed Accounts**

Residential/Non-Residential	Year	Month	Dollars Transferred	# of Accounts
R	2011	1	\$473,544.47	2,984
R	2011	2	\$596,113.36	2,887
R	2011	3	\$628,045.49	3,176
R	2011	4	\$515,707.08	3,019
R	2011	5	\$573,372.47	3,331
R	2011	6	\$658,743.34	3,554
R	2011	7	\$571,299.00	3,352
R	2011	8	\$530,991.94	3,406
R	2011	9	\$578,825.43	3,443
R	2011	10	\$631,112.18	3,565
R	2011	11	\$733,278.84	3,430
R	2011	12	\$608,577.81	3,344
Total			\$20,772,731.10	158,199

Notes:

- a) Excess Credits transferred were added in with other serve transfers. Thus, they reduced the total transfer amount.
- b) Res / Non-Res indicator represents that of the Active Accounts to which the dollars were transferred.

Summary:		
	Dollars Transferred	Accounts
Res (R)	\$24,120,521.31	149,014
Non-Res (C)	-\$3,347,790.21	9,185
Total	\$20,772,731.10	158,199

Division 5-10-ELEC

Request:

Please provide a detailed explanation of the Electric Company's current process and procedure for new service applications, including the following data:

- a) Residential vs. non-residential account process
- b) Process work flows and written procedures
- c) Former customer/outstanding balance verification process
- d) Procedure for identifying and handling outstanding balances
- e) Balance transfer procedure (if applicable)
- f) Deferred payment process (if applicable)
- g) Positive ID program/process
- h) Credit check and/or system to determine credit risk
- i) Deposit process, including Surety Bonds, billing, collection and refunding
- j) Residential vs. non-residential, if applicable

Response:

Residential:

Account Initiation is the point at which the Company establishes a service contract with the applicant for new electric service. For an applicant to initiate service as either a new applicant or an existing customer, the applicant must pass the Customer Service System ("CSS") positive identification process.

CSS uses a positive identification process that is linked directly to Experian's Credit One database. The applicant is asked to provide a legal name and social security number. If this information is unable to be verified, a second option is available to the customer service representative. The applicant's previous address along with date of birth or drivers license can be passed back to Experian for an additional verification attempt. This option is also available should the applicant not want to provide a social security number.

If the applicant is unable to be verified at this point, the applicant is asked to provide a faxed copy of two forms of identification. Acceptable forms of identification may include, but are not limited to: Valid Driver's License/International Driver's License (non-suspended or expired licenses); Passport (U.S. or Other Nation); Work Stub (most recent); Social Security Card; Military ID; Current College Photo ID; Birth Certificate; Copy of Federal or State Tax Filing (most recent); Sheriff's Card; Employment Photo ID; Food Stamp Card ID; SSI Award Letter; Welfare ID Card; Parole ID Card; Public Assistance Registration Number; Section 8 Housing Letter/Lease; Credit Card; Medicaid Card; Non-Resident Alien Card; and Account Initiation

Division 5-10-ELEC, page 2

DSS Verification Form (accepted only if it has all required information). This information is manually reviewed by the Accounts Processing group for authentication.

Once an applicant has been positively identified, the service location is reviewed for specific conditions, such as: prior termination for non-payment; termination notice; usage on an inactive meter; meter tampering; or theft of service. If any of these conditions exist, the applicant must provide proper documentation indicating they reside at the location and have not benefitted from the service provided to the prior customer at that location. Acceptable documentation includes, but is not limited to: lease; deed; or notarized landlord statement. Currently, if an applicant has outstanding debt with the Company within the last ten years, the applicant is required to establish a payment agreement on the prior balance before obtaining service, according to the Rhode Island step plan guidelines. (See also the Company's response to Division 5-8-ELEC for more detail regarding the balance transfer process.)

Please refer to Attachment DIV 5-10-1-ELEC for the job aid regarding the denial of service component of the account initiation process, which is a recent compilation of several process documents.

A credit check on a residential customer is not part of the account initiation process for a new applicant. Because the Company has an obligation to serve, the only reason to conduct a credit check would be to assess a deposit (which is not presently part of the collections' process in Rhode Island). As long as the applicant's ID is verified and they do not meet the criteria for denial of service as indicated in Attachment DIV 5-10-1-ELEC, the Company is obligated to supply service to the applicant.

Concerning credit risk, the Company applies an internal scoring process to existing customers or those applicants who have had previous service. Please refer to the scoring/segmentation section described in the Company's response to Division 5-11-ELEC.

Final Bill Management, including final bill transfer: Please see the Company's responses to Division 5-8-ELEC and Division 5-13-ELEC.

Security Deposits: The Company does not request security deposits from residential customers at this time.

Division 5-10-ELEC, page 3

Non-residential:

(all points above apply except where stated below)

Account Initiation:

New Customers: A new customer is defined as an individual or entity that was not the last previous customer served at the affected premises, regardless of whether that individual or entity currently has, or previously had, service at another location served by National Grid.

Existing Customers: If an existing customer is establishing an account at a new location, the customer is considered a "new customer" at that new location.

For an applicant to initiate new electric service as either a new applicant or an existing customer, the applicant is asked to provide the following documentation:

- A completed service application;
- Business papers (e.g., certificate of organization);
- Identification (if the applicant is utilizing a residential rate and they failed the positive identification process);
- Deed or lease to substantiate their interest in the service being requested for that location;
- Sales tax exemption certification, if applicable; and
- Deposit payment, if applicable.

Please refer to Attachment DIV 5-10-2-ELEC for the non-residential process flow regarding establishing of service for a new applicant.

Final Bill Management, including final bill transfer and any applicable payment arrangements: Please see the Company's response to Division 5-13-ELEC.

Security Deposits: The Company is allowed by regulation to require non-residential customers to provide a deposit as a condition for establishing service. With the exception of governmental entities and non-profit organizations, the Company's current policy is to request a deposit on all new service applications. New applicants are not subjected to credit scoring by an outside third party credit rating agency, but existing customers are. For more information on credit scoring, please see the Company's response to Division 5-11-ELEC.

Division 5-10-ELEC, page 4

Division rules provide that the deposit shall be no more than the estimated bill for two times the normal billing period. The Company calculates the deposit based on two times the average monthly billing for the past 12 months at that location.

The deposit is billed to the customer as a single amount – no installment payments are permitted. The customer may satisfy the deposit requirement by providing either a cash payment or by submitting a non-cash alternative, such as a letter of credit or surety bond that is acceptable to the Company.

Cash deposits accrue simple interest, from the date of deposit to the date of termination, at a rate equal to the 12-month average of the prior year's ten-year weekly Treasury Bills. The interest will be credited to the customer's account annually. Non-cash alternatives do not accrue any interest.

