

July 10, 2020

BY ELECTRONIC MAIL

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

**RE: Docket 5022 - Suspension of Service Terminations and Certain Collections Activities
During the COVID-19 Emergency
Responses to PUC Data Requests – Set 3**

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed the Company's responses to the PUC's Third Set of Data Requests in the above-referenced matter.

Thank you for your attention to this filing. If you have any questions, please contact me at 781-907-2121.

Sincerely,



Raquel J. Webster

Enclosure

cc: Docket 5022 Service List
Jon Hagopian, Esq.
John Bell, Division
Linda George, Division

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

PUC 3-1

Request:

What criteria does the Company typically apply to make a decision to terminate electric service at a residential account? Please explain and provide a copy of any written policies, if any. The explanation should include not just the sending of a termination notice, but the scheduling of the physical termination.

Response:

During the non-moratorium months, the Company's standard customers (e.g. non-protected, non-Elderly, non-Handicapped, non-Seriously Ill) are subject to the following collection treatment timeline:

Accounts with overdue balances greater than \$50 enter the collections process approximately 29 calendar days after the bill date. In an effort to obtain payment and avoid initiating collection treatment, the Company reaches out to the customer of record by means of an outbound reminder call that is placed approximately 28-29 calendar days after the bill date.

Once an account has entered the collections process, it is assigned to a Strategy Group based upon its Experian Portfolio Management Package (PMP) behavioral score. The Company translates the PMP score to a single letter character that is compatible with the Company's Customer Service System, and that letter character is referred to as a Strategy Group. The Strategy Group assigned to the account determines the timing of all collection treatment up to and including the issuance of a termination notice as shown on the table below. Please note that accounts identified as low risk by their PMP score are assigned to Strategy Groups that have a more lenient collection treatment paths that does not include a termination notice. Accounts identified as high risk by their PMP score are assigned to different Strategy Groups, which have a more rigorous collection treatment path that includes an early termination notice.

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The Narragansett Electric Company Residential – Timing of Collection Treatment		
<u>Strategy Group(s)</u>	<u>Action</u>	<u>Business Days</u>
L & X	Issue to Call File	5
	Termination Notice	8-10
	Low-Income Termination Notice 2	11-13
	Post Termination Notice Call	14-16
	Field Selection Process Begins	21-23
N & R	Issue to Call File	1
	Termination Notice	14-16
	Low-Income Termination Notice 2	17-19
	Post Termination Notice Call	20-22
	Field Selection Process Begins	27-29
O & V	Issue to Call File	1
	Termination Notice	5-7
	Low-Income Termination Notice 2	8-10
	Post Termination Notice Call	11-13
	Field Selection Process Begins	18-20
P & W	Issue to Call File	1
	Termination Notice	3-5
	Low-Income Termination Notice 2	6-8
	Post Termination Notice Call	9-11
	Field Selection Process Begins	16-18
T	Issue to Call File	22
U	Issue to Call File	10
	Termination Notice	14-16
	Low-Income Termination Notice 2	17-19
	Post Termination Notice Call	20-22
	Field Selection Process Begins	27-29

PUC 3-1, page 3

The term “Business Days” refers to the number of business days that elapse between the date on which an account enters the collection process and the date(s) on which its collection treatment actions occur. For example, accounts in Strategy Groups N and R enter the collections process approximately 29 calendar days after the bill date if their overdue balance is greater than \$50. One business day later, they are placed into what the Company refers to as a “Call File”, which means that they are scheduled for a series of outbound reminder calls. 14-16 business days after entering the collections process, these accounts are issued a termination notice.

The range of days provided for the issuance of a termination notice is due to the fact that accounts can remain in the Call File for as little as one and as many as three business days, depending on how successful the Company is at reaching the customer. If the customer cannot be reached on the first try, the Call File will attempt up to three calls per day for up to three business days, leaving a voice mail message – if possible – on the third attempt each day. If the customer is reached but does not make sufficient payment or enter into a payment agreement, then the Company will issue a termination notice according to the schedule above. If the customer makes sufficient payment or enters into a payment agreement, then a termination notice will not be issued, and the customer's account will be removed from the collections process.

Low-income customers are issued a second termination notice three business days after the first termination notice, providing that they either have arrears aged 60 days (or greater), or arrears of any age totaling more than \$300. Low-income customers whose arrears don't match one of the thresholds for the second termination notice do not become eligible for termination until their arrears do match one of the thresholds for the second notice.

Additional outbound calls are made six and seven business days after the issuance of a termination notice, and the field selection process begins 13 business days after the issuance of a termination notice. Once an account is in the field selection process, it can be scheduled for termination of service as soon as the following business day. Termination of service to Residential accounts occurs on Mondays through Thursdays. If a customer's service has not been reconnected by the seventh calendar day following the termination, their account will be closed as of the termination date, and the Company will generate a final bill.

PUC 3-2

Request:

What criteria does the Company follow to make a decision to terminate electric service at a non-residential account? Please explain and provide a copy of any written policies, if any. The explanation should include not just the sending of a termination notice, but the scheduling of the physical termination.

Response:

During the non-moratorium months, the Company's non-residential customers are subject to the following collection treatment timeline:

Accounts with overdue balances greater than \$50 enter the collections process approximately 29 calendar days after the bill date. In an effort to obtain payment and avoid initiating collection treatment, the Company reaches out to the customer of record by means of an outbound reminder call that is placed approximately 28-29 calendar days after the bill date.

Once an account has entered the collections process, it is assigned to a Strategy Group based upon its Experian Portfolio Management Package (PMP) behavioral score. The Company translates the PMP score to a single letter character that is compatible with the Company's Customer Service System, and that letter character is referred to as a Strategy Group. The Strategy Group assigned to the account determines the timing of all collection treatment up to and including the issuance of a termination notice as shown on the table below. Please note that accounts identified as low risk by their PMP score are assigned to Strategy Groups, which have more lenient collection treatment paths that do not include a termination notice. Accounts identified as high risk by their PMP score are assigned to different Strategy Groups, which have more rigorous collection treatment paths that include an early termination notice.

PUC 3-2, page 2

The Narragansett Electric Company Non-Residential – Timing of Collection Treatment		
<u>Strategy Group(s)</u>	<u>Action</u>	<u>Business Days</u>
K & R	Issue to Call File	15
L & S	Issue to Call File	10
M & U	Termination Notice	10
	Post Termination Notice Call	13
	Field Selection Process Begins	21
O, V, Y	Termination Notice	5
	Post Termination Notice Call	8
	Field Selection Process Begins	16
P & Z	Issue to Call File	1
	Termination Notice	6-8
	Post Termination Notice Call	9-11
	Field Selection Process Begins	17-19
T	Issue to Call File	10
	Termination Notice	16-18
	Post Termination Notice Call	19-21
	Field Selection Process Begins	27-29
W	Issue to Call File	7
	Termination Notice	11-13
	Post Termination Notice Call	14-16
	Field Selection Process Begins	22-24
X	Issue to Call File	1
	Termination Notice	11-13
	Post Termination Notice Call	14-16
	Field Selection Process Begins	22-24

The term “Business Days” refers to the number of business days that elapse between the date on which an account enters the collection process and the date(s) on which its collection treatment actions occur. For example, accounts in Strategy Groups P and Z enter the collections process approximately 29 calendar days after the bill date if their overdue balance is greater than \$50. One business day later, they are placed into what the Company refers to as a “Call File”, which means that they are scheduled for a series of outbound reminder calls. 6-8 business days after entering the collections process, these accounts are issued a termination notice.

The range of days provided for the issuance of a termination notice is due to the fact that accounts can remain in the Call File for as little as one and as many as three business days,

PUC 3-2, page 3

depending on how successful the Company is at reaching the customer. If the customer cannot be reached on the first try, the Call File will attempt up to three calls per day for up to three business days, leaving a voice mail message – if possible – on the third attempt each day. If the customer is reached but does not make sufficient payment or enter into a payment agreement, then the Company will issue a termination notice according to the schedule above. If the customer makes sufficient payment or enters into a payment agreement, then a termination notice will not be issued and the customer's account will be removed from the collections process.

Additional outbound calls are made 3, 4, and 5 business days after the issuance of a termination notice, and the field selection process begins 11 business days after the issuance of a termination notice. Once an account is in the field selection process, it can be scheduled for termination of service as soon as the following business day. Termination of service to non-residential electric accounts occurs on Mondays through Thursdays. If a customer's service has not been reconnected by the seventh calendar day following the termination, their account will be closed – as of the termination date – and a final bill generated.

