

July 5, 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 7 - ELEC/GAS

Dear Ms. Massaro:

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

The enclosed responses complete the Seventh Set, as indicated on 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

July 5, 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
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	Joanne.scanlon@us.ngrid.com	
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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	6/29/2012	Evelyn M. Kaye	Att. DIV 5-2-1-ELEC Att. DIV 5-2-2-ELEC Att. DIV 5-2-3-ELEC	
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 5-3-ELEC (Corrected)	6/8/2012	7/2/2012	Evelyn M. Kaye		
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	

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
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		
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	6/29/2012	Evelyn M. Kaye	Att. DIV 5-16-1-ELEC Att. DIV 5-16-2-ELEC Att. DIV 5-16-3-ELEC Att. DIV 5-16-4-ELEC (REDACTED)	Att. DIV 5-16-2-ELEC Att. DIV 5-16-3-ELEC Att. DIV 5-16-4-ELEC (CONFIDENTIAL)
DIVISION SET 6						
Division Set 6	Division 6-1-GAS	6/8/2012	7/2/2012	Evelyn M. Kaye	Att. DIV 6-1-GAS	
Division Set 6	Division 6-2-GAS	6/8/2012	7/2/2012	Evelyn M. Kaye	Att. DIV 6-2-1-GAS Att. DIV 6-2-2-GAS	
Division Set 6	Division 6-3-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-3-GAS	
Division Set 6	Division 6-4-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-4-1-GAS Att. DIV 6-4-2-GAS	
Division Set 6	Division 6-5-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-5-GAS	
Division Set 6	Division 6-6-GAS	6/8/2012	7/2/2012	Evelyn M. Kaye	Att. DIV 6-6-1-GAS Att. DIV 6-6-2-GAS Att. DIV 6-6-3-GAS (REDACTED)	Att. DIV 6-6-2-GAS Att. DIV 6-6-3-GAS (CONFIDENTIAL)
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	6/26/2012	Evelyn M. Kaye		
Division Set 6	Division 6-10-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-10-1-GAS Att. DIV 6-10-2-GAS	
Division Set 6	Division 6-11-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye		
Division Set 6	Division 6-12-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye		
Division Set 6	Division 6-13-GAS	6/8/2012	6/22/2012	Evelyn M. Kaye		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 6	Division 6-14-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-14-GAS	
Division Set 6	Division 6-15-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-15-1-GAS Att. DIV 6-15-2-GAS Att. DIV 6-15-3-GAS	
Division Set 6	Division 6-16-GAS	6/8/2012	7/2/2012	Evelyn M. Kaye	Att. DIV 6-16-1-GAS Att. DIV 6-16-2-GAS Att. DIV 6-16-3-GAS Att. DIV 6-16-4-GAS Att. DIV 6-16-5-GAS (REDACTED)	Att. DIV 6-16-1-GAS Att. DIV 6-16-2-GAS Att. DIV 6-16-3-GAS Att. DIV 6-16-4-GAS Att. DIV 6-16-5-GAS (CONFIDENTIAL)
DIVISION SET 7						
Division Set 7	Division 7-1-GAS	6/12/2012	7/5/2012	Evelyn M. Kaye	Att. DIV 7-1-GAS	
Division Set 7	Division 7-2-ELEC	6/12/2012	7/5/2012	Evelyn M. Kaye	Att. DIV 7-2-GAS	
Division Set 7	Division 7-3-ELEC/GAS	6/12/2012	7/5/2012	Evelyn M. Kaye	Att. DIV 7-3-1-ELEC/GAS Att. DIV 7-3-2-ELEC/GAS Att. DIV 7-3-3-ELEC/GAS	
Division Set 7	Division 7-4-ELEC/GAS	6/12/2012	7/5/2012	Evelyn M. Kaye		
Division Set 7	Division 7-5-ELEC/GAS	6/12/2012	6/28/2012	Evelyn M. Kaye	Att. DIV 7-5-ELEC/GAS	
