

December 30, 2013

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket No. 3569**  
**Filing to Amend the Optional Telephone and Web Page Payment Provision**  
**and the Optional Credit Card Provision**

Dear Ms. Massaro:

This letter is to notify the Commission that the Company's third party vendor has informed the Company that it intends to reduce its transaction fees assessed on credit card transactions effective January 1, 2014. Accordingly, enclosed for filing pursuant to Commission Rule 1.9(d) are ten copies of the Company's electric tariff, Optional Telephone or Web Page Payment Provision (Electric), R.I.P.U.C. No. 2144, replacing R.I.P.U.C. No. 2041 and its gas tariff, Optional Credit Card Payment Provision, R.I.P.U.C. NG-GAS, No. 101B, Section 7, Schedule C, Sheets 1 and 2, Fourth Revised (Gas). The enclosed tariffs reflect the following changes to the Third Party Vendor fees: (i) the residential payment transaction fee has been changed from \$2.25 to \$2 per transaction, and (ii) the non-residential payment transaction fee has been changed from \$7.95 to \$6.95 per transaction.

Both tariffs, marked to show changes from the tariffs currently in effect, are contained in this filing, along with a clean copy of the amended documents. Attachment 1 to this filing contains National Grid's clean version of the amended electric Optional Telephone or Web Page Payment Provision. Attachment 2 contains National Grid's clean version of the amended gas Optional Credit Card Payment Provision. Attachment 3 contains National Grid's redlined version of the electric Optional Telephone or Web Page Payment Provision. Attachment 4 contains National Grid's redlined version of the gas Optional Credit Card Payment Provision.

The Company is filing the revised tariffs to conform its terms and conditions to the reduction in transaction fees by its third party vendor, effective January 1, 2014. Since the reduction in transaction fees will ultimately benefit customers by providing for better pricing, the Company requests a waiver and/or shortening of the 30 day notice requirement under Commission Rule 1.9(d) so that the tariffs can take effect on January 1.

Luly E. Massaro, Commission Clerk  
December 30, 2013  
Page 2 of 2

Thank you for your attention to this transmittal. If you have any questions, please feel free to contact me at (401) 784-7288.

Very truly yours,

A handwritten signature in black ink, appearing to read "Jennifer Brooks Hutchinson". The signature is fluid and cursive, with a long horizontal line extending to the right.

Jennifer Brooks Hutchinson

Enclosures

cc: Docket 3569 Service List  
Leo Wold, Esq.  
Steve Scialabba, Division  
Jon Hagopian, Esq.

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. Copies of this filing were hand delivered to the RI Public Utilities Commission.



\_\_\_\_\_  
Jennifer Brooks Hutchinson  
National Grid

December 30, 2013  
Date

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

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## Attachment 1

## THE NARRAGANSETT ELECTRIC COMPANY

### OPTIONAL TELEPHONE OR WEB PAGE PAYMENT PROVISION

#### **Availability**

Customers of Narragansett Electric Company (“Narragansett” or “the Company”) have the option of paying their bills issued by Narragansett through the use of a payment processing agent (“Third Party Vendor”). Residential and Non-Residential customers, as determined by the Company’s rate schedule designations, have the option to make payments by telephone or web page. The availability of this option will be subject to the Company’s ability to arrange for such option. This payment option is available to all of the Company’s customers choosing to make payments to the Company through use of the Third Party Vendor-sponsored telephone or web page system. If there is a conflict between the Commission’s Rules Governing the Acceptance of Credit Card Payments (the “Rules”) and this provision, the Rules shall govern.

#### **Payment Types**

The following payment methods shall be accepted under this provision:

1. Visa
2. MasterCard;
3. American Express;
4. Discover;
5. Debit Cards issued by a financial institution which include a card association symbol such as Visa or MasterCard; and
6. Electronic Checks

#### **Fees**

Customers choosing to make payments under this option will be assessed a fee directly by the Third Party Vendor for each payment the customer initiates. The fee to be charged by the Third Party Vendor is based on whether the customer making the payment is a Residential customer or Non-Residential customer and the number of payment transactions made. The customer must initiate each payment transaction. Initiating one payment transaction does not establish future payment transactions for a customer.

#### **Residential Fees:**

The Residential fee per payment transaction, up to a maximum transaction amount of \$600 is \$2.00

The Third Party Vendor will assess a fee of \$2.00 per transaction for any additional payment transactions up to \$600 each.

THE NARRAGANSETT ELECTRIC COMPANY

OPTIONAL TELEPHONE OR WEB PAGE PAYMENT PROVISION

Non-Residential Fees:

The Non-Residential fee per payment transaction, up to a maximum transaction amount of \$1,000 is:

Single Transaction up to \$1,000 maximum: \$6.95

The Third Party Vendor will assess a fee of \$6.95 per transaction for any additional payment transactions up to \$1,000 each.

**Payment Amount**

Customers who choose to make payments under this provision shall have the ability to make partial payments. Additionally, the Company shall not deny a customer's use of these payment options because the customer's account with the Company is past due.