PUC 3-3

Request:

Has the Company modified its criteria, as a result of the COVID emergency, to be implemented following a Commission decision to lift the moratorium on utility terminations for nonpayment? If so, how? The explanation should include not just the sending of a termination notice, but the scheduling of the physical termination.

Response:

Given the unique circumstances that COVID-19 has brought, the Company has developed an extensive customer outreach program. In addition to suspending field terminations and late payment charges in accordance with the Commission's Orders in this docket, the Company's COVID-19 Emergency Bill Payment and Customer Assistance Program Plan filed in this docket includes bill health messaging, flexible payment plans, and a phased-in approach to restarting collections activities. The Company has not made any other modifications to its collections practices; however, the Company will continue to take its guidance from the Commission as to implementation of any next steps.

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 5022
COVID-19 Emergency
Responses to Commission's Third Set of Data Requests
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PUC 3-4

Request:

If the Commission were to end the moratorium on shut-offs as of August 1, how many residential customers would be eligible for termination of service by rate class?

Response:

In the month of June, from June 1, 2020 to June 30, 2020, there were 47,818 unique residential electric customers eligible for termination. The breakdown by rate class is shown in the table below. The Company anticipates that these volumes will increase by approximately 5% in July.

Electric	Jun-20
Electric Residential	41,537
Electric Residential Low Income	6,281
Total	47,818

PUC 3-5

Request:

Based on prior years' experience, what is the percentage of customers who receive termination notices at the end of the winter moratorium whose service is shut off within 90 days (please provide the information by rate class)?

Response:

Please see the table below for the percentage of electric customers, by rate class, who received termination notices at the end of the winter moratorium and whose service was shut off within 90 days based on prior years' experience.

Electric Termination Notices	Percentage Cut
A-16 Residential Accounts	12.19%
A-60 Residential Accounts	18.42%
C-06 Accounts	52.44%
G-02 Accounts	59.42%

The Narragansett Electric Company
d/b/a National Grid
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PUC 3-6

Request:

Please provide the following information (for electric accounts) in excel format:

<u>A-16 Residential Accounts</u>				
	(a)	(b)	(c)	(d)
			(a)-(b)	
<u>Arrears >60 days</u>	<u>Current Total</u>	<u>As of March 1, 2020</u>	<u>Difference</u>	<u>Number Protected from Shutoff per Shutoff Rules</u>
Arrears \$10,000 or greater				
Arrears \$7,500 to \$9,999				
Arrears \$5,000 to \$7,499				
Arrears \$2,500 to \$4,999				
Arrears \$1,000 to \$2,499				
Arrears \$500 to \$999				
<u>A-60 Residential Accounts</u>				
	(a)	(b)	(c)	(d)
			(a)-(b)	
<u>Arrears >60 days</u>	<u>Current Total</u>	<u>As of March 1, 2020</u>	<u>Difference</u>	<u>Number Protected from Shutoff per Shutoff Rules</u>
Arrears \$10,000 or greater				
Arrears \$7,500 to \$9,999				
Arrears \$5,000 to \$7,499				
Arrears \$2,500 to \$4,999				
Arrears \$1,000 to \$2,499				
Arrears \$500 to \$999				

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<u>C-06 Accounts</u>			
	(a)	(b)	(c)
			(a)-(b)
<u>Arrears >60 days</u>	<u>Current Total</u>	<u>As of March 1, 2020</u>	<u>Difference</u>
Arrears \$10,000 or greater			
Arrears \$7,500 to \$9,999			
Arrears \$5,000 to \$7,499			
Arrears \$2,500 to \$4,999			
Arrears \$1,000 to \$2,499			
Arrears \$500 to \$999			
<u>G-02 Accounts</u>			
	(a)	(b)	(c)
			(a)-(b)
<u>Arrears >60 days</u>	<u>Current Total</u>	<u>As of March 1, 2020</u>	<u>Difference</u>
Arrears \$50,000 or greater			
Arrears \$30,000 to \$49,999			
Arrears \$20,000 to \$29,999			
Arrears \$10,000 to \$19,999			

Response:

Please see Attachment PUC 3-6 for the requested information.¹

¹ Please note that the Company used February 29 as the starting date for the information in the attached Excel file because the Company's credit and collections data system uses snapshots of system data imported each Saturday of the week. February 29 was the nearest Saturday to March 1.

Electric

A-16 Residential Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
	Sum of 60+ arrears as of				
Arrears >60 days	2/29/2020	7/4/2020	Difference*	Protected amount from (b)	Protected % from (b)
J: 50,000+	0	0	0	0	
I: 40,000-49,999	\$0.00	\$168,786.60	\$168,786.60	\$168,786.60	100.0%
I: 30,000-39,999	\$224,550.02	\$74,378.21	-\$150,171.81	\$74,378.21	100.0%
H: 20,000-29,999	\$305,013.38	\$608,706.32	\$303,692.94	\$514,032.27	84.4%
G: 10,000-19,999	\$1,840,065.40	\$2,440,780.74	\$600,715.34	\$1,944,409.96	79.7%
\$10,000 and greater	\$2,369,628.80	\$3,292,651.87	\$923,023.07	\$2,701,607.04	82.0%
F: 7500-9999	\$1,082,506.64	\$1,640,732.58	\$558,225.94	\$1,172,120.88	71.4%
E: 5000-7499	\$2,099,507.97	\$2,765,450.22	\$665,942.25	\$1,781,600.41	64.4%
D: 2500-4999	\$3,272,156.65	\$5,012,527.27	\$1,740,370.62	\$1,945,596.42	38.8%
C: 1000-2499	\$4,527,647.98	\$8,602,093.44	\$4,074,445.46	\$1,071,149.66	12.5%
B: 500-999	\$3,987,998.90	\$6,119,725.78	\$2,131,726.88	\$241,558.86	3.9%

* a positive number indicates a rise in 60-day-plus arrears

A-60 Residential Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
	Sum of 60+ arrears as of				
Arrears >60 days	2/29/2020	7/4/2020	Difference*	Protected amount from (b)	Protected % from (b)
J: 50,000+	\$0.00	\$0.00	\$0.00	\$0.00	
I: 40,000-49,999	\$0.00	\$0.00	\$0.00	\$0.00	
I: 30,000-39,999	\$34,798.30	\$69,401.19	\$34,602.89	\$69,401.19	100.0%
H: 20,000-29,999	\$73,020.96	\$159,988.14	\$86,967.18	\$159,988.14	100.0%
G: 10,000-19,999	\$804,542.42	\$975,908.65	\$171,366.23	\$706,417.01	72.4%
\$10,000 and greater	\$912,361.68	\$1,205,297.98	\$292,936.30	\$935,806.34	77.6%
F: 7500-9999	\$675,378.44	\$902,921.18	\$227,542.74	\$577,765.19	64.0%
E: 5000-7499	\$1,228,477.00	\$1,422,135.71	\$193,658.71	\$838,400.05	59.0%
D: 2500-4999	\$2,398,230.93	\$2,927,463.35	\$529,232.42	\$1,203,731.53	41.1%
C: 1000-2499	\$2,887,723.99	\$3,514,231.23	\$626,507.24	\$829,583.79	23.6%
B: 500-999	\$1,558,510.60	\$1,638,968.13	\$80,457.53	\$192,968.45	11.8%

* a positive number indicates a rise in 60-day-plus arrears

C-06 Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
	Sum of 60+ arrears as of				
Arrears >60 days	2/29/2020	7/4/2020	Difference*	Protected amount from (b)	Protected % from (b)
J: 50,000+	\$0.00	\$0.00	\$0.00	\$0.00	
I: 40,000-49,999	\$0.00	\$0.00	\$0.00	\$0.00	
I: 30,000-39,999	\$0.00	\$67,614.91	\$67,614.91	\$0.00	0.0%
H: 20,000-29,999	\$24,620.44	\$22,557.89	-\$2,062.55	\$0.00	0.0%
G: 10,000-19,999	\$185,381.54	\$402,522.04	\$217,140.50	\$0.00	0.0%
\$10,000 and greater	\$210,001.98	\$492,694.84	\$282,692.86	\$0.00	0.0%
F: 7500-9999	\$139,057.51	\$227,298.27	\$88,240.76	\$0.00	0.0%
E: 5000-7499	\$110,825.77	\$435,958.66	\$325,132.89	\$0.00	0.0%
D: 2500-4999	\$372,386.56	\$725,721.34	\$353,334.78	\$0.00	0.0%
C: 1000-2499	\$389,290.09	\$937,610.35	\$548,320.26	\$0.00	0.0%
B: 500-999	\$228,876.24	\$524,492.63	\$295,616.39	\$0.00	0.0%