Division Set 7	Division 7-6-ELEC	6/12/2012	6/25/2012	Evelyn M. Kaye		
Division Set 7	Division 7-7-GAS	6/12/2012	6/25/2012	Evelyn M. Kaye		
Division Set 7	Division 7-8-ELEC/GAS	6/12/2012	6/28/2012	Evelyn M. Kaye		
DIVISION SET 8						
Division Set 8	Division 8-1-ELEC	6/14/2012	6/25/2012	Michael D. Laflamme	Att. DIV 8-1-ELEC	
Division Set 8	Division 8-2-ELEC	6/14/2012	6/25/2012	Michael D. Laflamme	Att. DIV 8-2-ELEC	
Division Set 8	Division 8-3-ELEC	6/14/2012	7/3/2012	Michael D. Laflamme	Att. DIV 8-3-ELEC	
Division Set 8	Division 8-4-ELEC	6/14/2012	6/25/2012	Michael D. Laflamme		
Division Set 8	Division 8-5-ELEC	6/14/2012	7/5/2012	Michael D. Laflamme	Att. DIV 8-5-ELEC	
Division Set 8	Division 8-6-ELEC	6/14/2012		Michael D. Laflamme		
Division Set 8	Division 8-7-ELEC	6/14/2012		Maureen P. Heaphy		
Division Set 8	Division 8-8-ELEC	6/14/2012	6/25/2012	Michael D. Laflamme		
Division Set 8	Division 8-9-ELEC	6/14/2012	6/27/2012	Michael D. Laflamme		
Division Set 8	Division 8-10-ELEC	6/14/2012	6/25/2012	Michael D. Laflamme		
Division Set 8	Division 8-11-ELEC	6/14/2012	6/27/2012	Michael D. Laflamme		
Division Set 8	Division 8-12-ELEC	6/14/2012	6/27/2012	Michael D. Laflamme		
Division Set 8	Division 8-13-ELEC	6/14/2012		Michael D. Laflamme		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 8	Division 8-14-ELEC	6/14/2012	6/27/2012	Michael D. Laflamme		
Division Set 8	Division 8-15-ELEC	6/14/2012	6/27/2012	Michael D. Laflamme	Att. DIV 8-15-1-ELEC Att. DIV 8-15-2-ELEC	
Division Set 8	Division 8-16-ELEC	6/14/2012	6/27/2012	Michael D. Laflamme	Att. DIV 8-16-ELEC	
DIVISION SET 9						
Division Set 9	Division 9-1-GAS	6/14/2012	7/2/2012	Michael D. Laflamme		
Division Set 9	Division 9-2-GAS	6/14/2012	7/2/2012	Michael D. Laflamme	Att. DIV 9-2-GAS	
Division Set 9	Division 9-3-GAS	6/14/2012	6/27/2012	Michael D. Laflamme		
Division Set 9	Division 9-4-GAS	6/14/2012	6/27/2012	Michael D. Laflamme & Susan L. Fleck		
Division Set 9	Division 9-5-GAS	6/14/2012	6/27/2012	A. Leo Silvestrini		
Division Set 9	Division 9-6-GAS	6/14/2012	6/27/2012	A. Leo Silvestrini	Att. DIV 9-6-GAS	
Division Set 9	Division 9-7-GAS	6/14/2012	6/27/2012	A. Leo Silvestrini		
Division Set 9	Division 9-8-GAS	6/14/2012	6/27/2012	A. Leo Silvestrini	Att. DIV 9-8-GAS	
Division Set 9	Division 9-9-GAS	6/14/2012	6/27/2012	A. Leo Silvestrini		
DIVISION SET 10						
Division Set 10	Division 10-1-ELEC	6/22/2012	7/3/2012	Howard S. Gorman	Att. DIV 10-1-1-ELEC Att. DIV 10-1-2-ELEC	
Division Set 10	Division 10-2-ELEC	6/22/2012	7/3/2012	Jeanne A. Lloyd	Att. DIV 10-2-1-ELEC Att. DIV 10-2-2-ELEC Att. DIV 10-2-3-ELEC Att. DIV 10-2-4-ELEC Att. DIV 10-2-5(1)-ELEC to Att. DIV 10-2-5(11)-ELEC Att. DIV 10-2-3-ELEC Att. DIV 10-2-4-ELEC Att. DIV 10-2-5-ELEC Att. DIV 10-2-6-ELEC Att. DIV 10-2-7-ELEC Att. DIV 10-2-8-ELEC Att. DIV 10-2-9-ELEC	
Division Set 10	Division 10-3-ELEC	6/22/2012	7/5/2012	Evelyn M. Kaye	Att. DIV 10-3-1-ELEC Att. DIV 10-3-2-ELEC	
Division Set 10	Division 10-4-ELEC	6/22/2012	7/3/2012	Alfred P. Morrissey	Att. DIV 10-4-ELEC	
Division Set 10	Division 10-5-ELEC	6/22/2012	7/5/2012	Howard S. Gorman	Att. DIV 10-5-ELEC	
Division Set 10	Division 10-6-ELEC	6/22/2012	6/28/2012	Howard S. Gorman		
Division Set 10	Division 10-7-ELEC	6/22/2012	6/28/2012	Howard S. Gorman	Att. DIV 10-7-ELEC	
Division Set 10	Division 10-8-ELEC	6/22/2012	6/28/2012	Howard S. Gorman		

