

**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
PUBLIC UTILITIES COMMISSION**

NOTICE OF EMERGENCY OPEN MEETING

Pursuant to the provisions of the Rhode Island Open Meetings Act, R.I.G.L. § 42-46-6 (b)-(c) and § 39-1-32(a), the public is hereby notified that the Public Utilities Commission (Commission or PUC) will hold an open meeting on **Monday, March 16, 2020, at 2:00 P.M.** in Hearing Room A, 89 Jefferson Boulevard, Warwick, Rhode Island for purpose of discussing, deliberating and/or voting on the following matter. Because this is not a hearing, the PUC will not be accepting oral public comments. The Open Meeting will be streamed live at <http://www.ustream.tv/channel/WqQyXw296dg>.

- I. Call to Order
- II. Vote on whether the meeting is deemed necessary to address an unexpected occurrence that requires immediate action to protect the public.
- III. Vote on whether under R.I. Gen. Laws § 39-1-32(a), whether public safety so requires an immediate order, of temporary duration, to protect the welfare of the people.
- IV. Vote on whether to enter an order, effective immediately, directing all electric, gas, water, and sewer utilities regulated by the Public Utilities Commission, to cease collections activities, including service terminations for nonpayment for a stated period of temporary duration.
- V. Adjourn

Cynthia G. Wilson-Frias
Chief of Legal Services
March 14, 2020 at 1:30 P.M.

WilsonFrias, Cynthia (PUC)

From: Jeffery Wright <jwright@blockislandutilitydistrict.com>
Sent: Sunday, March 15, 2020 1:18 PM
To: WilsonFrias, Cynthia (PUC)
Cc: Massaro, Luly (PUC); Nault, Alan (PUC); Bianco, Todd (PUC); Hogan, Margaret (PUC); Kearns, Christopher (DOA); Sneesby, Frederick(DHS); Weedon, Deirdre (DHS); georgewileycenterri@gmail.com; camiloviveiros@gmail.com; raquel.webster@nationalgrid.com; celia.obrien@nationalgrid.com; Joanne.scanlon@nationalgrid.com; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; BIPCO Admin; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC); Schrag, Jonathan (DPUC); Kogut, Thomas (DPUC); Spirito, John (DPUC); Bell, John (DPUC); Moniz, Diana (DPUC); jwood@centerforjustice.org; jmickman@centerforjustice.org; Ucci, Nicholas (DOA); marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq; James DeCelles; RickyC@provwater.com; Michael McElroy; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; Jacobs, Christopher; bfitzgerald@cullenanddykman.com; Prettyman, Gary; Giebink, Karen; jgerhard@narragansettri.gov; David Bebyn; mviggiani@woonsocketri.org
Subject: Re: [EXTERNAL] : Re: Emergency Open Meeting Notice - public utilities terminations

This is helpful and what we thought but wanted to clarify.

Regards, Jeff

Jeffery M. Wright
President
Block Island Utility District
100 Ocean Avenue
Block Island, RI 02807

O: 401-466-5851
C: 802-730-4233

Sent from my iPhone

On Mar 15, 2020, at 12:05 PM, WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov> wrote:

Hi Jeff,

Here is what I think the intent will be but until the PUC rules, this is only my belief.

- (1) I believe billing and payment processing should continue. If you use a collections company, I think a transfer of accounts to the agency would have to wait.
- (2) customers should still be encouraged to pay their bills if they can in order to avoid growing balances. The company should offer flexible payment plans during this time.
- (3) I think the main intent is to halt terminations for nonpayment for a period of time (in your case standard customers and businesses). Protected electric and gas customers are already protected from shutoff during through April 15 anyway.

(4) termination notices would have to have dates beyond the emergency period.

(5) I don't know how long the PUC will define the emergency period. The Governor has been using 30 days "unless renewed, modified or terminated." I think the PUC may pick a shorter time period that can be reviewed at a stated point in time and potentially extended so that we can put down a longer comment period and/or some sort of hearing if necessary.

(6) all responses I've received (or will receive) will go into the file for the Commission to review so if anyone has further comments, please send them along by noon tomorrow if possible. This is to ensure the Commissioners have time for review.

Again, this is only my opinion. The Commissioners will have to meet tomorrow and make their decisions and provide the clarity everyone will need to comply.

Thanks,

Cindy

Cynthia G. Wilson-Frias
Chief of Legal Services
Rhode Island Public Utilities Commission
89 Jefferson Blvd
Warwick, RI 02888
Tel: 401-780-2147
Cell: 401-258-1450
Fax: 401-941-1691

From: Jeffery Wright <jwright@blockislandutilitydistrict.com>

Sent: Sunday, March 15, 2020 12:41:15 PM

To: WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>

Cc: Massaro, Luly (PUC) <Luly.Massaro@puc.ri.gov>; Nault, Alan (PUC) <Alan.Nault@puc.ri.gov>; Bianco, Todd (PUC) <Todd.Bianco@puc.ri.gov>; Hogan, Margaret (PUC) <Margaret.Hogan@puc.ri.gov>; Kearns, Christopher (DOA) <Christopher.Kearns@energy.ri.gov>; Sneesby, Frederick(DHS) <Frederick.Sneesby@dhs.ri.gov>; Weedon, Deirdre (DHS) <Deirdre.Weedon@dhs.ri.gov>; georgewileycenterri@gmail.com <georgewileycenterri@gmail.com>; camiloviveiros@gmail.com <camiloviveiros@gmail.com>; raquel.webster@nationalgrid.com <raquel.webster@nationalgrid.com>; celia.obrien@nationalgrid.com <celia.obrien@nationalgrid.com>; Joanne.scanlon@nationalgrid.com <Joanne.scanlon@nationalgrid.com>; mkirkwood@pud-ri.org <mkirkwood@pud-ri.org>; hround@pud-ri.org <hround@pud-ri.org>; trivet@pud-ri.org <trivet@pud-ri.org>; llaporte@pud-ri.org <llaporte@pud-ri.org>; Michael@McElroyLawOffice.com <Michael@mcelroylawoffice.com>; BIPCO Admin <admin@bipco.net>; Chetherington@riag.ri.gov <Chetherington@riag.ri.gov>; dmacrae@riag.ri.gov <dmacrae@riag.ri.gov>; MFolcarelli@riag.ri.gov <MFolcarelli@riag.ri.gov>; George, Linda (DPUC) <Linda.George@dpuc.ri.gov>; Schrag, Jonathan (DPUC) <Jonathan.Schrag@dpuc.ri.gov>; Kogut, Thomas (DPUC) <Thomas.Kogut@dpuc.ri.gov>; Spirito, John (DPUC) <John.Spirito@dpuc.ri.gov>; Bell, John (DPUC) <John.Bell@dpuc.ri.gov>; Moniz, Diana (DPUC) <Diana.Moniz@dpuc.ri.gov>; jwood@centerforjustice.org <jwood@centerforjustice.org>; jmickman@centerforjustice.org <jmickman@centerforjustice.org>; Ucci, Nicholas (DOA) <Nicholas.Ucci@energy.ri.gov>; marybali@aol.com <marybali@aol.com>; dsimmons@kentcountywater.org <dsimmons@kentcountywater.org>; Joseph A. Keough Jr, Esq <jkeoughjr@keoughsweeney.com>; James DeCelles <decelles@pwsb.org>; RickyC@provwater.com <RickyC@provwater.com>; Michael McElroy <mcelroymik@gmail.com>; leah@mcelroylawoffice.com <leah@mcelroylawoffice.com>; jforgue@cityofnewport.com <jforgue@cityofnewport.com>; Ashoer@apslaw.com <Ashoer@apslaw.com>; Jacobs, Christopher <christopher.jacobs@suez.com>; bfitzgerald@cullenanddykman.com <bfitzgerald@cullenanddykman.com>; Prettyman, Gary <gary.prettyman@suez.com>; Giebink, Karen <KGiebink@narrabay.com>; jgerhard@narragansett.ri.gov

