

February 21, 2014

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket 3569 - Rules Governing the Acceptance of Credit Cards by Utility Companies Responses to PUC Data Requests – Set 1**

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> I have enclosed ten (10) copies of the Company's responses to the Rhode Island Public Utilities Commission's ("PUC") First Set of Data Requests issued on January 27, 2014 in the above-referenced proceeding.

Thank you for your attention to this transmittal. Please contact me at (401) 784-7288, if you have any questions concerning this filing.

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Docket 3569 Service List  
Steve Scialabba, Division

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

Certificate of Service

I hereby certify that a copy of the cover letter and/or any materials accompanying this certificate were electronically transmitted to the individuals listed below.

Paper copies of this filing are being hand delivered to the RI Public Utilities Commission and to the RI Division of Public Utilities and Carriers.



\_\_\_\_\_  
Joanne M. Scanlon

February 20, 2014  
Date

**Docket No. 3569 – Rules Governing the Acceptance of Credit Card by Utility Companies Updated 12/30/13**

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PUC 1-1

Request:

Please indicate whether National Grid's electric and gas utilities in Massachusetts and New York accept credit card payments.

Response:

Customers of National Grid's retail electric and gas companies have the option to pay their utility bills via a one-time credit card payment through Western Union, a third party with whom National Grid has contracted to make this optional service available to customers. Currently, the option does not allow a customer to establish a recurring payment to the customer's credit card, however National Grid continues to look for ways to make paying utility bills more convenient for its customers. The initiation of the credit card transaction is between the customer and Western Union, and as a result of the customer taking advantage of Western Union's services, Western Union directly assesses the customer a convenience fee.

Customers can initiate credit card payments through National Grid's web site for each region. A link will take the customer to the Western Union web site. Customers can also initiate credit card payments through National Grid's interactive voice response ("IVR") unit. If a Rhode Island customer initiates a credit card payment via the IVR, the customer is automatically transferred to the Western Union automated telephone number to continue the payment transaction. If a Massachusetts or New York customer initiates a credit card payment via the IVR, the customer is given the phone number to call Western Union directly. Customers can enter the IVR through a direct call to the Company. Customers can also call a dedicated IVR through a telephone number provided by the Company's field representatives, and as part of the Company's collection activities and associated tools available to customers, customers can also call into a Collections IVR to process a credit card payment. With all of these transactions, Western Union assesses the customer initiating the transaction a convenience fee.

Responses specific to Massachusetts and New York:

In Massachusetts, Massachusetts Electric Company, Nantucket Electric Company, Boston Gas Company, and Colonial Gas Company provide customers the ability to pay their electric and gas bills via a one-time credit card payment as discussed above and similar to the option currently utilized in Rhode Island.

The Narragansett Electric Company

d/b/a National Grid

R.I.P.U.C. Docket No. 3569

In Re: Rules Governing the Acceptance of Credit Cards by Utility Companies

Responses to the Public Utilities Commission's First Set of Data Requests

Issued January 27, 2014

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PUC 1-1 (continued)

In New York, Brooklyn Union Gas Company, KeySpan Gas East Corporation, and Niagara Mohawk Power Corporation provide customers the ability to pay their electric and gas bills via a one-time credit card payment as discussed above and similar to the option currently utilized in Rhode Island.

PUC 1-2

Request:

If National Grid accepts credit card payments in other jurisdictions, please indicate whether the customer making the payment is subject to a third-party vendor fee or whether any administrative fee is included in National Grid's rates.

Response:

As discussed in the response to PUC 1-1, in Massachusetts, Massachusetts Electric Company, Nantucket Electric Company, Boston Gas Company, and Colonial Gas Company provide customers the ability to pay their electric and gas bills via a one-time credit card payment similar to the option currently utilized in Rhode Island. The third party credit card processing company assesses the fee directly to the customer. There are no administrative fees associated with these transactions in these companies' rates.

As discussed in the response to PUC 1-1, in New York, Brooklyn Union Gas Company, KeySpan Gas East Corporation, and Niagara Mohawk Power Corporation provide customers the ability to pay their electric and gas bills via a one-time credit card payment similar to the option currently utilized in Rhode Island. The third party credit card processing company assesses the fee directly to the customer. There are no administrative fees associated with these transactions in these companies' rates.

PUC 1-3

Request:

If National Grid accepts credit card payments in other jurisdictions, please provide a copy of any tariffs or terms and conditions.

Response:

As discussed in the response to PUC 1-1, in Massachusetts, Massachusetts Electric Company, Nantucket Electric Company, Boston Gas Company, and Colonial Gas Company provide customers the ability to pay their electric and gas bills via one-time credit card payments similar to the option currently utilized in Rhode Island. Since the transaction is between the customer and the third party credit card processing company, these companies are not required to have a tariff or terms and conditions regarding this payment method.

As discussed in the response to PUC 1-1, in New York, Brooklyn Union Gas Company, KeySpan Gas East Corporation, and Niagara Mohawk Power Corporation provide customers the ability to pay their electric and gas bills via one-time credit card payments similar to the option currently utilized in Rhode Island. Since the transaction is between the customer and the third party credit card processing company, these companies are not required to have a tariff or terms and conditions regarding this payment method.