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 7-1-GAS

Request:

Reference Kaye testimony, page 3, lines 13-20. Please provide all work papers, analyses, data and studies which specifically support the correlation relationship between gas commodity prices and the Company's level of uncollectible expense.

Response:

The Company has not explicitly studied the correlation between gas supply prices and the level of uncollectible expense because this impact is largely intuitive given the time of year when larger bills and arrears balances are incurred and the lag until an account is terminated and subsequently written off. Exacerbating the build-up of accounts receivable and subsequent termination and write-off is the winter moratorium. Please refer to Attachment DIV 7-1-GAS, which is provided in electronic format and includes the work papers that supported Schedule EMK-2 in the Direct Testimony of Company Witness Evelyn M. Kaye. This schedule depicts the lag between the winter period when higher bills are naturally incurred (and intensified at times when GCR rates have been relatively greater) and the ultimate write off of these accounts.

Division 7-2-ELEC

Request:

Reference Kaye testimony, page 3, lines 13-20. Please provide all work papers, analyses, data and studies which specifically support the correlation relationship between electric supply prices and the Company's level of uncollectible expense.

Response:

The Company has not explicitly studied the correlation between electric supply prices and the level of uncollectible expense because this impact is largely intuitive given the time of year when larger bills and arrears balances are incurred and the lag until an account is terminated and subsequently written off. That being said, please refer to Attachment DIV 7-2-ELEC which is being provided in electronic format and contains the workpapers that supported Schedule EMK-3 in the Direct Testimony of Company Witness Evelyn M. Kaye.

Division 7-3-ELEC/GAS

Request:

Reference Kaye testimony, page 9, lines 1-16.

- a) Please provide the number of accounts, type of accounts (i.e., standard-residential protected residential and non-residential) and total incremental increase in accounts receivable resulting from suspending outbound calling and field collection activity between August and October 2011.
- b) Please explain how the Company identifies and quantifies the accounts and dollars impacted as result of the suspended collection activities.
- c) Please provide the number and type of accounts and total incremental increase in accounts receivable, which were "pushed" into the Winter Moratorium Period.
- d) Please provide the final anticipated impact to charge-offs as a result of the suspended collection activity between August 2011 and October 2011.
- e) Please provide an explanation of the Company's subsequent collection treatment strategies, activities and customer account management processes specifically designed and implemented to mitigate the impact of the suspended collection activity between August 2011 and October 2011.

Response:

a), b) and c): The Company had done a high level analysis in the last quarter of 2011 of the forgone collections opportunities related to the suspension of field activities and outbound calling last year. These studies were not drilled down to the account level detail by standard residential, protected residential and so on.

FIELD: Please see Attachment DIV 7-3-1-ELEC/GAS for a summary of the estimated impacts due to suspended field action.

Calculating the dollar amounts not collected is straightforward. A per day average dollar amount collected for a particular month using the prior year's data is determined. That amount is then multiplied by the number of days that field collection actions were suspended for an area to get to the total amount not collected.

