

August 3, 2009

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE:   Docket 4065 – National Grid Request for Change of Electric Distribution Rates  
      Response to Data Requests**

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Dear Ms. Massaro:

Enclosed please find ten (10) copies of National Grid's<sup>1</sup> responses to the Division's eighth set of data requests issued in the above-referenced proceeding. In addition, responses are included to the Commission's first set of data requests and the Division's third and seventh sets of data requests. Attached is a listing of the data requests issued to date and designating the responses included in this filing.

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

Very truly yours,



Thomas R. Teehan

Enclosures

cc:     Docket 4065 Service List

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

### Certificate of Service

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

/S/  
Linda Samuelian

August 3, 2009  
Date

**National Grid (NGrid) – Request for Change in Electric Distribution Rates**  
**Docket No. 4065 - Service List as of 7/22/09**

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The Narragansett Electric Company d/b/a National Grid					
Docket 4065					
Discovery Log					
As of: August 3, 2009					
[C-denotes confidentiality is being sought]					
Data Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
COMM 1-1	Filed	6/26/2009	O'Brien		Attachments COMM 1-1-3, 1-1-4, 1-1-5, 1-1-7, 1-1-8, 1-1-9 <b>BULK</b>
COMM 1-2	Filed	6/26/2009	O'Brien		Attachments COMM 1-2 A-D
COMM 1-3	Filed	6/26/2009	Dinkel		Attachments COMM 1-3 A-B <b>BULK</b>
COMM 1-4	Filed	6/26/2009	O'Brien		
COMM 1-5	Filed	7/22/2009	O'Brien/Dinkel		Attachments COMM 1-5 (1-3)
COMM 1-6	Filed	6/26/2009	Dinkel	C-attachment	Attachments COMM 1-6-1 & 1-6-2 <b>BULK</b>
COMM 1-7	Filed	6/26/2009	O'Brien		Attachment COMM 1-7
COMM 1-8	Filed	6/26/2009	Dinkel		Attachments COMM 1-8 (A-D) <b>BULK</b>
COMM 1-9	Filed	6/26/2009	Dinkel	C-attachment	Attachments COMM 1-9 (1-11) <b>BULK</b>
COMM 1-10	Filed	6/26/2009	Dinkel		Attachment COMM 1-10 (hard copy only) <b>BULK</b>
COMM 1-11	Filed	6/26/2009	O'Brien		
COMM 1-12	Filed	7/1/2009	Dinkel/Morrissey		Attachments COMM 1-12 (1-2)
COMM 1-13	Filed	6/26/2009	Dinkel		Attachment COMM 1-13
COMM 1-14	Filed	6/26/2009	Dinkel		Attachment COMM 1-14
COMM 1-15	Filed	6/26/2009	Dinkel		Attachment COMM 1-15
COMM 1-16	Filed	6/26/2009	O'Brien		Attachments COMM 1-16 (1-12)
COMM 1-17	Filed	7/6/2009	Pettigrew		
COMM 1-18	Filed	7/14/2009	Pettigrew		Attachments COMM 1-18-1, 1-18-2, 1-18-3, 1-18-4(a) - (d) <b>Bulk</b>
COMM 1-19	Pending				
COMM 1-20	Filed	6/26/2009	O'Brien		
COMM 1-21	Filed	6/26/2009	O'Brien		Attachments COMM 1-21 (1-4)
COMM 1-22	Filed	6/26/2009	O'Brien		Attachments COMM 1-22 (1-2)
COMM 1-23	Filed	6/26/2009	O'Brien		Attachments COMM 1-23 (1-2)
COMM 1-24	Filed	6/26/2009	O'Brien		Attachment COMM 1-24
COMM 1-25	Filed	6/26/2009	O'Brien		Attachments COMM 1-25 (1-14) <b>BULK</b>
COMM 1-26	Filed	6/26/2009	O'Brien		Attachment COMM 1-26
COMM 1-27	Pending				
COMM 1-28	Filed	7/6/2009	O'Brien		Attachment COMM 1-28
COMM 1-29	Filed	6/26/2009	O'Brien		
COMM 1-30	Filed	6/26/2009	O'Brien		
COMM 1-31	Filed	6/26/2009	King		
COMM 1-32	Filed	6/26/2009	O'Brien		Attachment COMM 1-32
COMM 1-33	Filed	6/26/2009	O'Brien		Attachment COMM 1-33 (1-3) <b>BULK</b>
COMM 1-34	Filed	6/26/2009	Dowd		Attachments COMM 1-34 (1-2) <b>BULK</b>
COMM 1-35	Filed	6/26/2009	Dowd		Attachment COMM 1-35 <b>BULK</b>
COMM 1-36	Filed	6/26/2009	Dowd		Attachment DIV 2-1 (electronic only)
COMM 1-37	Filed	6/26/2009	O'Brien		Attachment COMM 1-37
COMM 1-38	Filed	6/26/2009	O'Brien		Attachment COMM 1-38
COMM 1-39	Pending				
COMM 1-40	Filed	6/26/2009	Dowd		Attachment COMM 1-40
COMM 1-41	Filed	6/26/2009	Dowd		Attachment COMM 1-41
COMM 1-42	Filed	6/26/2009	Dowd		Attachment COMM 1-42
COMM 1-43	Filed	6/26/2009	Dowd		Attachment COMM 1-43
COMM 1-44	Filed	6/26/2009	Dowd		Attachment COMM 1-44
COMM 1-45	Filed	6/26/2009	O'Brien		Attachment COMM 1-45
COMM 1-46	Filed	6/26/2009	Dowd		
COMM 1-47	Filed	6/26/2009	Dowd		Attachments COMM 1-47 (1-3) <b>BULK</b>

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Docket 4065					
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As of: August 3, 2009					
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Data Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
COMM 1-48 (Part 1)	Filed	7/1/2009	Dowd		Attachment COMM 1-48
COMM 1-48 (Parts 2-5)	Filed	6/26/2009	O'Brien		
COMM 1-49	Filed	6/26/2009	O'Brien		Attachments COMM 1-49 (1-5)
COMM 1-50	Filed	6/26/2009	Dowd		Attachments COMM 1-50 (1-38)
COMM 1-51	Filed	6/26/2009	Dowd		<b>BULK</b>
COMM 1-52	Filed	6/26/2009	Dowd		Attachment COMM 1-52
COMM 1-53	Filed	6/26/2009	Dowd		Attachment COMM 1-53
COMM 1-54	Filed	6/26/2009	O'Brien		Attachments COMM 1-54 (1-2)
COMM 1-55	Filed	7/14/2009	O'Brien		Attachment COMM 1-55
COMM 1-56	Filed	6/26/2009	O'Brien		
COMM 1-57	Filed	6/26/2009	O'Brien		Attachment COMM 1-57
COMM 1-58	Filed	6/26/2009	O'Brien		Attachment DIV 3-11 (PDF and working excel)
COMM 1-59	Filed	6/26/2009	O'Brien		Attachment COMM 1-59
COMM 1-60	Filed	7/1/2009	O'Brien		Attachment COMM 1-60 (A-B)
COMM 1-61	Filed	6/26/2009	Dowd		
COMM 1-62	Filed	6/26/2009	O'Brien		Attachments COMM 1-62 (1-2)
COMM 1-63	Pending				
COMM 1-64	Filed	6/26/2009	O'Brien		Attachment COMM 1-64
COMM 1-65	Filed	6/26/2009	O'Brien		Attachments COMM 1-65
COMM 1-66	Filed	6/26/2009	O'Brien		Attachments COMM 1-66 (1-2)
COMM 1-67	Filed	6/26/2009	O'Brien		Attachments COMM 1-67 (1-3)
COMM 1-68	Filed	6/26/2009	Wynter		Attachment COMM 1-68
COMM 1-69	Filed	6/26/2009	Wynter		Attachment COMM 1-69
COMM 1-70	Filed	6/26/2009	Wynter		
COMM 1-71	Filed	6/26/2009	O'Brien		Attachments DIV 4-1 (1-2) <b>BULK</b>
COMM 1-72	Pending				
COMM 1-73	Filed	6/26/2009	O'Brien		Attachments COMM 1-73 (1-2)
COMM 1-74	Filed	7/6/2009	O'Brien		
COMM 1-75	Filed	6/26/2009	O'Brien		
COMM 1-76	Filed	7/1/2009	O'Brien		Attachment COMM 1-76
COMM 1-77	Pending				
COMM 1-78	Filed	7/14/2009	O'Brien	C-attachment	
COMM 1-79	Filed	6/26/2009	O'Brien		Attachment COMM 1-79
COMM 1-80	Filed	8/3/2009	O'Brien		
COMM 1-81	Filed	8/3/2009	O'Brien		
COMM 1-82	Filed	7/1/2009	O'Brien		
COMM 1-83	Filed	6/26/2009	O'Brien		Attachments COMM 1-83
COMM 1-84	Filed	6/26/2009	O'Brien		Attachment COMM 1-84
COMM 1-85	Filed	6/26/2009	O'Brien		Attachment COMM 1-85
COMM 1-86	Filed	6/26/2009	O'Brien		
COMM 1-87	Filed	6/26/2009	O'Brien		
COMM 1-88	Filed	6/26/2009	O'Brien		Attachment COMM 1-88
COMM 1-89	Filed	6/26/2009	O'Brien		Attachment COMM 1-89
COMM 1-90	Filed	7/6/2009	O'Brien		Attachments COMM 1-90 (1-2)
COMM 1-91	Filed	6/26/2009	O'Brien		<b>BULK</b>
COMM 1-92	Filed	6/26/2009	O'Brien		Attachment DIV 4-21 (1-2) <b>BULK</b>
COMM 1-93	Filed	6/26/2009	O'Brien		Attachment COMM 1-92
COMM 1-94	Filed	6/26/2009	O'Brien		Attachment COMM 1-94
COMM 1-95	Filed	6/26/2009	O'Brien		Attachment COMM 1-95
COMM 1-96	Filed	6/26/2009	King		Attachment COMM 1-96
COMM 1-97	Filed	6/26/2009	O'Brien		
COMM 1-98	Filed	7/1/2009	Dowd		
COMM 1-99	Filed	6/26/2009	Gorman		Attachment COMM 1-99
COMM 1-100	Filed	7/1/2009	Gorman		
COMM 1-101	Filed	7/1/2009	Gorman		
COMM 1-102	Filed	6/26/2009	Gorman		Attachment COMM 1-102
COMM 1-103	Filed	6/26/2009	Wynter		
COMM 1-104	Filed	6/26/2009	Wynter		
COMM 1-105	Filed	6/26/2009	O'Brien		
COMM 1-106	Pending				

The Narragansett Electric Company d/b/a National Grid					
Docket 4065					
Discovery Log					
As of: August 3, 2009					
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Data Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
COMM 1-107	Filed	6/26/2009	O'Brien		Attachment COMM 1-107
COMM 1-108	Filed	6/26/2009	Wynter		Attachment COMM 1-108
COMM 1-109	Filed	6/26/2009	Dowd/Pettigrew		Attachment COMM 1-109
COMM 2-1	Pending				
COMM 2-2	Pending				
COMM 2-3	Pending				
COMM 2-4	Pending				
COMM 2-5	Pending				
COMM 2-6	Pending				
COMM 2-7	Pending				
COMM 2-8	Pending				
COMM 2-9	Pending				
COMM 2-10	Pending				
COMM 2-11	Pending				
COMM 2-12	Pending				
COMM 2-13	Pending				
COMM 2-14	Pending				
COMM 2-15	Pending				
COMM 2-16	Pending				
COMM 2-17	Pending				
COMM 2-18	Pending				
COMM 2-19	Pending				
COMM 2-20	Pending				
COMM 2-21	Pending				
COMM 2-22	Pending				
COMM 2-23	Pending				
COMM 2-24	Pending				
COMM 2-25	Pending				
COMM 2-26	Pending				
COMM 2-27	Pending				
COMM 2-28	Pending				
COMM 2-29	Pending				
COMM 2-30	Pending				
COMM 2-31	Pending				
COMM 2-32	Pending				
COMM 2-33	Pending				
COMM 2-34	Pending				
COMM 2-35	Pending				
COMM 2-36	Pending				
COMM 2-37	Pending				
COMM 2-38	Pending				
COMM 2-39	Pending				
COMM 2-40	Pending				
COMM 2-41	Pending				
COMM 2-42	Pending				
COMM 2-43	Pending				
COMM 2-44	Pending				
COMM 2-45	Pending				
COMM 2-46	Pending				
COMM 2-47	Pending				
COMM 2-48	Pending				
COMM 2-49	Pending				
COMM 2-50	Pending				
COMM 2-51	Pending				
COMM 2-52	Pending				

The Narragansett Electric Company d/b/a National Grid					
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Information Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
DIV-1-1	Filed	6/26/2009	O'Brien		Attachment DIV 1-1
DIV-1-2	Filed	7/1/2009	O'Brien		Attachment DIV 1-2
DIV-1-3	Filed	7/1/2009	O'Brien		Attachment DIV 1-3
DIV-1-4	Filed	6/26/2009	O'Brien		
DIV-1-5	Filed	6/26/2009	O'Brien		
DIV-1-6	Filed	7/1/2009	O'Brien		
DIV-1-7	Filed	7/1/2009	O'Brien		
DIV-1-8	Filed	7/1/2009	O'Brien		
DIV-1-9	Filed	6/26/2009	O'Brien		Attachment DIV 1-9
DIV-1-10	Filed	6/26/2009	O'Brien		
DIV-1-11	Filed	6/26/2009	Dowd		Attachment DIV 1-11
DIV-1-12	Filed	6/26/2009	O'Brien		Attachment DIV 1-12
DIV-1-13	Filed	6/26/2009	Dowd		Attachment DIV 1-13
DIV-1-14	Filed	6/26/2009	Dowd		
DIV-1-15	Filed	6/26/2009	O'Brien		
DIV-1-16	Filed	6/26/2009	O'Brien		
DIV-1-17	Filed	6/26/2009	O'Brien		Attachment DIV 1-17
DIV-1-18	Filed	6/26/2009	O'Brien		
DIV-1-19	Filed	6/26/2009	O'Brien		
DIV-1-20	Filed	6/26/2009	Dowd		Attachment DIV 1-20
DIV-1-21	Filed	7/1/2009	O'Brien		
DIV-1-22	Filed	7/1/2009	O'Brien		
DIV-1-23	Filed	7/1/2009	O'Brien		
DIV-1-24	Filed	7/1/2009	O'Brien		
DIV-1-25	Filed	7/14/2009	O'Brien		
DIV-1-26	Filed	6/26/2009	O'Brien		Attachment DIV 1-26
DIV-1-27	Filed	6/26/2009	O'Brien		
DIV-1-28	Filed	6/26/2009	O'Brien		
DIV-1-29	Filed	7/14/2009	O'Brien		Attachment DIV 1-29
DIV-1-30	Filed	7/1/2009	O'Brien		
DIV-1-31	Filed	6/26/2009	O'Brien		Attachment DIV 1-31
DIV-1-32	Filed	6/26/2009	O'Brien		Attachment DIV 1-32
DIV-1-33	Filed	6/26/2009	O'Brien		Attachment DIV 1-33
DIV-1-34	Filed	6/26/2009	O'Brien		
DIV-2-1	Filed	7/1/2009	Gorman	C-attachment	Attachment DIV 2-1 (electronic only)
DIV-2-2	Filed	6/26/2009	Gorman		
DIV-2-3	Filed	6/26/2009	Gorman		
DIV-2-4	Filed	6/26/2009	Gorman		Attachment DIV 2-4
DIV-2-5	Filed	6/26/2009	Gorman		
DIV-2-6	Filed	6/26/2009	Gorman		
DIV-2-7	Filed	6/26/2009	Gorman		
DIV-2-8	Filed	6/26/2009	Gorman		
DIV-2-9	Filed	6/26/2009	Gorman		
DIV-2-10	Filed	6/26/2009	Gorman		Attachment DIV 2-10
DIV-2-11	Filed	6/26/2009	Gorman		
DIV-2-12	Filed	6/26/2009	Gorman		
DIV-3-1	Filed	7/6/2009	O'Brien		
DIV-3-2	Pending				
DIV-3-3	Filed	7/6/2009	O'Brien		Attachment DIV 3-3
DIV-3-4	Pending				
DIV-3-5	Filed	7/6/2009	O'Brien		
DIV-3-6	Pending				
DIV-3-7	Filed	8/3/2009	O'Brien		Attachment DIV 3-7
DIV-3-8 (Supp.)	Filed	8/3/2009	Morrissey		Attachment DIV 3-8 (Supp.)
DIV-3-9 (Supp.)	Filed	8/3/2009	Morrissey		Attachment DIV 3-9 (Supp.)
DIV-3-10	Filed	7/6/2009	Morrissey		Attachment DIV 3-10
DIV-3-11	Filed	7/6/2009	Morrissey		Attachment DIV 3-11 (PDF and working excel)
DIV-3-12	Filed	7/6/2009	O'Brien/Morrissey		Attachment DIV 3-12
DIV-3-13	Filed	7/6/2009	O'Brien/Morrissey		
DIV-3-14	Filed	7/6/2009	O'Brien/Morrissey		Attachment DIV 3-14
DIV-3-15	Filed	7/6/2009	Morrissey		Attachment DIV 3-15
DIV-3-16	Filed	7/6/2009	Pettigrew		
DIV-3-17	Filed	7/6/2009	Pettigrew		
DIV-3-18	Filed	7/6/2009	Pettigrew		
DIV-3-19	Pending				