The entire cash deposit, plus any accrued interest not otherwise credited to the customer's account, will be refunded to the customer if all bills have been paid without delinquency for 24 consecutive months, or at such time as the customer's service is terminated. For non-cash alternatives, the customer will be advised that the instrument is no longer required.

Initial customer deposit inquiries and waiver requests are handled by Customer Service. However, the Non-Residential Credit and Collection group within Credit and Collections is available for consultation as needed.

Non-cash alternatives are provided to the Non-Residential Credit and Collection group for review, acceptance and storage. The Accounts Processing department is responsible for adding the non-cash alternative to the customer's account(s).

Customer Service
Job Aid

RI Denial of Service (w/ Script)

Rhode Island Denial of Service

Rhode Island Denial of Service (Title 39) - **39-2-1.1 Services to new occupants.** - No public utility shall refuse to furnish services to new occupants at any premises on the grounds that the previous occupant has vacated the premises without paying the public utility for services furnished, provided that the service is not for the use or benefit of the previous occupant.

In Rhode Island, National Grid has the right to deny service to an applicant if the previous customer of record at the premise continues to reside there. When a Rhode Island customer calls for service, thoroughly review the notes on the previous account at the move-in premise and check to see if the move-in premise is off due to termination for non-payment.

Account not referred to the DPU:

- If the move-in premise is still on, check to see if a termination notice was recently issued.
- If an applicant requests new service at any other premises that is terminated, has an active disconnect notice or is inactive with use, continue to follow normal Account Initiation procedures when establishing service, using the appropriate mechanisms to deny service or transfer responsibility to applicants who have benefited from prior service.
- Always be sure to request proof of residency, according to Account Initiation procedures, when these situations occur so that service can be appropriately denied to these applicants. Failure to do so could result in unnecessary lost revenue.
 - Note: DO NOT connect service unless this proof has been approved and verified through LexisNexis or ESolutions. Once the documentation is approved by Accounts Processing a comment will be entered into CSS.

Account referred to the DPU:

- If an applicant requests new service at a premise that was previously terminated with DPU approval, referred to the DPU for termination approval due to a petition, refer the applicant directly to the DPU before granting them new service (401-780-2111–electric; 401-780-2113–gas). For hearing accounts, the contact number is 401-780-9700.
- The DPU will review the information and advise Customer Satisfaction & Regulatory of whether or not the applicant is approved. CS&R will enter a notation into the system indicating that the customer has been approved/denied for new service.
- Adhere to the instructions in the contact/note.
- Do not change any DPU-mandated payment agreement terms established in the system.

Often new customers who have benefited from prior service will attempt to place the account into their name either after termination or after a termination notice has been issued. In many cases, they have the same last name as the customer in jeopardy of termination.

Proof of Residency

Customer is informed:

- To fax at least one form of proof of residency and **MUST** include the following:
 - Start date of service
 - Customer name
 - Landlord Name/Contact number
 - Address
 - **Customer Should Add the following:**
 - Customer Number
 - 4 hour contact number
- If residence is a **trailer** and the owner is leasing the land, they **must** also provide the **lease** for the **land** in addition to the deed/proof of ownership for the home

Examples of acceptable forms of Residency include:

- Lease (**Must** include Name, address, Date of occupancy and **both** signatures), RI leases **must** be notarized
- Deed
- Bill of Sale
- Tenant Verification/Notarized landlord statement
- Recent mortgage statement
- Recent Tax Bill
- Commitment Letter
- Indian Nation (Reservation)

Once Proof of Residency is submitted:

- Verify customer's information through LexisNexis or ESolutions.

Phone Script

At times you will need to call customer and explain that service is denied due to an unpaid balance. Below is a sample script:

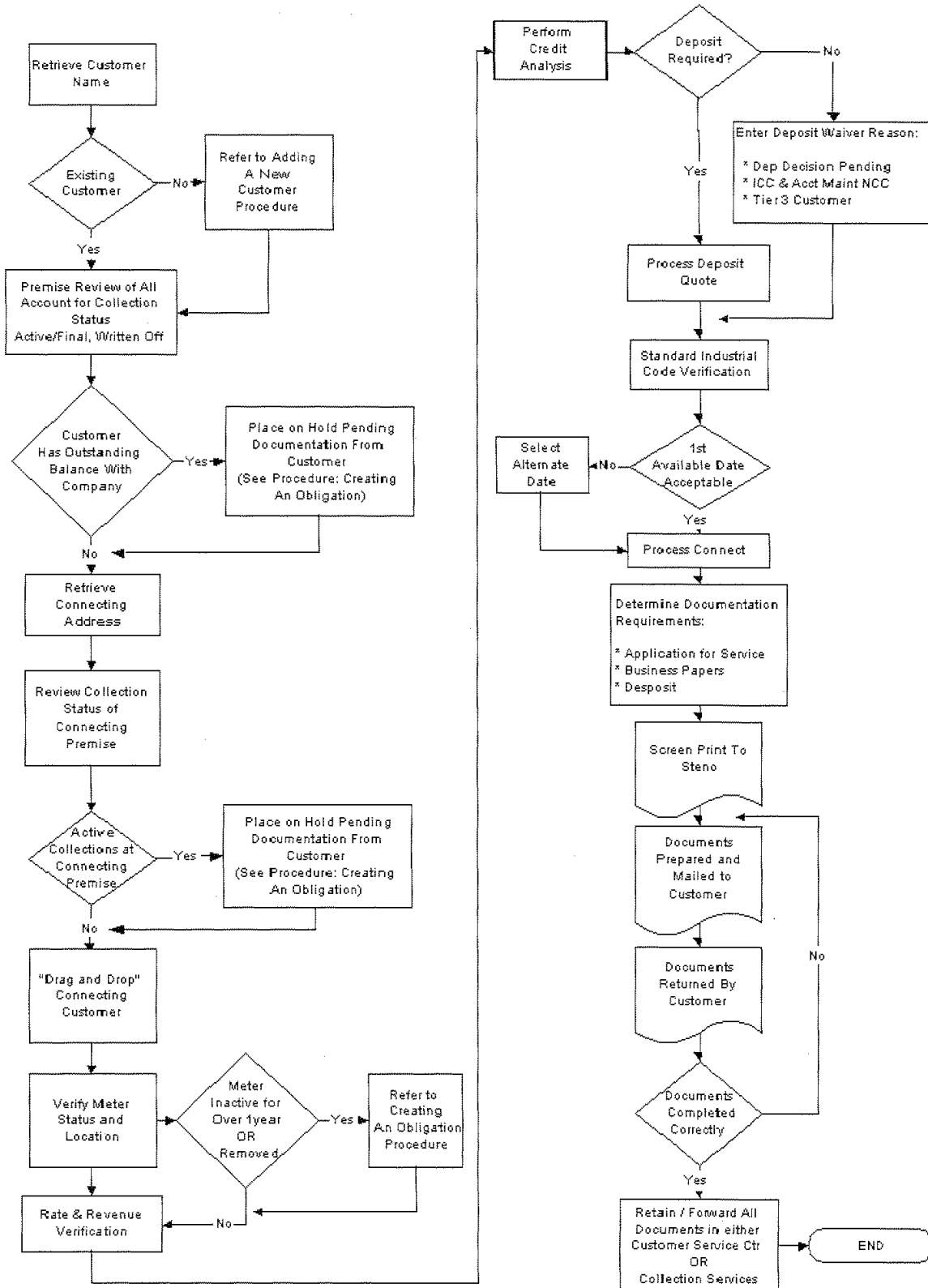
Rep: Hello, I would like to speak to (Applicant).