Division 7-3-ELEC/GAS, page 2

Calculating the potential dollars collected post cut-out for non-payment ("CONP") is more involved. A data table from field collections results for the comparable test month in the prior year is developed. This table contains all of the account numbers that were CONP during this test month. This table is then joined to a system table that contains records of all payments made on an account. It is assumed that any payment made on an account ≤ 10 days after the CONP date was a payment that was made directly as a result of the CONP. From this the average dollars collected post-CONP is calculated, as is the average number of CONPs per day. Thus, a per day average of dollars collected post-CONP is determined.

(For the late October 2011 snowstorm, the estimated suspension of field activity was only one day for Narragansett Gas. Hence, this is ignored within that section of Attachment DIV 7-3-1-ELEC/GAS.)

OUTBOUND COLLECTIONS CALLING: Please see Attachment DIV 7-3-2-ELEC/GAS for a summary of the estimated impacts due to suspended collections calling activity. It should be noted that the Company did not stop making calls to gas customers during the two major storms. Therefore, analysis only for Narragansett Electric customers analysis was undertaken.

Please see Attachment DIV 7-3-3-ELEC/GAS for the work paper assumptions and calculations.

d) The estimated write-off from the suspension of activities is shown by the following:

	Reserve Rate	
Rhode Island-49 Cost	\$1,462,993	12.35%
		180,679.69 = \$181 thousand

e) The storms related to Tropical Storm Irene impacted National Grid's collection activity for close to two weeks. Once the suspension was lifted, the Company resumed the usual collection activities. The late October snow storm was at the end of the termination season so the winter moratorium collection procedures commenced.

LOST COLLECTIONS DUE TO TROPICAL STORM IRENE

	Daily			Jurisdiction	By 5 Days Lost	Jurisdiction	Total
	\$ Field	\$ Post CONP	Total				
MA Electric	\$32,123	\$45,340	\$77,463	MA	\$387,315	MA	\$801,900
MA Gas	\$24,771	\$58,146	\$82,917	MA	\$414,585		
NH Electric	\$959	\$768	\$1,727	NH	\$8,635	NH	\$116,155
NH Gas	\$3,704	\$17,800	\$21,504	NH	\$107,520		
NY CSS	\$12,911	\$24,475	\$37,386	NY	\$186,930	NY	\$1,783,260
NYC Gas	\$48,650	\$89,712	\$138,362	NY	\$691,810		
LI Elec	\$59,606	\$42,483	\$102,089	NY	\$510,445		
LI Gas	\$33,010	\$45,805	\$78,815	NY	\$394,075		
RI Electric	\$11,992	\$28,582	\$40,574	RI	\$202,870	RI	\$405,875
RI Gas	\$2,113	\$38,488	\$40,601	RI	\$203,005		
	\$229,839	\$391,599	\$621,438				

LOST COLLECTIONS DUE TO OCT/NOV 2011 SNOW STORM

Estimated November 2011 CSS CO's Per Day					
	\$ Post			Missed Days	
	\$ Field	CONP	Total	Oct/Nov'11	
MA Electric	\$24,598	\$72,662	\$97,260	3.75	\$364,725
NH Electric	\$397	\$3,318	\$3,715	3.75	\$13,931
RI Electric	\$9,227	\$28,565	\$37,792	3.75	\$141,720
NY CSS	\$31,000	\$103,014	\$134,014	3.50	\$469,049

	FIELD		\$ Post CONP	
	Prior Yr 11/10	Per Day Avg (1)	(2)	Per Day Avg
NY	\$588,993	\$31,000	\$1,957,268	\$103,014
MA	\$491,951	\$24,598	\$1,380,587	\$72,662
NH	\$7,938	\$397	\$63,042	\$3,318
RI	\$184,541	\$9,227	\$542,733	\$28,565

(1) Divided by # of available days to collect in those jurisdictions.
(2) Payments Received w/in 10 days prior year.