* a positive number indicates a rise in 60-day-plus arrears

G-02 Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
Arrears >60 days	Sum of 60+ arrears as of		Difference*	Protected amount from (b)	Protected % from (b)
	2/29/2020	7/4/2020			
J: 50,000+	\$0.00	\$115,204.28	\$115,204.28	\$0.00	0.0%
I: 40,000-49,999	\$0.00	\$129,628.70	\$129,628.70	\$0.00	0.0%
I: 30,000-39,999	\$0.00	\$64,353.64	\$64,353.64	\$0.00	0.0%
H: 20,000-29,999	\$94,800.07	\$258,617.06	\$163,816.99	\$0.00	0.0%
G: 10,000-19,999	\$120,028.84	\$604,072.51	\$484,043.67	\$0.00	0.0%
\$10,000 and greater	\$214,828.91	\$1,171,876.19	\$957,047.28	\$0.00	0.0%
F: 7500-9999	\$159,380.12	\$281,276.60	\$121,896.48	\$0.00	0.0%
E: 5000-7499	\$136,675.19	\$389,382.02	\$252,706.83	\$0.00	0.0%
D: 2500-4999	\$152,087.13	\$485,602.97	\$333,515.84	\$0.00	0.0%
C: 1000-2499	\$117,285.26	\$264,873.97	\$147,588.71	\$0.00	0.0%
B: 500-999	\$38,992.75	\$64,112.69	\$25,119.94	\$0.00	0.0%

* a positive number indicates a rise in 60-day-plus arrears

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 5022
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PUC 3-7

Request:

Please provide the total shutoffs by year (for electric accounts), in the following excel format:

<u>A-16 Residential Accounts</u>			
	(a)	(b)	(c)
	<u>2019</u>	<u>2018</u>	<u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$10,000 or greater			
Arrears \$7,500 to \$9,999			
Arrears \$5,000 to \$7,499			
Arrears \$2,500 to \$4,999			
Arrears \$1,000 to \$2,499			
Arrears \$500 to \$999			
<u>A-60 Residential Accounts</u>			
	(a)	(b)	(c)
	<u>2019</u>	<u>2018</u>	<u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$10,000 or greater			
Arrears \$7,500 to \$9,999			
Arrears \$5,000 to \$7,499			
Arrears \$2,500 to \$4,999			
Arrears \$1,000 to \$2,499			
Arrears \$500 to \$999			

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<u>C-06 Accounts</u>			
	(a)	(b)	(c)
	<u>2019</u>	<u>2018</u>	<u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$10,000 or greater			
Arrears \$7,500 to \$9,999			
Arrears \$5,000 to \$7,499			
Arrears \$2,500 to \$4,999			
Arrears \$1,000 to \$2,499			
Arrears \$500 to \$999			
<u>G-02 Accounts</u>			
	(a)	(b)	(c)
	<u>2019</u>	<u>2018</u>	<u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$50,000 or greater			
Arrears \$30,000 to \$49,999			
Arrears \$20,000 to \$29,999			
Arrears \$10,000 to \$19,999			

Response:

Please see Attachment PUC 3-7 for the requested information.

Electric			
<u>A-16 Residential Accounts</u>			
	(a)	(b)	(c)
	<u>2019</u>	<u>2018</u>	<u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$10,000 or greater	26	23	21
Arrears \$7,500 to \$9,999	27	28	37
Arrears \$5,000 to \$7,499	66	74	109
Arrears \$2,500 to \$4,999	430	382	518
Arrears \$1,000 to \$2,499	2208	1618	1847
Arrears \$500 to \$999	3588	3840	2864
	6345	5965	5396

<u>A-60 Residential Accounts</u>			
	(a)	(b)	(c)
	<u>2019</u>	<u>2018</u>	<u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$10,000 or greater	7	6	3
Arrears \$7,500 to \$9,999	12	6	15
Arrears \$5,000 to \$7,499	25	28	38
Arrears \$2,500 to \$4,999	215	169	187
Arrears \$1,000 to \$2,499	732	587	576
Arrears \$500 to \$999	898	948	747
	1889	1744	1566

C-06 Accounts			
	(a)	(b)	(c)
	<u>2019</u>	<u>2018</u>	<u>2017</u>
	Total Shutoffs	Total Shutoffs	Total Shutoffs
Arrears \$10,000 or greater	11	2	2
Arrears \$7,500 to \$9,999	12	1	4
Arrears \$5,000 to \$7,499	12	4	8
Arrears \$2,500 to \$4,999	54	34	21
Arrears \$1,000 to \$2,499	137	80	60
Arrears \$500 to \$999	156	137	126
	382	258	221

G-02 Accounts			
	(a)	(b)	(c)
	<u>2019</u>	<u>2018</u>	<u>2017</u>
	Total Shutoffs	Total Shutoffs	Total Shutoffs
Arrears \$50,000 or greater	0	0	1
Arrears \$30,000 to \$49,999	0	0	0
Arrears \$20,000 to \$29,999	1	0	0
Arrears \$10,000 to \$19,999	1	4	1
Arrears \$1,000 to \$2,499	21	5	16
Arrears \$500 to \$999	8	6	10
	31	15	28

The Narragansett Electric Company
d/b/a National Grid
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PUC 3-8

Request:

In the Company's most recent weekly report, it lists the following:

Customers on Arrearage Mgmt/Forgiveness Plans [AMP]	March	April	May	6/27/2020
Residential	247	251	230	206
Low Income Residential	1,601	1,607	1,525	1,418
Total	1,848	1,858	1,755	1,624

The AMP requires a customer to be enrolled in the A-60 rate to participate? Please describe the eligibility for the 200+ residential customers not included in the Low Income Residential row.

Response:

Based on the Company's query for this data dated July 7, 2020 ,202 Residential electric customers are enrolled in an AMP. A review of those accounts showed that 33% of those customers were previously on the low income discount rate, but did not renew their eligibility. To find out why other Residential customers were enrolled in an AMP, the Company determined the need to review the remaining accounts on a customer-by-customer basis. After a preliminary review of the remaining Residential customers, approximately 18% continued an AMP on a new account without transferring their low income discount rate, 15% renewed their AMP for an additional year, but did not renew their low income discount rate, and 34% were possibly the result of a customer service representative error. The Company will continue its review of the eligibility of these accounts and will supplement this response, if necessary. The Company will also reinforce the AMP eligibility criteria with customer service representatives to ensure that only eligible customers are offered AMPs.

PUC 3-9

Request:

What criteria does the Company follow to make a decision to terminate gas service at a residential account? Please explain and provide a copy of any written policies, if any.

Response:

Please see the Company's response to PUC 3-1 for the criteria the Company follows to make a decision to terminate gas service at a residential account.

PUC 3-10

Request:

Has the Company modified its criteria, as a result of the COVID emergency, to be implemented following a Commission decision to lift the moratorium on utility terminations for nonpayment? If so, how?

Response:

Please see the Company's response to PUC 3-3.

PUC 3-11

Request:

What criteria does the Company follow to make a decision to terminate gas service at a non-residential account? Please explain and provide a copy of any written policies, if any.

Response:

Please see the Company's response to PUC 3-2 for the criteria the Company follows when making a decision regarding whether to terminate gas service at a non-residential account.

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 5022
COVID-19 Emergency
Responses to Commission's Third Set of Data Requests
Issued on July 2, 2020

PUC 3-12

Request:

If the Commission were to end the moratorium on shut-offs as of August 1, how many residential customers would be eligible for termination of service by rate class?

Response:

In the month of June, from June 1, 2020 to June 30, 2020, there were 33,324 unique residential gas customers eligible for termination. The breakdown by rate class is shown in the table below. The Company anticipates these volumes will increase by approximately 5% in July.

Gas	Jun-20
Gas 1012 Res Non Heat	1,926
Gas 1101 Res Low Inc Non Heat	113
Gas 1247 Res Heat	27,903
Gas 1301 Res Low Inc Heat	3,382
Total	33,324

PUC 3-13A

Request:

Based on prior years' experience, what is the percentage of customers who receive termination notices at the end of the winter moratorium whose service is shut off within 90 days (please provide the information by rate class)?

Response:

Please refer to the table below for the percentage of gas customers, by rate class, who received termination notices at the end of the winter moratorium whose service was shut off within 90 days based on prior years' experience.

