

February 8, 2017

**VIA HAND DELIVERY & ELECTRONIC MAIL**

Luly E. Massaro, Division Clerk  
Rhode Island Division of Public Utilities and Carriers  
89 Jefferson Boulevard  
Warwick, RI 02888

**Re: Docket No. D-16-78 – Review of Standard Residential Electric Billing Format Pursuant to R.I.G.L. § 39-26.7-4**

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> I am submitting the enclosed Petition requesting approval by the Division of Public Utilities and Carriers (the Division) to modify the design of the Company's residential electric billing format to include a price comparison of the Standard Offer Service ("SOS") rate to the rates of non-regulated power producers ("NPPs") to better enable residential customers to compare pricing policies and charges of NPPs to the SOS rate as required by the recently enacted Nonregulated Power Producer Consumer Bill of Rights, R.I. Gen. Laws Chapter 39-26.7.

Thank you for your attention to this filing. Please contact me at 781-907-2153 if you have any questions concerning this matter.

Very truly yours,



Celia B. O'Brien

Enclosures

cc: Steve Scialabba  
Kevin Lynch  
Thomas Kogut  
William Lueker, Esq.  
John Spirito, Esq.  
Leo Wold, Esq.

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

**STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS**

**DIVISION OF PUBLIC UTILITIES AND CARRIERS**

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**In Re: Review of Standard Residential Electric Billing  
Format Pursuant to R.I.G.L. § 39-26.7-4**

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)  
) **Docket No. D-16-78**  
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**PETITION FOR APPROVAL OF RESIDENTIAL ELECTRIC BILL REDESIGN**

The Narragansett Electric Company d/b/a National Grid (“National Grid” or the “Company”) hereby respectfully submits this Petition for Approval of Residential Electric Bill Redesign (the “Petition”) to the Rhode Island Division of Public Utilities and Carriers (the “Division”) to request approval to modify the design of the Company’s residential electric billing format to include a price comparison of the Standard Offer Service (“SOS”) rate to the rates of non-regulated power producers (“NPPs”) as required by the recently enacted Nonregulated Power Producer Consumer Bill of Rights, R.I. Gen. Laws Chapter 39-26.7.

Specifically, National Grid is requesting that the Division approve the following bill message to facilitate the comparison of the Company’s SOS rate to the rates of NPPs to satisfy the requirements of R.I. Gen. Laws § 39-26.7-4 (“SOS Price to Compare Bill Message”):

Customers can choose to purchase their electric supply from a non-regulated power producer (NPP). National Grid will continue to deliver electricity to you, and will respond to service calls, emergencies, and provide storm restoration. To compare offers, the rate for National Grid’s electric supply, known as Standard Offer Service (SOS), is \$XXX effective XX/XX/XXXX. The SOS rate is scheduled to change on XX/XX/XXXX. Please note: The electric NPP must submit the enrollment at least X business days prior to your next scheduled meter read date, which is XX XX. For more information, visit [www.ripuc.ri.gov](http://www.ripuc.ri.gov).<sup>1</sup>

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<sup>1</sup> In this format, X represents dates and prices that will change over time.

The Company has provided a sample residential electric bill containing the proposed SOS Price to Compare Bill Message as Attachment 1 to this Petition.

In support of this Petition, National Grid states the following:

**BACKGROUND**

1. On July 12, 2016, the Rhode Island General Assembly enacted R.I. Gen. Laws Chapter 39-26.7, known as the Nonregulated Power Producer Consumer Bill of Rights. R.I. Gen. Laws § 39-26.7-4(a) requires the Division to initiate a docket by September 1, 2016 “to redesign the standard billing format for residential customers to better enable such residential customers to compare pricing policies and charges of nonregulated power producers to the standard-offer service rate.”<sup>2</sup>

2. In compliance therewith, on August 17, 2016, the Division initiated Docket No. D-16-78 for the purpose of modifying National Grid’s residential electric billing format to comport with the new statutory requirements set forth in R.I. Gen. Laws § 39-26.7-4.

3. Specifically, R.I. Gen. Laws § 39-26.7-4(b) requires that the following information be included on residential electric customer bills:

In addition to all information required by [R.I. Gen. Laws] §§ 39-3-37.2 and 39-3-37.3, the rules shall provide for the bill to include a standard-offer service price to compare with the date of the next expected standard-offer rate change and the date by which a customer’s nonregulated power producer must initiate the transfer of service in order for the transfer to be complete by the next meter read date.

