

December 18, 2006

VIA HAND DELIVERY & ELECTRONIC MAIL

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

RE: Docket 3788 – Annual Retail Rate Filing
Responses to Commission Record Requests 1 and 2

Dear Ms. Massaro:

Enclosed please find ten (10) copies of National Grid's responses to Commission Record Requests 1 and 2 issued at the evidentiary hearing on December 14, 2006, in the above-captioned proceeding.

Thank you for your attention to this filing. If you have any questions, please feel free to contact me at (401) 784-7667.

Very truly yours,



Laura S. Olton

Enclosures

cc: Docket 3788 Service List
Paul Roberti, Esq.
Steve Scialabba, Division

Record Request 1

Request:

Please describe the Company's policy regarding outstanding balances when a protected customer moves from one location to another. Please provide the Company's policy for both electric and gas service.

Response:

The Company's policy regarding the payment required from protected customers with an active account who move from one location to another within the Company's service territory is the same for both electric service and natural gas service, and is as follows:

For customers who have an established payment plan on the current account:

- If the customer is current on the plan, the balance would be moved to the new address and the plan reestablished at the new address;
- If the customer's account is past due on the payment plan, the customer would be required to pay the overdue amount on the plan prior to receiving service at the new location. Once the payment is made, the account balance and plan would be moved to the new address.

For customers with no established payment plan:

- The customer is requested to pay the overdue balance prior to receiving service at the new location;
- If the customer is unable to pay the entire overdue balance, the Company will negotiate a payment to move based on the customer's current payment plan step and establish a payment plan at the new account.

This policy is the same for both protected and non-protected customers.

Record Request 2

Request:

For the period October 1, 2004 through September 30, 2005, please provide the amount of total net write-offs for Rate A-60.

Response:

Net write-offs for Rate A-60 for the period October 1, 2004 through September 30, 2005 were approximately \$1.1 million compared to net write-offs for the period October 1, 2005 through September 30, 2006 of \$1.6 million. Please note that there is a lag of approximately 90 days between the time that an account is final billed and the time that the account balance is charged off.