

June 22, 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 6 - GAS

Dear Ms. Massaro:

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

The responses to the Sixth 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 (401) 784-7667.

Very truly yours,



Thomas R. Teehan

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 22, 2012
Date

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

Name/Address	E-mail Distribution	Phone
Celia B. O'Brien, Esq. National Grid 280 Melrose St. Providence, RI 02907	Celia.obrien@us.ngrid.com	781-907-2153
Thomas R. Teehan, Esq. National Grid 280 Melrose St. Providence, RI 02907	Thomas.teehan@us.ngrid.com	401-784-7667
	Jennifer.hutchinson@us.ngrid.com	
	Joanne.scanlon@us.ngrid.com	
Cheryl M. Kimball, Esq. (for NGrid) Keegan Werlin LLP 265 Franklin Street Boston, MA 02110	ckimball@keeganwerlin.com	617-951-1400
	lindas@keeganwerlin.com	
Gerald Petros, Esq. Hinckley, Allen & Snyder	gpetros@haslaw.com	
	aramos@haslaw.com	
Leo Wold, Esq. (for Division) Dept. of Attorney General 150 South Main St. Providence, RI 02903	Lwold@riag.ri.gov	401-222-2424
	dmacrae@riag.ri.gov	
	Steve.scialabba@ripuc.state.ri.us	
	David.stearns@ripuc.state.ri.us	
Michael J. Morrissey, Esq. (for AG) Dept. of Attorney General 150 South Main St. Providence, RI 02903	Mmorrissey@riag.ri.gov	401-274-4400 Ext. 2357
Ellen M. Evans, Sr. Trial Atty. Naval Facilities Engineering Command Litigation Office 720 Kennon St., Bldg. 36, Room 233 Washington Navy Yard, DC 20374-5051	ellen.evans@navy.mil	202-685-2235
Dr. Kay Davoodi, P.E. Utility Rates and Studies Office NAVFACHQ- Building 33 1322 Patterson Ave SE Washington Navy Yard, D.C. 20374-5065	Khojasteh.davoodi@navy.mil	202-685-3319
	Larry.r.allen@navy.mil	
Robert J. McConnell, Esq. (Wiley Ctr.) Motley Rice LLC	bmccConnell@motleyrice.com	401-457-7700

321 South Main St. – 2 nd Floor Providence, RI 02903	jhowat@nclc.org	
Maurice Brubaker Brubaker and Associates, Inc. PO Box 412000 St.Louis, MO 63141-2000	mbrubaker@consultbai.com	401-724-3600
Ali Al-Jabir Brubaker and Associates, Inc.	aaljabir@consultbai.com	
David Effron Berkshire Consulting 12 Pond Path North Hampton, NH 03862-2243	Djeffron@aol.com	603-964-6526
Bruce Oliver Revilo Hill Associates 7103 Laketree Drive Fairfax Station, VA 22039	Boliver.rha@verizon.net	
Alex Cochis Lee Smith LaCapra Associates One Washington Mall 9th Floor Boston, MA 02108	acochis@lacapra.com	
	lees@lacapra.com	
Thomas Catlin Emma Nicholson Exeter Associates 10480 Little Patuxent Parkway Suite 300 Columbia, Maryland 21044	tcatlin@exeterassociates.com	
	enicholson@exeterassociates.com	
Bruce Gay Monticello Consulting 4209 Buck Creek Court North Charleston, SC 29420	bruce@monticelloconsulting.com	
Matthew Kahal c/o Exeter Associates 10480 Little Patuxent Parkway Suite 300 Columbia, MD 21044	mkahal@exeterassociates.com	
File original & 11 copies w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Lmassaro@puc.state.ri.us	401-780-2107
	Anault@puc.state.ri.us	
	Adalessandro@puc.state.ri.us	
	Nucci@puc.state.ri.us	
	Dshah@puc.state.ri.us	
	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		Evelyn M. Kaye		
Division Set 5	Division 5-2-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-3-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-4-ELEC	6/8/2012		Evelyn M. Kaye		
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		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 5	Division 5-9-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-10-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-11-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-12-ELEC	6/8/2012		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		
DIVISION SET 6						
Division Set 6	Division 6-1-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-2-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-3-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-4-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-5-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-6-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-7-GAS	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 6	Division 6-8-GAS	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 6	Division 6-9-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-10-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-11-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-12-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-13-GAS	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 6	Division 6-14-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-15-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-16-GAS	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 6-7-GAS

Request:

Please provide the Gas Company's current procedure for scheduling and executing daily and weekly disconnections for non-payment, including:

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

Response:

The current procedure for scheduling and executing disconnections for the gas operation has been in place since the conversion of the Advantage system to the Customer Service System ("CSS") in January 2012 and mirrors the electric process explained in the Company's response to Division 5-7-ELEC.