<jgerhard@narragansetttri.gov>; David Bebyn <dbebyn@gmail.com>; Michael McElroy
<Michael@mcelroylawoffice.com>

Subject: [EXTERNAL] : Re: Emergency Open Meeting Notice - public utilities terminations

Cindy, this is written fairly broadly and I've got just a couple of questions that I think we'll benefit from hearing your thoughts on.

- 1) how long as you thinking the emergency period will be (great question but what are your thoughts)?
- 2) this reads collection activities, you're not suggesting that stop processing payments completely are you?
- 3) if this is intended to address terminations and collections for non-payments then we're probably ok with it. Our concerns are that due to our seasonal rates and timing of our capital spend this is the worst time of the year for us but we do have access to short term loans and may be able to increase those funds.

Will you be taking any comments tomorrow during the open meeting or do you want all of our comments in writing prior to the meeting?

This is definitely an unsettling time and will do all we can of course.

Sorry for the sloppy email - I'm on my phone.

Regards, Jeff

Jeffery M. Wright
President
Block Island Utility District
100 Ocean Avenue
Block Island, RI 02807

O: 401-466-5851
C: 802-730-4233

Sent from my iPhone

On Mar 14, 2020, at 12:50 PM, WilsonFrias, Cynthia (PUC)
<Cynthia.WilsonFrias@puc.ri.gov> wrote:

Hi Everyone,

Attached please find an Emergency Open Meeting Notice for Monday, March 16, 2020 at 2:00 p.m. where the PUC will consider an emergency order to halt collections activities (terminations, sending accounts to collections agencies, extending the shut-off date in termination notices to the end of the emergency period) for a stated temporary period of time. This would apply to protected and standard customers of all regulated electric, gas, water, and sewer utilities. Such an order would not prohibit the utilities from sending out bills or termination notices (with a date after the emergency) nor would it prohibit them from entering into payment plans.

If anyone wishes to comment on this matter, they may provide comments through reply-all.

Any comments on what the various utilities have already implemented on collections covering the next 30 days would also be helpful information for the PUC to have.

Feel free to contact me with any questions.

Thank you,
Cindy

Cynthia G. Wilson-Frias
Chief of Legal Services
Rhode Island Public Utilities Commission
89 Jefferson Blvd.
Warwick, RI 02888
Tel: 401-780-2147
Cell: 401-258-1450
Fax: 401-941-1691

<Emergency OM Notice 3-16-2020.pdf>

WilsonFrias, Cynthia (PUC)

From: Jennifer Wood <jwood@centerforjustice.org>
Sent: Monday, March 16, 2020 12:06 AM
To: Jeffery Wright
Cc: WilsonFrias, Cynthia (PUC); Massaro, Luly (PUC); Nault, Alan (PUC); Bianco, Todd (PUC); Hogan, Margaret (PUC); Kearns, Christopher (DOA); Sneesby, Frederick(DHS); Weedon, Deirdre (DHS); georgewileycenterri@gmail.com; camiloviveiros@gmail.com; raquel.webster@nationalgrid.com; celia.obrien@nationalgrid.com; Joanne.scanlon@nationalgrid.com; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; BIPCO Admin; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC); Schrag, Jonathan (DPUC); Kogut, Thomas (DPUC); Spirito, John (DPUC); Bell, John (DPUC); Moniz, Diana (DPUC); jmickman@centerforjustice.org; Ucci, Nicholas (DOA); marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq; James DeCelles; RickyC@provwwater.com; Michael McElroy; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; Jacobs, Christopher; bfitzgerald@cullenanddykman.com; Prettyman, Gary; Giebink, Karen; jgerhard@narragansettri.gov; David Bebyn
Subject: [EXTERNAL] : Re: Emergency Open Meeting Notice - public utilities terminations

Hello Cindy,

Thank you for this opportunity to provide comments on the Commission's Proposed Order in the Notice of the Emergency Open Meeting to address the public health emergency.

The R.I. Center for Justice would like to thank the Commission for calling for this emergency action in light of the significant disruption to the economy resulting from the current public health crisis. As such we, of course, agree that the Emergency Open Meeting is necessary to address the immediate protection of the public in an unexpected circumstance. We also agree that action by the Commission is needed to protect the public welfare.

In framing the necessary order directing all electric, gas, water, and sewer utilities regulated by the Public Utilities Commission to cease collections activities, including service terminations for nonpayment, we request that the Commission consider including the following provisions in the order:

1. Notice and a Public Hearing Before the Order Terminates:

Because both the public health emergency and the Commission's order are of indeterminate duration, we request that the order include an opportunity for a public hearing prior to the termination of the order so that the Commission can gather information from affected parties about whether the impacts of the crisis are sufficiently resolved to justify the termination of the order.

2. Enrollment of Consumers Experiencing a Reduction of Income or Loss of Employment in Low-Income Discount Rates Where Applicable:

The public health crisis is predicted to cause many Rhode Islanders to suffer economic hardship due to a reduction of income during the public health emergency and job losses that may not be recovered even after the immediate health crisis has passed. Households that experience loss of income and thus become eligible for discounted utility rates should be protected from continuing to incur utility costs that they may not later be able to pay. Utility consumers who experience reduced income or lose their employment during the public health emergency should be made aware that they can enroll in any available low-income discounts. This will mitigate mounting arrearages for consumers with reduced or no income during this period. We request that the order include instructions to utilities that have low-

income discounts to affirmatively notify customers that they may be eligible for discounted utilities if they are experiencing a reduction in income or loss of employment during the public health emergency.