Rep: My name is (Rep Name) and I am calling from National Grid regarding your connect order. After receiving the required documentation we have verified the information and unfortunately there is a discrepancy. We have discovered that you previously resided at the premise and according to Rhode Island law can be denied service as a result. If you can provide documentation verifying your prior residence, we may be able to waive this requirement. Otherwise, you will be denied service until payment of the debt is received.

Our Credit Department (1-888-211-1313) can assist you with a payment arrangement.

Rep: Thank you for your time.

**Issuing a Connect (C and I) - CSC0044
Process Flow**



Division 5-11-ELEC

Request:

Please provide a detailed overview and explanation of the Electric Company's current active account collection process and delinquent account management, including the following:

- a) Residential vs. non-residential account process
- b) Scoring and segmentation of accounts
- c) Account prioritization
- d) Timing of collection reminders and notices
- e) Outbound calling campaigns
- f) Disconnection for non-payment
- g) Field collections and payments
- h) Restoration of service, including fees
- i) Payment extensions and arrangements
- j) Security deposits

Response:

Overview and Account Prioritization

Since June 2008, the Company has utilized an enhanced behavioral scoring model of collection treatment called the Experian Portfolio Management Package ("PMP"). Whereas the Company's previous internal credit rating system did not effectively treat delinquent customers based upon their actual risk, PMP provides a more accurately targeted rating that is based upon an analysis of the customer's historical data. Assigning accounts into risk groups ranging from A to E assists in determining the best way to handle the customer and mitigate risk to the Company. More expensive collection actions (such as field visits and account termination) can be averted in favor of less expensive alternatives. This model also allows the Company to understand when it is unwise to leave certain accounts untreated.

Scoring and Segmentation of Accounts

The Company passes a monthly file to the credit bureau, Experian, containing pertinent customer data, such as payment history, the number of worthless checks presented, the number of termination notices accumulated, and the age of arrears for all accounts billed approximately 27 days prior. Upon completion of an analysis based solely upon the Company's data, Experian assigns each account a four-digit alphanumeric strategy code and sends those codes to the Company in a return file the following day. This occurs prior to the credit review that will determine if an account is to begin collection treatment. Please see Attachment DIV 5-11-1-ELEC for the strategy code regarding the "Champion/Challenger" collections matrix.

Division 5-11-ELEC, page 2

Residential Account Process

Accounts with overdue balances greater than \$50 enter collections approximately 29 calendar days post billing. Once in collections, the account's Strategy Group determines which collection treatment path is initiated.

The timing of collection treatment through the Disconnect Notice – for all customers in the summer and for non-protected customers in the winter (the period defined as November 1 - April 15) – is set forth on Attachment DIV 5-11-2-ELEC.

In the winter, protected customers – those customers identified with such “Collection Handling Codes” as Low Income, Medical, Infant Hardship, etc. – are not issued Disconnect Notices. They enter the Call File according to the time frames shown on the chart above, and upon its conclusion, re-enter it 20 business days later. This process repeats throughout the winter.

Once an account is issued a Disconnect Notice, its treatment no longer varies by Strategy Group. Exceptions in treatment are now based upon other factors, described hereafter:

Non-Protected Accounts, Summer

Three business days following the issuance of the Disconnect Notice, the accounts enter the three-day Residential Disconnect Notice Call File. Seven business days after the conclusion of that Call File, the accounts become eligible for service termination.

Non-Protected Accounts, Winter

Three business days following the issuance of the Disconnect Notice, the accounts enter the three-day Residential Disconnect Notice Call File. Seven business days after the conclusion of that Call File, the accounts become eligible for the Affidavit process, where the Company attempts to notify the customer in person before terminating service:

Field Collectors attempt a “business hours” visit and, if no contact is made on that visit, an “after hours” or Saturday visit is required.

- If contact with anyone at the premises is made (it does not have to be the account holder), the customer is notified that service could be terminated in 48 hours. The contact is noted on the Affidavit Form, notarized and sent to the Division.
- If no contact is made on both the “business hours” and “after hours” visits, the outcome is noted on the Affidavit Form, notarized, and sent to the Division.

Division 5-11-ELEC, page 3

- In both instances, the account is eligible to be cut in 48 hours, if nothing to the contrary is heard from the Division.

LIHEAP Accounts, Summer

Three business days following the issuance of the Disconnect Notice, all protected accounts are placed through a review for a second Disconnect Notice. Those accounts identified as belonging to LIHEAP customers are sent the notice if they either have arrears greater than \$300 or arrears older than 60 days. Three business days after the issuance of the second Disconnect Notice, the accounts enter a two-day Residential Disconnect Notice Call File. Five business days after the conclusion of that Call File, the accounts become eligible for service termination.

Accounts identified as belonging to LIHEAP customers who do not meet the criteria for the second Disconnect Notice are removed from collections.

Non-LIHEAP Accounts, Summer

At the review for the second Disconnect Notice, those accounts not identified as belonging to LIHEAP customers continue on to the two-day Residential Disconnect Notice Call File three business days later. Five business days after the conclusion of that Call File, the accounts become eligible for service termination.

Life Support Accounts

These accounts do not become eligible for service termination.

Non-Residential Account Process

Accounts with overdue balances greater than \$50 enter collections approximately 29 calendar days post billing. Once in collections, the account's Strategy Group determines which collection treatment path is initiated.

The timing of collection treatment through the Disconnect Notice for all customers is set forth on Attachment DIV 5-11-3-ELEC.

Eligibility for service termination for all non-Residential accounts occurs 11 business days following the Disconnect Notice, with the exception of Government and Summary Bill accounts, which are special handled.