Gas Termination Notices	Percentage Cut
10 Residential Non-heating Accounts	5.41%
11 Residential Low Income Non-heating Accounts	8.33%
12 Residential Heating Accounts	11.14%
13 Residential Low Income Heating Accounts	12.58%
Small C&I Rate 21	39.33%
Medium C&I Rate 22	38.46%

PUC 3-13B

Request:

Please provide the same information requested in questions 3-6 and 3-7 above for gas service customers by rate class for: Residential Rates 10 (residential non-heating), 11 (residential low income non-heating), 12 (residential heating), and 13 (residential low income heating); and Small C&I Rate 21, and Medium C&I Rate 22.

Response:

Please refer to Attachment PUC 3-13b-1 and Attachment PUC 3-13b-2 for the requested information.

Gas

10 Residential Non-Heating Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
Arrears >60 days	Sum of 60+ arrears as of		Difference*	Protected amount from (b)	Protected % from (b)
	2/29/2020	7/4/2020			
J: 50,000+	\$0.00	\$0.00	\$0.00	\$0.00	
I: 40,000-49,999	\$0.00	\$0.00	\$0.00	\$0.00	
I: 30,000-39,999	\$0.00	\$0.00	\$0.00	\$0.00	
H: 20,000-29,999	\$0.00	\$0.00	\$0.00	\$0.00	
G: 10,000-19,999	\$0.00	\$0.00	\$0.00	\$0.00	
\$10,000 and greater	\$0.00	\$0.00	\$0.00	\$0.00	
F: 7500-9999	\$0.00	\$0.00	\$0.00	\$0.00	
E: 5000-7499	\$5,304.47	\$5,395.09	\$90.62	\$0.00	0.0%
D: 2500-4999	\$38,229.04	\$71,070.84	\$32,841.80	\$31,804.84	44.8%
C: 1000-2499	\$130,394.48	\$215,798.13	\$85,403.65	\$45,665.55	21.2%
B: 500-999	\$112,671.31	\$179,171.93	\$66,500.62	\$15,761.33	8.8%

* a positive number indicates a rise in 60-day-plus arrears

11 Residential Low-Income Non-Heating Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
Arrears >60 days	Sum of 60+ arrears as of		Difference*	Protected amount from (b)	Protected % from (b)
	2/29/2020	7/4/2020			
J: 50,000+	\$0.00	\$0.00	\$0.00	\$0.00	
I: 40,000-49,999	\$0.00	\$0.00	\$0.00	\$0.00	
I: 30,000-39,999	\$0.00	\$0.00	\$0.00	\$0.00	
H: 20,000-29,999	\$0.00	\$0.00	\$0.00	\$0.00	
G: 10,000-19,999	\$0.00	\$0.00	\$0.00	\$0.00	
\$10,000 and greater	\$0.00	\$0.00	\$0.00	\$0.00	
F: 7500-9999	\$0.00	\$0.00	\$0.00	\$0.00	
E: 5000-7499	\$6,436.55	\$6,670.42	\$233.87	\$0.00	0.0%
D: 2500-4999	\$8,716.84	\$3,781.74	-\$4,935.10	\$0.00	0.0%
C: 1000-2499	\$22,036.53	\$33,219.40	\$11,182.87	\$10,959.10	33.0%
B: 500-999	\$17,127.72	\$26,673.68	\$9,545.96	\$5,324.37	20.0%

* a positive number indicates a rise in 60-day-plus arrears

12 Residential Heating Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
Arrears >60 days	Sum of 60+ arrears as of		Difference*	Protected amount from (b)	Protected % from (b)
	2/29/2020	7/4/2020			
J: 50,000+	\$0.00	\$0.00	\$0.00	\$0.00	
I: 40,000-49,999	\$0.00	\$0.00	\$0.00	\$0.00	
I: 30,000-39,999	\$0.00	\$0.00	\$0.00	\$0.00	
H: 20,000-29,999	\$24,196.80	\$25,118.28	\$921.48	\$25,118.28	100.0%
G: 10,000-19,999	\$379,846.74	\$556,622.04	\$176,775.30	\$484,969.16	87.1%
\$10,000 and greater	\$404,043.54	\$581,740.32	\$177,696.78	\$510,087.44	87.7%
F: 7500-9999	\$447,592.47	\$699,833.86	\$252,241.39	\$478,267.26	68.3%
E: 5000-7499	\$1,211,928.62	\$1,731,738.17	\$519,809.55	\$961,403.41	55.5%
D: 2500-4999	\$2,549,320.57	\$4,252,833.58	\$1,703,513.01	\$1,248,338.39	29.4%
C: 1000-2499	\$3,589,787.33	\$7,141,779.62	\$3,551,992.29	\$666,578.43	9.3%
B: 500-999	\$2,111,221.98	\$4,870,618.71	\$2,759,396.73	\$143,842.12	3.0%

* a positive number indicates a rise in 60-day-plus arrears

13 Residential Low-Income Heating Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
Arrears >60 days	Sum of 60+ arrears as of		Difference*	Protected amount from (b)	Protected % from (b)
	2/29/2020	7/4/2020			
J: 50,000+	\$0.00	\$0.00	\$0.00	\$0.00	
I: 40,000-49,999	\$0.00	\$0.00	\$0.00	\$0.00	
I: 30,000-39,999	\$0.00	\$0.00	\$0.00	\$0.00	
H: 20,000-29,999	\$26,846.60	\$28,085.23	\$1,238.63	\$0.00	0.0%
G: 10,000-19,999	\$113,207.07	\$129,645.76	\$16,438.69	\$82,313.16	63.5%
\$10,000 and greater	\$140,053.67	\$157,730.99	\$17,677.32	\$82,313.16	52.2%
F: 7500-9999	\$159,857.46	\$230,276.53	\$70,419.07	\$89,494.09	38.9%
E: 5000-7499	\$534,569.88	\$675,389.57	\$140,819.69	\$310,084.63	45.9%
D: 2500-4999	\$1,261,973.30	\$1,685,067.65	\$423,094.35	\$543,612.08	32.3%
C: 1000-2499	\$1,624,758.57	\$2,126,249.96	\$501,491.39	\$422,049.07	19.8%
B: 500-999	\$757,579.26	\$974,062.18	\$216,482.92	\$130,499.99	13.4%

* a positive number indicates a rise in 60-day-plus arrears

21 Small C&I Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
Arrears >60 days	Sum of 60+ arrears as of		Difference*	Protected amount from (b)	Protected % from (b)
	2/29/2020	7/4/2020			
J: 50,000+	\$158,376.14	\$160,031.80	\$1,655.66	\$0.00	0.0%
I: 40,000-49,999	\$0.00	\$0.00	\$0.00	\$0.00	
I: 30,000-39,999	\$0.00	\$0.00	\$0.00	\$0.00	
H: 20,000-29,999	\$28,856.01	\$20,309.02	-\$8,546.99	\$0.00	0.0%
G: 10,000-19,999	\$52,560.52	\$48,102.17	-\$4,458.35	\$0.00	0.0%
\$10,000 and greater	\$239,792.67	\$228,442.99	-\$11,349.68	\$0.00	0.0%
F: 7500-9999	\$15,825.56	\$53,238.73	\$37,413.17	\$0.00	0.0%
E: 5000-7499	\$24,370.89	\$49,876.70	\$25,505.81	\$0.00	0.0%
D: 2500-4999	\$32,418.62	\$167,306.48	\$134,887.86	\$0.00	0.0%
C: 1000-2499	\$75,090.99	\$377,308.43	\$302,217.44	\$0.00	0.0%
B: 500-999	\$51,899.05	\$244,187.31	\$192,288.26	\$0.00	0.0%

* a positive number indicates a rise in 60-day-plus arrears

22 Medium C&I Accounts

	(a)	(b)	(c) (b)-(a)	(d)	(d)
Arrears >60 days	Sum of 60+ arrears as of		Difference*	Protected amount from (b)	Protected % from (b)
	2/29/2020	7/4/2020			
J: 50,000+	\$277,451.97	\$288,985.13	\$11,533.16	\$0.00	0.0%
I: 40,000-49,999	\$0.00	\$44,454.09	\$44,454.09	\$0.00	0.0%
I: 30,000-39,999	\$30,929.23	\$96,889.46	\$65,960.23	\$0.00	0.0%
H: 20,000-29,999	\$126,957.15	\$142,711.99	\$15,754.84	\$0.00	0.0%
G: 10,000-19,999	\$112,958.82	\$183,703.61	\$70,744.79	\$0.00	0.0%
\$10,000 and greater	\$548,297.17	\$756,744.28	\$208,447.11	\$0.00	0.0%
F: 7500-9999	\$44,546.06	\$97,650.01	\$53,103.95	\$0.00	0.0%
E: 5000-7499	\$24,912.18	\$137,294.71	\$112,382.53	\$0.00	0.0%
D: 2500-4999	\$57,194.26	\$244,749.19	\$187,554.93	\$0.00	0.0%
C: 1000-2499	\$69,593.53	\$207,776.42	\$138,182.89	\$0.00	0.0%
B: 500-999	\$29,787.45	\$60,018.95	\$30,231.50	\$0.00	0.0%