3. Restoration of Terminated Utility Service:

In light of the closure of all child care facilities and schools, Rhode Island's children will be at home full time. Unless their residences have utility services they may have no access to academic programming (electric service to provide power to devices necessary to access online/remote instruction), they may be without access to essential health and hygiene requirements that are made even more critical by the public health emergency (water, hot water), and without necessary heat, increasing their potential to become ill (electricity and gas). With the unprecedented closure of child care facilities and schools many Rhode Island families will be maintaining social isolation in their homes as they have been requested to do by public health officials. This creates a hazardous circumstance that undermines the public health and welfare if utilities have been terminated. Due to the need for families to remain home during the public health emergency, emergency restoration of utility service to households that request restoration based on the public health emergency should be made part of the Commission's order.

Thank you for sharing our input with the Commission. We appreciate the Commission taking this emergency action and also appreciate their careful consideration of these requests.

Respectfully submitted,
Jennifer

Jennifer L. Wood
Executive Director
R.I. Center for Justice
1 Empire Plaza, Suite 410
Providence, RI 02903
(401) 491-1101 ext. 801

 [centerforjustice.org]

IMPORTANT: The contents of this email and any attachments contain information that is privileged, confidential, or otherwise exempt from disclosure under applicable law. If you have received this communication in error, please immediately notify me, delete this message from your computer and destroy all copies.

On Sun, Mar 15, 2020 at 12:41 PM Jeffery Wright <jwright@blockislandutilitydistrict.com> wrote:

Cindy, this is written fairly broadly and I've got just a couple of questions that I think we'll benefit from hearing your thoughts on.

- 1) how long as you thinking the emergency period will be (great question but what are your thoughts)? 2) this reads collection activities, you're not suggesting that stop processing payments completely are you?
- 3) if this is intended to address terminations and collections for non-payments then we're probably ok with it. Our concerns are that due to our seasonal rates and timing of our capital spend this is the worst time of the year for us but we do have access to short term loans and may be able to increase those funds.

Will you be taking any comments tomorrow during the open meeting or do you want all of our comments in writing prior to the meeting?

National Grid Temporarily Suspends Collections-Related Activities to Lessen COVID-19 Hardship on Customers

Mar 13, 2020 - 5:15 PM

WALTHAM, MASS. - National Grid has temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on our customers. The decision is part of the company's pandemic preparedness plan, which is designed to mitigate the impact the virus has on our customers, our workforce and our ability to deliver safe, reliable electricity and natural gas to our customers.

We recognize that this pandemic has brought many challenges for our customers and we want to do our part to lessen any financial impact they may face as the result of the outbreak," said Badar Khan, National Grid's Interim U.S. President. "We are committed to our customers' well-being during this difficult time." The company's decision to temporarily suspend service terminations and collections-related activities is effective immediately.

The company also has implemented the following employee-related actions, which will remain in place as we continue to closely monitor the pandemic:

- Limiting external meeting attendance and external visitors at National Grid facilities to operationally critical activities that are required to deliver gas and electricity to our customers.
- Restricting travel between National Grid office locations, except for operationally critical activities.
- Stopping all international business-related travel.
- Elevating the level of cleaning and disinfecting at all company facilities.

"Ensuring the health and safety of our employees and customers is our number one priority," Khan said. "We have a comprehensive emergency response plan in place to keep the lights on and the gas flowing for our customers. Our pandemic team is meeting daily and we're closely monitoring all developments associated with this evolving and complex virus."

Khan noted that the company also is sharing its preparedness plans with regulators, federal, state and local officials, emergency response organizations, customers and other key stakeholders.

"We will continue to closely monitor this situation, review and adjust our policies and ways of working as necessary, and will keep the lines of communications open with our employees, customers and all stakeholders," he said.

About National Grid

About National Grid: National Grid (NYSE: NGG) is an electricity, natural gas, and clean energy delivery company serving more than 20 million people through our networks in New York, Massachusetts, and Rhode Island. National Grid is transforming our electricity and natural gas networks with smarter, cleaner, and more resilient energy solutions to meet the goal of reducing greenhouse gas emissions.

For more information, please visit our [website](#), follow us on [Twitter](#), watch us on [YouTube](#), friend us on [Facebook](#), and find our photos on [Instagram](#).

WilsonFrias, Cynthia (PUC)

From: [REDACTED]
Sent: Saturday, March 14, 2020 3:30 PM
To: WilsonFrias, Cynthia (PUC)
Subject: [EXTERNAL] : Fw: Important Update from National Grid: COVID-19

Sent from Yahoo Mail for iPhone [overview.mail.yahoo.com]

Begin forwarded message:

On Saturday, March 14, 2020, 12:47 PM, National Grid <nationalgrid@email.nationalgridus.com> wrote:

To view this email as a web page, click [here](https://clicks.questline.com) [clicks.questline.com].



nationalgrid

Important Update from National Grid: COVID-19

Dear Valued Customer,

As conditions evolve, we are taking precautionary actions to mitigate exposure and reduce the impact of the Coronavirus (COVID-19) on our customers and employees. We remain committed to providing safe and reliable service to our customers, and we are doing our part to protect the communities where we live and serve.

We are closely monitoring the situation with local, state and federal health agencies, as well as monitoring and reinforcing guidance from the [Center for Disease Control and Prevention \(CDC\)](https://clicks.questline.com) [clicks.questline.com].

What to Know Regarding Your National Grid Service

Ensuring the health and safety of our employees and customers is our number one priority. We do not anticipate any service disruption to our customers at this time. We have implemented additional measures that will allow us to safely continue providing essential services to you.

In keeping with public health official guidelines, we are taking pre-cautionary measures to limit your exposure and that of our employees.

- Before entering your home, we will ask a series of questions about recent travel, exposure to anyone who has traveled, or exposure to the virus for anyone in your home.
- If you are quarantined or sick and you call us for a service order or to report a natural gas leak or other emergency, we ask that you advise us about the conditions ahead of time. Our agents will work together with you to determine best course of action regarding your service.
- Our employees have been instructed to take precautionary measures to mitigate their and your exposure to limit the risk of infection. Some of those precautions include:
 - Frequent handwashing and use of sanitizer
 - Avoiding touching mouth, nose and eyes
 - Keeping a safe distance from anyone self-quarantined or sick
 - Staying home if they are sick

What to Know About Your Bill

We recognize that certain customers may experience financial difficulty as a result of the coronavirus outbreak, whether they or a family member fall ill, are required to quarantine, or because their income is otherwise affected. We hope to alleviate our affected customers' concerns about their electricity and natural gas service during this time.