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Timing of Collection Reminders and Notices

Bill Messages

<p>► Did You Forget ◀</p> <p>The total amount due includes an unpaid balance from a previous bill. If you have already paid this balance, please disregard this message. Thank You.</p>
<p>► Did You Forget To Pay Your Bill? ◀</p> <p>It is possible that service could be terminated for non-payment. Prior to any termination you would receive a separate notice in the mail. If you have any questions please call us at 1-888-211-1313. If you have already paid please disregard this notice.</p>
<p>► Termination Notice in Effect ◀</p> <p>Our records indicate your account is overdue. We will schedule your service for termination if the overdue balance is not paid.</p>
<p>► Termination for Non-Payment in Effect ◀</p> <p>Your service has been terminated for non-payment.</p>

The conditions that drive these messages are as follows. (They apply to all bills with a balance forward.)

1. If the account is not in collections, no message will be displayed.
2. If the account has an active Payment Agreement or Collection Arrangement, no message will be displayed.
3. If the account is in Cut Out for Non-Payment status, the bill will display the "Termination for Non-Payment in Effect" message.
4. If the account is entirely suspended from collections, the bill will display the "Did You Forget" or "Did You Forget To Pay Your Bill?" message.
5. If the account is only partially suspended from collections, the non-suspended arrears is analyzed. If it is under \$50 (the threshold for collection activity), the bill will display the "Did You Forget" or "Did You Forget To Pay Your Bill?" message.
6. If one of the following collection activities is found to have occurred for an account within the past 30 calendar days, action will be taken based upon the most recent activity found:
 - Review For Notice – The bill will display the "Did You Forget" or "Did You Forget To Pay Your Bill?" message.

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- Disconnect Notice – The bill will display the “Termination Notice in Effect” message.
7. If the account has failed to qualify on any of the above conditions, the bill will display the “Did You Forget” or “Did You Forget To Pay Your Bill?” message.

Collection Letters

Notice	Residential/ Non- Residential	Timing
	Residential	Between Day 33 and 63 after the bill is rendered
Disconnect Notice	Non-Residential	Between Day 37 and 56 after the bill is rendered
	Residential	Day 37 after the bill is rendered
Health Care Disconnect Notice	Non-Residential	Day 37 after the bill is rendered
Deposit Increase Letter	Non-Residential	This letter is sent when an additional deposit has been quoted for an existing customer (Commercial Customers)
Deposit Warning Letter	Non-Residential	This letter is sent to an existing customer to warn them that a deposit may be assessed if the account is not paid in full and kept current. (Commercial Customers)
Reminder Notice Serious	Residential	This letter is sent when a VLIP (Very Low Income Payment Agreement) is manually cancelled.
Budget Cancellation Notice	Residential	Day 44 after the bill is rendered
Defaulted Payment Agreement	Residential	Upon default of payment agreement
	Non-Residential	Upon default of payment agreement

Outbound Calling Campaigns

Issue to Call File: An Interactive Voice Message (“IVM”) call is used as a reminder for customers with recently overdue bills.

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Defaulted Payment Agreement: IVM call used to contact customers with a recently defaulted payment agreement.

Defaulted Collection Arrangement: IVM call used to contact customers with a recently defaulted collection arrangement.

Final Bill: IVM call used to contact customers with a recently unpaid final bill.

Residential Disconnect Notice: IVM call used to contact customers with a valid Disconnect Notice.

Non-sufficient Funds ("NSF") Campaign: Contacts customers who have had a returned check posted to their account the previous week and have not replaced the payment. Calls are only made to customer's who have had more than one returned check over the life of their account.

Promise to Pay ("PTP") Campaign: Calls are made to customers who have previously made promises to make payment but not followed through with that commitment.

Targeted Arrears Campaign: Contacts customers that have arrears balance greater than or equal to \$1,000 but less than or equal to \$4,000 and have made at least three customer payments over the last twelve months.

Defaulting Budget Campaign: Makes calls to customers whose next collection action is the default of their budget billing plan.

Disconnection for Non-Payment

Please refer to the Company's response to Division 5-7-ELEC, which outlines the process by which accounts are sent to the field for disconnection for non-payment. See also Attachment DIV 5-11-4-ELEC for a description of field collections and restoration of service procedures. This attachment addresses parts f), g) and h) of the Company's response to Division 5-11-ELEC.

Payment extensions and arrangements, Residential: Customers who are unable to pay their balance in full may be eligible for a payment arrangement, subject to the Rhode Island step plan guidelines. The plans available to a customer are dependent on number of prior step plan defaults and number of service terminations.

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The rules are as follows:

Non-Protected Customers

- N01 – 0% down/6 months (budget or arrears + current)
- N02 – 0% down/6 months (budget only)
- N03 – 60% down/3 months (budget only)
- N04 – 100% of unpaid balance

Protected Customers

- P01 – 0% down/12 months (budget or arrears + current)
- P02 – 0% down/12 months (budget or arrears + current)
- P1B* – 25% down/12 months (budget or arrears + current)
- P03 – 25% down/12 months (budget only)
- P04 – 35% down/12 months (budget only)
- P05 – 50% down/12 months (budget only)

* P1B is only available to customers who had their service terminated and were never on a P01 plan.

The Arrears Forgiveness Plan is also available on a one-time basis to LIHEAP-eligible customers. A customer can enroll by paying 10% down and 40% of the remaining balance over the next 36 months. Completion of the plan results in forgiveness of the remaining balance.

Payment arrangements and extensions, Non-Residential: Customers in receipt of a Disconnect Notice may be eligible for a payment arrangement where it is prudent and reasonable to do so. In those instances, consideration will be given to the size of the transferred balance, the financial condition of the customer, and any special situations impacting the customers' ability to pay. As a general rule, the company strives to limit payment agreements to no more than three months.

Security Deposits, Residential: Security deposits are not requested from residential customers.

Security Deposits, Non-Residential: National Grid is allowed by regulation to require non-residential customers to provide a deposit to as a condition for establishing service. Additionally, National Grid can also require deposits from non-residential customers who have paid their bills late at least twice in the past 12 months. However, a deposit is not required if the

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customer is a state or federal Governmental Entity, or is almost solely funded by a Governmental Entity; or the customer is a non-profit organization with a community interest focus, or is a public charity such as Housing Urban Development (HUD).

The regulations state that the deposit shall be no more than the estimated bill for two times the normal billing period. National Grid calculates the deposit for existing customers on two times the average monthly billing for the past 12 months.

For existing customers, in addition to the Company's own internal credit experience, the Company utilizes the credit rating services of an outside credit bureau – Dun & Bradstreet (D&B).

