



January 18, 2005

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket Nos. 2930/3617 Trouble, Non-Outage Report for Calendar Year 2004**

Dear Ms. Massaro:

Enclosed please find 10 copies of The Narragansett Electric Company's ("Narragansett" or "Company") Trouble, Non-Outage Report for 2004. This report is being provided pursuant to the Third Amended Stipulation and Settlement approved by the Commission in Docket 2930 as well as the Second Amended Stipulation and Settlement ("Rate Plan Settlement") approved by the Commission in Docket 3617. As described in Exhibit 11, page 8 of 8 of the Rate Plan Settlement, Narragansett agreed to track and report the number of calls it receives in the category of Trouble, Non-Outage on a monthly basis.

Please contact me if you have any questions concerning this report.

Sincerely,

Laura S. Olton

Enclosure

cc: P. Roberti  
S. Scialabba

**Narragansett Electric Company**  
Trouble, Non-Outage Calls Received  
2004

<u>2004</u>	Number of Trouble Non-Outage Calls (1)	Total Number of <u>All Calls</u>
January	286	37,271
February	177	29,558
March	239	34,169
April	347	39,388
May	314	43,312
June	293	46,617
July	327	47,779
August	296	51,144
September	262	45,733
October	296	45,161
November	325	38,171
December	328	30,129
Total	3,490	488,432

(1) Based on the actual number of Trouble, Non-Outage Calls recorded by CSR.