* a positive number indicates a rise in 60-day-plus arrears

Gas

10 Residential Non-heating Accounts

	(a) <u>2019</u>	(b) <u>2018</u>	(c) <u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$10,000 or greater	0	1	1
Arrears \$7,500 to \$9,999	0	1	1
Arrears \$5,000 to \$7,499	1	0	0
Arrears \$2,500 to \$4,999	3	5	3
Arrears \$1,000 to \$2,499	8	11	15
Arrears \$500 to \$999	18	24	33
	30	42	53

11 Residential Low Income Non-heating Accounts

	(a) <u>2019</u>	(b) <u>2018</u>	(c) <u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$10,000 or greater	0	0	0
Arrears \$7,500 to \$9,999	0	0	0
Arrears \$5,000 to \$7,499	0	0	0
Arrears \$2,500 to \$4,999	0	0	1
Arrears \$1,000 to \$2,499	1	0	6
Arrears \$500 to \$999	3	10	3
	4	10	10

12 Residential Heating Accounts

	(a) <u>2019</u>	(b) <u>2018</u>	(c) <u>2017</u>
	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>	<u>Total Shutoffs</u>
Arrears \$10,000 or greater	5	2	10
Arrears \$7,500 to \$9,999	7	9	16
Arrears \$5,000 to \$7,499	29	24	57
Arrears \$2,500 to \$4,999	123	130	269
Arrears \$1,000 to \$2,499	564	829	1018
Arrears \$500 to \$999	1730	1351	1934
	2458	2345	3304

13 Residential Low Income Heating Accounts

	(a) <u>2019</u> <u>Total Shutoffs</u>	(b) <u>2018</u> <u>Total Shutoffs</u>	(c) <u>2017</u> <u>Total Shutoffs</u>
Arrears \$10,000 or greater	0	4	3
Arrears \$7,500 to \$9,999	6	1	4
Arrears \$5,000 to \$7,499	19	9	18
Arrears \$2,500 to \$4,999	57	98	121
Arrears \$1,000 to \$2,499	184	324	353
Arrears \$500 to \$999	120	410	436
	<u>386</u>	<u>846</u>	<u>935</u>

Small C&I Rate 21

	(a) <u>2019</u> <u>Total Shutoffs</u>	(b) <u>2018</u> <u>Total Shutoffs</u>	(c) <u>2017</u> <u>Total Shutoffs</u>
Arrears \$10,000 or greater	2	0	0
Arrears \$7,500 to \$9,999	0	0	2
Arrears \$5,000 to \$7,499	0	0	1
Arrears \$2,500 to \$4,999	9	13	5
Arrears \$1,000 to \$2,499	31	49	21
Arrears \$500 to \$999	62	89	71
	<u>104</u>	<u>151</u>	<u>100</u>

Medium C&I Rate 22

	(a) <u>2019</u> <u>Total Shutoffs</u>	(b) <u>2018</u> <u>Total Shutoffs</u>	(c) <u>2017</u> <u>Total Shutoffs</u>
Arrears \$50,000 or greater	1	0	1
Arrears \$30,000 to \$49,999	0	0	0
Arrears \$20,000 to \$29,999	0	0	0
Arrears \$10,000 to \$19,999	5	1	1
Arrears \$1,000 to \$2,499	8	8	9
Arrears \$500 to \$999	4	9	9
	<u>18</u>	<u>18</u>	<u>20</u>

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 5022
COVID-19 Emergency
Responses to Commission's Third Set of Data Requests
Issued on July 2, 2020

PUC 3-14

Request:

In the Company's most recent weekly report, it lists the following:

Customers on Arrearage Mgmt/Forgiveness Plans [AMP]	March	April	May	6/27/2020
Residential	195	187	161	131
Low Income Residential	764	760	715	608
Total	959	947	876	739

The AMP requires a customer to be enrolled in the low-income rate to participate. Please describe the eligibility for the 100+ residential customers not included in the Low Income Residential row.

Response:

Based on the Company's query for this data dated July 7, 2020, there were a total of 115 residential gas customers enrolled in an AMP. A review of those accounts showed that 38% of those customers were previously on the low-income discount rate, but did not renew their eligibility in the rate. To find out why other residential customers were enrolled in an AMP, the Company reviewed the remaining accounts on a customer-by-customer basis. A preliminary review of the remaining residential customers reflects that approximately 15% of residential customers continued an AMP on a new account without transferring their low-income discount rate; 12% of residential customers renewed their AMP but did not renew their low-income discount rate; and 35% of residential customers were possibly the result of a customer service representative error. The Company will continue its review of the eligibility of these accounts and will supplement this response, if necessary. The Company will also reinforce its AMP eligibility criteria with customer service representatives to ensure that only eligible customers are offered AMPs in the future.

PUC 3-15

Request:

Can a customer enroll in the low-income rate on the Company's website or do they need to call?

Response:

A customer can enroll in the low-income rate either through the Company's website or by calling. A customer enrolling through the Company's website applies through an on-line form, which includes a process for the customer to upload enrollment documentation of a qualifying benefit. For all call-in requests, a Company representative records relevant customer information and provides the customer with options to send in enrollment documentation of a qualifying benefit. The representative can send the customer an e-solution that allows the customer to upload the documentation via an e-mail link, or the representative can provide the customer a mailing address or fax number to send the documentation.

PUC 3-16

Request:

What information does National Grid provide to residential customers regarding the availability of the low-income discount at the time a termination notice is sent (or in any reminder notices)?

Response:

Please see the termination notice in Attachment PUC 3-16-1. Currently, the Company does not provide information in the termination notice regarding the availability of the low-income discount. The Company's payment reminder notices that are sent prior to termination notices also do not include information regarding the availability of the low-income discount. Attachment PUC 3-16-2 is a bill insert sent to all customers once per year in October. The bill insert informs customers of the rates available, including the low-income rates. The Company also promotes the low-income discount rates through a variety of additional customer outreach and communications, some of which is directed specifically to customers with past due balances.

April 23, 2019

Bill Account Number: [REDACTED]

Service Address: [REDACTED]

RI 49 CUSTOMER LETTER 0042



TERMINATION NOTICE

Our records indicate an unpaid balance on the account covering this residence. NATIONAL GRID INTENDS TO TERMINATE UTILITY SERVICE TO THIS RESIDENCE ON 05/08/2019 OR WITHIN A REASONABLE TIME AFTER UNLESS YOU TAKE ACTION. (See itemized listing below.)

National Grid	\$ 386.13
Suspended Charges/Credits	\$ 0.00
Amount to Avoid Disconnect	\$ 386.13

If your service is shut off, you may have your service restored by paying your balance in full, entering into satisfactory payment arrangements with National Grid or receiving an emergency restoration order from the Division of Public Utilities and Carriers. A reconnection charge may be applied to your account. Additionally, it may take up to 24 hours to turn the service back on after you have taken appropriate action.

Please contact our Credit Department at 1-888-211-1313 if payment has already been made or, to confirm the status of your account.

This is a Utility Service Termination Notice. Please have it translated immediately.
Éste es un Aviso de Rescisión del Servicio. Por favor, pase a traducirla de inmediato.
Serve esta para notificar a interrupção do serviço de utilidade pública. Queira traduzir imediatamente.
Ceci est un avis de cessation de service public. Veuillez le traduire immédiatement.
Questo è un avviso di cessazione servizio Utility. Si prega di averlo tradotto immediatamente.