As a result, National Grid is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on our customers. These policies are effective immediately and will be in place through the end of April. We will evaluate their continued need at that time. Please note that regular billing will continue for all customers.

We appreciate your patience during this time and ask you to please visit ngrid.com/covid-19 [clicks.questline.com] for the latest information regarding our precautionary actions. On

behalf of our many employees who live and work in your community, our thoughts are with all those who are being impacted.



Gregory Knight
Chief Customer Officer
National Grid

ngrid.com [clicks.questline.com]



[clicks.questline.com]



[clicks.questline.com]



[clicks.questline.com]



[clicks.questline.com]

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This email was sent by:
National Grid
Waltham, MA, 02451, U.S.A.

WilsonFrias, Cynthia (PUC)

From: Ricky Caruolo <rickyc@provwater.com>
Sent: Saturday, March 14, 2020 5:32 PM
To: WilsonFrias, Cynthia (PUC)
Cc: marybali@aol.com; Ashoer@apslaw.com; admin@bipco.net; jwright@bipco.net; jmickman@centerforjustice.org; jwood@centerforjustice.org; jforgue@cityofnewport.com; bfitzgerald@cullenanddykman.com; Weedon, Deirdre (DHS); Sneesby, Frederick(DHS); Moniz, Diana (DPUC); Bell, John (DPUC); Spirito, John (DPUC); Schrag, Jonathan (DPUC); George, Linda (DPUC); Kogut, Thomas (DPUC); Kearns, Christopher (DOA); Ucci, Nicholas (DOA); camiloviveiros@gmail.com; georgewileycenterri@gmail.com; mcelroymik@gmail.com; dsimmons@kentcountywater.org; jkeoughjr@keoughsweeney.com; leah@mcelroylawoffice.com; Michael@mcelroylawoffice.com; KGiebink@narrabay.com; jgerhard@narragansettri.gov; celia.obrien@nationalgrid.com; Joanne.scanlon@nationalgrid.com; raquel.webster@nationalgrid.com; Nault, Alan (PUC); Massaro, Luly (PUC); Hogan, Margaret (PUC); Bianco, Todd (PUC); hround@pud-ri.org; llaporte@pud-ri.org; mkirkwood@pud-ri.org; trivet@pud-ri.org; decelles@pwsb.org; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; christopher.jacobs@suez.com; gary.prettyman@suez.com
Subject: [EXTERNAL] : Re: Emergency Open Meeting Notice - public utilities terminations

Providence Water has already suspended all collection and termination activities until at least 3/30. We are in the process of doing a press release that will be shared with the PUC.

Ricky

On Mar 14, 2020, at 1:51 PM, WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov> wrote:

Hi Everyone,

Attached please find an Emergency Open Meeting Notice for Monday, March 16, 2020 at 2:00 p.m. where the PUC will consider an emergency order to halt collections activities (terminations, sending accounts to collections agencies, extending the shut-off date in termination notices to the end of the emergency period) for a stated temporary period of time. This would apply to protected and standard customers of all regulated electric, gas, water, and sewer utilities. Such an order would not prohibit the utilities from sending out bills or termination notices (with a date after the emergency) nor would it prohibit them from entering into payment plans.

If anyone wishes to comment on this matter, they may provide comments through reply-all.

Any comments on what the various utilities have already implemented on collections covering the next 30 days would also be helpful information for the PUC to have.

Feel free to contact me with any questions.

Thank you,
Cindy

PRESS RELEASE

For Immediate Release: March 14, 2020

Contact: Chris Hunter, 401.487.7771

Providence Water Temporarily Closing Office Amid COVID-19

PROVIDENCE, R.I. – Out of an abundance of caution amid the coronavirus (COVID-19) pandemic, Providence Water has decided to close its headquarters at 125 Dupont Drive in Providence. The office will be closed Monday, March 16th through Monday, March 30th. We will periodically reevaluate to determine a reopening date.

It is critical to note that according to the Centers for Disease Control and Prevention, the coronavirus HAS NOT been detected in drinking water.

Customers can rest assured that we will continue to provide a safe and reliable source of drinking water.

To lessen any financial hardship the COVID-19 pandemic may have on our customers, Providence Water is temporarily suspending all bill collections, water service shutoffs, and regular billing until further notice. These policies are effective immediately.

Any customer experiencing a water emergency, should call 401-521-6300. Providence Water work crews will be available to respond to water emergencies.

#

WilsonFrias, Cynthia (PUC)

From: Jacobs, Christopher <christopher.jacobs@suez.com>
Sent: Saturday, March 14, 2020 6:41 PM
To: WilsonFrias, Cynthia (PUC)
Cc: Massaro, Luly (PUC); Nault, Alan (PUC); Bianco, Todd (PUC); Hogan, Margaret (PUC); Kearns, Christopher (DOA); Sneesby, Frederick(DHS); Weedon, Deirdre (DHS); georgewileycenterri@gmail.com; camiloviveiros@gmail.com; raquel.webster@nationalgrid.com; celia.obrien@nationalgrid.com; Joanne.scanlon@nationalgrid.com; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC); Schrag, Jonathan (DPUC); Kogut, Thomas (DPUC); Spirito, John (DPUC); Bell, John (DPUC); Moniz, Diana (DPUC); jwood@centerforjustice.org; jmickman@centerforjustice.org; Ucci, Nicholas (DOA); marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq; James DeCelles; RickyC@provwater.com; Michael McElroy; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; bfitzgerald@cullenanddykman.com; Prettyman, Gary; Giebink, Karen; jgerhard@narragansetttri.gov
Subject: [EXTERNAL] : Re: Emergency Open Meeting Notice - public utilities terminations

SUEZ Water has already suspended shut off as of this past Friday. We would not be opposed to an official order.

Sent from my iPad

On Mar 14, 2020, at 1:52 PM, WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov> wrote:

Hi Everyone,

Attached please find an Emergency Open Meeting Notice for Monday, March 16, 2020 at 2:00 p.m. where the PUC will consider an emergency order to halt collections activities (terminations, sending accounts to collections agencies, extending the shut-off date in termination notices to the end of the emergency period) for a stated temporary period of time. This would apply to protected and standard customers of all regulated electric, gas, water, and sewer utilities. Such an order would not prohibit the utilities from sending out bills or termination notices (with a date after the emergency) nor would it prohibit them from entering into payment plans.

If anyone wishes to comment on this matter, they may provide comments through reply-all.

Any comments on what the various utilities have already implemented on collections covering the next 30 days would also be helpful information for the PUC to have.

Feel free to contact me with any questions.