Estimated Loss in Collections from Storms

[Optional comments]

Tornado

Shut down all Massachusetts calls June 6th- June 16th

Estimated Loss

KEDNE	\$	1,887,022		
NGNE-MECC	\$	1,907,274		
	\$	3,794,296		

Tropical Storm Irene

Effectuated both Gas and Electric operations
No Calls made Aug 27th, 29th, 30th, 31st- NE
No call made Aug 27th, 29th, 31st- NY

Estimated Loss

KEDNE	\$	473,661		
KEDNY	\$	952,177		
NGNE	\$	1,208,885	Rhode Island-49	\$ 265,955
NGNY-12	\$	1,937,619		
KEDLI	\$	103,614		
	\$	4,675,956		

Flooding caused by Tropical Storm Irene

No Calls made 9/1-9-11 All of NE and LI
No Calls made 9/1-9/05 in all of NY (Eastern)

Estimated Loss

KEDNE	\$	1,004,235		
KEDNY	\$	783,104		
NGNY-12	\$	2,808,968		
NGNE	\$	3,647,845	Rhode Island-49	\$ 802,526
KEDLI	\$	247,531		
	\$	8,491,683		

Snow in late October

No Calls Made In NY on 10/31
No Calls made in NE 10/31- 11/03 (CSS)
No Calls made in KEDNE 10/31- 11/08

Estimated Loss

NGNY-12	\$	1,151,552		
NGNE	\$	1,793,240	Rhode Island-49	\$ 394,513
KEDNE	\$	344,306		
	\$	3,289,097		

Total Estimated Loss from Storms
\$ 20,251,032

NGNY-12	\$	5,898,138		
			Rhode Island-49	\$ 1,462,993
		Total		\$ 7,361,132

Estimated Loss in Collections from Storms

Tornado

Shut down all Massachusetts calls
June 6th- June 16th
CRIS and CSS

Shut down all of Mass (05) calls NCI
June 6th- June 16th
CRIS and CSS

CSS Collections

Last years Collections (same timeframe)
06/07/10-06/17/10

DATE_CALLED	3_DAY	7_DAY	10_DAY	TOTAL
\$ 293,769	\$ 950,981	\$ 1,867,797	\$ 2,202,456	\$ 2,817,384

June 11 Collections

06/20/11-06/30/2011(Same amount of days- actual collections this June)

\$ 1,907,274

DATE_CALLED	3_DAY	7_DAY	10_DAY	TOTAL
\$ 183,174	\$ 629,755	\$ 1,356,703	\$ 1,612,092	\$ 2,046,014

Average Lost for CSS

\$ 1,907,274

KEDNE Collections

Actuals

Total \$ collected
June '10 \$5,467,909 **\$210,304.18** \$ collected per day
Days of collections 26

June '11 2005202.38
Days of Collections 12 \$ 167,100

Average Lost per day

\$ 188,702 Didn't make calls for 10 days
\$ 1,887,022

Tropical Storm Irene- Both Electric and gas

Estimated Loss

	RI 22% of Total NE	0.22	CRIS	2010	2011	Average	
New England							
2011			KEDNY Gas	224,435	\$ 251,653	\$ 238,044	952,176.61
8/06/11-08/10/11- Actual Collections	\$ 1,032,249	227,095	Boston Gas	86,302	\$ 82,051	\$ 84,177	336,706.80
08/13/11-08/17/11- Actual	\$ 1,058,103	232,783	Essex Gas	4,177	\$ 4,254	\$ 4,216	16,862.83
08/20/11-08/24/11- Actual	\$ 1,078,512	237,273	Colonial Cape & I	15,282	\$ 17,866	\$ 16,574	66,297.00
August 2011 3- week Average	\$ 1,056,288	232,383	Energy North Gas	12,815	\$ 14,082	\$ 13,449	53,794.26
2010						\$ 356,459	473,660.89
08/28/10-9/1/2010	\$ 1,361,483	299,526.19					
Average 2010 &2011	\$ 1,208,885	\$ 265,955		10-Day Loss	\$ 1,425,837.50		

New York

08/06-08/08, 08/10 -Actual Collections	\$ 1,967,630		Total Loss from Irene	
08/13-08/15 08/17-Actual Collections	\$ 1,728,419		CRIS	\$ 1,425,837.50
08/20-08/22, 08/24- Actual Collections	\$ 1,989,368		CSS	\$ 3,146,504
August 2011 3- week Average	\$ 1,895,139		KEDLI	\$ 103,613.62
				\$ 4,675,955.58