0042 49

P.O. Box 960, Northborough, MA 01532-0960
1-888-211-1313 • Fax: 508-357-4730 • www.nationalgrid.com

Bill Account Number	Date Due	Amount to Avoid Disconnect	Amount Due
[REDACTED]	05/08/2019	\$ 386.13	\$ 478.73

RI 49 CUSTOMER LETTER 0042



\$

ENTER AMOUNT ENCLOSED

Write account number on check and make payable to
National Grid

NATIONAL GRID
P.O. BOX 11739
NEWARK, NJ 07101-4739



RESIDENTIAL CUSTOMER RIGHTS

RIPUC Docket No. 5022

Attachment PUC 3-16-1

Page 2 of 2

YOU MAY AVOID TERMINATION

Your utility service *will not* be terminated before the termination date listed on the front of this letter, if satisfactory arrangements are made to pay this balance. National Grid makes available residential payment plans as described by the Rules and Regulations Governing Termination of Residential Electric, Gas and Water Utility Service. As a first step, you should call our Credit Department at 1-888-211-1313 as soon as possible to arrange a payment plan that will allow you to spread out your payments.

If a satisfactory arrangement cannot be agreed upon, you have the right to submit this matter to the Reviewing Officers of the Rhode Island Division of Public Utilities and Carriers at 89 Jefferson Boulevard, Warwick, RI 02888 (401) 780-9700. If you are unable to reach a satisfactory arrangement over the telephone, you have the right to a hearing, which you must request, on whether termination is justified. National Grid will not disconnect your service pending proceedings before a reviewing officer appointed by the Administrator of the Division of Public Utilities and Carriers.

PROTECTION AGAINST TERMINATION

The Public Utilities Commission has Rules and Regulations that provide protection from termination of service for the seriously ill, handicapped, and households in which all residents are at least 62 years of age. Please call our Customer Service Department to determine eligibility.

Under certain circumstances, a customer may be protected from termination of service during the period between 12:01 AM November 1st and 11:59 PM April 15th. Please contact our Credit Department at 1-888-211-1313 to determine eligibility.

If you or anyone currently and normally living in your house has a child under two (2) years old, we will not terminate service provided you also have a financial hardship. Please call our Customer Service Department to determine eligibility.

LOW INCOME HEATING ASSISTANCE PROGRAM (LIHEAP)

LIHEAP provides eligible customers with public energy assistance aid. Customers who may qualify should contact their local Community Action Program.

RULES AND REGULATIONS

A copy of the Rules and Regulations Governing Termination of Residential Electric, Gas and Water Utility Service is available for review at the office of the Division of Public Utilities and Carriers located at 89 Jefferson Boulevard, Warwick, Rhode Island, Monday through Friday, 8:30 AM to 4:00 PM. A copy of the Rules and Regulations may also be obtained via the Internet at www.ripuc.org.

NON-RESIDENTIAL CUSTOMERS

Questions: If you have general questions, please contact Customer Service at 1-800-322-3223.

Summary of Rates Rhode Island 2019

S-06 – Decorative Street and Area Lighting Service Rate

This delivery service rate is available for full service, underground served, decorative street and area lighting applications owned by the Company to a customer, inclusive of municipalities, governmental entity, or other public authority in accordance with the qualifications and the specifications set forth in the tariff.

S-05 – Customer Owned Equipment Street and Area Lighting Service Rate

This delivery service rate is available to any municipal city or town that has purchased street and area lighting facilities, including dedicated poles, standards, or accessories pursuant to Rhode Island General Laws Chapter 39-30.

Rates for S-05, S-06, S-10 and S-14 Delivery Service

LIHEAP Enhancement Charge	\$0.80 per month
Renewable Energy Growth Charge	\$0.17 per luminaire per month
Distribution Charge	
S-06, S-10 and S-14	1.153¢ per kWh
S-05	4.855¢ per kWh
Renewable Energy Dist Charge	0.779¢ per kWh
Transmission Charge	2.225¢ per kWh
Transition Charge	(0.114)¢ per kWh
Energy Efficiency	1.151¢ per kWh

Street Lighting Rates

In addition to the energy charges identified above for National Grid's delivery service under its Company-owned street lighting rates, the customer will also be charged a luminaire fee and, if applicable, a pole charge. These charges vary depending upon the size and type of street light fixture servicing the customer. Please see each tariff for more information.

X-01 Electric Propulsion Rate

This rate shall apply to any customer taking service for traction power at voltages of 69kV or greater.

Rates for X-01 Delivery Service

Customer Charge	\$21,000.00 per month
LIHEAP Enhancement Charge	
Renewable Energy Growth Charge	\$0.80 per month
Growth Charge	\$423.38 per month

Distribution Charge	0.840¢ per kWh
Renewable Energy Dist Charge	0.779¢ per kWh
Transmission Charge	\$4.47 per kW
Transmission Charge	0.950¢ per kWh
Transition Charge	(0.114)¢ per kWh
Energy Efficiency	1.151¢ per kWh

B-32 Back-up service rates

Business customers with a facility demand of 25 kilowatts or more who receive all or a portion of their electric supply from a nonemergency on-site generator and expect the Company to supply retail delivery service when the generator is not supplying all of the intended load are placed on this back-up service rate. Please see the tariff for rate information, as well as other terms and conditions.

Customers with eligible net metering systems as defined in Rhode Island General Laws Chapter 39-26.4 are exempt from the back-up service rate.

Payment options

For your convenience, we offer:

- **Payment Plans:** Pay your outstanding balance by spreading the payments over several months.
- **Budget Plan:** Even out your monthly payments and avoid seasonal peaks and valleys.
- **DirectPay:** Have your bill automatically deducted from your checking account.
- **Pay by Credit/Debt Card:** Pay online using Western Union Speedpay. Additional fees apply.

Energy Efficiency

Customers can visit ngrid.com/saveenergy for energy savings tips and incentives on a wide variety of energy efficient home equipment, such as smart power strips and programmable thermostats.

Where Can I Get More Information?

If you have questions, need more detailed information, or would like copies of the actual tariff rate schedules mentioned above, please visit our web site at ngrid.com/ri-tariff or call Customer Service at **1-800-322-3223**.

About your electric bill

Your monthly electric bill typically includes charges for:

- (1) Supply Service: the charges for electricity provided by a supplier of energy. Electricity supply is provided by a non-regulated power producer or, if the customer has not chosen a non-regulated power producer, by National Grid.
- (2) Delivery Service: the charges for the delivery of the electricity and various customer services and programs. National Grid is no longer in the power supply business. We are primarily a distribution company that delivers electricity produced by others. However, the Company has contractual arrangements with suppliers to provide electricity to customers who have not chosen a non-regulated power producer or, for whatever reason, have been dropped by their power supplier. **ELECTRIC SERVICE WILL NOT BE TERMINATED IF A CUSTOMER IS DROPPED BY THEIR POWER SUPPLIER.**

Rate Regulation

All of our rates are approved by the Rhode Island Public Utilities Commission (PUC), the regulatory agency responsible for ensuring that electric rates are fair. However, rates charged by non-regulated power producers are not regulated by the PUC.

Supply Services

Customers have the option of obtaining their power from a non-regulated power producer. For more information regarding the restructuring of the electric industry in Rhode Island or for a list of the current non-regulated power producers, please visit www.ripuc.org.

If a customer does not choose to buy electricity from a non-regulated power producer or the customer is dropped by a non-regulated power producer, National Grid will provide the

customer with the necessary power supply under Standard Offer Service. These charges will be in addition to the charges for delivery service.

Standard Offer Service

Customers who choose not to obtain their power from a non-regulated power producer will receive Standard Offer Service. For Residential customers, Standard Offer Service is billed at a fixed per kWh price. The rate for Standard Offer Service typically changes every six months based on regulations and is subject to PUC approval. For the Commercial Group, there are two pricing options. The first option is a variable price option which provides per kWh prices that change monthly during a six month period. The second option is a fixed price option in which a six-month fixed per kWh price is in effect. The "customary" option for rate C-06 customers is the fixed price option. The "customary" option for all other customers in this group (rates G-02, S-05, S-06, S-10, and S-14) is the variable price option.

Customers on Rates G-02, S-05, S-06, S-10, and S-14 will have the option to switch to a different pricing option once during a twelve month period. Customers may notify the Company at any time to elect a different pricing option, provided that such notification is received at least two business days prior to the customer's scheduled meter read date that occurs prior to either April 1 or October 1. After receiving the notice, the Company will switch the customer's pricing option on the scheduled meter read date immediately before April 1 and October 1.

continued >

Renewable Energy Standard Charge

This charge, which applies to all customers receiving Standard Offer Service, is being collected for the purpose of acquiring a portion of Rhode Island's energy supply from renewable energy resources, as required by Rhode Island General Laws Chapter 39-26.