**Company Obligations**

The payment transaction shall occur between the customer and the Third Party Vendor. The Company shall provide information regarding the Third Party Vendor's payment systems to assist its customers who choose to make payments by telephone or web page. The Company shall assist its customers in the resolution of any disputes between customers and the Third Party Vendor involving the credits posted by the Company to customers' accounts as a result of the processing of customer payments under this provision. The Company has no obligation, however, to participate in any dispute which involves matters strictly between the customer and the Third Party Vendor or the customer's bank or card issuer.

**Terms and Conditions**

The Company's Terms and Conditions, as may be amended from time to time, where not inconsistent with any specific provisions hereof, are a part of this provision.

Effective: January 1, 2014

## Attachment 2

**OTHER MISCELLANEOUS CHARGES**

**OPTIONAL CREDIT CARD PAYMENT PROVISION**

**1.0 AVAILABILITY:**

Customers of National Grid (National Grid or Company) have the option of paying their bills issued by National Grid through the use of a payment-processing agent (Third Party Vendor). Residential and non-residential customers, as determined by the Company's rate schedule designations, have the option to make payments by telephone or web page. The availability of this option will be subject to the Company's ability to arrange for such an option. This payment option is available to all of the Company's customers choosing to make payments to the Company through use of the Third Party Vendor-sponsored telephone or web page system. If there is a conflict between the Commission's Rules Governing the Acceptance of Credit Card Payments (the Rules) and this provision, the Rules shall govern.

**2.0 PAYMENT TYPES:**

The following payment methods shall be accepted under this provision:

1. Visa;
2. Mastercard;
3. American Express;
4. Discover;
5. Debit Cards issued by a financial institution which include a card association symbol such as Visa or MasterCard; and
6. Electronic Checks

**3.0 FEES:**

Customers choosing to make payments under this option will be assessed a fee directly by the Third Party Vendor for each payment the customer initiates. The fee to be charged by the Third Party Vendor is based on whether the customer making the payment is a residential customer or a non-residential customer and the number of payment transactions made. The customer must initiate each payment transaction. Initiating one payment transaction does not establish future payment transactions for a customer.

Residential Fees:

**OTHER MISCELLANEOUS CHARGES**

**OPTIONAL CREDIT CARD PAYMENT PROVISION**

The residential fee per payment transaction, up to a maximum transaction amount of \$600 is \$2.00. The Third Party Vendor will assess a fee of \$2.00 per transaction for any additional payment transactions up to \$600 each.

**Non-Residential Fees:**

The non-residential fee per payment transaction, up to a maximum transaction amount of \$1,000, is \$6.95. The Third Party Vendor will assess a fee of \$6.95 per transaction for any additional payment transactions up to \$1,000 each.

**4.0 PAYMENT AMOUNT:** Customers who choose to make payments under this provision shall have the ability to make partial payments. Additionally, the Company shall not deny a customer's use of these payment options because the customer's account with the Company is past due.

**5.0 COMPANY OBLIGATION:** The payment transaction shall occur between the customer and the Third Party Vendor. The Company shall provide information regarding the Third Party Vendor's payment systems to assist its customers who choose to make payments by telephone or web page. The Company shall assist its customers in the resolution of any disputes between customers and the Third Party Vendor involving the credits posted by the Company to customers' accounts as a result of the processing of customer payments under this provision. The Company has no obligation, however, to participate in any dispute involving matters strictly between the customer and the Third Party Vendor or the customer's bank or card issuer.

**6.0 TERMS & CONDITIONS:** The Company's Terms & Conditions, as may be amended from time to time, where not inconsistent with any specific provisions hereof, are a part of this provision.

## Attachment 3

## THE NARRAGANSETT ELECTRIC COMPANY

## OPTIONAL TELEPHONE OR WEB PAGE PAYMENT PROVISION

**Availability**

Customers of Narragansett Electric Company (“Narragansett” or “the Company”) have the option of paying their bills issued by Narragansett through the use of a payment processing agent (“Third Party Vendor”). Residential and Non-Residential customers, as determined by the Company’s rate schedule designations, have the option to make payments by telephone or web page. The availability of this option will be subject to the Company’s ability to arrange for such option. This payment option is available to all of the Company’s customers choosing to make payments to the Company through use of the Third Party Vendor-sponsored telephone or web page system. If there is a conflict between the Commission’s Rules Governing the Acceptance of Credit Card Payments (the “Rules”) and this provision, the Rules shall govern.

**Payment Types**

The following payment methods shall be accepted under this provision:

1. Visa
2. MasterCard;
3. American Express;
4. Discover;
5. Debit Cards issued by a financial institution which include a card association symbol such as Visa or MasterCard; and
6. Electronic Checks

**Fees**

Customers choosing to make payments under this option will be assessed a fee directly by the Third Party Vendor for each payment the customer initiates. The fee to be charged by the Third Party Vendor is based on whether the customer making the payment is a Residential customer or Non-Residential customer and the number of payment transactions made. The customer must initiate each payment transaction. Initiating one payment transaction does not establish future payment transactions for a customer.