Every morning, a batch process runs within CSS, which creates a list of accounts that have reached a status of "Eligible-To-Cut". This list contains the account number and other associated pertinent data. This "cut-list" file is then transferred from the directory in which it is written to a local directory to begin the management process.

The file is next imported into a Microsoft Access database where the data is parsed through a series of manipulations. The end result consists of data sets containing those accounts that are truly field eligible for "cutout for non-payment" ("CONP"). This parsing process excludes accounts for a variety of reasons, including without limitation, low arrears, protected status, suspended charges, house metering, and rate code.

From this sub-set of eligible accounts, the data is then organized geographically. The number of potential jobs for an area is determined based on the availability of field collections workers for that area on the next business day. Once the CONP volume for a given area is established, the final number of accounts is systematically selected based on the highest arrears within that proximity.

Afterwards, a file containing a refreshed database of selected account numbers (and other pertinent data) is uploaded back into a predetermined directory that CSS will retrieve later that evening for distribution the next business day.

Division 6-7-GAS, page 2

Residential vs. Commercial in the selection process:

Residential CONP accounts are in the field Monday through Thursday; commercial CONP accounts are in the field Fridays only. Some commercial accounts may be in the field Monday through Thursday depending on specific conditions unique to an account, but this is the exception.

Prior to gas being converted into CSS, the selection process was extremely manual. There was a batch process within Advantage, the previous customer service system, which would create a list of accounts eligible for cut. An individual would manually select work orders based on route number and arrears from the scheduling system each morning prior to the field reporting for work.

Division 6-8-GAS

Request:

Please provide the Gas Company's current procedure for transferring past-due balances 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:

Residential:

As part of the Company's account initiation process, customers are required to address any past-due balances prior to obtaining new active service.

When a customer requests new service or a move, the representative reviews all current and previous Rhode Island gas accounts for the customer, using the Company's Customer Service System ("CSS") in order to determine whether they have any outstanding debt.

Multiple accounts belonging to a single customer are reconciled with a common customer number. If the customer has outstanding debt for Rhode Island gas service within the last ten years, they are required to pay the balance in full or establish a payment agreement on the prior balance(s), in accordance with Rhode Island step plan rules, prior to obtaining service.

If the debt has been sent to a collection agency, it is recalled from the agency and a payment agreement must be established on the balance. Payment agreement establishment requests are sent to the Company's back office for follow-up, post-transfer.

Until the required payment is made, the new connect service order is held. After a required down payment by the customer has been confirmed by the customer with receipt information, the hold is removed and the outstanding balances on any Rhode Island gas final or written-off accounts connected to the customer are automatically transferred to the newly-activated account.

Past-due balances for Rhode Island gas may also be transferred in the event that a customer with multiple accounts has an account disconnected (per request or for non-payment) with a remaining balance. If an outstanding balance remains on a final or a written-off account and there is an active account belonging to the same customer, CSS will automatically transfer the outstanding balance to the active account. The transfer occurs as part

Division 6-8-GAS, page 2

of the final bill collections treatment path, which begins 29 calendar days after the issuance of the final bill.

Specifically,

- The transfer attempt happens five business days into the treatment path for those accounts identified as “good payers” (e.g., those accounts which have been assigned a Risk Score of A or B by the credit bureau Experian as part of National Grid’s behavioral scoring model of collection treatment strategy).
- The transfer attempt happens 11 business days into the treatment path for those accounts identified as “poor payers” (e.g., those accounts which have been assigned a Risk Score of C, D or E by the credit bureau Experian as part of National Grid’s behavioral scoring model of collection treatment strategy).

Before the automated balance transfer occurs, a series of eligibility checks occur on the account with the balance owing. If any of the following conditions are found, the transfer will not take place:

1. The account has an open Suspended Charge (collections hold) of any of the following types: Commission Complaint/Referral, Executive Complaint/Referral, High Bill Complaint, Switched Meter(s), Shared Metering/Sanitary Code Condition, Disputes/Statements, Claims Bankruptcy, Litigation, Rate Disputes or Collection Agency Litigation.
2. The accountholder is a Landlord, identified as such by participation in the Leave on for Landlord program.
3. The account has an active Collection Arrangement.
4. The account is coded Government.
5. The account is coded Legal or Judgment.

Once the account with the balance owing has been deemed eligible for transfer, CSS searches for an active account in the same customer’s name and of the same service type (electric or gas). When one is found, the balance transfer is completed and the transfer-from account is removed from collections.