The Renewable Energy Standard Charge is combined with the Standard Offer Service rate on customer bills and is included in Standard Offer Service Rate presented below.

Standard Offer Service - Residential

(effective 10/1/2019 - 3/31/2020)

Residential Rate 10.957¢ per kWh

Standard Office Service - Commercial Group

Commercial Group

(C-06, G-02, S-05, S-06, S-10, S-14)

Fixed Price Option (C-06) 10.248¢

(effective 10/1/2019 - 3/31/2020)

Variable Price Option*

October 2019:	7.614¢
November 2019:	8.402¢
December 2019:	10.464¢
January 2020:	12.562¢
February 2020:	12.674¢
March 2020:	9.492¢

Industrial Customer Group*

(G-32, B-32, X-01)

October 2019:	8.001¢
November 2019:	8.327¢
December 2019:	9.985¢

*rates vary monthly

Delivery Services

The following is a summary of National Grid rates in effect as of October 1, 2019. The charges listed may change from time to time. The descriptions are abbreviated summaries of the various rates available to our customers. The tariffs on file contain all of the actual terms and conditions for electric service and are available online. You should notify the Company immediately if you are not being served on the most beneficial rate.

Residential rates

A-16 – Basic Residential Rate

This delivery service rate is available for all domestic purposes in an individual private dwelling or an individual private apartment. It is the rate serving most residential customers, as other rates require special situations.

Service is also available under this rate for:

- Farm customers when all electricity is delivered by the Company.
- A church and adjacent buildings owned and operated by the church. However, service to such buildings would be billed separately if they are separated by public ways.
- Residential condominium associations for service provided to common areas and facilities in accordance with Rhode Island General Laws § 39-2-21. The condominium association must provide documentation of the establishment of a residential condominium and a written statement identifying all buildings or units which are part of the condominium.

Rates for A-16 Delivery Service

Customer Charge	\$6.00 per month
LIHEAP Enhancement Charge	\$0.80 per month
Renewable Energy Growth Charge	\$1.90 per month
Distribution Charge	5.236¢ per kWh
Renewable Energy Distribution Charge	0.779¢ per kWh
Transmission Charge	2.854¢ per kWh
Transition Charge	(0.114)¢ per kWh
Energy Efficiency	1.151¢ per kWh

A-60 – Low Income Rate

Service under this rate is provided at a discount to the A-16 Basic Residential Rate. This delivery service rate is available only to qualified customers for all domestic purposes in an individual private dwelling or an individual apartment. To qualify, a customer must be both:

1. Head of household or principal wage earner, and
2. Receiving Supplemental Security Income from the Social Security Administration, be eligible for the low-income home energy assistance program (LIHEAP), or receive benefits through one of the following: Medicaid, Food Stamps, General Public Assistance or Rhode Island Works Program (formerly known as Family Independence Program)

Rates for A-60 Delivery Service

Customer Charge	\$4.00 per month
LIHEAP Enhancement Charge	\$0.80 per month
Renewable Energy Growth Charge	\$1.90 per month
Distribution Charge	5.111¢ per kWh

Renewable Energy

Distribution Charge	0.779¢ per kWh
Transmission Charge	2.854¢ per kWh
Transition Charge	(0.114)¢ per kWh
Energy Efficiency	1.151¢ per kWh
Low Income Discount	25%

Customers receiving benefits through Medicaid, General Public Assistance or Rhode Island Works Program (formerly known as Family Independence Program) will receive an additional discount of 5% for a total low income discount of 30% on the total bill.

Business rates

C-06 – Small C&I Rate

This delivery service rate is available for all purposes and is primarily designed for small commercial and industrial customers.

Rates for C-06 Delivery Service

Customer Charge	\$10.00 per month
LIHEAP Enhancement Charge	\$0.80 per month
Renewable Energy Growth Charge	\$2.95 per month
Unmetered Charge	\$8.75 per month
Distribution Charge	5.160¢ per kWh
Renewable Energy Dist Charge	0.779¢ per kWh
Transmission Charge	2.497¢ per kWh
Transition Charge	(0.114)¢ per kWh
Energy Efficiency	1.151¢ per kWh

If the kVa transformer capacity needed to serve a customer exceeds 25 kVa, the minimum charge will be increased by \$1.85 for each kVa in excess of 25 kVa.

G-02 – General C&I Rate

The G-02 retail delivery rate is designed for midsize business customers with demand of 10 kilowatts or more. It is available for all purposes and is calculated as a demand charge plus an energy charge.

Rates for G-02 Delivery Service

Customer Charge	\$145.00 per month
LIHEAP Enhancement Charge	\$0.80 per month
Renewable Energy Growth Charge	\$27.95 per month
Demand Charge > 10kW	\$7.02 per kW
Distribution Charge	1.055¢ per kWh
Renewable Energy Dist Charge	0.779¢ per kWh
Transmission Charge	\$4.37 per kW
Transmission Charge	0.702¢ per kWh
Transition Charge	(0.114)¢ per kWh
Energy Efficiency	1.151¢ per kW

G-32 – Large Demand Rate

This delivery service rate is designed for largebusiness customers. It is mandatory for any customer who has a 12-month average demand of 200kW or greater for three consecutive months. This rate contains a variety of special clauses and conditions. The G-32 rate also is open to customers using less than 200 kW.

Rates for G-32 Delivery Service

Customer Charge	\$1,100.00 per month
LIHEAP Enhancement Charge	\$0.80 per month
Renewable Energy Growth Charge	\$232.11 per month
Demand Charge >200kW	\$5.46 per kW
Distribution Charge	0.900¢ per kWh
Renewable Energy Dist Charge	0.779¢ per kWh
Transmission Charge	\$4.47 per kW
Transmission Charge	0.950¢ per kWh
Transition Charge	(0.114)¢ per kWh
Energy Efficiency	1.151¢ per kWh

Special clauses and conditions in commercial & industrial rates

Customers on Rates B-32, G-02, and G-32 are eligible to receive a discount for high voltage metering and/or transformer ownership (high voltage delivery) if the customer meets the criteria for receipt of the discount. Rates C-06, G-02, and G-32 are eligible to receive a Gross Earnings Tax Credit consistent with the gross receipts' tax exemption provided in Rhode Island General Laws § 44-13-35. There also are other terms not summarized above. Please see each tariff for more information.

S-10 – Limited Service – Private Lighting Rate

The Company serves various customers under the S-10 delivery service rate for certain private lighting. This rate is not open to new customers.

S-14 – General Street and Area Lighting Service Rate

This delivery service rate is available to any city, town or other public authority for street lighting for municipality-owned or accepted roadways, including private ways.

PUC 3-17

Request:

Does National Grid provide information to customers with the termination notice that receipt of unemployment benefits allows a customer to be protected during the moratorium or for more payment plan options year-round, regardless of rate class?

Response:

Please see the termination notice in Attachment PUC 3-16-1. Currently, the Company does not provide information in the termination notice that receipt of unemployment benefits allows a customer to be protected during the moratorium or for more payment plan options year-around, regardless of rate class.

Attachment PUC 3-17-1 is a bill insert sent to all residential customers twice per year, in March and October. The bill insert explains that any residential customer that provides proof of being unemployed and receiving unemployment compensation qualifies as protected during the moratorium. A description of Protected Customer Payment Plans is also included in the bill insert.

Important Information Regarding Termination of Utility Service in Rhode Island

nationalgrid

The Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers have established rules governing the termination of residential gas and electric service. These rules also provide payment options for customers with an outstanding balance and for customers whose service has been terminated.

The rules prevent gas and electric utilities from terminating residential service during the utility moratorium period (November 1 through April 15) for nonpayment of an account if the customer is a “protected” customer. To qualify as a “protected” customer, a customer must have provided proof of qualifying for one of the following categories:

- Unemployed and receiving unemployment compensation;
- Elderly – all adult members of household must be age 62 or older;
- Receiving assistance via the Low Income Home Energy Assistance Program (LIHEAP);
- Seriously ill – illness that is, or has a significant potential to become, life threatening or will cause irreversible adverse consequences to human health (Licensed Physician (MD, DO, LP), Physician Assistant (PA) OR Registered Nurse Practitioner (RNP) must certify the serious illness and is required to complete serious illness form);
- Handicapped – physical or mental impairment which limits one or more major life activities, or a disability (Along with a notarized affidavit from the customer, a Licensed Physician (MD, DO, LP), Physician Assistant (PA) OR Registered Nurse Practitioner (RNP) is required to complete the handicapped form; OR you may provide proof of receiving Social Security Disability Insurance or Supplemental Security Income); or
- Households with a child under 24 months of age and proof of financial hardship who have not previously been shut off for nonpayment.