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<sup>2</sup> R.I. Gen. Laws § 39-26.7-4(a).

**SOS PRICE TO COMPARE**

4. As stated above, the Company proposes to add the SOS Price to Compare Bill Message to the electric billing format for residential customers to satisfy the R.I. Gen. Laws § 39-26.7-4(b). The SOS Price to Compare Bill Message includes all of the information required by R.I. Gen. Laws § 39-26.7-4(b). Namely, it includes:

- a. The Company’s residential SOS rate in effect at the time the bill is issued;
- b. The date on which the next expected SOS rate change occurs;<sup>3</sup>
- c. The date by which a customer’s NPP must initiate the transfer of service so that the transfer will be complete by the customer’s next meter read date;<sup>4</sup>  
and
- d. The customer’s next meter read date.

5. The Company proposes to include the SOS Price to Compare Bill Message in the “For Your Information” section on Page 2 of the current billing format. The Company’s Customer Service System (“CSS”) has existing functionality that would enable the Company to include the SOS Price to Compare Bill Message in this section of the bill as an efficient and cost-effective way to implement the necessary redesign of its electric billing format to comply with the requirements of R.I. Gen. Laws § 39-26.7-4(b).

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<sup>3</sup> In Docket No. 4556, the PUC changed the retail rate periods for the Residential class from January - June and July - December to October - March and April - September, effective October 1, 2016. See Report and Order No. 22444 (June 21, 2016) in Docket No. 4556 at 21.

<sup>4</sup> As provided in Section 1.1.3 of the Company’s Terms and Conditions for Nonregulated Power Producers, R.I.P.U.C. No.1191, the Company must receive the NPP transaction information, which includes specifics regarding customer identification and billing selection for generation service, at least two (2) business days prior to the commencement of service (coincident with the customer’s next scheduled meter read date).

6. Division approval of this Petition would benefit customers by enabling them to compare pricing policies and charges of NPPs to the Company's SOS rates through a simple SOS Price to Compare Bill Message appearing on their monthly bill.

### **CONCLUSION**

The Company respectfully requests that the Division grant the relief requested below pursuant to its authority under R.I. Gen. Laws § 39-26.7-4 because it serves the best interests of residential electric customers and satisfies the requirements of R.I. Gen. Laws § 39-26.7-4:

- a. Authorize National Grid to implement a redesign to its residential electric billing format to include the following proposed SOS Price to Compare Bill Message in the "For Your Information" section on Page 2 of the bill as shown on Attachment 1:

Customers can choose to purchase their electric supply from a non-regulated power producer (NPP). National Grid will continue to deliver electricity to you, and will respond to service calls, emergencies, and provide storm restoration. To compare offers, the rate for National Grid's electric supply, known as Standard Offer Service (SOS), is \$XXX effective XX/XX/XXXX. The SOS rate is scheduled to change on XX/XX/XXXX. Please note: The electric NPP must submit the enrollment at least X business days prior to your next scheduled meter read date, which is XX XX. For more information, visit [www.ripuc.ri.gov](http://www.ripuc.ri.gov).<sup>5</sup>

- b. Grant such other and further relief as may be just and proper under the circumstances.

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<sup>5</sup> In this format, X represents dates and prices that will change over time.

The Narragansett Electric Company  
d/b/a National Grid  
Division Docket No. D-16-78  
In Re: Review of Standard Residential Electric Billing Format  
Pursuant to R.I.G.L. § 39-26.7-4

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Respectfully submitted by,

**THE NARRAGANSETT ELECTRIC  
COMPANY d/b/a NATIONAL GRID**

By its attorney,



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Celia B. O'Brien (RI #4484)  
280 Melrose Street  
Providence, RI 02907  
Telephone: 781-907-2153  
Email: [celia.obrien@nationalgrid.com](mailto:celia.obrien@nationalgrid.com)