Thank you,
Cindy

WilsonFrias, Cynthia (PUC)

From: Forgue, Julia <jforgue@CityofNewport.com>
Sent: Saturday, March 14, 2020 6:57 PM
To: WilsonFrias, Cynthia (PUC)
Subject: [EXTERNAL] : Re: Emergency Open Meeting Notice - public utilities terminations

Newport is not intending to terminate service for non payment. Notices were mailed last week but we did not proceed with the affidavits required this time of year since we don't intend to actually shutoff services. No additional shutoff notices will be issued in accordance with an anticipated emergency order. We will encourage contact for arranging payment plans

Sent from my iPhone

On Mar 14, 2020, at 1:51 PM, WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov> wrote:

Hi Everyone,

Attached please find an Emergency Open Meeting Notice for Monday, March 16, 2020 at 2:00 p.m. where the PUC will consider an emergency order to halt collections activities (terminations, sending accounts to collections agencies, extending the shut-off date in termination notices to the end of the emergency period) for a stated temporary period of time. This would apply to protected and standard customers of all regulated electric, gas, water, and sewer utilities. Such an order would not prohibit the utilities from sending out bills or termination notices (with a date after the emergency) nor would it prohibit them from entering into payment plans.

If anyone wishes to comment on this matter, they may provide comments through reply-all.

Any comments on what the various utilities have already implemented on collections covering the next 30 days would also be helpful information for the PUC to have.

Feel free to contact me with any questions.

Thank you,
Cindy

Cynthia G. Wilson-Frias
Chief of Legal Services
Rhode Island Public Utilities Commission
89 Jefferson Blvd.
Warwick, RI 02888
Tel: 401-780-2147
Cell: 401-258-1450
Fax: 401-941-1691

WilsonFrias, Cynthia (PUC)

From: David Simmons <dsimmons@kentcountywater.org>
Sent: Saturday, March 14, 2020 7:54 PM
To: WilsonFrias, Cynthia (PUC); Massaro, Luly (PUC); Nault, Alan (PUC); Bianco, Todd (PUC); Hogan, Margaret (PUC); Kearns, Christopher (DOA); Sneesby, Frederick(DHS); Weedon, Deirdre (DHS); georgewileycenterri@gmail.com; camiloviveiros@gmail.com; raquel.webster@nationalgrid.com; celia.obrien@nationalgrid.com; Joanne.scanlon@nationalgrid.com; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC); Schrag, Jonathan (DPUC); Kogut, Thomas (DPUC); Spirito, John (DPUC); Bell, John (DPUC); Moniz, Diana (DPUC); jwood@centerforjustice.org; jmickman@centerforjustice.org; Ucci, Nicholas (DOA); marybali@aol.com; Joseph A. Keough Jr, Esq; James DeCelles; RickyC@provwater.com; Michael McElroy; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; Jacobs, Christopher; bfitzgerald@cullenanddykman.com; Prettyman, Gary; Giebink, Karen
Cc: jgerhard@narragansett.ri.gov
Subject: [EXTERNAL] : RE: Emergency Open Meeting Notice - public utilities terminations

Hello Cindy,

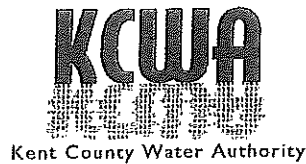
KCWA will be halting termination and collection activities starting Monday.

Dave

David L. Simmons P.E.

Executive Director/Chief Engineer
Kent County Water Authority
1072 Main Street
West Warwick, RI 02893-0192
ph: (401) 821-9300

From: WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>
Sent: Saturday, March 14, 2020 1:51 PM
To: Massaro, Luly (PUC) <Luly.Massaro@puc.ri.gov>; Nault, Alan (PUC) <Alan.Nault@puc.ri.gov>; Bianco, Todd (PUC) <Todd.Bianco@puc.ri.gov>; Hogan, Margaret (PUC) <Margaret.Hogan@puc.ri.gov>; Kearns, Christopher (DOA) <Christopher.Kearns@energy.ri.gov>; Sneesby, Frederick(DHS) <Frederick.Sneesby@dhs.ri.gov>; Weedon, Deirdre (DHS) <Deirdre.Weedon@dhs.ri.gov>; georgewileycenterri@gmail.com; camiloviveiros@gmail.com; raquel.webster@nationalgrid.com; celia.obrien@nationalgrid.com; Joanne.scanlon@nationalgrid.com; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC) <Linda.George@dpuc.ri.gov>; Schrag, Jonathan (DPUC) <Jonathan.Schrag@dpuc.ri.gov>; Kogut, Thomas (DPUC) <Thomas.Kogut@dpuc.ri.gov>; Spirito, John (DPUC) <John.Spirito@dpuc.ri.gov>; Bell, John (DPUC) <John.Bell@dpuc.ri.gov>; Moniz, Diana (DPUC) <Diana.Moniz@dpuc.ri.gov>; jwood@centerforjustice.org; jmickman@centerforjustice.org; WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>; Ucci, Nicholas (DOA)



Press Release 3-16-2020 Regarding COVID-19

The health and safety of our customers and employees is our top priority. Kent County Water Authority (KCWA) provides an essential service that is critically important, and we have a preparedness plan to maintain continuity of service to our customers.

KCWA continues to monitor situational updates as provided by Governor Raimondo, Rhode Island Department of Health (RIDOH), Rhode Island Division of Public Utilities (RIDPUC), Rhode Island Public Utilities Commission (RIPUC), and the Center for Disease Control (CDC). We are continuously evaluating the situation and latest developments to determine how we can adopt and amend measures, as necessary, to support our customers and communities we serve as well as our employees. At this time, KCWA offices will remain open for emergency calls. Please visit our website for updates.

SAFE DRINKING WATER

It is important for you to know that KCWA's drinking water treatment barriers provide protection that includes filtration and disinfection of our ground water sources. These treatments are effective in removing and/or inactivating viruses. It is important to also note that all water purchased and distributed to our customers from Providence Water Supply Board also provides the same. All water delivered to our customers meets all current federal and state drinking water requirements.

KCWA WILL NOT BE SHUTTING WATER OFF FOR NONPAYMENT OR NONCOMPLIANCE

In an effort to keep our customers safe during the coronavirus pandemic KCWA will be placing a moratorium on shut offs. KCWA will not be shutting off water for nonpayment or noncompliance for the specified period as determined by the RIPUC. We will continue to evaluate this moratorium as more information becomes available.

TEMPORARY SUSPENSION OF IN-HOME FIELD APPOINTMENTS

KCWA has been focused on two high priorities as the spread of the coronavirus has evolved: the health and safety of our employees and the health and safety of our customers. As such, Kent County Water will also be suspending all non-essential field appointments and will limit the amount and nature of contact with customers during all emergency field appointments. This temporary suspension is to also include our meter change out program where meters are being replaced inside homes. Our contractor Thielsch/WMS will be in contact with all customers that have scheduled appointment to reschedule.