**Residential Fees:**

The Residential fee per payment transaction, up to a maximum transaction amount of \$600 is \$2.~~00~~25

The Third Party Vendor will assess a fee of \$2.~~00~~25 per transaction for any additional payment transactions up to \$600 each.

THE NARRAGANSETT ELECTRIC COMPANY

OPTIONAL TELEPHONE OR WEB PAGE PAYMENT PROVISION

Non-Residential Fees:

The Non-Residential fee per payment transaction, up to a maximum transaction amount of \$1,000 is:

Single Transaction up to \$1,000 maximum:                      \$~~67~~.95

The Third Party Vendor will assess a fee of \$~~67~~.95 per transaction for any additional payment transactions up to \$1,000 each.

**Payment Amount**

Customers who choose to make payments under this provision shall have the ability to make partial payments. Additionally, the Company shall not deny a customer's use of these payment options because the customer's account with the Company is past due.

**Company Obligations**

The payment transaction shall occur between the customer and the Third Party Vendor. The Company shall provide information regarding the Third Party Vendor's payment systems to assist its customers who choose to make payments by telephone or web page. The Company shall assist its customers in the resolution of any disputes between customers and the Third Party Vendor involving the credits posted by the Company to customers' accounts as a result of the processing of customer payments under this provision. The Company has no obligation, however, to participate in any dispute which involves matters strictly between the customer and the Third Party Vendor or the customer's bank or card issuer.

**Terms and Conditions**

The Company's Terms and Conditions, as may be amended from time to time, where not inconsistent with any specific provisions hereof, are a part of this provision.

Effective: ~~August 15, 2010~~January 1, 2014

## Attachment 4

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**OTHER MISCELLANEOUS CHARGES**

**OPTIONAL CREDIT CARD PAYMENT PROVISION**

- 1.0 AVAILABILITY:** Customers of National Grid (National Grid or Company) have the option of paying their bills issued by National Grid through the use of a payment-processing agent (Third Party Vendor). Residential and non-residential customers, as determined by the Company's rate schedule designations, have the option to make payments by telephone or web page. The availability of this option will be subject to the Company's ability to arrange for such an option. This payment option is available to all of the Company's customers choosing to make payments to the Company through use of the Third Party Vendor-sponsored telephone or web page system. If there is a conflict between the Commission's Rules Governing the Acceptance of Credit Card Payments (the Rules) and this provision, the Rules shall govern.
- 2.0 PAYMENT TYPES:** The following payment methods shall be accepted under this provision:
1. Visa;
  2. Mastercard;
  3. American Express;
  4. Discover;
  5. Debit Cards issued by a financial institution which include a card association symbol such as Visa or MasterCard; and
  6. Electronic Checks
- 3.0 FEES:** Customers choosing to make payments under this option will be assessed a fee directly by the Third Party Vendor for each payment the customer initiates. The fee to be charged by the Third Party Vendor is based on whether the customer making the payment is a residential customer or a non-residential customer and the number of payment transactions made. The customer must initiate each payment transaction. Initiating one payment transaction does not establish future payment transactions for a customer.

Residential Fees:

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Issued: ~~January 24, 2013~~ December 30, 2013

Effective: ~~February 1, 2013~~ January 1, 2014

**OTHER MISCELLANEOUS CHARGES**

**OPTIONAL CREDIT CARD PAYMENT PROVISION**

The residential fee per payment transaction, up to a maximum transaction amount of \$600 is \$~~2,002.25~~. The Third Party Vendor will assess a fee of \$~~2,002.25~~ per transaction for any additional payment transactions up to \$600 each.

Non-Residential Fees:

The non-residential fee per payment transaction, up to a maximum transaction amount of \$1,000, is \$~~6,957.95~~. The Third Party Vendor will assess a fee of \$~~6,957.95~~ per transaction for any additional payment transactions up to \$1,000 each.

**4.0 PAYMENT AMOUNT:** Customers who choose to make payments under this provision shall have the ability to make partial payments. Additionally, the Company shall not deny a customer's use of these payment options because the customer's account with the Company is past due.

**5.0 COMPANY OBLIGATION:** The payment transaction shall occur between the customer and the Third Party Vendor. The Company shall provide information regarding the Third Party Vendor's payment systems to assist its customers who choose to make payments by telephone or web page. The Company shall assist its customers in the resolution of any disputes between customers and the Third Party Vendor involving the credits posted by the Company to customers' accounts as a result of the processing of customer payments under this provision. The Company has no obligation, however, to participate in any dispute involving matters strictly between the customer and the Third Party Vendor or the customer's bank or card issuer.

**6.0 TERMS & CONDITIONS:** The Company's Terms & Conditions, as may be amended from time to time, where not inconsistent with any specific provisions hereof, are a part of this provision.