Dated: February 8, 2017



SERVICE FOR

BILLING PERIOD

PAGE 1 of 2

Dec 19, 2016 to Jan 19, 2017

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

Feb 12, 2017

\$ 54.73

**ELECTRIC BILL**

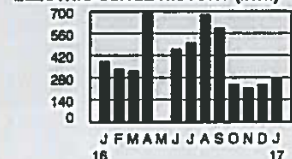
www.nationalgridus.com  
 CUSTOMER SERVICE  
 1-800-322-3223  
 CREDIT DEPARTMENT  
 1-888-211-1313  
 GAS EMERGENCIES  
 1-800-640-1595  
 POWER OUTAGE OR DOWNED LINE  
 1-800-485-1212  
 CORRESPONDENCE ADDRESS  
 PO Box 960  
 Northborough, MA 01532-0960  
 PAYMENT ADDRESS  
 PO Box 11739  
 Newark, NJ 07101-4739

DATE BILL ISSUED  
 Jan 19, 2017

**Enrollment Information**

To enroll with a supplier or change to another supplier, you will need the following information about your account:  
 Loadzone RhodeIsland  
 Acct No: \_\_\_\_\_ Cycle: \_\_\_\_\_

**ELECTRIC USAGE HISTORY (kWh)**



Daily Averages	Jan 16	Jan 17
kWh	12.4	8.9
Cost	\$ 2.42	\$ 1.76

Actual  Estimated

**ACCOUNT BALANCE**

Previous Balance		47.43
Payment Received on JAN 4 (Check)	THANK YOU	- 47.43
Current Charges		+ 54.73
<b>Amount Due ▶</b>		<b>\$ 54.73</b>

**SUMMARY OF CURRENT CHARGES**

	DELIVERY SERVICES	SUPPLY SERVICES	OTHER CHARGES/ ADJUSTMENTS	TOTAL
Electric Service	29.88	22.66		52.54
Other Charges/Adjustments			2.19	2.19
<b>Total Current Charges</b>	<b>\$ 29.88</b>	<b>\$ 22.66</b>	<b>\$ 2.19</b>	<b>\$ 54.73</b>

- Ⓢ Save time and money! Sign up for paperless billing and receive a \$ 0.34 credit on your monthly bill. Visit our website to enroll today.
- Ⓢ The Energy Charge now includes the Renewable Energy Standard Charge which was previously identified separately on the bill. This charge is 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 section 39-26-1 .
- 🔌 **What is the Energy Efficiency Charge on my bill?** This charge funds Energy Efficiency programs that can help consumers lower their energy usage and bills, improve comfort in their homes or businesses, and lower pollutants and carbon emissions in our communities. To learn how to take advantage of these programs and your eligibility, please call 1-866-903-2811 or visit www.ngrid.com/ri-ee.
- ★ **WILL WE BE ABLE TO REACH YOU DURING A POWER OUTAGE?:** During a power outage, phones with a direct link to a local phone line are able to operate. Phones that are not directly linked (for example, wireless phones with answering machines) need electricity to make/receive calls. If you would like to register another phone number, such as a cell phone, as your account's primary phone number, please go to [www.nationalgrid.com/myaccount](http://www.nationalgrid.com/myaccount) to update your information so that we may be able to reach you with important information during power outages.

KEEP THIS PORTION FOR YOUR RECORDS

RETURN THIS PORTION WITH YOUR PAYMENT

ACCOUNT NUMBER

PLEASE PAY BY

AMOUNT DUE

Feb 12, 2017

\$ 54.73

ENTER AMOUNT ENCLOSED

\$

Write account number on check and make payable to National Grid



PO Box 960  
 Northborough MA 01532

\*\*\*\*\*AUTO\*\*3-DIGIT 029

020238

NATIONAL GRID  
 PO BOX 11739  
 NEWARK NJ 07101-4739





SERVICE FOR BILLING PERIOD  
 Dec 19, 2016 to Jan 19, 2017  
 ACCOUNT NUMBER PLEASE PAY BY AMOUNT DUE  
 Feb 12, 2017 \$ 54.73

**Enrollment Information**

To enroll with a supplier or change to another supplier, you will need the following information about your account:  
 Loadzone Rhode Island  
 Asset No: Cycle:

**Electric Usage History**

Month	kWh	Month	kWh
Jan 16	363	Aug 16	690
Feb 16	335	Sep 16	594
Mar 16	324	Oct 16	237
Apr 16	687	Nov 16	215
May 16	0	Dec 16	239
Jun 16	451	Jan 17	277
Jul 16	502		

**Right To Dispute Your Bill And To An Impartial Hearing**

If you believe your bill is inaccurate or for any reason payment may be withheld, you should first contact our Customer Service Department at 1-800-322-3223. If a mutually satisfactory settlement of this matter cannot be made, you have the right to submit this matter to: Reviewing Officer, Division of Public Utilities and Carriers, 99 Jefferson Blvd., Warwick, Rhode Island 02888 Telephone: 401-780-9700. National Grid will not disconnect your service pending proceedings before a reviewing officer appointed by the Public Utilities Administrator.