08/28-08/30, 09/01 -2010 \$ 1,980,099

Average 2010 &2011 \$ 1,937,619

Total CSS Lost Collections **\$ 3,146,504**

KEDLI

Average Daily \$ collected per day
\$ 20,723 **\$ 103,614**

Flooding caused by Tropical Storm Irene

NE CSS no calls made 9/1/2011- 9/10/2011

2010			0.29	Total Estimated lost from Flooding	
09/02/2010-09/11/2010 actual	2,674,503			NE	\$ 3,647,845
One Day average	577,648	4,621,187		NY	\$ 2,808,968
Total Lost		3,647,845	1,057,875.12		6,456,813

09/02/2010-09/05/2010 Actual		1,140,871	
New York 3-days	521,599	2,086,396	
		1,613,633	

Excluded Data

09/06/2011 Exclude 518 area code
09/07/2011 Exclude 518 area code
09/08/2011 Exclude 315,607, and 518 area codes
09/09/2011 Exclude 315,607, and 518 area codes
09/10/2011 Exclude 315,607, and 518 area codes

2010		2011		Difference				
Accounts Received	Total Callable	Accounts Received	Total Callable					
09/07/2010	10951	9,596	88%	09/06/2011	22,734	15,711	69%	-19%
09/08/2010	30405	29,139	96%	09/07/2011	28,495	21,214	74%	-21%
09/09/2010	27367	26,024	95%	09/08/2011	23,158	9,083	39%	-56%
09/10/2010	26395	25,133	95%	09/09/2011	12,276	8,281	67%	-28%
09/11/2010	24585	23,572	96%	09/10/2011	15,632	7,932	51%	-45%

09/12/2011-09/16/2011 Actual Arrears collected

09/12/2011	360776.251	-66811.27619	293964.9748
09/13/2011	360776.251	-77163.04951	283613.2015
09/14/2011	360776.251	-201568.4428	159207.8082
09/15/2011	360776.251	-100158.5769	260617.6741
09/16/2011	360776.251	-162845.5023	197930.7487
			\$ 1,195,334

KEDNE/NY

Total Arrears collected	Sep '10 # days of collections				
KEDNY	4,894,399	25	\$ 195,776	783,103.87	1223599.803 1,003,351.84
KEDNE	2,510,588	25	\$ 100,424	1,004,235.12	1255293.905 1,129,764.51

Snow in late October

09/12/2011-09/16/2011					3_DAY					7_DAY					10_DAY					TOTAL					NUM_PMT UNIQ_ACC SUCCESSFUL								
DATE_CALLED	3_DAY	7_DAY	10_DAY	TOTAL	3_DAY	7_DAY	10_DAY	TOTAL	NUM_PMT	UNIQ	ACC	SUCCESSFUL	3_DAY	7_DAY	10_DAY	TOTAL	NUM_PMT	UNIQ	ACC	SUCCESSFUL	3_DAY	7_DAY	10_DAY	TOTAL	NUM_PMT	UNIQ	ACC	SUCCESSFUL					
474210	1332008.83	1332008.83	1332008.83	1482279.26	7224.52	17936.3	24,215	26259.42	143	133	NULL	NULL	613.83	2159.05	2,411	2474.08	17	15	NULL	NULL	50	610.13	785	945.26	7	6	NULL	NULL					
09/07/2010-09/11/2010					6062.87	18284.17	24,245	28728.21	180	175	NULL	NULL	0	335.92	354	354.35	2	1	NULL	NULL	45514.22	82067.78	112,658	116155	718	674	NULL	NULL					
277008	1,040,938	1,929,705	227575368%	2735863	274570.59	508013.5	715,700	724486.6	4696	4510	NULL	NULL	1075.37	2461.55	2,922	2924.55	15	15	NULL	NULL	12958.34	20942.64	32,234	34465.32	214	198	NULL	NULL					
			455150.736	360776.251	0	0	50	50	1	1	NULL	NULL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
2010	10 FinalBill	CALLED	49	19	1,281	1,281	1281.41	0	407.26	543.44	543	587.25	8	7	NULL	NULL	2010	10 preterm	CALLED	12	8250	9,202,139	9,198,801	9202139.07	84332	275817.17	424927	532,193	578155.8	2577	2382	NULL	NULL
2010	10 reminder	CALLED	4	18	1,888	1,888	1888.47	152	259.95	596.99	715	1152.7	8	8	NULL	NULL	2010	10 reminder	CALLED	5	3122	389,024	389,024	389024.45	13114	70573.36	130918.4	169,668	232371.6	1458	1414	NULL	NULL
2010	10 reminder	CALLED	12	5149	805,343	805,343	805342.83	44602.91	211279.64	314615.7	371,483	547837.2	2839	2712	NULL	NULL	2010	10 reminder	CALLED	41	143	18,695	18,695	18695.34	211.55	3106.98	7314.64	9,890	12909.41	87	83	NULL	NULL
2010	10 reminder	CALLED	49	1234	181,179	181,179	181178.97	8473.24	47437.34	77365.61	93155.8	125632.9	701	667	NULL	NULL	2010	10 reminder	CALLED	49	1234	181,179	181,179	181178.97	8473.24	47437.34	77365.61	93155.8	125632.9	701	667	NULL	NULL