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Information Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
DIV-3-20	Pending				
DIV-3-21	Filed	7/6/2009	Pettigrew		
DIV-3-22	Pending				
DIV-4-1	Filed	7/6/2009	Moul		Attachments DIV 4-1 (1-2) <b>BULK</b>
DIV-4-2	Filed	7/6/2009	Dinkel		
DIV-4-3	Filed	7/6/2009	Dinkel		
DIV-4-4	Filed	7/6/2009	Dinkel		
DIV-4-5	Filed	7/6/2009	O'Brien		
DIV-4-6	Filed	7/6/2009	Moul		
DIV-4-7	Filed	7/6/2009	Dinkel		Attachment DIV 4-7
DIV-4-8	Filed	7/6/2009	Dinkel		Attachments DIV 4-8 (1-3)
DIV-4-9	Filed	7/6/2009	Dinkel		Attachment DIV 4-9
DIV-4-10	Filed	7/6/2009	Dinkel		
DIV-4-11	Filed	7/14/2009	O'Brien		Attachment DIV 4-11
DIV-4-12	Filed	7/6/2009	Dinkel		
DIV-4-13	Filed	7/6/2009	Moul		
DIV-4-14	Filed	7/6/2009	Moul		
DIV-4-15	Filed	7/6/2009	Moul		Attachment DIV 4-15
DIV-4-16	Filed	7/6/2009	Moul		Attachment DIV 4-16 (1-2)
DIV-4-17	Filed	7/6/2009	Moul		
DIV-4-18	Filed	7/6/2009	Moul		
DIV-4-19	Filed	7/6/2009	Moul		Attachment DIV 4-19
DIV-4-20	Filed	7/6/2009	Moul		Attachment DIV 4-20
DIV-4-21	Filed	7/6/2009	O'Brien		Attachment DIV 4-21 (1-2) <b>BULK</b>
DIV-4-22	Filed	7/6/2009	Moul		Attachment DIV 4-22 (1-2)
DIV-4-23	Filed	7/6/2009	Dinkel		Attachment DIV 4-23
DIV-4-24	Filed	7/6/2009	Moul		
DIV-4-25	Filed	7/6/2009	Moul		
DIV-4-26	Filed	7/6/2009	Moul		
DIV-4-27	Filed	7/6/2009	Moul		Attachment DIV 4-27
DIV-5-A	Filed	7/22/2009	Wynter	<b>C-attachments</b>	Attachments DIV 5-A (1-3)
DIV-5-B	Filed	7/22/2009	Wynter		Attachment DIV 5-B
DIV-5-C	Filed	7/22/2009	Wynter		Attachment DIV 5-C
DIV-6-1	Filed	7/14/2009	Tierney		
DIV-6-2	Filed	7/14/2009	Tierney		
DIV-6-3	Filed	7/14/2009	Tierney		
DIV-6-4	Filed	7/14/2009	Tierney		
DIV-6-5	Filed	7/14/2009	Tierney		
DIV-6-6	Filed	7/14/2009	Tierney		Attachment DIV 6-6 <b>BULK</b>
DIV-6-7	Pending				
DIV-6-8	Pending				
DIV-6-9	Filed	7/14/2009	Tierney		
DIV-6-10	Filed	7/14/2009	Tierney		
DIV-6-11	Filed	7/14/2009	Tierney		
DIV-6-12	Filed	7/14/2009	Tierney		Attachments DIV 6-12 (a) and (d)
DIV-6-13 (a) - (d)	Filed	7/22/2009	Tierney		Attachment DIV 6-13
DIV-6-13 (e)	Pending				
DIV-6-14	Filed	7/14/2009	Tierney		Attachment DIV 6-14 (hard copy only)
DIV-6-15 (a)	Pending				
DIV-6-15 (b) and (c)	Filed	7/22/2009	Tierney		
DIV-6-16	Pending				
DIV-6-17	Filed	7/14/2009	Tierney		Attachment DIV 6-17
DIV-6-18	Filed	7/14/2009	Tierney		Attachment DIV 6-18
DIV-6-19 (a) - (d) and (f)	Filed	7/22/2009	Tierney		Attachments DIV 6-19 and DIV 6-19-F (1-2)
DIV-6-19 (e)	Pending				
DIV-6-20	Filed	7/14/2009	Tierney		
DIV-6-21	Filed	7/14/2009	Tierney		
DIV-6-22	Filed	7/14/2009	Tierney		
DIV-6-23	Filed	7/14/2009	Tierney		
DIV-6-24	Filed	7/22/2009	Tierney		Attachment DIV 6-24
DIV-6-25	Filed	7/22/2009	Stout		Attachment DIV 6-25 (1-2)
DIV-6-26	Pending				

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Information Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
DIV-6-27	Filed	7/14/2009	Tierney		Attachment DIV 6-27 (working excel included)
DIV-6-28	Filed	7/14/2009	Tierney		
DIV-6-29	Filed	7/14/2009	Tierney		
DIV-6-30	Filed	7/22/2009	Tierney		
DIV-6-31 (a) - (d) and (f)	Filed	7/22/2009	Tierney		
DIV-6-31 (e)	Pending				
DIV-6-32	Pending				
DIV-6-33	Filed	7/14/2009	Tierney		
DIV-6-34	Filed	7/22/2009	Tierney		Attachment DIV 6-34 (1-2)
DIV-6-35	Filed	7/14/2009	Tierney		Attachment DIV 6-35 (c) and (d)
DIV-6-36	Filed	7/14/2009	Gorman		
DIV-6-37	Filed	7/14/2009	Gorman		Attachment DIV 6-37(a)
DIV-6-38	Filed	7/14/2009	Tierney		
DIV-6-39	Pending				
DIV-7-1	Filed	8/3/2009	King		
DIV-7-2	Filed	7/22/2009	King/Pettigrew		
DIV-7-3	Filed	7/22/2009	King		
DIV-7-4	Filed	7/22/2009	Wynter		
DIV-7-5	Pending				
DIV-7-6	Filed	7/22/2009	Wynter/Stout		Attachment DIV 7-6
DIV-7-7	Filed	7/22/2009	Fields		Attachment DIV 7-7 (a) (hard copy only) and (b)
DIV-7-8	Pending				
DIV-7-9	Filed	7/22/2009	Pettigrew		
DIV-7-10	Filed	7/22/2009	King		
DIV-7-11	Filed	7/22/2009	King		
DIV-7-12	Filed	7/22/2009	King		
DIV-7-13	Filed	7/22/2009	King		
DIV-7-14	Pending				
DIV-7-15	Filed	7/22/2009	King		
DIV-7-16	Filed	7/22/2009	Gorman		
DIV-7-17	Filed	7/22/2009	Gorman		Attachment DIV 7-17
DIV-7-18	Filed	7/22/2009	Smithling		Attachment DIV 7-18
DIV-7-19	Pending				
DIV-7-20	Filed	7/22/2009	King		
DIV-7-21	Filed	7/22/2009	King		
DIV-8-1	Pending				
DIV-8-2	Filed	8/3/2009	Wynter		Attachment DIV 8-2
DIV-8-3	Filed	7/22/2009	Wynter		Attachment DIV 8-3 (hard copy only)
DIV-8-4	Filed	7/22/2009	Gorman		Attachment DIV 8-4 (excel)
DIV-8-5	Filed	7/22/2009	Wynter		Attachment DIV 8-5
DIV-8-6	Filed	8/3/2009	Wynter		
DIV-8-7 a-g (no d)	Filed	8/3/2009	Wynter		Attachments DIV 8-7 (a-g, no d)
DIV-8-7 d	Pending				
DIV-8-8	Filed	7/22/2009	Wynter		
DIV-8-9	Filed	8/3/2009	Wynter		Attachment DIV 8-9
DIV-8-10	Pending				
DIV-8-11	Filed	7/22/2009	Wynter		
DIV-8-12	Filed	8/3/2009	Wynter		
DIV-8-13	Filed	8/3/2009	Wynter		
DIV-8-14	Filed	8/3/2009	Wynter		
DIV-8-15	Filed	8/3/2009	Wynter		
DIV-8-16	Filed	8/3/2009	Wynter		
DIV-8-17	Pending				
DIV-8-18	Filed	8/3/2009	Wynter		Attachment DIV 8-18
DIV-8-19	Filed	8/3/2009	Wynter		Attachment DIV 8-19
DIV-8-20	Pending				
DIV-8-21	Filed	8/3/2009	Wynter		
DIV-8-22	Pending				
DIV-8-23	Filed	8/3/2009	Wynter		Attachment DIV 8-23
DIV-8-24	Filed	8/3/2009	Wynter		
DIV-8-25	Pending	8/3/2009	Wynter		Attachments DIV 8-25 (a-i)

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Information Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
DIV-9-1	Filed	7/22/2009	Pettigrew		
DIV-9-2	Filed	7/22/2009	O'Brien		
DIV-9-3	Filed	7/22/2009	Gorman		
DIV-9-4	Filed	7/22/2009	Gorman		
DIV-9-5	Filed	7/22/2009	Gorman		
DIV-9-6	Filed	7/22/2009	Gorman		
DIV-9-7	Filed	7/22/2009	Gorman		
DIV-9-8	Filed	7/22/2009	Gorman		
DIV-9-9	Filed	7/22/2009	Gorman		
DIV-9-10	Filed	7/22/2009	Gorman		
DIV-9-11	Filed	7/22/2009	Gorman		
DIV-9-12	Filed	7/22/2009	Gorman		
DIV-9-13	Filed	7/22/2009	Gorman		
DIV-9-14	Filed	7/22/2009	Gorman		
DIV-9-15	Filed	7/22/2009	Gorman		
DIV-9-16	Filed	7/22/2009	Gorman		
DIV-9-17	Filed	7/22/2009	Gorman		
DIV-9-18	Filed	7/22/2009	Gorman		
DIV-9-19	Filed	7/22/2009	Gorman		
DIV-10-1	Pending				
DIV-10-2	Pending				
DIV-10-3	Filed	7/22/2009	Gorman		Attachment DIV 10-3
DIV-10-4	Filed	7/22/2009	Gorman		Attachment DIV 10-4
DIV-10-5	Pending				
DIV-10-6	Filed	7/22/2009	Gorman		Attachment DIV 10-6 (excel)
DIV-10-7	Filed	7/22/2009	Dowd		
DIV-10-8	Pending				
DIV-10-9	Filed	7/22/2009	Dowd		
DIV-10-10	Pending				
DIV-10-11	Pending				
DIV-10-12	Filed	7/22/2009	Wynter		
DIV-10-13	Pending				
DIV-10-14	Filed	7/22/2009	Kateregga		
DIV-10-15	Filed	7/22/2009	O'Brien		
DIV-10-16	Filed	7/22/2009	O'Brien		
DIV-10-17	Pending				
DIV-10-18	Pending				
DIV-10-19	Pending				
DIV-10-20	Filed	7/22/2009	Dowd		
DIV-10-21	Filed	7/22/2009	Dowd		
DIV-10-22	Filed	7/22/2009	Dowd		
DIV-10-23	Pending				
DIV-10-24	Filed	7/22/2009	O'Brien		Attachment DIV 10-24
DIV-10-25	Filed	7/22/2009	O'Brien		
DIV-10-26	Filed	7/22/2009	O'Brien		
DIV-10-27	Pending				
DIV-10-28	Filed	7/22/2009	Gorman		
DIV-10-29	Filed	7/22/2009	Wynter		
DIV-11-1	Pending				
DIV-11-2	Pending				
DIV-11-3	Pending				
DIV-11-4	Pending				
DIV-11-5	Pending				
DIV-11-6	Pending				
DIV-11-7	Pending				
DIV-11-8	Pending				
DIV-11-9	Pending				
DIV-11-10	Pending				
DIV-11-11	Pending				
DIV-11-12	Pending				
DIV-11-13	Pending				
DIV-11-14	Pending				
DIV-11-15	Pending				
DIV-11-16	Pending				
DIV-11-17	Pending				
DIV-11-18	Pending				
DIV-11-19	Pending				
DIV-11-20	Pending				

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Information Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
DIV-11-21	Pending				
DIV-11-22	Pending				
DIV-11-23	Pending				
DIV-11-24	Pending				
DIV-11-25	Pending				
DIV-11-26	Pending				
DIV-11-27	Pending				
DIV-11-28	Pending				
DIV-11-29	Pending				
DIV-11-30	Pending				
DIV-11-31	Pending				
DIV-11-32	Pending				
DIV-11-33	Pending				
DIV-11-34	Pending				
DIV-11-35	Pending				
DIV-11-36	Pending				
DIV-11-37	Pending				
DIV-11-38	Pending				
DIV-11-39	Pending				
DIV-11-40	Pending				
DIV-11-41	Pending				
DIV-11-42	Pending				
DIV-12-1	Pending				
DIV-12-2	Pending				
DIV-12-3	Pending				
DIV-12-4	Pending				
DIV-12-5	Pending				
DIV-12-6	Pending				
DIV-12-7	Pending				
DIV-12-8	Pending				
DIV-12-9	Pending				
DIV-12-10	Pending				
DIV-12-11	Pending				
DIV-12-12	Pending				
DIV-12-13	Pending				
DIV-12-14	Pending				
DIV-12-15	Pending				
DIV-12-16	Pending				
DIV-12-17	Pending				
DIV-12-18	Pending				
DIV-12-19	Pending				
DIV-13-1	Pending				
DIV-13-2	Pending				
DIV-13-3	Pending				
DIV-13-4	Pending				
DIV-13-5	Pending				
DIV-13-6	Pending				
DIV-13-7	Pending				
DIV-13-8	Pending				
DIV-13-9	Pending				
DIV-13-10	Pending				
DIV-14-1	Pending				
DIV-14-2	Pending				
DIV-14-3	Pending				
DIV-14-4	Pending				
DIV-14-5	Pending				
DIV-14-6	Pending				
DIV-14-7	Pending				
DIV-14-8	Pending				
DIV-14-9	Pending				
DIV-14-10	Pending				
DIV-14-11	Pending				
DIV-14-12	Pending				
DIV-14-13	Pending				
DIV-14-14	Pending				
DIV-14-15	Pending				
DIV-14-16	Pending				
DIV-14-17	Pending				

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Information Request	Status	Date Filed	Witness	CONFIDENTIAL	Attachments
DIV-14-18	Pending				
DIV-14-19	Pending				
DIV-14-20	Pending				
DIV-14-21	Pending				
DIV-14-22	Pending				
DIV-14-23	Pending				
DIV-14-24	Pending				
DIV-14-25	Pending				
DIV-15-1	Pending				
DIV-15-2	Pending				
DIV-15-3	Pending				
DIV-15-4	Pending				
DIV-16-1	Pending				
DIV-16-2	Pending				
DIV-16-3	Pending				
DIV-16-4	Pending				
DIV-16-5	Pending				
DIV-16-6	Pending				
DIV-16-7	Pending				
DIV-16-8	Pending				
DIV-16-9	Pending				
DIV-16-10	Pending				
DIV-16-11	Pending				
DIV-16-12	Pending				
DIV-16-13	Pending				
DIV-16-14	Pending				
DIV-16-15	Pending				
DIV-16-16	Pending				
DIV-16-17	Pending				
DIV-16-18	Pending				
DIV-16-19	Pending				
DIV-16-20	Pending				
DIV-16-21	Pending				
DIV-16-22	Pending				
DIV-16-23	Pending				
DIV-16-24	Pending				
DIV-16-25	Pending				
DIV-16-26	Pending				
DIV-17-1	Pending				
DIV-17-2	Pending				
DIV-17-3	Pending				
DIV-17-4	Pending				
DIV-17-5	Pending				
DIV-17-6	Pending				
DIV-17-7	Pending				
DIV-17-8	Pending				
DIV-17-9	Pending				
DIV-17-10	Pending				
DIV-17-11	Pending				
DIV-17-12	Pending				
DIV-17-13	Pending				
DIV-18-1	Pending				
DIV-18-2	Pending				
DIV-18-3	Pending				
DIV-18-4	Pending				
DIV-18-5	Pending				

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<b>Information Request</b>	<b>Status</b>	<b>Date Filed</b>	<b>Witness</b>	<b>CONFIDENTIAL</b>	<b>Attachments</b>
NAVY-1-1	Filed	6/29/2009			
NAVY-1-2	Filed	6/29/2009			
NAVY-1-3	Filed	6/29/2009			
NAVY-1-4	Filed	6/29/2009			
NAVY-2-1	Filed	7/22/2009	Gorman, Wynter, O'Brien		Excel attachments
NAVY-2-2	Filed	7/22/2009	Gorman, O'Brien		Excel attachments
NAVY-3-1	Pending				
NAVY-3-2	Pending				
NAVY-3-3	Pending				
NAVY-3-4	Pending				
NAVY-3-5	Pending				
NAVY-3-6	Pending				
NAVY-3-7	Pending				
NAVY-3-8	Pending				
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Commission Data Request 1-80

Request:

Please provide in list form the details of all legal suits presently pending in which National Grid, its service companies, and/or the Company is a defendant including but not limited to the case name, the date of the filing of the case, the amount of relief sought, and the nature of the case.

Response:

The following table is a list of litigated matters in which the Company, National Grid USA, National Grid USA Service Company or National Grid is a defendant and the matter relates to the electric business of the Company. Please note that, the Company has provided the information known at this time in relation to the "relief sought." Some of the amounts reflect actual demands from plaintiffs, while other amounts are damage totals alleged by the plaintiffs.

<b>Name of Case</b>	<b>Date Sued</b>	<b>Nature of Case/Allegation; Relief Sought</b>
Evelyn Ryan v. City of Providence, Verizon New England, and Narragansett Electric Company Electric	08/03/2007	Alleged slip & fall; \$26,168.00
Harry & Rebecca Hill, Individually and as Parents of Austin Hill, a Minor, et al v. National Grid	12/18/2007	Alleged trip & fall into a metal pole; \$6,000.00
Robert Thomas v. National Grid USA Service Co., Inc., The Narragansett Electric Company, Banker's Leasing Co., and Joseph Fernandes	08/29/2007	Alleged personal injury from a motor vehicle accident involving Company vehicle; \$210,442.63
Denise Thurber v. Narragansett Electric Company	03/19/2008	Alleged slip & fall; \$1,608.50
Tonya Bager, Joan Parente, David Smith & Nicholas Parente v. Steven J. Donahue, Alias; Bankers Leasing Corporation, Alias; The Narragansett Electric Company, d/b/a National Grid, Alias; & Doe 1 Thru Doe 4	12/28/2005	Alleged personal injury; \$201,000.00
Juan Barrera & Rodrigo Rosales v. Picerne Investment Pool, LLC and National Grid	02/04/2008	Alleged personal injuries; No demand

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Commission Data Request 1-80 (cont.)