SUSPENSION OF IN PERSON PAYMENT OF BILLS

KCWA will also be suspending in person payments until March 30th. You can pay your bill by calling the office at 401-821-9300 or going online <https://www.ri.gov/app/kentcounty/water>

For additional information about the coronavirus, please visit:

<https://health.ri.gov/diseases/ncov2019/>

<https://www.cdc.gov/coronavirus/2019-ncov/>

As always, thank you for your trust in Kent County Water Authority as we continue to provide you with safe, clean, reliable water services.

WilsonFrias, Cynthia (PUC)

From: Jim DeCelles <DeCelles@pwsb.org>
Sent: Saturday, March 14, 2020 9:32 PM
To: Jacobs, Christopher; WilsonFrias, Cynthia (PUC)
Cc: Massaro, Luly (PUC); Nault, Alan (PUC); Bianco, Todd (PUC); Hogan, Margaret (PUC); Kearns, Christopher (DOA); Sneesby, Frederick(DHS); Weedon, Deirdre (DHS); georgewileycenterri@gmail.com; camiloviveiros@gmail.com; raquel.webster@nationalgrid.com; celia.obrien@nationalgrid.com; Joanne.scanlon@nationalgrid.com; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC); Schrag, Jonathan (DPUC); Kogut, Thomas (DPUC); Spirito, John (DPUC); Bell, John (DPUC); Moniz, Diana (DPUC); jwood@centerforjustice.org; jmickman@centerforjustice.org; Ucci, Nicholas (DOA); marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq; RickyC@provwater.com; Michael McElroy; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; bfitzgerald@cullenanddykman.com; Prettyman, Gary; Giebink, Karen; jgerhard@narragansetttri.gov
Subject: [EXTERNAL] : Re: Emergency Open Meeting Notice - public utilities terminations

Pawtucket water is not doing shut offs right now. We do have a tax sale scheduled for May.

From: Jacobs, Christopher <christopher.jacobs@suez.com>
Sent: Saturday, March 14, 2020 6:40:44 PM
To: WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>
Cc: Massaro, Luly (PUC) <Luly.Massaro@puc.ri.gov>; Nault, Alan (PUC) <Alan.Nault@puc.ri.gov>; Bianco, Todd (PUC) <Todd.Bianco@puc.ri.gov>; Hogan, Margaret (PUC) <Margaret.Hogan@puc.ri.gov>; Kearns, Christopher (DOA) <Christopher.Kearns@energy.ri.gov>; Sneesby, Frederick(DHS) <Frederick.Sneesby@dhs.ri.gov>; Weedon, Deirdre (DHS) <Deirdre.Weedon@dhs.ri.gov>; georgewileycenterri@gmail.com <georgewileycenterri@gmail.com>; camiloviveiros@gmail.com <camiloviveiros@gmail.com>; raquel.webster@nationalgrid.com <raquel.webster@nationalgrid.com>; celia.obrien@nationalgrid.com <celia.obrien@nationalgrid.com>; Joanne.scanlon@nationalgrid.com <Joanne.scanlon@nationalgrid.com>; mkirkwood@pud-ri.org <mkirkwood@pud-ri.org>; hround@pud-ri.org <hround@pud-ri.org>; trivet@pud-ri.org <trivet@pud-ri.org>; llaporte@pud-ri.org <llaporte@pud-ri.org>; Michael@McElroyLawOffice.com <Michael@mcelroylawoffice.com>; jwright@bipco.net <jwright@bipco.net>; admin@bipco.net <admin@bipco.net>; Chetherington@riag.ri.gov <Chetherington@riag.ri.gov>; dmacrae@riag.ri.gov <dmacrae@riag.ri.gov>; MFolcarelli@riag.ri.gov <MFolcarelli@riag.ri.gov>; George, Linda (DPUC) <Linda.George@dpuc.ri.gov>; Schrag, Jonathan (DPUC) <Jonathan.Schrag@dpuc.ri.gov>; Kogut, Thomas (DPUC) <Thomas.Kogut@dpuc.ri.gov>; Spirito, John (DPUC) <John.Spirito@dpuc.ri.gov>; Bell, John (DPUC) <John.Bell@dpuc.ri.gov>; Moniz, Diana (DPUC) <Diana.Moniz@dpuc.ri.gov>; jwood@centerforjustice.org <jwood@centerforjustice.org>; jmickman@centerforjustice.org <jmickman@centerforjustice.org>; Ucci, Nicholas (DOA) <Nicholas.Ucci@energy.ri.gov>; marybali@aol.com <marybali@aol.com>; dsimmons@kentcountywater.org <dsimmons@kentcountywater.org>; Joseph A. Keough Jr, Esq <jkeoughjr@keoughsweeney.com>; Jim DeCelles <DeCelles@pwsb.org>; RickyC@provwater.com <RickyC@provwater.com>; Michael McElroy <mcelroymik@gmail.com>; leah@mcelroylawoffice.com <leah@mcelroylawoffice.com>; jforgue@cityofnewport.com <jforgue@cityofnewport.com>; Ashoer@apslaw.com <Ashoer@apslaw.com>; bfitzgerald@cullenanddykman.com <bfitzgerald@cullenanddykman.com>; Prettyman, Gary <gary.prettyman@suez.com>; Giebink, Karen <KGiebink@narrabay.com>; jgerhard@narragansetttri.gov <jgerhard@narragansetttri.gov>
Subject: Re: Emergency Open Meeting Notice - public utilities terminations

WilsonFrias, Cynthia (PUC)

From: Giebink Karen <KGiebink@narrabay.com>
Sent: Monday, March 16, 2020 8:47 AM
To: Webster, Raquel; WilsonFrias, Cynthia (PUC); Massaro, Luly (PUC); Nault, Alan (PUC); Bianco, Todd (PUC); Hogan, Margaret (PUC); Kearns, Christopher (DOA); Hutchinson, Jennifer; Sneesby, Frederick(DHS); Weedon, Deirdre (DHS); georgewileycenterri@gmail.com; camiloviveiros@gmail.com; OBrien, Celia; Scanlon, Joanne M.; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC); Schrag, Jonathan (DPUC); Kogut, Thomas (DPUC); Spirito, John (DPUC); Bell, John (DPUC); Moniz, Diana (DPUC); jwood@centerforjustice.org; jmickman@centerforjustice.org; Ucci, Nicholas (DOA); marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq; James DeCelles; RickyC@provwater.com; Michael McElroy; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; Jacobs, Christopher; bfitzgerald@cullenanddykman.com; Prettyman, Gary; Grant, Kate; Hutchinson, Jennifer
Cc: jgerhard@narragansettri.gov; Casimiro, Clara
Subject: [EXTERNAL] : RE: EXT || Emergency Open Meeting Notice - public utilities terminations