There are two sets of payment plans available to customers, depending on whether a particular customer is a “standard” customer or a “protected” customer. A “standard” customer is a customer not classified in one of the protected categories. A “protected” customer is a residential customer for whom the utility has evidence of one or more of the categories listed above.

For both “standard” and “protected” customers, there are specific steps to the payment plan process requiring the customer to meet certain commitments. The Arrearage Management Program (AMP) is also available to customers who participate in LIHEAP with an account balance of at least \$300 and more than 60 days past due. Handicapped customers may also be eligible for individualized payment plans outside of the following step payment structure. The steps are explained below in more detail.

The terms of each Step of the Standard Customer Payment Plans are as follows:

Step 1A Standard Customer Payment Plan Pre-Termination	<ul style="list-style-type: none">• No down payment required.• Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan).• Not available to customers after termination of service or after disenrollment from a previous Step 1A or Step 1B Plan.
Step 1B Standard Customer Payment Plan Pre-Termination Six Month Option	<ul style="list-style-type: none">• No down payment required.• Must pay each month the sum of (1/6 of the unpaid balance + the amount due for current usage).• Not available to customers after termination of service or after disenrollment from a previous Step 1A or Step 1B Plan.
Step 2 Standard Customer Payment Plan Pre-Termination Re-negotiation	<ul style="list-style-type: none">• No down payment required.• Must pay each month the sum of (1/12 of the estimated prospective average annual utility cost) + (1/6 of the customer's unpaid balance for the first six months of the plan).• Not available to customers after termination of service.
Step 3 Standard Customer Payment Plan Post-Termination	<ul style="list-style-type: none">• Initial down payment of 60% of the customer's unpaid balance required.• Must pay each month the sum of (1/12 of the estimated prospective annual utility cost) + (1/3 of the customer's unpaid balance for the first three months of the plan).
Step 4 Post-Termination 100% may be required	<ul style="list-style-type: none">• A customer may be required to pay up to 100% of the customer's unpaid balance to restore service.

The terms of each Step of the Protected Customer Payment Plans are as follows:

Step 1A Protected Customer Payment Plan Pre-Termination	<ul style="list-style-type: none">• No down payment required.• Must pay each month for 12 months the sum of (1/12 of the unpaid balance + the balance due for current usage) or (1/12 of the unpaid balance + 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).• Not available after disenrollment from a previous Step 1A, Step 1B, Step 1C or Step 2 Protected Customer Payment Plan.
Step 1B Protected Customer Payment Plan Post-Termination	<ul style="list-style-type: none">• Initial down payment of 25% required.• Must pay each month for 12 months the sum of (1/12 of the unpaid balance + the balance due for current usage) or (1/12 of the unpaid balance + 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).• Not available to a customer who has become disenrolled from a Step 1A Payment Plan.
Step 1C Protected Customer Payment Plan Six Month Option	<p>Pre-Termination</p> <ul style="list-style-type: none">• No down payment required.• Must pay each month for six months the sum of (1/6 of the unpaid balance + the amount due for current usage). <p>Post-Termination</p> <ul style="list-style-type: none">• 25% down payment required.• Must pay each month for six months the sum of (1/6 of the unpaid balance + the amount due for current usage).
Step 2 Protected Customer Payment Plan Pre-Termination Re-negotiation	<ul style="list-style-type: none">• No down payment required.• Must pay each month for 12 months the sum of (1/12 of the unpaid balance + the balance due for current usage) or (1/12 of the unpaid balance + 1/12 of the prospective usage after reducing the amount due by any public energy assistance funds received or promised).• LIHEAP recipients may renegotiate one additional time upon receipt of a LIHEAP promissory note or at the time when the utility receives the LIHEAP grant, whichever is first. Customer must pay each month for 12 months the sum of (1/12 of the unpaid balance + 1/12 of the prospective use after reducing the amount due by the amount of the LIHEAP grant/promise).• Only available prior to termination of service.
Step 3 Protected Customer Payment Plan	<ul style="list-style-type: none">• Initial down payment of 25% of the customer's unpaid balance required.• Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).
Step 4 Protected Customer Payment Plan	<ul style="list-style-type: none">• Initial down payment of 35% of the customer's unpaid balance required.• Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).
Step 5 Protected Customer Payment Plan	<ul style="list-style-type: none">• Initial down payment of 50% of the customer's unpaid balance required.• Must pay each month for 12 months the sum of (1/12 of the estimated prospective average annual utility cost less the estimated annual payment from the public energy assistance programs) + (1/12 of the customer's unpaid balance).
Reasonable Payment Plan Based on Individual Case-By-Case Analysis	<ul style="list-style-type: none">• Customer and company may establish a reasonable payment plan with a negotiated down payment of at least 50%. When establishing a reasonable payment plan, the company shall consider the income schedule of the customer, if offered by the customer, the customer's payment history, the size of the unpaid balance and current bill, the amount of time and reason for the outstanding bill and whether the delinquency was caused by unforeseen circumstances.

RULES AND REGULATIONS

A copy of the Rules and Regulations Governing Termination of Residential Electric, Gas and Water Utility Service is available for review at the office of the Division of Public Utilities and Carriers located at 89 Jefferson Boulevard, Warwick, Rhode Island, Monday through Friday, 8:30 AM to 4:00 PM. A copy of the Rules and Regulations may also be obtained via the Internet at www.ripuc.org/rulesregs/commrules/termination.pdf

Avoid Service Disconnection

If you or someone you know is without natural gas or electric service, or is behind on payments, please call National Grid. National Grid works with customers individually to establish payment plans, and can also provide customers with a list of energy assistance sources. After a mutually acceptable customer payment is made, a payment plan will be established and utility service can be restored.

Electric Inquiries: (888) 211-1313
Electric Outage: (800) 465-1212

Gas Inquiries: (888) 211-1313
Gas Leak Emergency: (800) 640-1595

Hearing and Speech Impaired: Dial 711
National Grid Customer Service
PO Box 960
Northboro MA 01532-0960
www.nationalgrid.com

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.	ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
Este es un aviso importante. Sirvase mandarlo traducir.	XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY
Avis important. Veuillez traduire immédiatement.	Это очень важное сообщение.
Questa è un'informazione importante,	Пожалуйста, попросите чтобы
Si prega di tradurla.	вам его перевели.

PUC 3-18

Request:

In National Grid's collections plan, the Company indicated that it is currently providing extended payment arrangements in accordance with the PUC's emergency orders, but only has twelve-month plans listed on its website and has maximum term twelve-month plans listed in its collections plan. Will the Company be offering any additional payment plan options to customers? If so, what are the criteria for enrollment in these payment plans (customer class, payment history, etc.)? What are the possible repayment terms? If the Company is not, why is it not deviating, or proposing to deviate from the payment plans listed in the Commissions Rules and Regulations Governing Termination of Residential Electric, Gas, and Water Utility Service?

Response:

As the COVID-19 crisis began to unfold, National Grid quickly adopted a policy of offering to all residential customers the most lenient of the step plans prescribed by the Public Utilities Commission's (PUC) Rules and Regulations Governing the Termination of Residential Electric, Gas and Water Utility Service (Termination Rules), regardless of prior payment plan defaults or low-income status. The zero-down-plus-12 plan is open to all residential customers, regardless of prior payment plan history, and the zero-down-plus-(3-6) plan is open to all commercial customers, regardless of prior payment plan history. There are no other criteria for enrollment. Please see the Company's COVID-19 Emergency Bill Payment and Customer Outreach Program Plan, filed in this docket, for information regarding these flexible payment plans. Presently, the Company is not planning to offer additional payment plan options. The Termination Rules provide the ability to offer alternative payment plans, which the Company has done by offering the most lenient step plan allowed under the Termination Rules. In addition, the Company's offerings align with the PUC's existing orders in this docket requiring flexible payment arrangements.¹ Absent a formal waiver, the Company does not believe it can deviate from the existing Termination Rules. It is also worth noting that the PUC has, through its emergency powers, modified the terms of enrollment for the Arrearage Management Plans², which the Company has also implemented. The Company will continue to take its guidance from the PUC regarding flexible payment arrangements, and is open to further discussions with the PUC and the Division regarding same.

¹ See Report and Order No. 23786 (March 17, 2020).

² See *Id.*; Report and Order No. 23836 (June 2, 2020).