**LIHEAP Charge**

This charge is required under Rhode Island law and will be used to provide funding for a Low-Income Home Energy Assistance Program ("LIHEAP") Enhancement Plan, designed to assist low-income electric and natural gas households with their home energy and heating needs. By law, this charge may not be more than \$10 per year for each electric or natural gas service account.

**Explanation of Billing Terms Available**

If you would like an explanation of any of the terms used on your bill, you may find them on our web site at [www.nationalgrid.com](http://www.nationalgrid.com) or you may call us at 1-800-322-3223.

**DETAIL OF CURRENT CHARGES**

**Delivery Services**

Service Period	No. of days	Current Reading	Previous Reading	Total Usage
Dec 19 - Jan 19	31	31110 Actual	30833 Actual	277 kWh

METER NUMBER NEXT SCHEDULED READ DATE ON OR ABOUT Feb 17

RATE	Basic Residential Rate A-16		
Customer Charge			5.00
LIHEAP Enhancement Charge			0.81
Distribution Energy Chg	0.04278 x 277 kWh		11.86
Energy Efficiency Prgms	0.01135806 x 277 kWh		3.15
Renewable Egy Dist Chg	0.00546257 x 277 kWh		1.51
Transmission Charge	0.02705 x 277 kWh		7.49
Transition Charge	-0.00058 x 277 kWh		-0.16
RE Growth Program			0.22
<b>Total Delivery Services</b>			<b>\$ 29.88</b>

**Supply Services**

SUPPLIER National Grid

Energy Charge	0.08179 x 277 kWh	22.66
<b>Total Supply Services</b>		<b>\$ 22.66</b>

**Other Charges/Adjustments**

Gross Earnings Tax	0.04166867 x 52.54	2.19
<b>Total Other Charges/Adjustments</b>		<b>\$ 2.19</b>

**> For Your Information**

Customers can choose to purchase their electric supply from a non-regulated power producer (NPP). National Grid will continue to deliver electricity to you, and will respond to service calls, emergencies, and provide storm restoration. To compare offers, the rate for National Grid's electric supply, known as Standard Offer Service (SOS), is \$0.08179 effective 10/01/2016. The SOS rate is scheduled to change on 04/01/2017. Please note: The electric NPP must submit the enrollment at least 2 business days prior to your next scheduled meter read date, which is Feb 17. For more information, visit [www.ripuc.ri.gov](http://www.ripuc.ri.gov).

**Right To Electric Service:**

**During Serious Illness:** If you or anyone presently and normally living in your home is seriously ill, we will not discontinue your electric service during such illness providing you: have a registered physician certify in writing to us that such illness exists, the nature and duration of the illness and you make satisfactory arrangements to pay your bill. This certification must be received within seven (7) days from the date that your physician initially contacts our Credit Department at 1-888-211-1313.  
 You have a child under twenty four months and a financial hardship: If you or anyone presently and normally living in your home has a child under twenty four months old we will not terminate your electric service, provided you also have a financial hardship. Please call our Credit Department at 1-888-211-1313 immediately if this applies to you.

**Termination of Service to Elderly or Handicapped Persons**

If all residents in your household are 62 years of age or older or if any resident in your household is handicapped, the Company will not terminate your service for failure to pay the past due bill without written approval from the Division of Public Utilities. If you cannot pay your bill all at once, you may be able to work out a payment plan with the Company. The Elderly or Handicapped Forms that must be filed out are available at the Company. The Form also enables you to participate in "Third Party Notification". If you have any questions or want further information, call the Credit Department at 1-888-211-1313.

**Notice About Electronic Check Conversion**

By sending your completed, signed check to us, you authorize us to use the account information from your check to make an electronic fund transfer from your account for the same amount as the check. If the electronic fund transfer cannot be processed for technical reasons, you authorize us to process the copy of your check.