<b>Name of Case</b>	<b>Date Sued</b>	<b>Nature of Case/Allegation; Relief Sought</b>
Rhode Island Hospital v. Bilray Demolition Co., Inc. & The Narragansett Electric Company v. Bilray Demolition Company, Alias (Consolidated cases)	05/18/2004 03/22/2005 08/23/2005	RI Hospital seeking lost revenue from power outage allegedly resulting from a dig-in by Bilray; \$433,027.60 (TNEC seeking \$104,000 on counterclaim)
Stephanie Jones Pringle, in her Capacity as Administratrix for the Estate of Jason Christopher Jones, and Rynell C. Williams, as Natural Parent and Next Friend of Kevin I. Jones, a Minor v. The Narragansett Electric Company, National Grid USA Service Company, Inc. and ABC Company, Inc.	09/25/2007	Fatality; No demand
Michelle Gabriele v. Cox Com, Inc., The Narragansett Electric Company, National Grid Communications, Inc., National Grid USA Service Company, Inc. and Salve Regina University	09/07/2005	Alleged personal injury claim; \$110,000.00
Holliston Sand Company, Inc. v. Tuspani Water Company, MCS Enterprises, LLC, William Horton King, The Narragansett Electric Company d/b/a National Grid, Charles S. Wilson, and Landfill & Resource Recovery, Inc.	03/24/2006	Alleged adverse possession claim, relief sought is equitable; title to land.
David E. McAleer, Sr. and Barbara A. McAleer v. The Narragansett Electric Company and National Grid USA	05/29/2007	Alleged adverse possession claim, relief sought is equitable; title to land.
Walter Catlin and Adrian Catlin, Individually and as Natural and/or Step Parent and Next Friend of Izaiah W. Catlin and Tash M. Llorca, Minors v. The Narragansett Electric Company d/b/a National Grid and Verizon New England Inc.	04/06/2009	Alleged personal injury; No demand.
Nestor Moreno v. City of Providence et al, The Narragansett Electric Company, Successor in Interest of United Electric Power Company; Doe Corporation, Alias and John Doe Alias and/or Jane Doe Alias	10/25/2004	Alleged trip & fall; \$12,801.49



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Commission Data Request 1-80 (cont.)

<b>Name of Case</b>	<b>Date Sued</b>	<b>Nature of Case/Allegation; Relief Sought</b>
KIK Customs Products, Inc. f/k/a CCL Custom Manufacturing, Inc. v. A.T.Cross Co., Raytheon Co., National Grid USA f/k/a Blackstone Valley Electric Co. & General Cable Corp f/k/a Carol Co.	10/23/2001	Seeking contribution for clean-up costs alleging National Grid is a responsible party
Stephanie Lima vs. National Grid USA	06/08/05	Alleged wrongful termination; no specified demands
Timothy Craven vs. National Grid USA Service Company	12/26/08	Alleged wrongful termination; \$300,000
One Beacon America Insurance Company v. Narragansett Electric Company	7/25/2005	This lawsuit concerns insurance coverage for Narragansett's environmental liabilities at ten sites in Rhode Island arising out of the historical operations of Blackstone Valley Electric Company and its predecessor, Blackstone Valley Gas & Electric Company. In 2007, Narragansett filed counterclaims against other insurers that had provided coverage to Blackstone.

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Commission Data Request 1-81

Request:

Please provide in list form the details of all legal suits presently pending which have been filed by National Grid, its service companies and/or the Company and/or which involve National Grid, its service companies and/or the Company.

Response:

Listed below are legal suits filed by the Company in relation to the electric business.

<b>Name of Case</b>	<b>Date of Suit</b>	<b>Nature of Case/Allegation; Relief Sought</b>
National Grid v. AAFCO, Inc., Stephen L. Pogorilich and Maureen R. Pogorilich	10/21/2008	Unpaid final account by AAFCO, corporate charter was revoked while Company was still doing business, so principals potentially liable for debts and added as defendants - \$41,546.14
National Grid v. Rosemarie Witter and Ronald Witter (19 Leah Street)	Suit has been prepared. Not filed as yet.	Unbilled usage, gas meter bypass - \$16,475.94
National Grid v. Just-a-Stretch of RI, Inc.	08/25/2006	Faulty substation, unbilled usage, unjust enrichment, principal of Just-a-Stretch added as defendant in Amended Complaint, as deposition indicated sufficient control of Just-a- Stretch that may be case for piercing the corporate veil and establishing individual liability - \$175,361.30
The Narragansett Electric Co. v. Samuel Zira and City Limits Auto Sales, Inc.	02/12/2004	Meter tampering, unbilled usage calculated by NG - \$63,115.37
Narragansett Electric Company v. Verizon New England, Inc., Excel, Inc., Alias, Excel Holdings, Inc., Alias, Penske Truck Leasing Co., L.P., Alias, Trucklease Corp., Alias and Charles F. McCarthy	06/21/2005	This claim arose as a result of a truck, being driven by McCarthy, owned by Excel, snagging low overhead wires owned by Verizon. The truck continued forward, causing damage to Narragansett Electric equipment. - \$69,851.16
Narragansett Electric Company v. McGinnis, Charles	04/23/2007	This claim arose as a result of McGinnis digging to install a mailbox on his property and striking a gas line. - \$1,066.33
Narragansett Electric Company v. Verizon New England, Inc., West Bay Transportation and Domingo Bartista	05/23/2007	This claim arose as a result of a truck, being driven by Bartista owned by West Bay, snagging low overhead wires owned by Verizon. The truck continued forward, causing

The Narragansett Electric Company  
d/b/a National Grid  
R.I.P.U.C. Docket No. 4065  
Responses to Commission First Set Data Requests  
Issued June 5, 2009

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Commission Data Request 1-81 (cont.)

<b>Name of Case</b>	<b>Date of Suit</b>	<b>Nature of Case/Allegation; Relief Sought</b>
		damage to Narragansett Electric, equipment. - \$10,304.12
Jennifer A. Allard, individually, in her capacity as Administratrix of the Estate of Joseph H. Allard, and as natural Parent and Next friend, of Kaitlyn c. Allard and Grace H. Allard Minors v. The Narragansett Electric Company v. Verizon New England	07/31/06	Electrocution. Lawsuit between Allard and TNEC is settled, Third-Party Complaint against Verizon seeking indemnification pursuant to Joint-Pole Ownership Agreement is ongoing.
The Narragansett Electric Company v. Goat Island South Condominium Association, Inc.; Longwood Events, Inc.; and Belle Mer, Inc. v. The Narragansett Electric Company	07/11/2007	Property Rights case in which TNEC seeks injunctive relief to have building located on top of duct bank relocated. Defendants have counterclaimed. No demand in counterclaims.
OneBeacon America Insurance Company v. Narragansett Electric Company, a lawsuit filed on July 25, 2005	7/25/2005	This lawsuit concerns insurance coverage for Narragansett's environmental liabilities at ten sites in Rhode Island arising out of the historical operations of Blackstone Valley Electric Company and its predecessor, Blackstone Valley Gas & Electric Company. In 2007, Narragansett filed counterclaims against other insurers that had provided coverage to Blackstone.

Division Data Request 3-7

Request:

Referring to NG-RLO-3, Page 7, please provide supporting documentation for the synergy savings achieved in 2008. The response should also explain how these savings were calculated and how the Company verified that the savings were reflected in Narragansett 2008 operation and maintenance expenses.

Response:

In connection with the National Grid/KeySpan transaction, integration initiatives were established by National Grid with the assistance of outside consultant Oliver Wyman, formerly Mercer Management Consulting. Each line of business identified a set of initiatives relevant to its operations and established project management teams and a reporting process in an effort to ensure that the initiatives are delivered and the savings realized.

Each quarter, each line of business reports on the estimated savings achieved for each initiative, to the Integration Tracking Team within Shared Services Finance. The Integration Tracking Team then reports estimated actual and run rate savings to the executive team of National Grid via the Shared Services Quarterly Reporting Pack. At each stage in the process there is oversight and review to validate the reported estimated savings and to identify and rectify any potential errors. While there is an element of judgment and estimation in calculating the synergy savings, the Company has attempted to ensure that its estimates are as accurate as reasonably possible and are based on the information available to it.

In order to show the line of business savings by individual operating company, the lines of business split their savings from each initiative into a relevant bill pool, intended to replicate how these avoided costs would have been allocated to each individual operating company. This required a degree of estimation as some assumptions were necessary in identifying which bill pool would be appropriate based upon the operating companies receiving the benefit of each initiative. The data was fed into a spreadsheet which allocated the savings to each operating company based on the bill pools used. This was produced on an aggregate run rate basis.

This method of tracking synergy savings was finalized after December 31, 2007, and consequently no cumulative amounts as a result of efforts completed through December 2007 are available. To calculate the estimated savings realized for calendar year ended December 31, 2008, the Company began with the estimated savings amounts reported for the nine months ended December 31, 2008, or \$56 million. To this, the Company then added two-thirds of the cumulative savings for fiscal year ended March 31, 2008, as a reasonable estimate of the savings for the January 31, 2008 through March 31, 2008 period. This resulted in a total savings amount of approximately \$68 million, as shown in the Attachment to DIV 3-7, Page 1.

Division Data Request 3-7 (cont.)

The derivation of the two-thirds estimate is as follows: Assuming a particular synergy calls for two people being paid \$40,000 per annum to leave, one on October 1<sup>st</sup> and the other on the following January 1<sup>st</sup>. For person 1, the Company saves \$10,000 in the period September to December and another \$10,000 in the period January to March, for a total of \$20,000. For person 2, the Company saves \$10,000 in the period January to March. In total, the Company saves \$30,000 for the period September to March. But in the most recent period, January to March, which relates to the period in question, the Company saved \$20,000, or two-thirds of the total saved.

The savings as of fiscal year ended March 31, 2009 were approximately \$131 million on a run-rate basis. (Using the illustrative example above, the actual savings for the year ended March was \$30,000. However, the run-rate was \$80,000, representing two annual salaries of \$40,000 each.) The \$131 million of savings was disaggregated by operating company based on the bill-pool allocation methodology described above. The Company then used Narragansett Electric's percentage share of the \$131 million to allocate the \$68 million of calendar year 2008 savings, resulting in the synergy savings amount of approximately \$2.4 million, as provided in Schedule NG-RLO-3, Page 7. Please see the Attachment DIV 3-7, Page 2.

As described above, the calculation of synergy savings in total and for each individual operating company is performed outside of the accounting process and requires a degree of estimation. As a result, savings are not discretely identified in the Company's financial statements. However, reduced costs, resulting from avoided costs achieved as a result of the integration initiatives, will flow through the Company's financial statements

The Narragansett Electric Company  
d/b/a National Grid  
Calculation of Estimated 2008 Synergy Savings  
\$ in Thousands

Line	\$ in Thousands	FYE 3/31/09 at 12/31/2008 (a)	FYE 3/31/08 at 03/31/2008 (b)	Estimated Synergy Savings For CYE 12/31/08 (c)
1	Shared Services			
2	Customer Financial Services	(\$573)	\$101	(\$505)
3	Financial Services	929	394	1,192
4	Executive	60	20	73
5	HR Services	1,141	811	1,682
6	Property Services	3,055	13	3,064
7	Supply Chain	2,232	2,277	3,750
8	Total Shared Services	<u>\$6,845</u>	<u>\$3,616</u>	<u>\$9,256</u>
9				
10	Line of Business Including Procurement			
11	Shared Services per above	\$6,845	\$3,616	\$9,256
12	Gas Distribution	5,823	2,113	7,231
13	Information Services	4,015	2,400	5,615
14	Customers and Markets	7,258	2,067	8,636
15	Electric Distribution	1,637	274	1,819
16	Tax & Treasury	5,026	915	5,636
17	Regulation and Legal	4,483	1,867	5,727
18	Executive	4,924	2,641	6,685
19	SHES	2,733	636	3,157
20	External Affairs	3,613	150	3,713
21	Generation	1,029	299	1,228
22	Group Audit	1,059	496	1,390
23	Subtotal - Line of Business	<u>\$48,444</u>	<u>\$17,474</u>	<u>\$60,093</u>
24				
25	KeySpan LTIP	4,900		4,900
26	Other	2,980	384	2,980
27				
28	Total	<u>\$56,324</u>	<u>\$17,858</u>	<u>\$67,973</u>
29				
30				
31	Narragansett Electric Share			\$2,396 1/

The Narragansett Electric Company  
d/b/a National Grid  
Allocation of Estimated 2008 Synergy Savings by Company  
\$ in Thousands

Line	Company	Run Rate as of 03/31/2009 (a)	Percentage Allocation by Company (b)	Allocation for Estimated Calendar Year 2008 Synergies (c)
1	National Grid USA (Parent)	\$45	0.03%	\$24
2	Nantucket Electric Company	157	0.12%	81
3	Massachusetts Electric Company	12,316	9.42%	6,403
4	NE Electric Trans Corporation	196	0.15%	102
5	NE Hydro-Trans Corporation	36	0.03%	19
6	New England Power Company	814	0.62%	423
7	NE Electric Trans Corporation	47	0.04%	24
8	National Grid Trans Services	2	0.00%	1
9	Niagara Mohawk Power-Elect Dist	34,120	26.10%	17,739
10	Niagara Mohawk Power-Gas	4,370	3.34%	2,272
11	Niagara Mohawk Power-Trans	1,660	1.27%	863
12	Granite State Electric Company	580	0.44%	302
13	Narragansett Gas Company	6,298	4.82%	3,274
14	Narragansett Electric Company	4,609	3.52%	2,396
15	NE Hydro-Trans Elec Co, Inc.	35	0.03%	18
16	Wayfinder Group Inc	2	0.00%	1
17	Valley Appliance & Merchandise	1	0.00%	0
18	NEES Energy, Inc	0	0.00%	0
19	Metrowest Realty LLC	4	0.00%	2
20	Boston Gas Company	13,018	9.96%	6,768
21	Colonial Lowell Division	2,391	1.83%	1,243
22	EnergyNorth Company	1,324	1.01%	688
23	KeySpan Electric Services, LLC	7,956	6.09%	4,136
24	KeySpan Generation Services, LLC	4,164	3.18%	2,165
25	KeySpan Energy Development	72	0.05%	37
26	KeySpan Energy Delivery LI	9,892	7.57%	5,143
27	KeySpan Energy Delivery NY	21,138	16.17%	10,989
28	NG Ravenswood Serv (post Sale)	2,469	1.89%	1,284
29	KeySpan Energy Trading Services, LLC	85	0.07%	44
30	KeySpan Glenwood Energy Center, LLC	63	0.05%	33
31	KeySpan Port Jefferson Energy Center, LLC	64	0.05%	33
32	KeySpan Energy Services, Inc.	18	0.01%	9
33	KeySpan Services, Inc.	2,358	1.80%	1,226
34	Seneca Upshur Petroleum	305	0.23%	159
35	KeySpan E&P Joint Venture 50%	4	0.00%	2
36	KeySpan Energy Corp	133	0.10%	69
37				
38	Total	<u>\$130,744</u>	<u>100.00%</u>	<u>\$67,973</u> /1

/1 See Page 1 for derivation of calendar year ended 12/31/08 total

Division Data Request 3-8 (Supplemental)

Request:

Referring to Schedule NG-APM-1, please provide the actual kWh sales by month to date in 2009 and for the corresponding months in 2008 for each customer class shown.

Response:

Please see Attachment DIV 3-8 (Supplemental).

Please note that while actual kWh sales are down 1.1 percent for the year-to-date June period versus last year, the number of days billed is up 1.1 percent for the same period. Adjusted for days billed, actual kWh sales are 2.2 percent lower than last year for the year-to-date June period.



**Narragansett Electric Company  
Actual KWh Sales**

Residential				Commercial				Industrial			
Month	2008	2009	Percent Difference	Month	2008	2009	Percent Difference	Month	2008	2009	Percent Difference
1	291,581,557	312,283,365	7.1%	1	319,536,209	340,407,433	6.5%	1	88,113,894	89,313,142	1.4%
2	262,513,515	253,763,785	-3.3%	2	289,248,333	299,933,015	3.7%	2	89,214,105	79,387,532	-11.0%
3	250,475,022	243,005,927	-3.0%	3	274,757,414	289,369,949	5.3%	3	62,898,620	71,484,116	13.6%
4	222,095,811	228,219,855	2.8%	4	310,991,717	277,298,071	-10.8%	4	111,841,131	38,493,271	-65.6%
5	192,029,476	196,894,044	2.5%	5	257,109,347	281,491,937	9.5%	5	82,854,053	108,265,299	30.7%
6	<u>222,132,448</u>	<u>201,019,622</u>	<u>-9.5%</u>	6	<u>288,617,754</u>	<u>277,794,313</u>	<u>-3.8%</u>	6	<u>89,361,775</u>	<u>76,867,898</u>	<u>-14.0%</u>
YTD	1,440,827,829	1,435,186,598	-0.4%	YTD	1,740,260,774	1,766,294,718	1.5%	YTD	524,283,578	463,811,258	-11.5%

Streetlighting				Resale *				Total			
Month	2008	2009	Percent Difference	Month	2008	2009	Percent Difference	Month	2008	2009	Percent Difference
1	7,410,815	6,891,500	-7.0%	1	82,157	0	-100.0%	1	706,724,632	748,895,440	6.0%
2	5,737,030	6,290,094	9.6%	2	0	0	#DIV/0!	2	646,712,983	639,374,426	-1.1%
3	5,628,169	5,478,115	-2.7%	3	164,499	0	-100.0%	3	593,923,724	609,338,107	2.6%
4	4,781,912	4,896,819	2.4%	4	69,704	0	-100.0%	4	649,780,275	548,908,016	-15.5%
5	4,258,853	4,088,413	-4.0%	5	68,457	0	-100.0%	5	536,320,186	590,739,693	10.1%
6	<u>4,049,531</u>	<u>4,396,268</u>	<u>8.6%</u>	6	<u>49,280</u>	<u>0</u>	<u>0.0%</u>	6	<u>604,210,788</u>	<u>560,078,101</u>	<u>-7.3%</u>
YTD	31,866,310	32,041,209	0.5%	YTD	434,097	0	-100.0%	YTD	3,737,672,588	3,697,333,783	-1.1%

\* Note Resale reclassified to Residential.

Division Data Request 3-9 (Supplemental)

Request:

Referring to Schedule NG-APM-2, please provide the weather normalized kWh sales by month to date in 2009 and for the corresponding months in 2008 for each customer class shown.