Hi Cindy – NBC has temporarily suspended service termination related activities.
Karen

From: Webster, Raquel <Raquel.Webster@nationalgrid.com>
Sent: Sunday, March 15, 2020 4:37 PM
To: WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>; Massaro, Luly (PUC) <Luly.Massaro@puc.ri.gov>; Nault, Alan (PUC) <Alan.Nault@puc.ri.gov>; Bianco, Todd (PUC) <Todd.Bianco@puc.ri.gov>; Hogan, Margaret (PUC) <Margaret.Hogan@puc.ri.gov>; Kearns, Christopher (DOA) <Christopher.Kearns@energy.ri.gov>; Hutchinson, Jennifer <Jennifer.Hutchinson@nationalgrid.com>; Sneesby, Frederick(DHS) <Frederick.Sneesby@dhs.ri.gov>; Weedon, Deirdre (DHS) <Deirdre.Weedon@dhs.ri.gov>; georgewileycenterri@gmail.com; camiloviveiros@gmail.com; OBrien, Celia <CELIA.OBRIEN@nationalgrid.com>; Scanlon, Joanne M. <Joanne.Scanlon@nationalgrid.com>; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC) <Linda.George@dpuc.ri.gov>; Schrag, Jonathan (DPUC) <Jonathan.Schrag@dpuc.ri.gov>; Kogut, Thomas (DPUC) <Thomas.Kogut@dpuc.ri.gov>; Spirito, John (DPUC) <John.Spirito@dpuc.ri.gov>; Bell, John (DPUC) <John.Bell@dpuc.ri.gov>; Moniz, Diana (DPUC) <Diana.Moniz@dpuc.ri.gov>; jwood@centerforjustice.org; jmickman@centerforjustice.org; Ucci, Nicholas (DOA) <Nicholas.Ucci@energy.ri.gov>; marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq <jkeoughjr@keoughsweeney.com>; James DeCelles <decelles@pwsb.org>; RickyC@provwater.com; Michael McElroy <mcelroymik@gmail.com>; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; Jacobs, Christopher <christopher.jacobs@suez.com>; bfitzgerald@cullenanddykman.com; Prettyman, Gary <gary.prettyman@suez.com>; Giebink Karen <KGiebink@narrabay.com>; Grant, Kate <Kate.Grant2@nationalgrid.com>; Hutchinson, Jennifer <Jennifer.Hutchinson@nationalgrid.com>
Cc: jgerhard@narragansettri.gov
Subject: RE: EXT || Emergency Open Meeting Notice - public utilities terminations

Good afternoon, Cindy:

Massaro, Luly (PUC)

Subject: RE: [EXTERNAL] : RE: EXT || Emergency Open Meeting Notice - public utilities terminations

From: Webster, Raquel <Raquel.Webster@nationalgrid.com>

Sent: Sunday, March 15, 2020 4:37 PM

To: WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>; Massaro, Luly (PUC) <Luly.Massaro@puc.ri.gov>; Nault, Alan (PUC) <Alan.Nault@puc.ri.gov>; Bianco, Todd (PUC) <Todd.Bianco@puc.ri.gov>; Hogan, Margaret (PUC) <Margaret.Hogan@puc.ri.gov>; Kearns, Christopher (DOA) <Christopher.Kearns@energy.ri.gov>; Hutchinson, Jennifer <Jennifer.Hutchinson@nationalgrid.com>; Sneesby, Frederick(DHS) <Frederick.Sneesby@dhs.ri.gov>; Weedon, Deirdre (DHS) <Deirdre.Weedon@dhs.ri.gov>; georgewileycenterri@gmail.com; camiloviveiros@gmail.com; O'Brien, Celia <CELIA.OBRIEN@nationalgrid.com>; Scanlon, Joanne M. <Joanne.Scanlon@nationalgrid.com>; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC) <Linda.George@dpuc.ri.gov>; Schrag, Jonathan (DPUC) <Jonathan.Schrag@dpuc.ri.gov>; Kogut, Thomas (DPUC) <Thomas.Kogut@dpuc.ri.gov>; Spirito, John (DPUC) <John.Spirito@dpuc.ri.gov>; Bell, John (DPUC) <John.Bell@dpuc.ri.gov>; Moniz, Diana (DPUC) <Diana.Moniz@dpuc.ri.gov>; jwood@centerforjustice.org; jmickman@centerforjustice.org; Ucci, Nicholas (DOA) <Nicholas.Ucci@energy.ri.gov>; marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq <jkeoughjr@keoughsweeney.com>; James DeCelles <decelles@pwsb.org>; RickyC@provwater.com; Michael McElroy <mcelroymik@gmail.com>; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; Jacobs, Christopher <christopher.jacobs@suez.com>; bfitzgerald@cullenanddykman.com; Prettyman, Gary <gary.prettyman@suez.com>; Giebink, Karen <KGiebink@narrabay.com>; Grant, Kate <Kate.Grant2@nationalgrid.com>; Hutchinson, Jennifer <Jennifer.Hutchinson@nationalgrid.com>

Cc: jgerhard@narragansett.ri.gov

Subject: [EXTERNAL] : RE: EXT || Emergency Open Meeting Notice - public utilities terminations

Good afternoon, Cindy:

As of March 13, 2020, National Grid has temporarily suspended collections-related activities, including service disconnections, late payment charges, and outbound calls regarding nonpayment. National Grid will share its press release with the PUC.

Thanks,
Raquel

Raquel J. Webster | Senior Counsel
National Grid | 40 Sylvan Road | Waltham, MA 02451
Office: 781.907.2121 | Mobile: 781.472.0531 | Fax: 781.907.5701
raquel.webster@nationalgrid.com

From: WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>

Sent: Saturday, March 14, 2020 1:51 PM

To: Massaro, Luly (PUC) <Luly.Massaro@puc.ri.gov>; Nault, Alan (PUC) <Alan.Nault@puc.ri.gov>; Bianco, Todd (PUC) <Todd.Bianco@puc.ri.gov>; Hogan, Margaret (PUC) <Margaret.Hogan@puc.ri.gov>; Kearns, Christopher (DOA) <Christopher.Kearns@energy.ri.gov>; Sneesby, Frederick(DHS) <Frederick.Sneesby@dhs.ri.gov>; Weedon, Deirdre (DHS) <Deirdre.Weedon@dhs.ri.gov>; georgewileycenterri@gmail.com; camiloviveiros@gmail.com; Webster, Raquel <Raquel.Webster@nationalgrid.com>; O'Brien, Celia <CELIA.OBRIEN@nationalgrid.com>; Scanlon, Joanne M.