	NY	NE
Total Arrers collected/ days of collections	\$ 903,676	\$ 846,451
	681,316	503355.7208
	792,496	846,451

11/02- 11/04

Year	Month	Call_Type	GROUP	CD_CO	Expr1	SAMPLE_ARRE/Actual_Begin_Arrears	AT_ORIG_NTC_1	DATE_CALLED	3_DAY	7_DAY	10_DAY	TOTAL	NUM_PMT	UNIQ	ACC	SUCCESSFUL
2010	11	Disconnect	CALLED	4	9	1977.14	1977.14	1977.14	141.62	141.62	641.33	641.33	1206.26	2	2	NULL
2010	11	Disconnect	CALLED	5	2136	493459.43	493459.43	493459.43	9355.8	31709.39	58292.11	68374.59	79532.38	532	506	NULL
2010	11	Disconnect	CALLED	12	1361	1519458.22	1519458.22	1519458.22	17415.98	43330.36	76054.17	101145.1	103526.37	626	611	NULL
2010	11	Disconnect	CALLED	41	76	31489.58	31489.58	31489.58	1006.07	1488.89	2886.4	3434.49	4177.31	26	25	NULL
2010	11	Disconnect	CALLED	49	824	179611.42	179611.42	179611.42	6056.03	17501.33	29892.53	38024.63	46971.1	276	266	NULL
2010	11	DPA	CALLED	4	8	3293.65	3293.65	3293.65	81.38	81.38	581.38	881.38	924.17	3	3	NULL
2010	11	DPA	CALLED	5	2442	751348.11	750640.27	751348.11	23455.73	51973.22	93799.97	110984.1	118484.9	819	788	NULL
2010	11	DPA	CALLED	12	7502	6541581.86	6541271.06	6541581.86	57398.4	156368.32	314269.18	382471.1	392832.21	2756	2665	NULL
2010	11	DPA	CALLED	41	65	15905.45	15905.45	15905.45	590.37	990.27	2337.11	3012.2	3349.29	27	24	NULL
2010	11	DPA	CALLED	49	965	312681.5	312013.16	312681.5	8865.16	20260.63	36796.12	43576.16	47972.96	309	292	NULL
2010	11	FinalBill	CALLED	4	6	353.92	353.92	353.92	0	0	52.17	76.68	76.68	2	2	NULL
2010	11	FinalBill	CALLED	5	550	38267.21	38267.21	38267.21	950.78	5571.94	10777.98	13558.96	14222.96	243	237	NULL
2010	11	FinalBill	CALLED	12	1177	107875.33	107875.33	107875.33	3867.84	13368.22	28083.87	31478.38	33951.69	455	447	NULL
2010	11	FinalBill	CALLED	41	11	824.7	824.7	824.7	0	90.69	90.69	90.69	90.69	1	1	NULL
2010	11	FinalBill	CALLED	49	155	11978.44	11978.44	11978.44	149.91	1650.35	3008.18	4084.57	4289.26	74	72	NULL
2010	11	INVESTIGATION	CALLED	12	1485	1767400.87	1764298.06	1767400.87	18994.94	73805.41	101163.89	112807.5	123093.24	589	566	1
2010	11	INVESTIGATION	CALLED	12	9273	14702008.21	14673722.63	14702008.21	61055.09	158550.73	337690.18	410750.6	444873.28	2033	1944	0
2010	11	reminder	CALLED	4	49	15194.53	15194.53	15194.53	1376.21	6355.58	8665.92	8768.92	16069.72	24	23	NULL
2010	11	reminder	CALLED	5	10668	1443602.38	1443602.38	1443602.38	93797.83	252620.36	590992.93	698098.7	938130.45	5518	5323	NULL
2010	11	reminder	CALLED	12	8777	1664579.16	1664366.62	1664579.16	66031.18	227959.11	494640.12	573311.1	847056.82	4370	4255	NULL
2010	11	reminder	CALLED	41	131	16000.18	16000.18	16000.18	1062.56	2486.76	7491.43	8405.88	11774.11	69	67	NULL
2010	11	reminder	CALLED	49	6015	1973116.3	1973116.3	1973116.3	37256.41	105791.53	253963.36	303831.2	375117.17	2326	2266	NULL