Response:

Please see Attachment DIV 3-9 (Supplemental).

**Narragansett Electric Company  
Weather-Normalized KWh Sales**

Residential				Commercial				Industrial			
Month	2008	2009	Percent Difference	Month	2008	2009	Percent Difference	Month	2008	2009	Percent Difference
1	301,043,512	309,376,745	2.8%	1	324,766,797	338,809,745	4.3%	1	88,113,894	89,313,142	1.4%
2	270,557,476	247,801,189	-8.4%	2	293,648,338	296,643,138	1.0%	2	89,214,105	79,387,532	-11.0%
3	256,969,062	246,170,789	-4.2%	3	278,314,957	291,113,847	4.6%	3	62,898,620	71,484,116	13.6%
4	224,071,843	225,457,753	0.6%	4	312,053,217	275,451,066	-11.7%	4	111,837,131	38,445,271	-65.6%
5	196,068,574	198,296,838	1.1%	5	260,767,553	280,836,886	7.7%	5	83,068,196	108,048,442	30.1%
6	217,248,148	210,607,806	-3.1%	6	283,162,827	289,774,038	2.3%	6	88,749,680	78,127,803	-12.0%
YTD	1,465,958,616	1,437,711,120	-1.9%	YTD	1,752,713,690	1,772,628,721	1.1%	YTD	523,881,626	464,806,306	-11.3%

Streetlighting				Resale *				Total			
Month	2008	2009	Percent Difference	Month	2008	2009	Percent Difference	Month	2008	2009	Percent Difference
1	7,410,815	6,891,500	-7.0%	1	82,157	0	-100.0%	1	721,417,175	744,391,133	3.2%
2	5,737,030	6,290,094	9.6%	2	0	0	0.0%	2	659,156,949	630,121,953	-4.4%
3	5,628,169	5,478,115	-2.7%	3	164,499	0	-100.0%	3	603,975,308	614,246,868	1.7%
4	4,781,912	4,896,819	2.4%	4	69,704	0	-100.0%	4	652,813,807	544,250,909	-16.6%
5	4,258,853	4,088,413	-4.0%	5	68,457	0	-100.0%	5	544,231,634	591,270,579	8.6%
6	4,049,531	4,396,268	8.6%	6	49,280	0	0.0%	6	593,259,466	582,905,915	-1.7%
YTD	31,866,310	32,041,209	0.5%	YTD	434,097	0	-100.0%	YTD	3,774,854,338	3,707,187,357	-1.8%

\* Note Resale reclassified to Residential.

Division Data Request 7-1

Request:

Re: page 2 of 27, of the testimony of witness King. Please detail the criteria and measurements that the Company intends to use to demonstrate in fact that the efficiency, reliability and safety it delivers to its Rhode Island customers are “*unparalleled*.”

Response:

The vision is intended to be a forward looking statement that describes our performance aspirations and the direction the Company's is setting the for its operating business units. As a motivational statement, the target is aspirational in nature and is not intended to act as a performance score card. The aspirational nature is intended to engage employees in the effort to achieve a high level performance on behalf of our customers. The Company recognizes that it will need to operate at consistently high levels to meet and exceed customer expectations, industry standards and peer group comparisons - and the Company cannot meet this object without engaging employees in that effort. As a result, the Company works to set a high level of positive thinking among its employee groups and this statement serves that end.

Division Data Request 8-2

Request:

Please provide an overview of your credit and collections area (i.e., Accounts Receivable Dept.), including:

- a. Organizational chart
- b. List of outsourced functions or work (i.e., work done by third-party vendors)

Response:

The primary focus of the Credit & Collections Department is the implementation of best practices across the organization to achieve lower levels of bad debt. Some areas of responsibility include:

- Strategy development, policy ownership, process and procedure monitoring for business process that impact collections and revenue assurance.
- Maintenance of systems that monitor, generate workflows and report on collections and revenue protection.
- Reporting of collection and revenue assurance performance and forecasting future performance.
- Management of the outsourced call center that handles all collection calls.
- Management of the final bill process to ensure maximum recovery.
- Participation in and support of regulatory inquiries and rate proceedings.
- Coordination of complex collections for sensitive or difficult accounts

Please see Attachment DIV 8-2 for the credit and collections organization chart.

The Company currently outsources outbound calls, which include:

- Residential early reminder 30-60 days arrears
- Residential Disconnect Notice Issued
- Credit & Collections Disconnect Notice Issued



Johnson, Sandra  
Director  
Credit & Collections

NO IMAGE  
AVAILABLE

Abbate, Arthur  
Manager  
LIPA



Adriance, Andrew  
Interim Director  
Credit & Collections



Gould, Robert  
Manager  
Operations Support



Granger, Kate  
Manager  
Residential



Koenig, Jeffrey  
Manager  
Reporting and Forecasting



LaVeck, Thomas  
Manager  
Commercial & Industrial



Ponder, Natalie  
Manager  
PMO

NO IMAGE  
AVAILABLE

Open Position  
Manager  
Revenue Assurance



Ziemba, Angela  
Administrative Assistant



Abbate, Arthur  
Manager  
LIPA

NO IMAGE  
AVAILABLE

Massaro, Gail  
Supervisor - LIPA  
Revenue Protection Collections  
Welfare Collections  
Damage Claims Collections



Gould, Robert  
Manager  
Operations Support



[Haritos-Buck, Michele](#)  
Lead Analyst  
Final Bills



[Hess, Kristin](#)  
Lead Analyst  
Field Collections



[Piazza, Vicki](#)  
Manager  
Customer Financial Assistance





Haritos-Buck, Michele  
Lead Analyst  
Final Bills



Ahern, Kimberly  
Senior Analyst



Fecteau, Lisa  
Analyst  
Final Bills



Heath, Lisa  
Analyst  
Final Bills



LaPointe, Christina  
Analyst  
Final Bills



Mahoney, Christine  
Analyst  
Final Bills



Vanalstyne, Karen  
Analyst  
Liens



Hess, Kristin  
Lead Analyst  
Field Collections



Houston, Todd  
Analyst  
NE Field Account Selection



MacMaster, Dolores  
Analyst  
RI Affidavits



Moses-Eichler, Jeri  
Analyst  
Replevin



Primerano, Frank  
Sr Analyst  
NY Field Account Selection



Piazza, Vicki  
Manager  
Customer Financial Assistance

NO IMAGE  
AVAILABLE

Combie, Christalle  
Acting Supervisor  
DSS Unit - Downstate NY



Edmonds, Lisa  
Analyst  
Special Protections



Frodelius, Kim  
Supervisor  
DSS Unit



Gould, Cary  
Supervisor  
DSS Unit - Upstate NY



Griffith, Eileen  
Sr Analyst  
Special Protections

NO IMAGE  
AVAILABLE

Herreid, Jennifer  
Interim Supervisor  
Special Projects



Granger, Kate  
Manager  
Residential



Bentzoni, Sharon  
Manager  
Consumer Advocacy



Gehm, Joseph  
Analyst  
Residential



Goodman, Lisa  
Lead Analyst  
Residential - NY



Haines, Mary  
Lead Analyst  
Residential



Reid, Belinda  
Sr Analyst  
Consumer Appeals



Williams, Christopher  
Sr Analyst  
Residential - NE



Bentzoni, Sharon  
Manager  
Consumer Advocacy



Basha, Mary Beth  
Consumer Advocate  
Syracuse



de Rooy, Martani  
Sr Supervisor  
Consumer Advocacy

NO IMAGE  
AVAILABLE

Higgins, Jillian  
Supervisor  
Consumer Advocacy - LIPA



Homer, Victoria  
Analyst  
Medical



Johnson, Mark  
Consumer Advocate  
Niagara Falls



King, Carolyn  
Consumer Advocate  
Syracuse

NO IMAGE  
AVAILABLE

Michalski, Barbara  
Consumer Advocate  
Albany

NO IMAGE  
AVAILABLE

O, Anne  
Consumer Advocate  
Albany



Pawlak, Carl  
Consumer Advocate  
Fredonia



Santos, Miguel  
Consumer Advocate  
Buffalo



Sweeney, Adam  
Lead Analyst  
Low Income

NO IMAGE  
AVAILABLE

Zales, Joann  
Consumer Advocate  
Glens Falls



Higgins, Jillian  
Supervisor  
Consumer Advocacy - LIPA

NO IMAGE  
AVAILABLE

Ayala, Karla  
Consumer Advocate  
MetroTech

NO IMAGE  
AVAILABLE

D, Nicole  
Associate Advocate  
Consumer Advocacy

NO IMAGE  
AVAILABLE

Ruta, Katie  
Consumer Advocate  
MetroTech

NO IMAGE  
AVAILABLE

West, Susan  
Consumer Advocate  
Long Island



Goodman, Lisa  
Lead Analyst  
Residential - NY



Haynes, Douglas  
Sr Analyst  
Residential - NY





Reid, Belinda  
Sr Analyst  
Consumer Appeals



Dunlap-clanton, Penthea  
Asc Analyst  
Consumer Appeals



Huntley, Aisha  
Asc Analyst  
Consumer Appeals



Nelson, Kelly  
Sr Analyst  
Consumer Appeals



Williams, Christopher  
Sr Analyst  
Residential - NE



Sears Barnett, Tisha  
Analyst  
Residential - NE



Koenig, Jeffrey  
Manager  
Reporting and Forecasting



Davis, Cindy  
Analyst  
Reporting



de Gracia, Cheryl  
Sr Analyst  
Systems

NO IMAGE  
AVAILABLE

Dempsey, Brian  
Intern  
Reporting



Horning, Steven  
Lead Analyst  
Reporting



Jelfo, Theresa  
Analyst  
Reporting



Kelsey, Jessica  
Analyst  
Reporting



Leo, Paul  
Sr Analyst  
Reporting



Peck, Gregory  
Lead Analyst  
Reporting



Philibin, William  
Sr Analyst  
Systems



LaVeck, Thomas  
Manager  
Commercial & Industrial



Blumer, Shannon  
Senior Analyst  
Credit Risk



Evanchak, Jeff  
Analyst  
Collections



Koes, James  
Lead Analyst  
Credit Risk



McCarthy, Rose  
Analyst  
Collections



McGuane, Christine  
Analyst  
Collections



Seitz, Peter  
Analyst  
Collections



Valentine, Joanne  
Analyst  
Collections

NO IMAGE  
AVAILABLE

Waterfield, Adam  
Lead Analyst



Zerrillo, Sarah  
Analyst  
Collections



Ponder, Natalie  
Manager  
PMO



Colbert, Scott  
Sr. Analyst



Open Position  
Manager  
Revenue Assurance



Allen, Peter  
Sr Analyst  
Volney



Balkus, Cheryl  
Sr Analyst  
Worcester



Cowdell, Tammy  
Analyst  
Lincoln



Sullivan, Lauren  
Sr Analyst  
North Andover



Wood, Kenneth  
Sr Analyst  
Lincoln

Division Data Request 8-6

Request:

Please provide a detailed summary of all the changes made to your delinquent account (active and in-active accounts) management processes since January 1, 2007 (i.e., changes to collection treatment strategies, system upgrades, third-party vendor activity, etc.). Please include the timing of these changes (i.e., date of deployment).

Response:

The major change to the customer system (including the management process of delinquent accounts) since January 1, 2007 was the conversion of the Customer Information System (CIS) in New England to the Customer Service System (CSS) in Syracuse. The deployment of CSS for internal business users occurred on January 20, 2008. The first New England bills produced from CSS had a bill date of January 18, 2008, while the first business date the system became available was January 21, 2008.

The changes in the treatment strategy of delinquent active accounts are summarized in Attachment DIV 8-9.

The following is a summary for Narragansett Electric of the collection timelines for final bills and written-off accounts:

Residential

1. Account Finals
2. 26 calendar days after the account finals, final notice is sent
3. 14 business days (not calendar days) after final notice is sent, final bill is transferred to an active account for the same customer if one is available. The original final bill account is then removed from collections.
4. If transfer is not successful, 1 business day after step 3, account is sent to a primary collection agency.
5. 30 business days (not calendar days) after an account is sent to primary agency, it charges off. (This is generally about 90 calendar days after the account reached a final status in step 1.)
6. 34 business days (not calendar days) after charge-off, account is recalled back to National Grid for 21 business days
7. Then, account is sent to secondary agency
8. 250 business days (not calendar days) after step 7, account is recalled back to National Grid for 21 business days
9. Then, account is sent to tertiary agency

Division Data Request 8-6 (cont.)

10. 1120 business days (not calendar days) after step 9, account is recalled back to National Grid for 40 business days and then gets removed from collections.

Commercial:

1. Account Finals
2. 26 calendar days after account finals, final notice is sent
3. 7 business days (not calendar days) after final notice is sent, 2nd final notice is sent
4. 7 business days (not calendar days) after 2nd final notice is sent, account is sent to primary agency.
5. 30 business days (not calendar days) after an account is sent to primary agency, it charges off. (This is generally about 90 calendar days after the account reached a final status in step 1.)
6. 34 business days (not calendar days) after step 5, account is recalled back to National Grid for 21 business days
7. Then, account is sent to secondary agency
8. 250 business days (not calendar days) after step 7, account is recalled back to National Grid for 21 business days
9. Then, account is sent to tertiary agency
10. 1120 business days (not calendar days) after step 9, account is recalled back to National Grid for 40 business days and then gets removed from collections.

Please see the Company's responses to Division Data Requests 8-23 and 8-24 for related information on final bill and write off treatment.

Please see the Company's responses to Division Data Requests 8-9, 8-21, and 8-22 for related information concerning active account and field treatment.



Division Data Request 8-7

Request:

Please provide a detailed work flow chart(s) and/or process description(s) of your application for new service process, including (if applicable):

- a. Former customer/outstanding balance verification process
- b. Procedure for identifying and handling outstanding balances
  - i. Balance transfer procedure (if applicable)
  - ii. Deferred payment process (if applicable)
- c. Positive ID program/process
- d. Credit check and/or system to determine credit risk
- e. Deposit process, including Surety Bonds, billing, collection and refunding
- f. Residential vs. non-residential, if applicable
- g. Red- Flag rules

Response:

Please refer to Attachments DIV 8-7(a) through DIV 8-7(g), except for part (d), which will be supplemented at a later date.

In response to Division Data Request 8-7 (e), please also see the related response to Division Data Request 8-16.

Customer Service  
**Job Aid**

**Providing Service with Balance Owed**

**Rhode Island:**

**1<sup>st</sup> Call**

**Action Steps at CURRENT ADDRESS**

- At the current address, add an Account level contact with required down payment, terms of Payment Agreement and meter number for 'move-to' premise. (Copy contact info to be added to future contacts/orders.)
- Inform customer that they must call in with receipt number for required down payment prior to setting up service. (speak to a live rep)
- Issue Disconnect at current location.
- Manually add an AI Unpaid Bill Special Notation at the customer level.

**Action steps at NEW ADDRESS**

Determine if the meter is currently on, in which case a shut off is warranted. If the meter status is:

- ☐ Office Off - issue a Meter Investigation order type of Inactive Meter with Use to have the meter shut off **four** business days from the current date
- ☐ Active - issue a Disconnect order for the active customer **four** business days from the current date. If the requested Connect date is a future date, issue the Disconnect order for that future date.

***Note:*** If the 4<sup>th</sup> business day falls on a Friday, schedule the order for the following Monday.

**2ND Call - Customer Calls Back With Receipt Number:**

**1. Access old account/Current account**

- Verify amount paid is the amount noted in account contact
- Add an Account level contact with required payment and receipt #
- Issue a Miscellaneous Collections WFM that indicates Payment Arrangement and 'move-to' premise information.
- \*Retrieve 'move-to' premise and review the current disconnect. (Important: Check meter status)
- Remove the AI Unpaid Bill Special Notation at the customer level
- Add a customer level contact indicating the amount paid and payment agreement amount
- Process Connect at New Address for requested date

**Note:** Check the date for the pending Disconnect order. You may need to maintain order or match up the dates.

## 2. Review Payment Agreement

- a. Remind the customer again that the Payment Agreement must be kept or service can be terminated at the new address.
- b. Depending on meter status, discuss what if anything the customer must do to have power. If the meter status is Inactive OFF, the customer will have to turn the main breaker to the off position- wait for the tag color to turn clear/grey and turn the main back on. Note: meter location.

### Customers with Prior Service

#### **Account not Active Final Bill with a Balance or Written Off**

Request full balance be paid for new service, if not possible, negotiate with customer for a down payment (minimum of 50% of total balance must be paid) and a 3 to 6 month payment plan on the balance. If the customer claims protection, you may lower to 25% of total balance with a 12 month plan.

### Transfer of Active Service with a Balance

**Payment Plan not currently on Account** – Request that the entire **overdue** balance be paid in full, if that is not possible, base payment plan and down payment on appropriate step. – If step does not have a required down payment, down payment is 100% of overdue to minimum of current bill.

#### **Current on Payment Plan**

OK to transfer service to new address. Issue a Miscellaneous Collections WFM to transfer plan to new address.

#### **Payment Plan has not Billed Yet**

Request 50% of overdue balance to a minimum of current bill

#### **Payment Plan is Overdue**

Customer must bring payment plan up to date, call with receipt number.

## Reference Information

### Rhode Island Payment Plan Process

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#### General Information:

The RI Public Utilities Commission (PUC) has mandated a Payment Plan Step program for **residential customers**. Payment plan length and down payment amount is based on the pay plan step and whether the account is considered protected or non-protected. We should try to make every attempt to avoid termination of service by offering payment arrangements to our customers. You must follow the pre-term and post-term Payment Plan Steps when handling Rhode Island customers.

When the payment plan update window is accessed:

- The down payment and plan amount will be automatically calculated based on the customer's step.
- You can see what step a Rhode Island customer is on by looking at the Maintain Payment Agreement window.

#### Scripting:

##### The preferred script to follow for N01 & P01 pre-termination customers:

"You have a past due balance of \$x, the current bill is \$x for a total bill of \$x. You are eligible for an X month payment plan at this time and I can set it up for you. Were you planning on making a down payment?"