<Joanne.Scanlon@nationalgrid.com>; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC) <Linda.George@dpuc.ri.gov>; Schrag, Jonathan (DPUC) <Jonathan.Schrag@dpuc.ri.gov>; Kogut, Thomas (DPUC) <Thomas.Kogut@dpuc.ri.gov>; Spirito, John (DPUC) <John.Spirito@dpuc.ri.gov>; Bell, John (DPUC) <John.Bell@dpuc.ri.gov>; Moniz, Diana (DPUC) <Diana.Moniz@dpuc.ri.gov>; jwood@centerforjustice.org; jmickman@centerforjustice.org; WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>; Ucci, Nicholas (DOA) <Nicholas.Ucci@energy.ri.gov>; marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq <jkeoughjr@keoughsweeney.com>; James DeCelles <decelles@pwsb.org>; RickyC@provwater.com; Michael McElroy <mcelroymik@gmail.com>; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; Jacobs, Christopher <christopher.jacobs@suez.com>; bfitzgerald@cullenanddykman.com; Prettyman, Gary <gary.prettyman@suez.com>; Giebink, Karen <KGiebink@narrabay.com>; WilsonFrias, Cynthia (PUC) <Cynthia.WilsonFrias@puc.ri.gov>
Cc: jgerhard@narragansetttri.gov

Subject: EXT || Emergency Open Meeting Notice - public utilities terminations

Hi Everyone,

Attached please find an Emergency Open Meeting Notice for Monday, March 16, 2020 at 2:00 p.m. where the PUC will consider an emergency order to halt collections activities (terminations, sending accounts to collections agencies, extending the shut-off date in termination notices to the end of the emergency period) for a stated temporary period of time. This would apply to protected and standard customers of all regulated electric, gas, water, and sewer utilities. Such an order would not prohibit the utilities from sending out bills or termination notices (with a date after the emergency) nor would it prohibit them from entering into payment plans.

If anyone wishes to comment on this matter, they may provide comments through reply-all.

Any comments on what the various utilities have already implemented on collections covering the next 30 days would also be helpful information for the PUC to have.

Feel free to contact me with any questions.

Thank you,
Cindy

Cynthia G. Wilson-Frias
Chief of Legal Services
Rhode Island Public Utilities Commission
89 Jefferson Blvd.
Warwick, RI 02888
Tel: 401-780-2147
Cell: 401-258-1450
Fax: 401-941-1691

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You may report the matter by contacting us via our [UK Contacts Page \[nationalgrid.com\]](#) or our [US Contacts Page \[nationalgridus.com\]](#) (accessed by clicking on the appropriate link)

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For the registered information on the UK operating companies within the National Grid group please use the attached link: <https://www.nationalgrid.com/group/about-us/corporate-registrations> [nationalgrid.com]

Massaro, Luly (PUC)

From: Spirito, John (DPUC)
Sent: Monday, March 16, 2020 1:12 PM
To: WilsonFrias, Cynthia (PUC); Massaro, Luly (PUC); Nault, Alan (PUC); Bianco, Todd (PUC); Hogan, Margaret (PUC); Kearns, Christopher (DOA); Sneesby, Frederick(DHS); Weedon, Deirdre (DHS); georgewileycenterri@gmail.com; camiloviveiros@gmail.com; raquel.webster@nationalgrid.com; celia.obrien@nationalgrid.com; Joanne.scanlon@nationalgrid.com; mkirkwood@pud-ri.org; hround@pud-ri.org; trivet@pud-ri.org; llaporte@pud-ri.org; Michael@McElroyLawOffice.com; jwright@bipco.net; admin@bipco.net; Chetherington@riag.ri.gov; dmacrae@riag.ri.gov; MFolcarelli@riag.ri.gov; George, Linda (DPUC); Schrag, Jonathan (DPUC); Kogut, Thomas (DPUC); Bell, John (DPUC); Moniz, Diana (DPUC); jwood@centerforjustice.org; jmickman@centerforjustice.org; Ucci, Nicholas (DOA); marybali@aol.com; dsimmons@kentcountywater.org; Joseph A. Keough Jr, Esq; James DeCelles; RickyC@provwater.com; Michael McElroy; leah@mcelroylawoffice.com; jforgue@cityofnewport.com; Ashoer@apslaw.com; Jacobs, Christopher; bfitzgerald@cullenanddykman.com; Prettyman, Gary; Giebink, Karen
Cc: jgerhard@narragansettri.gov
Subject: RE: Emergency Open Meeting Notice - public utilities terminations

Good afternoon Cindy,

In view of the COVID-19 emergency currently in effect in Rhode Island, the Division supports the Commission's decision to determine whether it should exercise its emergency powers under R.I. Gen. Laws 39-1-32(a) in the interest of public safety. However, in order to avoid confusion with respect to regular utility billing practices, the Division would recommend that if the Commission does decide to take emergency steps to safeguard the public welfare, that action be limited to only the suspension of utility service terminations for a reasonable duration of time, as determined by the Commission.

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Sent: Saturday, March 14, 2020 1:51 PM
To: Massaro, Luly (PUC) <Luly.Massaro@puc.ri.gov>; Nault, Alan (PUC) <Alan.Nault@puc.ri.gov>; Bianco, Todd (PUC) <Todd.Bianco@puc.ri.gov>; Hogan, Margaret (PUC) <Margaret.Hogan@puc.ri.gov>; Kearns, Christopher (DOA) <Christopher.Kearns@energy.ri.gov>; Sneesby, Frederick(DHS) <Frederick.Sneesby@dhs.ri.gov>; Weedon, Deirdre (DHS) <Deirdre.Weedon@dhs.ri.gov>; georgewileycenterri@gmail.com; camiloviveiros@gmail.com;

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Cc: jgerhard@narragansett.ri.gov

Subject: Emergency Open Meeting Notice - public utilities terminations

Hi Everyone,

Attached please find an Emergency Open Meeting Notice for Monday, March 16, 2020 at 2:00 p.m. where the PUC will consider an emergency order to halt collections activities (terminations, sending accounts to collections agencies, extending the shut-off date in termination notices to the end of the emergency period) for a stated temporary period of time. This would apply to protected and standard customers of all regulated electric, gas, water, and sewer utilities. Such an order would not prohibit the utilities from sending out bills or termination notices (with a date after the emergency) nor would it prohibit them from entering into payment plans.

If anyone wishes to comment on this matter, they may provide comments through reply-all.

Any comments on what the various utilities have already implemented on collections covering the next 30 days would also be helpful information for the PUC to have.

Feel free to contact me with any questions.

Thank you,
Cindy

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