Division 6-8-GAS, page 3

Non-residential:

Past-due balances may be transferred in the event that a customer with multiple accounts has an account disconnected (per request or for non-payment) with a remaining balance. Past due balances may also be transferred if an outstanding balance remains on a final or a written-off account.

When a customer requests new service or a move, the representative reviews all current and previous Rhode Island gas accounts for the customer, using CSS in order to determine whether they have any outstanding debt. Multiple accounts belonging to a single customer are reconciled with a common customer number.

If the new account is in the same legal name as the closed account and the tax ID numbers and business papers are the same, the outstanding balance can be transferred to the new account. However, CSS will NOT automatically transfer the outstanding balance to the active account. If the debt has been sent to a collection agency, it is recalled from the agency and then applied to the new account.

Should the customer inquire about a payment agreement for this balance transfer, the Company will consider offering a payment arrangement if it is reasonable and prudent 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 customer's ability to pay. As a general rule, the Company strives to limit payment agreements to no more than three months.

Division 6-13-GAS

Request:

Please provide a detailed overview and explanation of the Gas Company's current inactive account collection process, including the following:

- a) Final bills and reminder letters
- b) Account segmentation
- c) In-house collections vs. third-party collection agencies
- d) Account placement timing
- e) Agency tier programs (i.e., early-out, primary, secondary, etc.)

Response:

All parts of the request are addressed within the following for the current inactive account collection process for Narragansett Gas since the conversion of the Advantage system to the Customer Service System ("CSS") in January 2012:

Applicable to both residential and non-residential

Final Bill Management is the process of collecting final or written off accounts with the assistance of outside collection agencies. After service is terminated on an account, actions are based on the customer's payment history – per the following matrix. The Risk Grade is a sliding scale with the best payer being an "A", and the worst payer being an "E".

RESIDENTIAL		
Risk Grades A & B "Good Payer"	Business Day	Risk Grades C, D & E "Poor Payer"
Enter Final Collections Final Notice Sent	0	Enter Final Collections Final Notice Sent Review for Notice
Final Bill Call	1	
	5	Transfer Final to Active
	6	Send to Agency
Transfer Final to Active	11	
Potential Charge Off List	12	
Send to Agency - RI	22	

Division 6-13-GAS, page 2

NON-RESIDENTIAL		
Risk Grade A	Business Day	Risk Grades B - E
Enter Final Collections Potential Charge Off List	0	Enter Final Collections Deposit Review (NY only) Final Notice Sent Review for Notice
Final Notice Sent - RI	6	Send to Agency
Final Bill Call – RI	7	
2nd Final Notice Sent – RI	15	
Send to Agency - RI	22	

On or slightly after calendar day 90 of this process, any uncollected debt will be written off for both residential and non-residential accounts.

Good-paying customers will see a final bill message on their last bill and receive subsequent final bill notices. If they have not resolved the balance within sixty (60) calendar days, the account is referred to a primary agency.

Poor-paying customers will see a final bill message on their last bill. If they have not resolved the balance within thirty-one (31) calendar days, the account is referred to a primary agency.

Primary collection agencies have one hundred-twenty (120) calendar days to collect the outstanding balance. If the balance is not collected in full by the Primary agency, the account is recalled for ten (10) calendar days, and then referred to a Secondary agency.

The **Secondary** agency has eight (8) months to collect the outstanding balance. If the balance is not collected in full by the secondary agency, the account is recalled for ten (10) calendar days and then referred to a Tertiary agency.

Division 6-13-GAS, page 3

The **Tertiary** agency has one (1) year to collect the outstanding balance. After a year assigned to a tertiary agency, the account enters that agency's "Trigger" program, which may stop a customer's future credit transactions until the balance owed has been resolved.

The tertiary agency contracts with a credit reporting agency that will trigger a notice if any credit action occurs in the market place for a customer. The account will remain in the Trigger program until the end of the Statute of Limitations.

Prior to the system conversion noted above, the inactive collection process was slightly different. The former process is described as follows:

After service was terminated on an account, customers saw a final bill message on their last bill and received subsequent final bill notices. If they did not resolve the balance within approximately thirty (30) days, the account was referred to the primary agency.

The **Primary** collection agency kept the accounts in primary status for ninety (90) days. If the balance was not collected in full at the end of ninety (90) days, the agency would move the account to their Secondary collection status.

The accounts remained in **Secondary** status for one (1) year. If the balance was not collected in full at the end of one (1) year, the agency would move the account to their Tertiary collection status.

The accounts remained in **Tertiary** status until the final bill was paid in full or the end of the Statute of Limitations.

On or slightly after calendar day 90 of this process, any uncollected debt will be written off.