##### A script for other pay plan steps that require a down payment to be made would be:

"You have a past due balance of \$x, the current bill is \$x for a total bill of \$x. You are eligible for a X month payment plan and are required to make a \$x down payment which is x%. Any additional money down would reduce your monthly payment amount. Will you be paying only the required amount as the down payment? "

We cannot require RI accounts to pay more then the amount of the applicable pay plan step but if the customer makes more of a down payment required OR requests a payment plan with a lower number of months you are REQUIRED to note activity of that fact. "Customer offered to pay \$x", "Customer wanted x number of months".

#### Pay Plan Step Chart:

If Current Step is:	Not in Field *	In Field * OR LONP and Not yet demerited
<b>Non-Protected Steps</b>		
N01	0% Down / 6 Months	60% Down / 3 Months
N03	60% Down / 3 Months	100% Overdue Balance
N04	75% Down / 3 Months	100% Overdue Balance
<b>Protected Steps</b>		
P01	0% Down / 12 Months	25% Down / 12 Months
P1B	25% Down / 12 Months	25% Down / 12 Months

P03	25% Down / 12 Months	35% Down / 12 Months
P04	35% Down / 12 Months	50% Down / 12 Months
P05	50% Down / 12 Months	50% Down / 12 Months
* "In Field" means that an account is either scheduled for a field visit TODAY or has already been LONP.		

## Protected Rate Rhode Island Accounts

Some Rhode Island accounts are considered “protected” from termination (medical, handicap, elderly) while other accounts receive a “protected rate” (financial hardship, low income, unemployment, or welfare). Protection allows the Rhode Island customer a more lenient payment arrangement based on their step. When a customer is protected the step begins with “P”, non-protected steps begin with “N”.

When a customer claims protection, their payment step is converted to a protected step.

- |   |            |
|---|------------|
| 1. Convert pay step to a protected step. See Chart.                 | N01 to P01 |
| 2. Process Claim  | N03 to P1B |
| 3. Establish payment plan <b>based on converted protected step.</b> | N04 to P04 |

## Non-Protected & Protected Rate RI Accounts:

### 0% down Payment Plan:

When we are providing the guidelines for payment plans, we need to educate the customer on what will happen if they should default on the plan. If a customer on a 0% down payment plan (N01 and P01) defaults, the step advances to the next step. The original step plan cannot be restored.

#### ***For instance:***

- An N01 account's arrangement breaks. N01 drops to an N03. Instead of an arrangement of 0% down payment and a 6-month plan the next time they need an arrangement it will be 60% down for 3 months.
- A P01 goes from a 0% down payment 12-month plan to a P03 25% down 12-month plan.
- Informing the customer may give them incentive to keep their current arrangement.

### Down Payment Plan:

Step plans requiring a down payment (P1B, P03, P04, P05, N03, N04) can be restored when payment is made within 2 months of defaulting. If payment is **NOT** made within the 2-month period, re-negotiate a new payment plan based upon current step. ***For instance:***

- A P03 account's arrangement breaks. If the required amount is paid within 2 months, the P03 plan will be automatically restored **OR**
- A P03 account's arrangement breaks and goes over 2 months after default without the required amount being paid. The customer may be set up on the same plan, but must pay the required down payment to do so.

**Note:** When a customer completes a payment plan, the system will cause the Plan Step to reset back to N01/P01. If a return check is debited to an account that just completed a payment plan, the system resets the Step to the previous step - prior to the payment being applied.

The RI Step Agreements cannot be restored 'active' or 'pending' online. Step Arrangements can be auto-restored in batch upon payment or suspended charge.

## Customer Service Job Aid

## AI - Residential POS ID / Adding a Customer

### Account Initiation

Account Initiation will be used when a New Customer contacts National Grid to request service. This process will be used to perform POS ID.

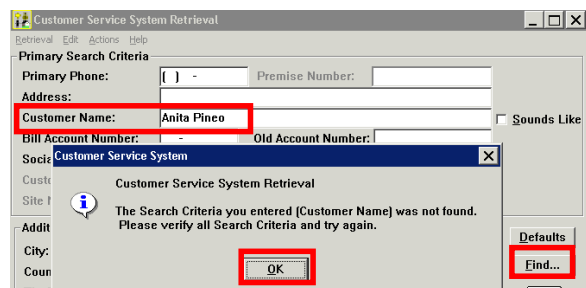
The user will create a **Customer Record** even when the customer fails POS ID. Once the **Customer Record** is processed, CSS will automatically assign a **Customer Number**. The **Customer Number** will be provided to the customer to include on the documents required for a manual review. CSS will automatically apply an **AI Pos ID Special Notation** at the Customer level when the caller is not positively identified. This will prevent a **Connect** order from processing.

### Pos ID Process

- ✓ The electronic process is through **Experian** which will return a message that will enable the user to determine if the caller has been positively identified or that documentation may be required.
- ✓ If the Customer needs further data to be positively identified through **Experian** or does not want to provide a SSN, a pop up window will be enabled allowing the user to enter more data such as: legal address, DOB and /or drivers license to verify identity.
- ✓ Two forms of identification will be required for the manual review process.

### CSS Menu Path

From the **Customer Service Retrieval** window, enter the full legal name in the **Customer Name** field and select the **Find** button.

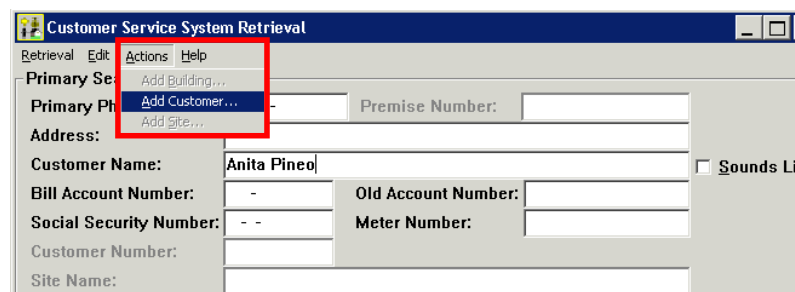


This CSS message indicates there was no match found in CSS.

If the caller's name already exists in CSS, it will display that in a **Customer Record**, **Bill Account**, or will display a **Retrieval Object List**. Verify the SSN and if matches proceed with order.

If no match then **Add Customer**.

Select **OK**.



Use the menu path: **Actions** ⇒ **Add Customer**



**Note:** If the customer chooses not to provide their SSN, check Not Provided. This will enable the Submit button.

Once the SSN has been entered the field will turn purple which is requiring a validation against CSS. Select **Validate**. Once the SSN has been validated, CSS will return one of the following messages:

Select **OK** to continue.

If this message is received, go back to the Retrieval window and enter the Social Security number to pull up the account and verify the customer information.

Select the **Submit** button to send the inquiry to **Experian** to determine positive identification. Each Applicant/Customer must be submitted to **Experian** every time they are applying for service.

When this pop up is displayed, enter the customers' current legal address including zip code, date of birth and /or drivers' license number and click submit. To exit window click close or X.

**NOTE:** If this message or minor or deceased is displayed, the caller will need to provide documentation per current procedure.



**Identification**

POS ID Required:

09/04/2007

When a customer fails validation through Experian, this information will be displayed. *No Match* was returned on the specified date and *POS ID* is *now* required. Service will be denied until documentation has been verified.

### Account Initiation Customer Validation

**Customer Name:** MICHAEL BURNS

\*Address Line 1:

Address Line 2:

City:  State:

\*Zip Code:

\*\*Date of Birth:  /  /   
mm dd yyyy

\*\*Driver's License#:  Issued State:

\*Required Fields  
\*\*Date of Birth or Driver's License# is required

**Validation Status**  
Customer verified.

Note: If the data entered is accepted, the message returned will be Customer verified. This will eliminate the need for customers/applicants to fax ID as often.

### Customer with **Credit Freeze**

- Customers may set up a "Credit Freeze" on themselves to protect against fraud. They must have their 15 digit pin number to "unfreeze" their account. The rep will enter it on the Account Initiation Customer Validation pop up window. If the number is correct they will get a message of "Customer verified", if incorrect the customer will need to fax their id or possibly contact Experian.

**Account Initiation Customer Validation**

<b>Customer Name:</b> SALEM BABBER	
<b>*PIN:</b>	C03000547307439
<b>*Address Line 1:</b>	550 S Dalish Cir
<b>Address Line 2:</b>	
<b>City:</b> Denver	<b>State:</b> Colorado
<b>*Zip Code:</b>	80246

\*Required Fields

<b>Validation Status</b>
Customer verified.

Rep will enter the pin # and customers' legal address.

Complete all the required fields on the **Enter Customer Data** window.

Any time a customer/applicant needs to fax information the **Customer Contact Comments** must include the following:

- ✓ *Meter Number of the 'move to' premise*
- ✓ *Service Start Date (**No** ASAP)*
- ✓ *4 hr. Contact Phone Number*

**NE & NY:** If the Meter Status of the 'move-to' premise is '**Office Off**' issue a **Meter Investigation** order to shut off the meter four business days from the current date.

**NE:** If the Meter Status of the 'move-to' premise is '**Active**' issue a **Disconnect** order for the current customer four business days from the current date.

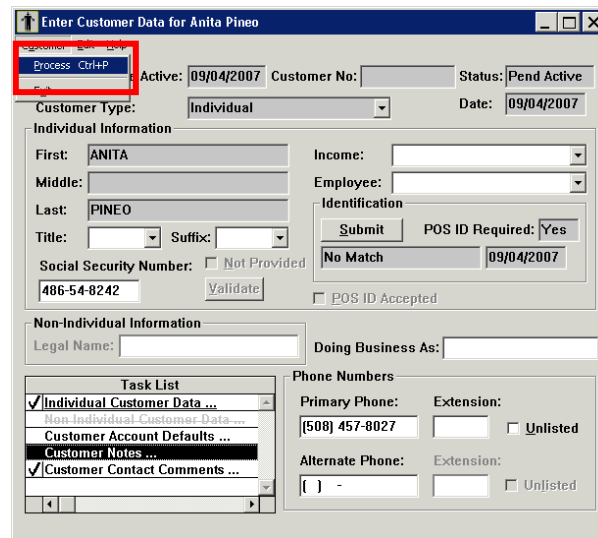
If the requested Connect date is a future date beyond the 4 business days, issue the **Disconnect** order for that future date.

If the 4<sup>th</sup> Business day falls on a Friday, schedule the order for the following Monday.

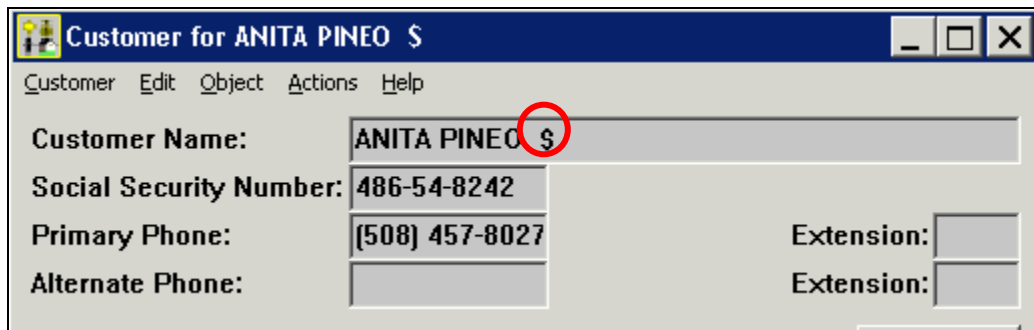
**Task List**

Individual Customer Data ...
Non-Individual Customer Data ...
Customer Account Defaults ...
Customer Notes ...
<b>Customer Contact Comments ...</b>

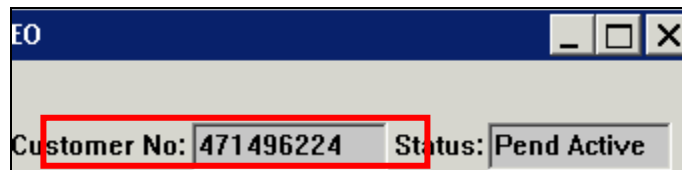
Once all the required information has been entered, process the **Enter Customer Data** window.



When the **Customer Record** is retrieved, a dollar sign appears next to the customer's name. CSS automatically applies an **AI Pos ID Special Notation** when the caller fails POS ID.



To provide the caller their Customer Number from the **Customer Record**, use the menu path: **Actions** → **Maintain Customer Data**



Instruct the caller to fax two forms of identification to **NE** 866-236-1757 or **NY** 315-460-9270 and also to include their Customer No. and a 4 hr contact phone number on each page of the documents. This will assist the rep who is reviewing the documents for any additional pertinent information.

Common forms of ID:

- Valid Driver's License (Do **NOT** accept Suspended or Expired licenses)
- Passport
- Work Stub
- Social Security Card
- Military ID
- Student ID
- Birth Certificate
- Most recent year's W-2 Form

**proTips**

Search on **Quick  
Pics Pos ID/Proof  
of Residency** for a  
complete list of  
Acceptable forms of  
ID.



Delivering Quality and Value Every Day

## Deposits - NE Only

Security deposits are required for non-residential accounts. They are held as collateral against payment default.

*Note: This is the only non-residential area for which the Department of Public Utilities (DPU) and Public Utilities Commission (PUC) have provided regulation. It is important that you understand the regulations so that the proper information is provided to the customer.*

When the customer applies for non-residential service, they should be:

- Informed of the deposit requirement.
- Quoted a deposit amount and told of the timeframe for payment.

*Note: National Grid does not request deposits on accounts where the average two (2) months' billing is under \$50.00.*

A letter must also be generated to the customer with the Deposit application which the customer must complete and return with the deposit payment.

*Note: Since the deposit requirement is a condition of new service, if the customer fails to pay the deposit as requested or return the deposit application, the service will be terminated. The customer should be informed of this serious consequence when the deposit is quoted.*

### **Determining the Deposit Amount**

The amount requested for a deposit represents two months average billing and is determined by one of the following:

- 1 Customer's actual usage at the location
- 2 The previous customer's usage, if the business is similar
- 3 Suggested deposit amounts based on similar businesses
- 4 Information received from a Business Services Representative if the service is a new installation

### **When to Waive a Deposit**

A deposit may be waived by Customer Service only if the customer:

1	Has an existing account under the <b>same business name</b> with <b>good</b> credit.
2	The customer is an established, non-profit organization or community interest operation.
3	Deposit amount would be less than \$50.00.
4	*DirectPay is established on an account to cover all monthly bills.

\*Please note – if the customer would like to establish DirectPay on the account in order to avoid paying a deposit, the deposit must still be quoted on the first call and letters mailed to the customer. Accounts Processing would be responsible to change the status from 'required' to 'waived' if the customer sends in the necessary bank information and establishes DirectPay.

### **Security Deposit Payment Methods**

The DTE and PUC allow the customer to make a security deposit payment by cash, check, surety bond or irrevocable letter of credit.

### **Deposit Q&As**

The following questions are most often asked regarding deposits:

1	Question	Can you waive the deposit because I have good credit on my home account?
	Answer	No. Any newly established business is required to pay a deposit. Personal established credit is viewed differently from business accounts.
2	Question	When will I get my deposit back?
	Answer	Deposits will be refunded after eighteen (18) months of good credit. Any notices or reminders will delay the refund process.
3	Question	Will I receive interest on my deposit?
	Answer	Yes. After deposits are held for six months, the customer is entitled to interest on the deposit amount. Interest is based on the U.S. Treasury Notes and is applied to the customer's account annually.
4	Question	If the deposit amount is overestimated, will it be adjusted accordingly?
	Answer	It can be, however, this must be monitored by the customer and would only be reviewed after the business has been in full operation for at least six months.

### **Collection of Overdue Deposits**

If the customer fails to pay the deposit as requested, Accounts Processing will schedule the account for a field visit. Once the account has reached the field, the customer has already received the information on the deposit from the original representative that took the On order, the original deposit letter and a final notice for payment of the deposit. In the final notice they are informed that failure to pay the deposit will result in the termination of the electric service.

If the required payment cannot be made in full at the time of the field visit, the service will be terminated and the proper notice will be left for the customer in a sealed envelope. If the meter is not accessible, at the time of the field visit, the account will be scheduled for visit with sheriff or pole-cut based on the information from the Meter Worker Associate.

### **Conclusion**

Deposits are required as a condition of service for all of our non-residential customers. In the event the customer meets the requirement to have the deposit waived, please be sure to note the account to indicate the reason for the 'waived' status and inform the customer they will still need to return the deposit application for our records. It is extremely important to review the deposit requirements with the customer on the call to initiate the service. This not only includes quoting the deposit and explaining the deposit application that will be mailed, but they should also be informed of the consequences if they fail to return the deposit and application. Since the deposit is a condition of service, failure to meet the deposit requirements will result in a field visit to terminate the service. Service will not be restored until the application and deposit payment has been received.

## Customer Service Job Aid

# Non-Residential Proof of Residency

### Non-Residential Process

All Non-Residential Applicants who apply for service and who are required under the current policy to pay a deposit, will be offered the opportunity to pay the deposit during the initial call. **A deposit is ultimately required prior to the release of the Connect order.**

**Process Change Note: We will only waive the Deposit for customers who sign up for DirectPay. (refer to Deposits Job Aid for when to Waive a Deposit)**

### Connect Order – Obligation

A **Connect** order will be issued on the initial call. If the Applicant is required to pay a deposit, CSS will automatically apply a **Deposit Premise Obligation** and hold the **Connect** order from completing until the **Deposit Premise Obligation** has been completed.

During the initial call the CSR will:

- ➡ Issue the **Connect** order. Once the deposit has been quoted, CSS will automatically apply a **Deposit Premise Obligation** which will hold the **Connect** order from completing. Advise the customer the **Connect** order is on hold until deposit is paid.
- ➡ Offer the customer an Intell-A Check to pay the deposit and release the **Connect** order.
- ➡ If an Intell-A-Check is requested, manually issue a **Misc. Collections WFM** to have the Intell-A-Check completed. Please provide the following information for the Intell-A-Check:
  - Name on check:
  - Address on check:
  - Name of bank:
  - Address/Branch of bank:
  - Check #: (Note: Inform the customer to void the check and note their register)
  - All the numbers located at the bottom of the check, beginning left to right:
  - Amount of check:
  - Phone number where to reach customer:
- ➡ Advise the customer to fax/mail in their Business Papers along with a Service Application which will be sent by Accounts Processing.
- ➡ Issue a **Misc.Customer Service WFM** to have a **Deposit Letter** sent which will include the **Service Application**. Accounts Processing will mail the **Deposit Letter** and follow the account for receipt of the **Service Application**. If documentation is not received within seven business days, Accounts Processing will issue an order to shut off the meter.
- ➡ If the Applicant is using an alternative means of paying the deposit such as a **Letter of Credit** or a **Surety Bond**, the **Connect** order will **not** be released until we have secured this **Deposit Alternative**.