Each month the Company sends all non-residential files to D&B for scoring. D&B then advises the company which customers are demonstrating significant credit risk. Based on the feed back from D&B and in conjunction with National Grid payment data, deposit eligible customers are identified.

Affected customers will then be billed a deposit on an installment basis (50% down and two equal payments of the balance (25% each)). Deposits are billed and letters explaining the deposit assessment are sent to the customers in accordance with Rhode Island Public Utilities Commission regulations.

The deposit can be satisfied by providing either cash payments, or by submitting a non-cash alternative – such as a letter of credit or surety bond that is acceptable to the company.

Cash deposits accrue simple interest, from the date of deposit to the date of termination, at a rate equal to the twelve month average of the prior years' ten-year weekly Treasury Bills. The interest will be credited to the customers account annually.

The entire cash deposit, plus any accrued interest not otherwise credited to the customers account, will be refunded to the customer if all bills have been paid without delinquency for twenty-four (24) consecutive months, or at such time the customer's service is terminated. For non-cash alternatives, the customer will be advised that instrument is no longer required.

Customer inquiries and deposit waiver requests are handled by the Non-Residential Credit and Collection group within Credit and Collections ("C&I Collections").

Non-cash alternatives are provided to C&I Collections for review, acceptance and storage. The Accounts Processing department is responsible for adding the non-cash alternative to the customers account(s).

**Narragansett Electric
Strategy Code for Champion/Challenger Collections Matrix**

The strategy code is formatted as follows:

1. A/B “Champion(A)/Challenger(B)” Designation
2. 0 – 4 Level of Delinquency Grade
 - 0 = Current
 - 1= 1 Cycles Past Due
 - 2= 2 Cycles Past Due
 - 3= 3 Cycles Past Due
 - 4= 4+ Cycles Past Due
3. A – E Risk Group
4. 1 – 5 Balance Grade
 - 1 = <=\$50
 - 2 = \$50.01 - \$100.00
 - 3 = \$100.01 - \$250.00
 - 4 = \$250.01 - \$1000.00
 - 5 = >=\$1000.01

The Company stores Experian’s strategy code in its system and translates it to one of 15 possible one-character alphabetical designations (or Strategy Groups) as follows:

Residential

CHAMPION						
Risk Grade		Balance Grade				
		1	2	3	4	5
Age = 0	A	NA	Z	Z	Z	Z
	B	NA	Y	Y	Y	L
	C	NA	X	X	X	X
	D	NA	W	W	W	W
	E	NA	W	W	W	W
		1	2	3	4	5
Age = 1	A	NA	Z	Z	Z	Z
	B	NA	Y	Y	Y	Y
	C	NA	X	X	X	X
	D	NA	W	W	W	W
	E	NA	W	W	W	W
		1	2	3	4	5
Age = 2	A	NA	O	O	O	O
	B	NA	O	O	O	O
	C	NA	V	V	V	V
	D	NA	W	W	W	W
	E	NA	W	W	W	W
		1	2	3	4	5
Age = 3	A	NA	N	N	N	P
	B	NA	N	N	P	P
	C	NA	R	W	W	W
	D	NA	W	W	W	W
	E	NA	W	W	W	W
		1	2	3	4	5
Age = 4	A	NA	O	O	O	P
	B	NA	N	N	P	P
	C	NA	R	W	W	W
	D	NA	W	W	W	W
	E	NA	W	W	W	W

CHALLENGER						
Risk Grade		Balance Grade				
		1	2	3	4	5
Age = 0	A	NA	T	T	T	T
	B	NA	S	S	S	O
	C	NA	V	V	W	W
	D	NA	W	W	W	W
	E	NA	W	W	W	W
		1	2	3	4	5
Age = 1	A	NA	T	T	T	T
	B	NA	Y	Y	U	U
	C	NA	O	O	W	W
	D	NA	W	W	W	W
	E	NA	W	W	W	W
		1	2	3	4	5
Age = 2	A	NA	N	N	N	N
	B	NA	N	N	N	N
	C	NA	R	R	W	W
	D	NA	W	W	W	W
	E	NA	W	W	W	W
		1	2	3	4	5
Age = 3	A	NA	P	P	P	P
	B	NA	O	O	P	P
	C	NA	V	W	W	W
	D	NA	W	W	W	W
	E	NA	W	W	W	W
		1	2	3	4	5
Age = 4	A	NA	N	N	N	P
	B	NA	O	O	P	P
	C	NA	V	W	W	W
	D	NA	W	W	W	W
	E	NA	W	W	W	W

Non-Residential

	Champion	Balance Grade				
	Age = 0	1	2	3	4	5
Risk Grade	A	NA	Q	Q	R	R
	B	NA	J	J	K	K
	C	NA	J	J	T	T
	D	NA	U	U	V	V
	E	NA	U	U	V	V
	Balance Grade					
	Age = 1	1	2	3	4	5
Risk Grade	A	NA	Q	Q	R	R
	B	NA	J	J	K	K
	C	NA	U	U	U	U
	D	NA	U	U	V	V
	E	NA	U	U	V	V
	Balance Grade					
	Age = 2	1	2	3	4	5
Risk Grade	A	NA	O	O	O	O
	B	NA	Y	Y	Y	Y
	C	NA	Y	Y	Z	Z
	D	NA	Y	Y	Z	Z
	E	NA	Y	Y	Z	Z
	Balance Grade					
	Age = 3	1	2	3	4	5
Risk Grade	A	NA	O	O	P	P
	B	NA	Y	Y	Z	Z
	C	NA	Y	Y	Z	Z
	D	NA	Y	Y	Z	Z
	E	NA	Y	Y	Z	Z
	Balance Grade					
	Age = 4	1	2	3	4	5
Risk Grade	A	NA	O	O	P	P
	B	NA	Y	Y	Z	Z
	C	NA	Y	Y	Z	Z
	D	NA	Y	Y	Z	Z
	E	NA	Y	Y	Z	Z

	Challenger	Balance Grade				
	Age = 0	1	2	3	4	5
Risk Grade	A	NA	R	R	S	S
	B	NA	K	K	L	L
	C	NA	K	K	W	W
	D	NA	Y	Y	X	X
	E	NA	Y	Y	X	X
	Balance Grade					
	Age = 1	1	2	3	4	5
Risk Grade	A	NA	R	R	S	S
	B	NA	K	K	L	L
	C	NA	X	X	X	X
	D	NA	Y	Y	X	X
	E	NA	Y	Y	X	X
	Balance Grade					
	Age = 2	1	2	3	4	5
Risk Grade	A	NA	M	M	M	M
	B	NA	U	U	U	U
	C	NA	U	U	W	W
	D	NA	U	U	W	W
	E	NA	U	U	W	W
	Balance Grade					
	Age = 3	1	2	3	4	5
Risk Grade	A	NA	O	O	P	P
	B	NA	Y	Y	Z	Z
	C	NA	Y	Y	Z	Z
	D	NA	Y	Y	Z	Z
	E	NA	Y	Y	Z	Z
	Balance Grade					
	Age = 4	1	2	3	4	5
Risk Grade	A	NA	O	O	P	P
	B	NA	Y	Y	Z	Z
	C	NA	Y	Y	Z	Z
	D	NA	Y	Y	Z	Z
	E	NA	Y	Y	Z	Z

Notes:

1. For Balance Grade 1, the NA is due to the fact that the Company does not treat delinquent accounts with balances under \$50.
2. Residential Strategy Groups M and Q are not currently in use.
3. Non-Residential Strategy Group N is not currently in use.