1,305,844

Nov 10 KEDNE 1,377,224
344,306

NGNE 487,395 Last day in Oct.
1,305,844 10/31- 11/03
1,793,240

394,513

Division 7-4-ELEC/GAS

Request:

Reference Kaye testimony, page 9, lines 16-19, and page 10, lines 1-8.

- a) Please provide the total incremental increase in accounts receivable and subsequent impact to charge-offs which resulted from extending the winter protection periods in prior years.
- b) Please provide an explanation of the Company's subsequent collection treatment strategies, activities and customer account management processes specifically designed and implemented to mitigate the impact of extending the winter protection periods in prior years.

Response:

- a) Moratorium extensions were granted to protected customers for the winters ending April 2009, 2010, 2011 and 2012. The Company has not conducted a detailed study at the account level to quantify the precise incremental increase in uncollectible amounts attributable to the moratorium because it is not possible to ascertain customer payment ability or motivation from a review of a customer's account. The statements made in the testimony refer to the fact that customer arrearage amounts increase across the board for protected customers when the moratorium is extended because a greater level of gas usage is allowed to occur before shutoff procedures can be initiated. Although the Company could identify the incremental usage attributable to each customer, it cannot reasonably ascertain at what point and to what extent the incremental usage affects the customer's ability to pay the total outstanding balance following the moratorium. However, it is certain that the increase in billed amounts subject to the moratorium inevitably creates a higher amount of uncollectible revenue in the aggregate.
- b) As part of the conversion of Rhode Island gas accounts from the Advantage customer system to the Customer Service System ("CSS") in January 2012, a change was made to the winter collection treatment path for non-protected residential customers. The intent of the change was to accommodate the affidavit process, which requires that, during the winter months, an attempt be made to notify the customer in person that their service could be terminated within 48 hours. Prior to the change, a non-protected customer would become eligible for service termination 13 business days after being issued a Disconnect Notice. Following the change, a non-protected customer now becomes eligible for affidavit issuance 13 business days after being issued a Disconnect Notice. A Field Representative will visit the customer's home during business hours and, if unsuccessful in delivering the affidavit at that time, will make a visit during non-business

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hours (the evening or weekend). As a result of those visits, CSS will be updated to note that either contact was made with the customer and the affidavit delivered, or that no contact was made with the customer and the affidavit issuance attempt is complete. Two business days after a successful or unsuccessful affidavit issuance attempt, the account becomes eligible for service termination unless the Company is instructed otherwise by the Division of Public Utilities and Carriers. This allows the Company to issue an affidavit and complete a service termination sooner. This change was not put into place for protected customers because this customer class does not become eligible for service termination during the winter months.

The Company also began filing petitions for elderly and handicapped terminations throughout the year, which encouraged both customer contact and payment on large-balance accounts. Prior to the change, the Company only conducted the petition process from April through October, allowing six months out of the year to perform all functions required to obtain approval for termination and to complete termination. Now the Company performs all petition functions, with the exception of field terminations, throughout the year. After the moratorium period (including extension) ends, the Company begins sending accounts that have not established a payment plan to the field for termination.