## Proof of Residency

**Proof of Residency**, when subject to a **Disconnect Notice**, will apply to non-residential customers in all Companies, with the exception of MA.

If the 'move-to' premise is subject to a **Disconnect Notice**, it will return a pop-up message, 'Valid Disconnect Notice' when selecting the **Premise Connect** icon, the following must be received prior to the release of the **Connect** order:

- 1) Deposit    2) Service Application    3) Business Papers    4) Deed/Lease

## Place Obligation on Move-To Premise

When requesting **Proof of Residency**, an additional **Premise Obligation** must be manually applied. This is a **Deed/Lease** Obligation.

## Turn Meter Off?

The user will also determine if the meter is currently on, in which case a shut off is warranted. If the meter status is:

- ➡ **Office Off** - issue a **Meter Investigation** order type of **Inactive Meter with Use** to have the meter shut off **four** business days from the current date.
- ➡ **Active** - issue a **Disconnect** order for the active customer **four** business days from the current date.
  - If the requested Connect date is a future date, issue the **Disconnect** order for that future date.
  - If the 4<sup>th</sup> Business day falls on a Friday, schedule the order for the following Monday.

	NE	NY	Change
<b>Deposit</b>	<p>Issue the <b>Connect</b> order on the initial call. CSS will automatically create a <b>Deposit Premise Obligation</b>. The <b>Connect</b> order will have a <b>Held Service Order Status</b> until the <b>Deposit Premise Obligation</b> is completed.</p> <p>Intel-A-Check on initial call to pay the deposit</p> <p>Issue <b>Misc. Collections</b> WFM to have the Intel-A-Check completed</p> <p>Complete the <b>Deposit Premise Obligation</b> to allow the <b>Connect</b> order to complete</p> <p>Issue a <b>Misc. Customer Service</b> WFM to have the <b>Deposit Letter</b> and <b>Service Application</b> sent to the customer.</p>	<p>Issue the <b>Connect</b> order on the initial call. CSS will automatically create a <b>Deposit Premise Obligation</b>. The <b>Connect</b> order will have a <b>Held Service Order Status</b> until the <b>Deposit Premise Obligation</b> is completed.</p> <p>APS Check or Credit Card to pay the deposit</p> <p>Complete the <b>Deposit Premise Obligation</b> to allow the <b>Connect</b> order to complete</p> <p>Issue an email to the OWG to have the <b>Deposit Letter</b> and <b>Service Application</b> sent to the customer.</p>	NE



<b>Deposit Alternative</b>	When a Surety Bond or Letter of Credit is used for the deposit, the <b>Connect</b> order will be held by the <b>Deposit Premise Obligation</b> until receipt of the Deposit Alternative.	When a Surety Bond or Letter of Credit is used for the deposit, the <b>Connect</b> order will be held by the <b>Deposit Premise Obligation</b> until receipt of the Deposit Alternative.	NE
<b>Waive Deposit for DirectPay Enrollment (NH Only)</b>	<p>We will waive a Deposit for commercial NH customers only if they choose to enroll in DirectPay.</p> <p><b>Important:</b> Explain to the customer that they will not be granted service until we have received the DirectPay application.</p> <p>If the customer does not want to wait to get service, they can pay the Deposit via Intell-A-Check and we can refund the money to them after the DirectPay has processed.</p> <p>When we receive the DirectPay information from the customer, we will release the <b>Connect</b> order.</p>	N/A	NE
<b>Business Papers and Service Application (BP/SA)</b>	A <b>Misc. Customer Service</b> WFM will be issued and Accounts Processing will follow up on BP/SA. BP/SA are required within <b>four</b> business days. If not received within this time frame, a <b>Meter Investigation Order</b> will be issued to shut off the meter.	BP/SA will not hold a <b>Connect</b> order. <b>Application</b> and <b>Business Papers Premise Obligation</b> will be manually added by the user after the Connect order is issued. The user will send an email to the OWG to send documents. Regulations do not allow a <b>Meter Investigation Order</b> to be issued to shut off the meter.	NE/NY
<b>Proof Residency – Disconnect Notice at the ‘move-to’ premise (NH &amp; RI Only)</b>	<p>If the ‘move-to’ premise is eligible for a disconnect notice, the required deposit, the BP/SA will be required along with a Deed or Lease prior to the release of the <b>Connect</b> order. (<b>Proof of Residency applies to all Companies</b>. An additional <b>Premise Obligation Deed/Lease</b> will be manually added.)</p> <p>In addition, if the meter status is Office-Off at the move-to premise, a <b>Meter Investigation Order</b> must be issued four business days from the current date, to have the meter shut off.</p> <p>If the meter status is Active at the move-to premise, a <b>Disconnect</b> order must be issued <b>four</b> business days from the current date.</p>	<p>If the ‘move-to’ premise is eligible for a disconnect notice, BP/SA will be required along with a Deed or Lease prior to the release of the <b>Connect</b> order. An additional <b>Premise Obligation Deed/Lease</b> will be manually added.</p> <p>NY does not send a <b>Meter Investigation Order</b> to shut off the meter.</p>	NE/NY

**NE Only:** Non-Residential Payment Agreements are available, but only at the discretion of a Credit & Collections/NCO Manager.

## **DESK GUIDE**

### **NON-RESIDENTIAL PAYMENT AGREEMENTS**

#### **ELIGIBILITY:**

Many non-residential customers in receipt of a Disconnect Notice are eligible for Payment Agreements. The Company is not required, however, to grant a Payment Agreement to the following non-residential customers.

- 1) A customer who owes outstanding amounts from a prior payment agreement.
- 2) A customer who has defaulted on a Payment Agreement in effect during the last 12 months. (View Collection Activity)
- 3) A customer that is publicly held company, or a subsidiary thereof; (publicly held company is one that has issued stock on the open market).
- 4) A seasonal, short-term or temporary customer (less than 2 years).
- 5) An electric demand customer who has registered single demand on any of their accounts in excess of 40KW in the last 12 months ,or who has a combined monthly average demand in excess of 20 KW for all their accounts in the last 12 months.
- 6) A gas customer who had a combined total consumption in excess of 4,000 therms for all their accounts in the last 12 months.
- 7) A customer who the utility can demonstrate has the resources to pay the bill.

## **NON-RESIDENTIAL PAYMENT AGREEMENT TERMS**

Customers entering into a Payment Agreement may be obligated to pay the following:

- 1) A down payment on arrears of either:
  - 30% of arrears or 2 months average billing, whichever is greater, plus the full amount of any charges billed after the issuance of the Disconnect Notice which are now in arrears if the customer **has contact with the office prior to a field visit.**
  - 50% of arrears or 4 months average billing, whichever is greater, plus the full amount of any charges billed after the issuance of the Disconnect Notice which are now in arrears **if a field visit was made to cut-out the account.**
- 2) The balance in monthly installments of up to one month's average billing or one-sixth of the balance, whichever is greater.
- 3) To pay late payment charges during the period of the agreement.

## Consumer Fraud Protection

<a href="#">eSolutions &amp; Launch</a>	<a href="#">Experian Decision Table</a>	<a href="#">SAM Group Decision Table</a>
<a href="#">Account Initiation Decision Table</a>		
<b>General</b>		
Effective December 3, 2004:		
Consumers who are proven victims of identity theft are able to add fraud alert protections to their credit file/report. Fair Credit Regulations has implemented this amendment, called "Fact Act", to offer increased fraud protections to consumers. Because of this new amendment, some changes have been made to our Account Initiation process.		
<b>Connect Representatives</b>		
When a name and/or social security number associated with a customer who has placed a fraud alert on their credit is submitted to Experian during the Connect process, the response will be:		
<ul style="list-style-type: none"> <li>Consumer Fraud Alert</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>Please conduct additional inquiry for Name, Previous Address, and PIN. <ul style="list-style-type: none"> <li>Customer placed freeze with associated PIN number used to release credit hold</li> </ul> </li> </ul>		
These responses can be returned either from entering the social security number or through a Web based Validation window. Additionally, a Special Notation "AI Consumer Fraud Alert" will automatically be placed on the customer record to prevent the customer from being dropped on a Connect Order whenever the Consumer Fraud Alert response is received or whenever the customer/applicant is unable or unwilling to provide a PIN number.		
<ul style="list-style-type: none"> <li><b>NY Only:</b> When the account is noted with AI Special Notation of AI Consumer Fraud Alert: <ul style="list-style-type: none"> <li>Request Positive ID (Customer #, SS#, and Contact Phone # where they can be reached over the next 4 hours. This should be included on customer faxes). <ul style="list-style-type: none"> <li>Ask the caller to fax the documentation to Fraud fax number: (315)460-9793.</li> </ul> </li> </ul> </li> <li><b>NE Only:</b> <ul style="list-style-type: none"> <li>Create the 'customer shell', including meter number</li> <li>Advise customer of Fraud Alert procedure: <p><i>"Fraud protections have been placed on the credit file of the name and social security number you have provided. Fair Credit regulations require that we use the contact information placed on the credit file for this name/social security number to verify your identity. You will be contacted, according to the instructions on the credit file, by a National Grid representative who will then be able to resume processing your request."</i></p> </li> </ul> </li> <li>Issue a Misc AI WFM off the most recent tenant at the premise where the new customer is requesting service and include: <ul style="list-style-type: none"> <li>Customer's full name</li> <li>Social Security Number</li> <li>Contact Telephone Number</li> <li>Date Service Wanted</li> </ul> </li> </ul>		
<b>Reminder:</b> Do <b>NOT</b> issue a Connect Order when the Consumer Fraud Alert message is displayed.		

NY Only: SAM Representatives	
When the Applicant/Customer identification is received by the Fraud Fax, it will be assigned to a SAM Representative who has access to Experian's identity information.	
Approximately 6-8 Connect Representatives will be registered for access. Login ID's and Passwords will be provided by your Coach.	
Access <a href="#">eSolutions</a> ( which is a link to Experian).	
ePort will provide specific instructions from the consumer who is a victim of identity theft and the SAM Representative will need to follow the instructions.	
<ul style="list-style-type: none"> <li>For example, the instructions might ask that we contact the consumer at a specific phone number to alert them that someone has used their name and/or SS#, or they may ask that a letter be mailed to a specific address informing them that someone is using their name and/or SS#. <ul style="list-style-type: none"> <li>If there are no instructions on the consumer's file/report, the faxed Positive ID will be the only way to know if the Applicant/Customer is legitimate.</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>If it is verified that the consumer is the same Applicant/Customer who has called to apply for service, the Special Notation can be taken off the account and the Connect can be processed.</li> <li>If the consumer is contacted and has NOT applied for service, notify the consumer that someone has applied for service using their name and social security number. <b>Do NOT proceed with the Connect.</b></li> </ul>	

## Experian Decision Table

### [Account Initiation Menu](#)

When an applicant or customer applies for new or additional service, positive identification is required. The following returned messages are a result of submitting the social security/legal address and date of birth or driver's license through Experian.		
Returned Message	Meaning	Action
System did not connect; please try again	Experian Temporarily Unavailable or could not connect	Submit again If it still does not pass, request ID
Refer customer to back office with two forms of ID	Experian is not able to identify this person	Confirm information entered correctly If yes, request ID

Customer Verified	Pass	No ID Required
Customer Verified with previous account balances	Pass Pos ID, Written Off account(s) exist	No ID Required Follow PRO procedures
Social Security Number reported Deceased	Fail	Request ID Follow PRO Procedures
Social Security Number Matches with a Minor	Fail	Request ID Follow PRO Procedures Issue Misc AI WFM
Consumer Fraud Alert	Consumer Fraud Protections in place	Request ID Follow PRO Procedures <b>NY Only:</b> Provide fraud fax # (315) 460-9793 <b>NE Only:</b> Issue Misc AI WFM
Please conduct additional Inquiry for Name, Previous Address, and PIN	Consumer Fraud Protections in place with consumer requested PIN used to unfreeze information	Request PIN If it still does not pass, request ID Follow PRO Procedures <b>NY Only:</b> Provide fraud fax # (315) 460-9793 <b>NE Only:</b> Issue Misc AI WFM

## Residential Account Initiation Decision Table

<a href="#">AI DPA Form</a>	<a href="#">APS</a> (NY)	<a href="#">Application for Svc Job Aid</a>	<a href="#">Assessor Listing</a>
<a href="#">Backdated Connect Decision Table</a>	<a href="#">Cities/Towns Serviced</a> (Town Codes)	<a href="#">Collection Forms/ Templates Launch Page</a>	<a href="#">Consumer Fraud Protections</a>
<a href="#">Credit Card Payment Form</a> (NY)	<a href="#">Direct Voucher &amp; Bankruptcy Decision Table</a>	<a href="#">EBD Script</a>	<a href="#">Experian Decision Table</a>
<a href="#">ESR/GSR Call Handling Guidelines</a>	<a href="#">ESR/GSR Connects</a>	<a href="#">Inspection Agencies</a> (NY)	<a href="#">Low Income Guidelines</a> (MA, NY, RI)
<a href="#">Landlord Decision Table</a>	<a href="#">LOFL - Add</a>	<a href="#">LOFL - Delete</a>	<a href="#">Notice of Service Denial Form</a>
<a href="#">OWG Customer Contact Types</a>	<a href="#">Payment Agencies</a>	<a href="#">Public Faxes</a> (NY)	<a href="#">Positive ID/ Proof of Res/ Contact Numbers</a>
<a href="#">Proration Tool</a>	<a href="#">SAM Group Decision</a>	<a href="#">Tenant</a>	<a href="#">Wiring Inspectors</a> (NE)

	<a href="#">Table (NY)</a>	<a href="#">Verification/Notarized LL Statement Form</a>	
<p>If caller states they will <b>NOT</b> be living at the connecting premise and they do <b>NOT</b> own the property, advise them that the resident/owner needs to call and apply for service (<b>Except MA</b>).</p> <p>We should not hold this caller for Proof of Residency unless the premise justifies it.</p> <p><b>NY Only:</b> If there is a <b>Shared Metering Special Notation</b> on an account, <b>DO NOT</b> issue a connect. (Refer to the <a href="#">Shared Metering Incoming Call procedure</a>)</p>			
<b>New Applicant</b>	Passes Experian		<a href="#">CSC Actions</a>
	Fails Experian		<a href="#">CSC Actions</a>
	Minor (under 18 years of age)		<a href="#">CSC Actions</a>
<b>Current Customer</b>  [Transfer of Service]  (Active or last service ≤60 days - and is moving = Continuation of Service)	NO Written-off Account(s)		<a href="#">CSC Actions</a>
	Arrears or Active Disconnect Notice (No Written-off)		<a href="#">CSC Actions</a>
	Written-off Account(s) Less than 6 years old		<a href="#">CSC Actions</a>
	UCB Converted (Written-off Accounts greater than 6 years)		<a href="#">CSC Actions</a>
	Minor (under 18 years of age)		<a href="#">CSC Actions</a>
	Deceased		<a href="#">CSC Actions</a>
	Name/Consumer Fraud		<a href="#">CSC Actions</a>
	Asking for Additional Service <b>OR</b> CONP & Moving		<b>Applicant</b> rules apply
<b>Applicant</b>  Last service >60 days ago OR CONP & Moving OR Asking for Additional Service	NO Written-off Account(s) <b>OR</b> Payment Agreement on Active Account	Passes Experian	<a href="#">CSC Actions</a>
		Fails Experian	<a href="#">CSC Actions</a>
	Written-off Account(s) Less than 6 years old, >\$50, <b>CONP</b>	Passes Experian	<a href="#">CSC Actions</a>
		Fails Experian	<a href="#">CSC Actions</a>
	<b>Arrears/active disconnect notice</b>	Passes Experian	<a href="#">CSC Actions</a>
		Fails Experian	<a href="#">CSC Actions</a>
	UCB Converted (Written-off Accounts greater than 6 years)	Passes Experian	<a href="#">CSC Actions</a>
		Fails Experian	<a href="#">CSC Actions</a>
	Minor (under 18 years of age)		<a href="#">CSC Actions</a>


## Job Aid/Decision Table

New Applicant	Passes Experian	
Move-to Premise/ Meter Status	Customer Service Center - Actions	
CONP(1 or both meters) OR Disconnect Notice at the Premise OR Tampering/Theft of Service	1. Enter Customer Contact Comments incl. Connecting Meter#, 4hr contact #, Service start date. 2. <b>Process ADD CUSTOMER Window.</b> 3. Place 'AI Verify Resid/Owner' Customer special notation. 4. Request <b>Proof of Residency (except MA)</b> 5. Add owner information. 6. <b>DO NOT ISSUE THE CONNECT</b>	
Inactive w/use (office off)	1. Ask applicant if they accept backbill. * If Yes, proceed to step 2 to continue process * If No, maintain Customer Contact Comments incl. Connecting Meter#, 4hr contact #, Service start date . Proceed to Step4 to continue process. 2. <b>Process ADD CUSTOMER Window</b> stating that applicant accepted charges. 3. Complete a backdated FWC connect. <b>END of process.</b> 4. Place 'AI Verify Resid/Owner' Customer special notation. 5. Request <b>Proof of Residency (except MA)</b> 6. Issue 'Inactive Meter with Use' Meter Investigation order - <b>4 business days</b> from current date (excluding Fridays for NE), include 'CST Shut Off & Seal' in comments. 7. Add owner information. 8. <b>DO NOT ISSUE THE CONNECT</b>	
Inactive w/use (inactive off)	1. Ask applicant if they accept backbill. * If Yes, proceed to step 2 to continue process * If No, maintain Customer Contact Comments incl. Connecting Meter#, 4hr contact #, Service start date . Proceed to Step 5 to continue process. 2. <b>Process ADD CUSTOMER Window</b> stating that applicant accepted charges. 3. Complete a backdated FWC/CPR connect. 4. Issue Activate Meter Order to field. <b>END of process.</b> 5. Place 'AI Verify Resid/Owner' Customer special notation. 6. Request <b>Proof of Residency (except MA)</b> 7. Advise customer the Connect will be completed the 1 <sup>st</sup> available business day after receiving the necessary documents. 8. Add owner information. 9. <b>DO NOT ISSUE THE CONNECT</b>	
On (Active w/NO Disconnect Notice) OR Inactive-off (<3 years) OR Removed Due to Replevin, <3 months	1. <b>Process ADD CUSTOMER Window.</b> 2. Issue the Connect ( <a href="#">Auto-Complete Job Aid</a> ).	
Office OFF (NO inactive w/use)	1. <b>Process ADD CUSTOMER Window.</b> 2. Issue the Connect ( <a href="#">Auto-Complete Job Aid</a> ).	
Inactive-off (<3 years) OR Removed Due to Replevin, <3 months	1. <b>Process ADD CUSTOMER Window.</b> 2. Issue the Connect ( <a href="#">Auto-Complete Job Aid</a> ).	
Inactive-off (>3 years) OR Removed	1. <b>Process ADD CUSTOMER Window.</b> 2. Place 'Inspection' Obligation on "move to" premise, include 'Removed meter' or 'Inactive >3 years' in Reason box.	