Narragansett Electric Residential – Timing of Collection Treatment		
<u>Strategy Group(s)</u>	<u>Action</u>	<u>Business Days</u>
Path T	Issue to Call File	22
Path Z	Issue to Call File	17
Path Y	Issue to Call File	15
	Disconnect Notice	21-23
Path S	Issue to Call File	15
	Disconnect Notice	18-20
Path U	Issue to Call File	10
	Disconnect Notice	14-16
Paths N & R	Issue to Call File	1
	Disconnect Notice	14-16
Paths M & Q	Issue to Call File	7
	Disconnect Notice	11-13
Paths L & X	Issue to Call File	5
	Disconnect Notice	8-10
Paths O & V	Issue to Call File	1
	Disconnect Notice	8-10
Paths P & W	Disconnect Notice	3

“Business Days” refers to the number of business days that pass between the date upon which an account begins collection treatment and the date upon which its first collection action (or subsequent collection action) occurs. For example, accounts in Strategy Groups N and R enter collections approximately 29 calendar days post billing when they have an overdue balance greater than \$50. They enter the (recently overdue bill) Call File 1 business day after entering collections and are issued a Disconnect Notice 14-16 business days after entering collections.

The variance in days listed for the issuance of the Disconnect Notice is due to the fact that the Call File can last for as little as two or as many as four days, depending upon the Company’s success in reaching the customer. If the customer cannot be reached on the first day of the Call File (or it is determined that the customer is unreachable because, for example, the phone number on file has been disconnected), there is no attempt to call back on Call File days 2 and 3.

Strategy Groups T and Z are not currently issued Disconnect Notices.

Narragansett Electric Non-Residential – Timing of Collection Treatment		
<u>Strategy Group(s)</u>	<u>Action</u>	<u>Business Days</u>
Path J		
Path K	Issue to Call File	15
Path L	Issue to Call File	10
Path M	Disconnect Notice	10
Path N	Issue to Call File	5
	Disconnect Notice	13
Path O	Disconnect Notice	5
Path P	Issue to Call File	1
	Disconnect Notice	8
Path Q		
Path R	Issue to Call File	15
Path S	Issue to Call File	10
Path T	Issue to Call File	10
	Disconnect Notice	18
Path U	Disconnect Notice	10
Path V	Issue to Call File	5
	Disconnect Notice	13
Path W	Issue to Call File	7
	Disconnect Notice	13
Path X	Issue to Call File	1
	Disconnect Notice	13
Path Y	Disconnect Notice	5
Path Z	Issue to Call File	1
	Disconnect Notice	8

Strategy Groups K, L, R and S are not currently issued a Disconnect Notice as part of their collection treatment path.

Narragansett Electric
Description of Field Collections and Restoration of Service Procedures

(The following information on this attachment is abstracted from the non-technical field collections procedures.)

Definitions

CINP - Customer's service needs to be reconnected (following CONP).

CONP/LNP - Customer's service has been terminated for non-payment.

Disconnect Notice – Notice given a customer of the amount that is past due on a gas or electric bill that could result in termination of service.

Fuel Assistance –

- **(EEAP)** - Emergency Energy Assistance Program.
- **(LIHEAP) Low Income Home Energy Assistance Program**
- **(EAP) Energy Assistance Program** for qualifying residential customers.

Moratorium - During the winter months, specific procedures must be followed before terminating residential service for protected accounts

- Rhode Island = November 1 - April 15 (can be extended by PUC request through April 30th)

Outbound Call – A collection call a customer receives after bill date informing them of arrears balance and termination date, if applicable.

Payment Agreement - An agreement to pay a specific dollar amount per month for arrears, plus the current bill amount or an agreement to pay a fixed amount each month. Payment plans are typically set up for three to six months, depending on the total arrears and the amount the customer can afford to pay. (See Payment Plan Step Program below regarding payment plans for RI residential customers.) This rule applies to both residential and commercial customers.

* **Payment Plan Step Program** - A payment plan for RI residential customers only. The plan's length and down payment amount is based on whether the customer is considered a protected or non-protected customer.

Protected Accounts - Accounts that meet specific guidelines that protect them from being terminated for non-payment.

PUC - Public Utilities Commission is the regulatory commission for RI.

Rate - Price at which the account is billed. The rate may be Residential or Commercial.

Term Balance (Gas) – Amount customer can be terminated for

<u>Tools and Equipment</u>

- a. Lock out Adapters
- b. Seals (Grey, Green, and Red etc.)
- c. EK Disconnect and Socket Adapters
- d. Company Keys
- e. Wrench
- f. Gate Key – Curb Valve Key

<u>Safety</u>

- a. Company Uniform and ID must be worn
- b. All required PPE shall be worn
- c. All required PPE shall be in conformance with the Employee Safety Handbook
- d. Employees must obey all state and federal motor vehicle laws
- e. Caution will be exercised when potential hazards are encountered on a customer's property
- f. Use caution when metering equipment or any electric or gas service equipment that needs to be operated appears dangerously deteriorated. If this is the case, do not attempt remove or cut in/out the meter
- g. A company approved flashlight must be carried when entering any building or dwelling
- h. Check for source, back feed, ground and continuity prior to cutting in or installing a meter. If an improper condition is found, the meter should not be cut in and a plastic adapter installed until the situation is corrected. Do not use plastic sleeves in these situations. If the plastic sleeve gets torn can lead to a potential hazard
- i. Manual Bypass must not be used to make or break load. Company procedure must be followed when installing, exchanging, removing and cutting in/out meters
- j. Always be aware of your surroundings. Don't become complacent. Always know how to get out of a building in case of an emergency
- k. Personnel conducting an install, exchange, remove and cut in/out of meters should only work on meter for which they have been trained.

