

December 22, 2008

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket 4011 - Retail Rates Filing  
Response to Public Comment**

Dear Ms. Massaro:

At the recent hearing regarding National Grid's 2009 retail rate filing, the Commission received public comment relative to low-income issues. One commenter indicated concern that a payment plan customer who moves to a new address would be required to pay the entire amount of his or her unpaid bill in order to obtain service at his or her new location. Actually, the Company's policy with respect to customers who are in arrears when they move is as follows:

- If the customer is on an established payment plan and is current on the payment plan, the customer would receive service at the new address and the balance would simply be moved to the new address and the plan reestablished at the new address.
- If a customer is on an established payment plan and is overdue on his payments under the that plan, the customer would be required to pay only the overdue amount on the plan. The customer would then receive service at the new address and the account balance and the payment plan would be moved to the new address.
- If the customer has no established payment plan and is unable to pay the overdue balance prior to receiving service at the new location, the Company will negotiate a payment based on the customer's current payment plan step and establish a payment plan at the new account.

We are hopeful that this addresses the concerns that were expressed at the hearing.

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

Very truly yours,



Thomas R. Teehan

cc: Docket 4011 Service List