	3. Issue the held Connect. 4. Issue AI WFM on "move to" premise with comments "Inspection Denial (hold 10 days from service start date)"
<b>Cut at Pole</b>	1. Issue the Connect Order (FWC). <b>No Same Day Connects!</b> <b>Note:</b> Do <b>NOT</b> enter any readings. The order status will be "Ready to Complete (RTC)" and the order will be completed when the completed information from Regional Control is faxed to the Contact Center & entered into CSS. 2. Issue an Investigation Order, type "Operations Elec Inquiry" with the following comments: * <b>RCO</b> ( this means Reconnect Order; it needs to be on every order and the 1 <sup>st</sup> entry!) * <b>Tap on at Pole</b> * <b>24 hour rule does NOT apply</b> * <b>Electric Operations</b> needs to reconnect at pole on xx/xx/xx (future date)

### Job Aid/Decision Table

Current Customer	NO Written Account(s)	
Move-to Premise/ Meter Status	Customer Service Center - Actions	
<b>CONP OR Disconnect Notice at the Premise OR Tampering/Theft of Service</b>	1. <a href="#">REMOVE</a> any 'AI POS ID' customer special notation, if applicable. 2. Issue Connect	
<b>Inactive w/use (Office Off)</b>	1. Determine when a customer moved in by asking and/or determining the disconnect date of the last premise. 2. Issue Connect (backdated, if applicable). ( <a href="#">Auto-Complete Job Aid</a> ).	
<b>Inactive w/use (Inactive off)</b>	1. Determine when a customer moved in by asking and/or determining the disconnect date of the last premise. 2. Complete a Field Work Complete Connect using agreed-upon date. 3. Issue an Activate Mtr/Backdated Connect Meter Investigation order to get meter turned on.	
<b>On (Active w/NO Disconnect Notice) OR Office OFF</b>	1. <a href="#">REMOVE</a> any 'AI POS ID' customer special notation, if applicable. 2. Issue Connect ( <a href="#">Auto-Complete Job Aid</a> )	
<b>Inactive-off (&lt;3 years)</b>	1. <a href="#">REMOVE</a> any 'AI POS ID' customer special notation, if applicable. 2. Issue Connect	
<b>Inactive-off (&gt;3 years) OR Removed</b>	1. Place 'Inspection' Obligation on "move to" premise, include 'Removed' or 'Inactive >3 years' in Reason box. 2. Issue AI WFM on "move to" premise with comments "Inspection Denial (hold 10 days from service start date)" 3. <a href="#">REMOVE</a> any 'AI POS ID' customer special notation, if applicable. 4. Issue Connect 5. Provide caller with their new account number and advise them of need for inspection (see directory: <a href="#">Inspection Agencies</a> ).	
<b>Cut at Pole</b>	1. Issue the Connect Order (FWC). <b>No Same Day Connects!</b> <b>Note:</b> Do <b>NOT</b> enter any readings. The order status will be "Ready to Complete (RTC)" and the order will be completed when the completed information from	

	<p>Regional Control is faxed to the Contact Center &amp; entered into CSS.</p> <p>2. Issue an Investigation Order, type "Appointment with Operating" with the following comments:</p> <p>* <b>RCO</b> ( this means Reconnect Order; it needs to be on every order and the 1<sup>st</sup> entry!)</p> <p>* <b>Tap on at Pole</b></p> <p>*<b>24 hour rule does NOT apply</b></p> <p>*<b>Electric Operations</b> needs to reconnect at pole on xx/xx/xx (future date)</p>
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### Job Aid/Decision Table

Applicant	Written Off Account, CONP Fails Experian	
Move-to Premise/ Meter Status	Customer Service Center - Actions	
CONP OR Disconnect Notice is at the Premise OR Tampering/Theft of Service	<ol style="list-style-type: none"> <li>1. Maintain Customer Contact Comments incl. Connecting Meter#, contact #, Service start date.</li> <li>2. <b>Process MAINTAIN CUSTOMER Window.</b></li> <li>3. Place 'AI Verify Resid/Owner' Customer special notation.</li> <li>4. Place 'AI Unpaid Bill' customer special notation.</li> <li>5. Request <a href="#">Positive Id.</a></li> <li>6. Request <a href="#">Proof of Residency</a> (except MA). If owner proof exists in CSS, see <a href="#">Landlord Dec. Table</a></li> <li>7. Advise Applicant of Written Off account.</li> <li>8. Add owner information.</li> <li>9. <b>DO NOT ISSUE THE CONNECT.</b></li> </ol>	
Inactive Meter w/use (Office off)	<ol style="list-style-type: none"> <li>1. Ask applicant if they accept backbill.</li> <li>* If Yes, maintain Customer Contact Comments incl. Connecting Meter#, contact # &amp; "Applicant accepts backbill".</li> <li>* If No, maintain Customer Contact Comments incl. Connecting Meter#, contact #, Service start date.</li> <li>2. <b>Process MAINTAIN CUSTOMER Window.</b></li> <li>3. Place 'AI Verify Resid/Owner' Customer special notation, if charges not accepted.</li> <li>4. Place 'AI Unpaid Bill' customer special notation.</li> <li>5. Request <a href="#">Positive Id.</a></li> <li>6. Request <a href="#">Proof of Residency</a> (except MA), if charges not accepted. If owner proof exists in CSS, see <a href="#">Landlord Dec. Table</a></li> <li>7. Advise Applicant of Written Off account.</li> <li>8. Issue 'Inactive Meter with Use' Meter Investigation order -<b>4 business days</b> from current date (excluding Fridays for NE), include 'CST Shut Off &amp; Seal' in comments.</li> <li>9. Add owner information.</li> <li>10. <b>DO NOT ISSUE THE CONNECT.</b></li> </ol>	
Inactive Meter w/use (Inactive off)	<ol style="list-style-type: none"> <li>1. Ask applicant if they accept backbill.</li> <li>* If Yes, maintain Customer Contact Comments incl. Connecting Meter#, contact # &amp; "Applicant accepts backbill".</li> <li>* If No, maintain Customer Contact Comments incl. Connecting Meter#, contact #, Service start date.</li> <li>2. <b>Process MAINTAIN CUSTOMER Window.</b></li> <li>3. Place 'AI Verify Resid/Owner' Customer special notation, if charges not accepted.</li> <li>4. Place 'AI Unpaid Bill' customer special notation.</li> <li>5. Request <a href="#">Positive Id.</a></li> </ol>	

	6. Request <a href="#">Proof of Residency (except MA)</a> , if charges not accepted . If owner proof <b>exists</b> in CSS, see <a href="#">Landlord Dec. Table</a> 7. Advise Applicant of Written Off account. 8. Add owner information. 9. <b>DO NOT ISSUE THE CONNECT.</b>
<b>On (Active w/NO Disconnect Notice)  OR  Inactive-off (&lt;3 years)</b>	1. Maintain Customer Contact Comments incl. Connecting Meter#, contact #, Service start date. 2. <b>Process MAINTAIN CUSTOMER Window.</b> 3. <a href="#">Place 'AI Unpaid Bill' Customer special notation.</a> 4 . Request <a href="#">Positive Id.</a> 5. Advise Applicant of Written Off account. 6. Add owner information. 7. <b>DO NOT ISSUE THE CONNECT.</b>
<b>Office OFF</b>	1. Maintain Customer Contact Comments incl. Connecting Meter#, contact #, Service start date. 2. <b>Process MAINTAIN CUSTOMER Window.</b> 3 . <a href="#">Place 'AI Unpaid Bill' Customer special notation.</a> 4. Request <a href="#">Positive Id.</a> 5. Advise Applicant of Written Off account. 6. Issue 'Inactive Meter with Use' Meter Investigation order <b>-4 business days</b> from current date (excluding Fridays for NE), include 'CST Shut Off & Seal' in comments. 7. Add owner information. 8. <b>DO NOT ISSUE THE CONNECT.</b>
<b>Inactive-off (&gt;3 years)  OR  Removed</b>	1. Maintain Customer Contact Comments incl. Connecting Meter#, contact #, Service start date. 2. <b>Process MAINTAIN CUSTOMER Window.</b> 3. <a href="#">Place 'AI Unpaid Bill' Customer special notation.</a> 4. Request <a href="#">Positive Id.</a> 5. Advise customer of Written Off account. 6. Place 'Inspection' Obligation on "move to" premise, include 'Removed' OR 'Inactive >3 years' in Reason box. 7. Issue AI WFM on "move to" premise with comments "Inspection Denial (hold 10 days from service start date)". 8. Add owner information. 9. <b>DO NOT ISSUE THE CONNECT.</b>

**\* REMINDER:** Until further notice, if Agency shown on account is:  
**Accounts Control, Pyramid Collections or Sold to Great Lakes**  
Follow steps as shown above EXCEPT:

- **Do Not** advise Applicant to contact agency.
- **Do Not** place an Unpaid Bill obligation.

Division Data Request 8-9

Request:

Please provide detailed work flow chart(s) and/or process description(s) of your entire delinquency account management and disconnect process (i.e., number and timing of letters, disconnect notices, field notices, outbound calls, field visits, etc.) for:

- a. Residential accounts
- b. Non-Residential accounts

Response:

For the field-related portions of this question, please see the response to Division Data Request 8-21. For all other parts, please refer to Attachment DIV 8-9 accompanying this response.

Calendar Day  
Residential Path

Rhode Island and  
New Hampshire

Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

0	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57
Bill										C			D																			
Bill		C														D																
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Bill		D																														
Bill										C			D																			
Bill																						C	D									
Bill																						C										

C Outbound Call (Issue to Call File)  
D Disconnect Notice

### W Group Composition

All "E" risk accounts

"D" risk accounts with 30 day or greater arrears

"A" risk accounts with 90 day arrears and balance over \$1000

Higher balance "B" and "C" risk accounts with 90 day or greater arrears

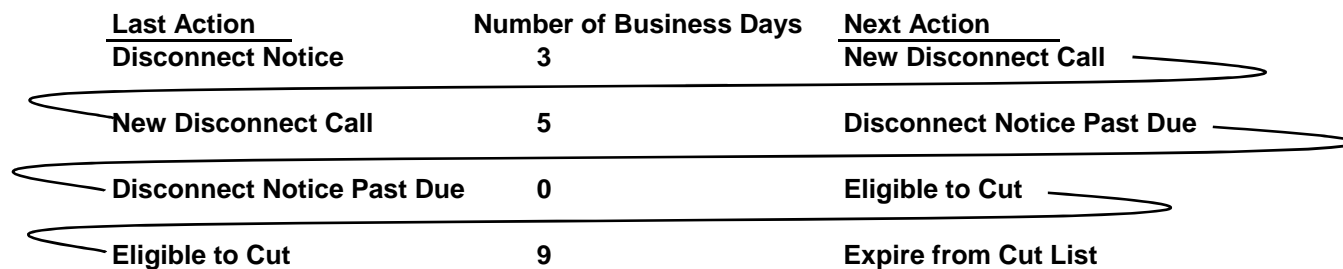
Last Action	Number of Business Days	Next Action
Disconnect Notice	3	New Disconnect Call
New Disconnect Call	5	Disconnect Notice Past Due
Disconnect Notice Past Due	0	Eligible to Cut
Eligible to Cut	10	Expire from Cut List

Calendar Day  
Commercial Path  
New England ALL  
Companies

Q  
R  
S  
T  
U  
V  
W  
X  
Y  
Z

	0	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59
Bill																C														D					
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C Outbound Call (Issue to Call File)  
D Disconnect Notice



Division Data Request 8-12

Request:

Do you require full payment or allow payment arrangements after the service is disconnected of non-payment? Please describe your procedures related to each customer class.

Response:

**Residential standard:** After a standard customer is cut-off for non-payment (CONP), a payment plan offer depends upon the pay plan step to which the customer is assigned. For residential standard CONP customers, there is a four-step process. Steps 1 and 2 require zero money down with the remaining balance due over 6 months. If step 3 is reached as a result of a plan default, a minimum down payment of 60% is required and the remaining balance is due over 3 months. If the CONP customer reaches step 4 as a result of a plan default, a minimum down payment of 75% is required with the remainder due over 3 months. If a step 4 customer defaults and is CONP, the Company requires 100% of the balance.

**Residential protected:** After a protected customer is CONP, payment plan offers are also dependent upon the pay plan step to which the customer is assigned. For residential protected CONP customers, there is a five-step process. Step 1-A requires zero money down with the remaining balance due over 12 months. If a customer defaults on a step 1-A plan and does not re-negotiate prior to CONP, then a minimum 25% down payment is required and the remaining balance is due over 12 months (step 1-B). Step 2 is a second chance at step 1 (A & B). If the customer reaches step 3 as a result of a plan default/CONP, we require a minimum 25% down payment with the balance due over 12 months. If a default/CONP customer reaches step 4, we require a 35% minimum down payment with the remainder due over 12 months. If a customer reaches step 5 via default/CONP, we require a minimum 50% down with the remainder over 12 months. If a step 5 customer defaults and is CONP, we maintain a minimum offer of 50% down with the balance due over 12 months.

**Non-residential:** National Grid requires full payment of the arrears to restore electric service that has been turned off for non payment. This would be for all Commercial Customer Classes

Division Data Request 8-13

Request:

Do you assess fees on late payments?

- a. If yes, please explain process

Response:

The Company assesses late fees only on non-residential accounts. Specifically, twenty-four (24) days after the bill-date a late payment charge is calculated at 1.25 percent per month on the balance due. There is a 3-day processing period beyond the 24 days before the charge is actually assessed. If a full payment is made within the processing period, the late charge is not assessed.



Division Data Request 8-14

Request:

Do you accept payments in the field? If yes, please explain process.

Response:

The Company does accept payments in the field as follows:

**Stamped Receipts**

When a payment is collected in the field, a stamped receipt is always given to the customer. The original cashier's stub is returned to the office. Both copies of the receipt are stamped.

Each collector has a designated stamp, with a stamp number assigned to them. The collector is responsible for the stamp at all times and stamps should not be shared by employees.

Instructions given to employees:

When filling out the stamped receipt it is important to fill out all the information in pen. The following guidelines should assist you in filling out the receipt:

- A. Make sure the date is correct on the stamp
- B. When filling out the stamped part of the receipt, put an X in the space or spaces that do not have a number.
- C. Always fill in the account number, customer name and service address.
- D. Make sure the original and the customer's receipt are stamped with the same amounts.
- E. It is a good idea to write above the stamp the type of payment the customer made;  
\*cash or check.  
\*RI Residential Customers Only
- F. Do not stamp the receipt until you have verified the amount paid agrees with the amount on the stub.

When accepting a check from the customer, please verify the following information on the check:

- Verify the date on the check. Post-dated checks are not accepted from the customer.
- Verify the check is payable to appropriate company. Third party checks are not accepted from the customer.

Division Data Request 8-14 (cont.)

- Verify the legal line and written lines agree.
- Check is signed.
- The customer is not listed as a Cash Only Customer.

Division Data Request 8-15

Request:

Do you report any delinquent accounts (active or inactive) to the credit bureaus?

- a. If yes, please explain process and timing

Response:

Yes. The Company reports delinquent accounts 195 calendar days after an account is placed in a final bill status and while it is being handled by the Company's collection agent, which results in the account making the report. This treatment is the same for residential and non-residential accounts as long as there is a federal ID number or social security number for the account.

Please see the response to Division Data Request 8-6 for the timeline related to final bill account treatment.

Division Data Request 8-16

Request:

Do you require deposits on active customers that become delinquent subsequent to the initial account turn on?

a. If yes, please describe the procedure

Response:

The following is the Company's deposit policy:

**Residential**

The Company does not require deposits from residential customers.

**Commercial**

The Company requires deposits on active commercial accounts in arrears. The Company sends a deposit warning letter and allows the customer 30 days to resolve the arrears in full. Customers who do not respond or are unable to resolve the arrears issue will be assessed a deposit. The deposit will be set up in three installments. The first installment is 50 percent of the total deposit and the next two installments are 25 percent of the total deposit. The installments are included with the monthly bills.

Division Data Request 8-18

Request:

Please provide data on the total number and timing of any outbound collection calls by month for 2007, 2008 and YTD May 2009

- a. Include information on whether the call is required due to regulation or made as an extra collection activity?
- b. Include information on type of call (i.e., dialer, outsourced vendor, manual, etc.)

Response:

Please see Attachment DIV 8-18.