Policy

Following the proper notification, accounts become field eligible in CSS and then scheduled for field visits by Credit & Collections.

The collector attempts to contact the customer and/or spouse and collect 100% of the unpaid balance, identify protected accounts, or lock out the meter.

Meters can only be locked out between the hours of 8:00 am and 4:00 pm; and may require assistance from the Meter Worker Associate (MWA), Meter Worker, Overhead Lines (OH) or the Underground (UG). Department - depending on the complexity of the meter.

Residential - Monday through Thursday, except the day before a holiday and on the holiday itself

Non-Residential – Friday's (Monday through Thursday on exception)

All personnel entering the customer's property must wear a company uniform and carry the company identification badge.

Attempts must be made to contact the customer and/or spouse **PRIOR** to locking out the meter.

Procedure

The following is a list of procedures to follow when making a collection visit.

- A - Check your work before leaving the office to ensure that you have keys and if the Meter Worker or line dept is needed, MWork has scheduled a meeting time.
- B - Verify the apartment and building information is correct before going to the door.
- C - You **MUST** knock at each location prior to terminating service.
- D - Explain to the customer the purpose of the field visit.
- E - If you get to an address and the customer of record (name on collection card) is no longer there, the person living at that address **MUST** call the office while you are there to apply for service or **LOCK OUT** the meter.
- F - Request payment of full arrears.

Residential:

RI – Attempt to collect the full arrears, if full arrears cannot be paid:

- A16 rate – Steps 1,2, 3- 60% Arrears, Step 4-100% (or minimum SLA requirement)
- A60 (low income rate) – Step 1(all), 2- 25%, Step 3- 35%, Step 4, 5- 50%
- Instruct customer to contact Credit Department for a payment plan on remaining balance

Commercial: Attempt full balance, no less than 100% of arrears. If no access to meter, refer to the next action (pole cut for electric, warrant/sheriff process).

Write the customer's account number on the check and fill out a receipt, in duplicate, and stamp both copies of the receipt with your collection stamp (electric). The yellow copy is given to the customer and the white copy is sent with the check for processing.

G - If the customer is reporting an initial claim of protection (has been more than 30 days since a previous claim or no previous claims made)* leave service on and note the type of protection claim on the collection list.

- * Elderly- **ALL MEMBERS** of the household must be 62 years or older
- * Medical- If **ANY MEMBER** of the household claims serious illness
- * Infant- child in household under 24 months
- * House meter needs to be Posted- requires posting prior to service termination
- * Bankruptcy- Obtain a docket number, file date and chapter filed, if possible. (The first two digits of the docket number represent the year filed).

H - If the customer is home and the required payment cannot be made and an initial protection status does not exist, verify the meter number is correct, terminate service and provide the customer with the proper leave behind documentation.

I - If the customer is not at home and the meter is accessible, terminate service, and leave the proper notice in a sealed envelope. Note time and reading on collection list.

J - If the meter is not accessible, use the appropriate Resolution Code in MWork and leave the proper notice in a sealed envelope.

K - The envelope containing the termination information should be left in a location visible to the customer but **NEVER** inserted in the mail box.

Protected Status Accounts

The PUC has regulations which the Company must abide by. There are certain circumstances that allow the customer to keep their electrical service even though the bill has not been paid. These accounts are called Protected Status Accounts. Following is a list of the various Protected Status Accounts.

MEDICAL

If customer or member of the household claims serious illness they must provide us with a Doctor's letter within 7 days of claim.

Expiration of medical protections differs:

- Rhode Island - yearly

Initial Claim - Service is left on and the type of protection is entered into MWork using the appropriate Resolution Code. The Accounts Processing Department sends a letter for the required documentation.

ELDERLY

To qualify for elderly protection **ALL** members of household must be:

- Rhode Island – 62 years or older

Rhode Island also requires a completed Elderly verification form. Accounts Payable will send the letter for the required documentation.

Initial Claim - Service is left on and the type of protection is entered into MWork using the appropriate Resolution Code. Accounts Processing sends a letter for the required documentation.

INFANT PROTECTION - Rhode Island only

In Rhode Island the child needs to be 24 months of age or younger.

Claim Service is left on and the type of protection is entered into MWork using the appropriate Resolution Code. Accounts Processing sends a letter for the required documentation

BANKRUPTCIES

If customer claims bankruptcy, please obtain a docket number, file date and chapter filed, if possible. (The first two digits of the docket number represent the year filed.)

If customer cannot provide us with at least the docket number, terminate the service and advise the customer to contact the credit department.

Always use good judgment prior to the termination of protected status accounts.

Special Collection Accounts

Special collection accounts are sent for a field visit by Credit & Collections and are based on information obtained on previous field visits or when a customer has not followed through on payment promises.

DEPOSIT (Electric only; gas deposits are not collected in the field)

Non-residential accounts may be required to provide a security deposit to be held as collateral against default. The Company does not request deposits on accounts where the average two (2) months' billing is under \$50.00.

This is the only non-residential area the PUC has provided regulation. It is important that you understand the regulations so that the proper information is provided to the customer.

The PUC allows the customer to make a security deposit payment by cash (RI only), check, surety bond or irrevocable letter of credit.

Customers are notified of the deposit amount and the date it is due during the application for service process.

- RI – 30 days from service turn on date

They are sent a second letter informing them if the deposit is not paid by a specific date their electric service will be eligible for termination.

The amount requested for a deposit represents two months average billing and is determined by one of the following:

- Customer's actual usage.
- The previous customer's usage, if the business is similar.
- Suggested deposit amounts based on similar businesses.
- Information received from a Business Services Representative if the service is a new installation.

A deposit may be waived by Customer Service if the customer:

- Has an existing account under the same business name with good credit.
- Gets approval by local management because the customer is an established, non-profit organization or community interest operation.

POST BUILDING

When an account has been identified as a house meter (see Module B) the service cannot be terminated until the house/building has been posted. This is a 41 day process and managed by Credit & Collections.

It is extremely important the instructions you receive with this collection list are followed. Since the process is regulated, any mistake in the process requires the process to begin again. Please ensure all tenant letters are appropriately delivered. Once the posting has expired, 100% arrears is required to stop the termination.

In RI, we may also post a building if there are access issues and it is a multi-family home. If there are no responses to the access request, the building will be subject to a Pole Cut.

POLE CUT (Electric)

If a field collector is at a premise for a regular collection work order where there are access issues and it is a single family home, use the resolution code of CGI-Refer for Pole Cut. This will be available in a list to have the service cut at the pole.

This requires us to have an MWA and a Line Crew at the location. The MWA still needs to make an attempt to collect the balance before we cut the service at the pole.

Returned Checks, Reconnection, & Sheriff Fees

RETURNED CHECKS

Checks are to be sent overnight to the lockbox provider using National Grid as the recipient.

SYSTEM	COMPANY	NEW ADDRESS
CSS	Narragansett Electric and Gas	365 West Passaic Road, 5th Floor Rochelle Park, NJ 07662 Attn: Ref # 11735

There are two attempts made to deposit the check, unless the check was stopped or written on a closed account. If the check does not clear after the second attempt, the check is returned and a return check fee is charged to the customer.

- Rhode Island \$15.00

RECONNECT CHARGE

If a reconnect order is issued to an account that has been terminated for non-payment, a charge is applied to the customer's bill.

The following fees are applied:

- Rhode Island \$38.00

If a customer's service is terminated for an overdue deposit or an unsigned Cromwell, a reconnect fee is not charged.

Collector's Daily Report

The Collector's Daily report is printed for each Meter Work Associate (MWA) doing collections work along with Individual Customer Reports. Each report varies depending on area but include basic information such as:

1. Bill Account Number
2. Customer Name
3. Meter/Rate
4. Collection Handling Codes
5. Total Previous Balance
6. Space for the Resolution Code, Amount Collected, Check Number/Cash (where accepted) and Notes

7. Space for Signature, Stamp and Amount Collected

MWA's should always verify that the Total Amount Collected is equal to the amount of the checks/cash (RI only) collected before signing the sheet. In many cases, the total previous balance amount that MWork is displaying does not match the dollar amount of the 'arrear' in CSS. This is because MWork displays what the customer has received a termination notice for and the amount that we can only legally terminate for.

Division 5-12-ELEC

Request:

Please provide a detailed explanation of all the changes made to the Electric Company's accounts receivable management processes and strategies since January 1, 2009. Please identify new processes and strategies and the date of deployment.

Response:

As described in Company Witness Evelyn M. Kaye's Direct Testimony on Pages 11-18, the Company utilizes a full suite of accounts receivable management activities and strategies to determine the appropriate overall strategy for each customer risk group to mitigate uncollectible accounts expense. The Company first deployed the following activities and strategies since January 1, 2009:

Account Initiation and Data Hygiene

In June 2009, the Company implemented enhanced Account Initiation and Data Hygiene initiatives. These initiatives, which utilize Experian-based resources, work to maximize the efficiency of the account initiation process and to minimize bad debt.

Because of the sensitivity related to an applicant providing a social security number ("SSN") over the phone (even concerning new service connects), upgrades were made to the Company's verification capabilities and procedures that simplified the process of phone verification. This was an improvement over requiring the customer to send in two forms of identification. Using the customer's date of birth, legal address and/or driver's license, representatives can perform customer verification without requiring a SSN. For more detail regarding the Account Initiation initiative, please see the Company's response to Division 5-10-ELEC.

The "Pinpoint Function" automatically identifies final or written-off accounts with a remaining balance for the applicant or customer. These associated accounts may not be linked in the Company's customer system; however, they are collectable and owed by the applicant.

"Data Hygiene" scrubs accounts that have been active for six months or more and where no payment has been made during the last three months. This enhancement searches an extensive database to determine if a customer's account has the most current mailing address. The Company's system records are automatically updated with the newest, most accurate information. A contact is added to the account and a letter specifying the change is mailed to the customer's old mailing address.

Division 5-12-ELEC, page 2

Multiple Dwelling Posting Process

In April 2011, the Company also implemented the multiple dwelling posting process. In many cases when a field collector is at a premises of multiple dwelling units to terminate service for non-payment, the field collector cannot gain access to the premises. The field collector first attempts to contact the landlord for access. When the Company is unable to gain access in this case, the Company can post the building with a letter and, if the customer does not respond after ten days of posting the building, subsequently terminate service at the pole.

If a tenant or landlord contacts the Company and would like to provide access, the Company issues a shut-off order and schedules the field work order. In the event the owner or tenants do not respond to the Company's request for access, the Company issues a shut-off order to the field and terminates the service of the entire location at the pole. If a customer who is not in arrears calls the Company to be reconnected, service is restored to that customer when access is granted, and then all remaining meters are turned off. Please also see Company Witness Kaye's Direct Testimony, Pages 16-17, regarding the multiple dwelling posting process.

Increased Review and Support for Accounts Coded as Elderly or Handicapped

In November 2010, the Company increased review and support for accounts coded as elderly or handicapped with outstanding arrears. The Commission authorized an elderly and handicapped petition process that had previously been conducted during non-moratorium months only. The process consists of a pre-petition letter and affidavit issued to an elderly or handicapped customer with large arrears. These notifications advise the customer to establish a payment agreement in order to avoid service termination. Finally, a petition for termination approval must be filed with the Division before terminating a customer's service. In November 2010, the Company, with Division approval, continued the petition process throughout the winter moratorium, yet held implementation of service terminations until after the winter moratorium ended. This process enables the Company to influence continued customer and LIHEAP payments during the winter and remain in contact with elderly and handicapped customers throughout the course of each year, while remaining in compliance with the Rhode Island winter moratorium rules. Please also see Company Witness Kaye's Direct Testimony, Pages 14-15.

Lockbox Program

In 2011, the Company began the Lockbox Program, which is described in Company Witness Kaye's Direct Testimony on Page 15 beginning at Line 14.

Division 5-12-ELEC, page 3

Outbound Calling

As stated on Page 17 of Company Witness Kaye's Direct Testimony, the Company employs an outbound calling strategy as part of its account management practice. On November 1, 2010, the Company changed outbound calling vendors. No change to calling campaign types was associated with this move; however, the new vendor was able to provide a live agent calling strategy. The Company's previous vendor utilized Interactive Voice Messaging ("IVM") only. The Company alternates between live agent and IVM strategies on an intermittent basis to provide flexibility and test fresh approaches.

During February 2012, the Company implemented a strategy of manually generated call files called as live agent "ad hoc" campaigns. These included the following:

- Nonsufficient Funds ("NSF") Campaign: Calls are made to customers who have had a returned check posted to their account during the previous week and who have not replaced the payment. Calls are only made to customers who have had more than one returned check over the life of their account.
- Promise to Pay ("PTP") Campaign: Calls are made to customers who have previously made promises to make payment but have not followed through on that commitment.
- Targeted Arrears Campaign: Contacts customers who have an arrears balance greater than or equal to \$1,000 but less than or equal to \$4,000 and have made at least three customer payments over the last 12 months.

In May 2012, the Company added an additional campaign:

- Defaulting Budget Campaign: Calls are made to customers whose next collection action is the default of their budget billing plan.