**NARRAGANSETT ELECTRIC  
OUTBOUND COLLECTION CALLS  
2007, 2008 & YTD May 2009**

Revenue Year	Outbound Attempts	Revenue Month												Total
		1	2	3	4	5	6	7	8	9	10	11	12	
2007	RR <sup>(1)</sup>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
2007	DN <sup>(2)</sup>	4,879	4,557	2,594	549	0	6,252	5,903	8,670	2,655	0	0	0	<b>36,059</b>
2007	C <sup>(3)</sup>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
		<b>4,879</b>	<b>4,557</b>	<b>2,594</b>	<b>549</b>	<b>0</b>	<b>6,252</b>	<b>5,903</b>	<b>8,670</b>	<b>2,655</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>36,059</b>
2008	RR <sup>(1)</sup>	0	0	0	0	10,718	21,286	10,077	16,804	16,904	17,376	19,375	22,080	<b>134,620</b>
2008	DN <sup>(2)</sup>	0	0	0	0	0	0	0	32,202	30,845	27,479	33,028	34,840	<b>158,394</b>
2008	C <sup>(3)</sup>	0	0	0	0	0	0	0	0	0	0	824	1,330	<b>2,154</b>
		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,718</b>	<b>21,286</b>	<b>10,077</b>	<b>49,006</b>	<b>47,749</b>	<b>44,855</b>	<b>53,227</b>	<b>58,250</b>	<b>295,168</b>
2009	RR <sup>(1)</sup>	21,350	34,109	40,435	26,963	26,920	0	0	0	0	0	0	0	<b>149,777</b>
2009	DN <sup>(2)</sup>	60,213	54,589	55,774	45,391	60,187	0	0	0	0	0	0	0	<b>276,154</b>
2009	C <sup>(3)</sup>	1,313	1,331	1,350	1,111	906	0	0	0	0	0	0	0	<b>6,011</b>
		<b>82,876</b>	<b>90,029</b>	<b>97,559</b>	<b>73,465</b>	<b>88,013</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>431,942</b>

- (1) "RR": Residential Reminder calls -- 30-day arrears  
(2) "DN": Residential Disconnect calls -- 60-day arrears  
(3) "C": Commercial & Industrial

- (a.) All Calls are made as an additional collection activity  
(b.) All residential outbound calls are placed by a third party vendor  
(c.) All commercial calls are done in-house

Division Data Request 8-19

Request:

Please provide data on the total number, type and timing of any collection notices by month for 2007, 2008 and YTD May 2009

Response:

The Rhode Island disconnect letter information is not available for 2007 and the first half of January 2008. National Grid does not have metrics for letters during this period. For the periods subsequent to the first half of January 2008, please see Attachment DIV 8-19.

**NARRAGANSETT ELECTRIC  
DISCONNECT NOTICES  
2008 & YTD May 2009**

Revenue Year	Res / Comm / Health Indicator	Revenue Month												Total
		1	2	3	4	5	6	7	8	9	10	11	12	
2008	R	5,833	21,335	17,182	21,150	21,445	25,648	34,661	37,082	43,784	44,569	27,679	38,651	<b>339,019</b>
2008	C	152	729	956	1,786	2,692	2,287	6,283	6,221	6,966	7,355	4,678	5,502	<b>45,607</b>
2008	H <sup>(1)</sup>	1	18	24	37	75	64	55	41	47	52	41	36	<b>491</b>
		<b>5,986</b>	<b>22,082</b>	<b>18,162</b>	<b>22,973</b>	<b>24,212</b>	<b>27,999</b>	<b>40,999</b>	<b>43,344</b>	<b>50,797</b>	<b>51,976</b>	<b>32,398</b>	<b>44,189</b>	<b>385,117</b>
2009	R	37,283	36,511	37,745	38,063	41,030								<b>190,632</b>
2009	C	5,487	5,663	6,366	5,773	5,773								<b>29,062</b>
2009	H <sup>(1)</sup>	41	44	40	36	32								<b>193</b>
		<b>42,811</b>	<b>42,218</b>	<b>44,151</b>	<b>43,872</b>	<b>46,835</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>219,887</b>

(1) Health-Care facilities



Division Data Request 8-21

Request:

Please describe how your daily list of accounts scheduled for disconnection for non-payment is generated and delivered to the field for execution, including:

- a. Account prioritization
- b. Route selection
- c. Scheduling
- d. Field resources

Response:

The following is a Field Assignment Summary Table that reflects processing for Rhode Island:

Region	Area and Commodities Served	Field Assignment Performed By	Field Assignment Performed In	Customer System	Field Assignment System / Process
Upstate NY & NGNE	Upstate NY - Gas and Electric Mass., NH and RI - Electric	Collections - Analyst, Mgmt	Syracuse	CSS	Access database / Logic automatically built in for exclusions

General Criteria: All territories focus on oldest arrears, highest balance with consideration of geographic efficiency.

Considerations/Particulars by Region:

No residential service terminations on Friday. Commercial terminations may occur.

Exclusion (Restricted from action): Low Income, Life Support, Reservations, etc.

The CSS system (NE, upstate NY, electric accounts for NH & RI): The Credit & Collection analyst queries the data for accounts eligible to be terminated for each area on a day-before basis. For New England and upstate NY electric and gas accounts, an Access database (with prioritization logic embedded into the program) is used to select accounts for a particular area. The first priority is the age the account has been in arrears with the second priority being the amount of the arrears. The system will then use this logic to select accounts for the next day's field collections. For example, a region may have had 386 possible accounts to be selected for collection. Based on customer metering services input, the field could have requested 110 accounts for the next day. The system logic generated/selected the 110 accounts based on the prescribed priorities. The analyst also has some ability to determine the accounts to be sent to the field and may adjust the selected accounts based on the geography of the area and the ability of the crews to travel to selected accounts during the day.

Division Data Request 8-21 (cont.)

Priorities: The following table is under review and could be subject to change.

<b>PriorityTable</b>		
<b>RSeq</b>	<b>PRIORITYDESC</b>	<b>Sortseq</b>
1	Residential - Arrears 120+	1
2	Residential - 90 to 120 arrears - Credit Rating E	2
3	Residential - 90 to 120 arrears - Credit Rating D	3
4	Residential - 90 to 120 arrears - Credit Rating C	4
5	Residential - 90 to 120 arrears - Credit Rating B	5
6	Residential - 90 to 120 arrears - Credit Rating A	6
7	Residential - 60 to 90 arrears - Credit Rating E	7
8	Residential - 60 to 90 arrears - Credit Rating D	8
9	Residential - 60 to 90 arrears - Credit Rating C	9
10	Residential - 60 to 90 arrears - Credit Rating B	10
11	Residential - 60 to 90 arrears - Credit Rating A	11
12	Residential - 30 to 60 arrears - Credit Rating E	12
13	Residential - 30 to 60 arrears - Credit Rating D	13
14	Residential - 30 to 60 arrears - Credit Rating C	14
15	Residential - 30 to 60 arrears - Credit Rating B	15
16	Residential - 30 to 60 arrears - Credit Rating A	16
17	Commercial - Arrears 120+	17
18	Commercial - 90 to 120 arrears - Credit Rating E	18
19	Commercial - 90 to 120 arrears - Credit Rating D	19
20	Commercial - 90 to 120 arrears - Credit Rating C	20
21	Commercial - 90 to 120 arrears - Credit Rating B	21
22	Commercial - 90 to 120 arrears - Credit Rating A	22
23	Commercial - 60 to 90 arrears - Credit Rating E	23
24	Commercial - 60 to 90 arrears - Credit Rating D	24
25	Commercial - 60 to 90 arrears - Credit Rating C	25
26	Commercial - 60 to 90 arrears - Credit Rating B	26
27	Commercial - 60 to 90 arrears - Credit Rating A	27
28	Commercial - 30 to 60 arrears - Credit Rating E	28
29	Commercial - 30 to 60 arrears - Credit Rating D	29
30	Commercial - 30 to 60 arrears - Credit Rating C	30

Division Data Request 8-21 (cont.)

PriorityTable		
RSeq	PRIORITYDESC	Sortseq
31	Commercial - 30 to 60 arrears - Credit Rating B	31
32	Commercial - 30 to 60 arrears - Credit Rating A	32
99	Undefined	99

Division Data Request 8-23

Request:

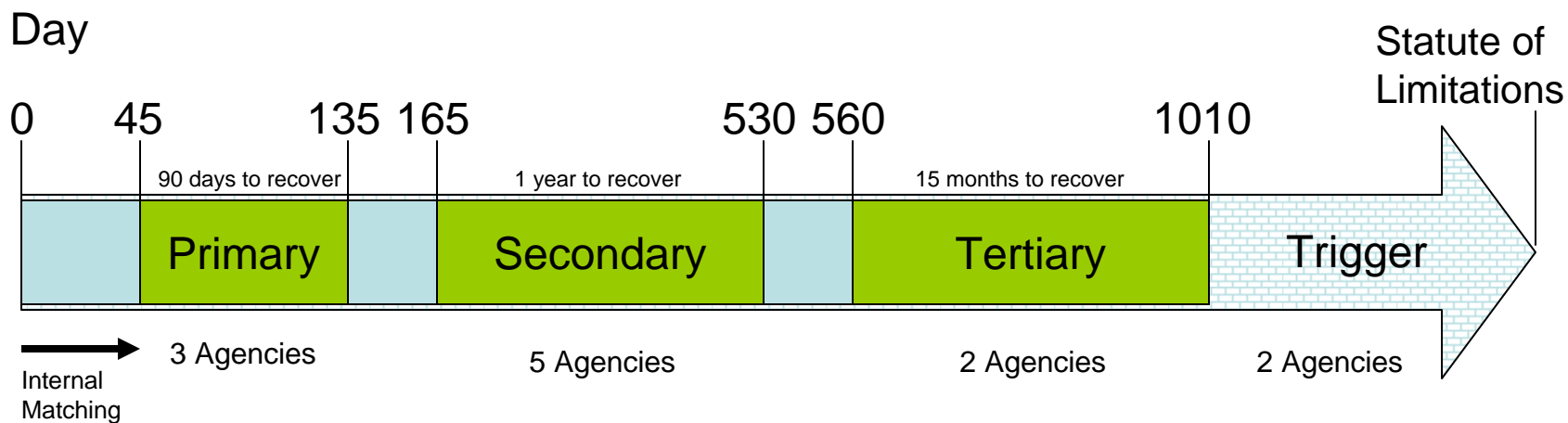
Please provide a detailed work flow chart and/or process description of your final bill collection program:

- a. Number and timing of letters
- b. Number and timing of phone calls
- c. Use of outside collection agencies, including
  - i. Timing of placement
  - ii. Contingency fee or flat fee arrangement
  - iii. Length of time account held at agency
  - iv. Number of agencies used in program

Response:

- a. Please see the timeline detail outlined in the response to DIV 8-6.
- b. The Company does not currently call Narragansett Electric *final bill* customers.
- c.
  - i. Please see Attachment DIV 8-23, which outlines the timeline (Day Zero is the day an account finals) and the detail outlined in the response to DIV 8-6.
  - ii. The Company has a contingency fee arrangement.
  - iii. Please see the response to part (c)(i), above.
  - iv. There are three primary agencies; five secondary; three tertiary; and two trigger.

## Legacy National Grid Collection Agency Timeline



Division Data Request 8-24

Request:

Please provide a detailed work flow chart and/or process description of your charged-off account recovery program:

- a. Use of outside collection agencies, including
  - i. Timing of placement
  - ii. Contingency fee or flat fee arrangement
  - iii. Length of time account held at agency
  - iv. Number of agencies used in

Response:

The charged-off account recovery program follows the same process as described in response to Division Data Request 8-23, part c, items i.-iv. Please refer to the attachment to Division Data Request 8-23, as well as the outline included in response to Division Data Request 8-6.

Division Data Request 8-25

Request:

Please provide monthly batch track liquidation reports for all your collection agency and debt recovery programs for 2007 to YTD2009

- a. Residential
- b. Commercial

Response:

Please see Attachments DIV-8-25 (A) through (I) for the requested information.

Of the nine collection agency reports submitted herewith, four do not supply a residential/non-residential breakdown. These four are: The Credit Information Bureau (CIB); Mercantile Adjustment Bureau; NCO Financial Systems; and Recovery's Unlimited (RUI).

The Solomon & Solomon PDF attachment has 'NIMO residential' and 'NIMO commercial' at the top of each page (NIMO – Niagara Mohawk). This is because Solomon has all its National Grid accounts under the NIMO main listing. The data shown on these pages is only for Narragansett Electric customers.

ASSOCIATED CREDIT SERVICES, INC  
NARRAGANSETT ELECTRIC RESIDENTIAL

MO YR	NET # ASSIGNMENTS	NET \$ ASSIGNMENTS	AVG	CURR \$ COLLECTIONS	CURR % COLLECTIONS	\$ COLLECTIONS TO DATE	NET %	GROSS %	\$ COMMISSIONS TO DATE	% COMMISSIONS TO DATE	# CANCELLED	\$ CANCELLED D	% CANCELLED D	# OPEN ACCOUNTS	\$ OPEN ACCOUNTS	# PIF	AVG AGE
6-09	251	117,592	468	0	0	0	0	0	0	0	5	4,405	4	246	113,187		180
5-09	391	189,714	485	1,559	1	2,184	1	1	387	18	17	387	2	365	183,916	9	182
4-09	444	246,772	556	1,980	1	6,245	3	3	1,219	20	29	3,615	13	391	209,081	24	190
3-09	376	206,029	548	938	0	5,121	3	2	990	19	21	7,158	3	338	193,750	17	189
2-09	396	197,798	499	1,145	1	7,494	4	4	1,499	20	25	13,504	7	339	176,800	32	183
1-09	379	192,584	508	812	0	7,336	4	4	1,463	20	30	11,865	6	321	173,383	28	187
12-08	462	278,007	602	395	0	7,307	3	3	1,422	19	31	24,850	9	413	245,850	18	189
11-08	590	387,050	656	433	0	9,667	4	2	1,904	20	155	118,628	31	411	258,755	24	177
10-08	436	246,354	565	635	0	9,716	6	4	1,881	19	151	92,240	37	256	144,398	29	184
9-08	403	212,533	527	40	0	8,499	6	4	1,674	20	138	76,666	36	235	127,367	30	175
8-08	366	176,424	482	737	0	10,240	9	6	1,960	19	123	66,090	37	217	100,095	26	176
7-08	371	176,881	477	73	0	8,978	9	5	1,796	20	130	74,985	42	207	92,917	34	178
6-08	430	164,135	382	160	0	6,864	51	4	1,356	20	318	150,628	92	85	6,643	27	191
5-08	7	3,117	445	0	0	448	84	14	90	20	3	2,585	83	1	84	3	202
4-08	543	222,258	409	0	0	13,892	73	6	2,778	20	403	203,235	91	88	5,132	52	164
3-08	453	210,099	464	0	0	12,409	76	6	2,430	20	341	193,699	92	65	3,991	47	74
2-08	414	202,647	489	213	0	16,642	77	8	3,120	19	303	181,087	89	65	4,918	46	80
1-08	197	125,759	638	0	0	7,488	88	6	1,498	20	160	117,278	93	16	993	21	141
12-07	551	356,854	648	0	0	20,138	81	6	3,562	18	414	331,989	93	77	4,727	60	149
11-07	547	312,786	572	0	0	25,022	83	8	4,168	17	402	282,510	90	88	5,254	57	144
10-07	629	407,785	648	0	0	24,095	82	6	4,501	19	477	378,367	93	89	5,322	63	152
9-07	454	267,248	589	0	0	17,944	84	7	3,361	19	348	245,961	92	55	3,343	51	137
8-07	434	222,034	512	0	0	14,331	76	6	2,736	19	312	203,231	92	74	4,472	48	138
7-07	377	183,576	487	0	0	15,020	83	8	2,779	19	273	165,400	90	54	3,157	50	138
6-07	378	160,198	424	0	0	17,827	81	11	2,873	16	252	138,118	86	69	4,252	57	140
5-07	437	200,944	460	0	0	20,006	83	10	3,104	16	301	176,932	88	65	4,007	71	174
4-07	307	126,127	411	0	0	16,058	87	13	2,184	14	226	107,580	85	41	2,489	40	139
3-07	434	222,845	513	0	0	20,534	88	9	3,398	17	315	199,484	90	51	2,828	68	138
2-07	468	220,551	471	0	0	29,184	87	13	4,456	15	319	187,111	85	71	4,256	78	140
1-07	444	254,406	573	0	0	24,118	90	9	3,961	16	330	227,478	89	48	2,810	66	140
12-06	279	133,110	477	0	0	17,938	90	13	2,816	16	191	113,173	85	31	2,000	57	139
11-06	538	296,545	551	0	0	29,770	87	10	4,744	16	385	262,455	89	72	4,320	81	139
10-06	586	351,057	599	0	0	34,049	89	10	5,467	16	415	312,996	89	75	4,012	96	139
9-06	535	326,128	610	0	0	23,905	82	7	3,969	17	366	296,820	91	86	5,404	83	140
8-06	378	179,218	474	25	0	12,123	71	7	2,127	18	274	162,120	90	59	4,975	45	140
7-06	433	190,879	441	0	0	16,533	82	9	2,706	16	302	170,655	89	63	3,691	68	146
6-06	294	129,352	440	0	0	20,746	88	16	2,918	14	195	105,853	82	42	2,752	57	143
5-06	306	110,570	361	0	0	12,780	79	12	2,055	16	198	94,444	85	53	3,346	55	142
4-06	393	152,687	389	0	0	17,750	83	12	2,940	17	265	131,290	86	62	3,647	66	145
3-06	400	157,670	394	0	0	25,971	80	10	2,870	18	275	137,590	87	63	4,109	62	143
2-06	361	143,672	398	0	0	15,136	97	17	4,297	17	271	117,858	82	16	679	74	140
1-06	433	162,127	374	0	0	19,942	96	12	3,334	17	330	141,258	87	20	928	83	143
YR-09	2237	1,150,490	514	6,433	1	18,379	3	2	5,557	20	127	71,994	6	2000	1,050,117	110	185
YR-08	4672	2,405,264	515	2,685	0	112,152	10	5	21,908	20	2,256	1,301,970	54	2059	991,142	357	158
YR-07	5460	2,935,353	538	0	0	244,276	84	8	41,082	17	3,969	2,644,161	90	782	46,916	709	145
YR-06	4936	2,333,016	473	25	0	246,642	86	11	40,244	16	3,467	2,046,511	88	782	39,863	827	142
PRIOR	2776	1,048,845	378	0	0	102,319	87	10	16,340	16	2,177	931,788	89	184	14,738	415	212
TOTAL	20081	9,872,968	492	9,144	0	733,768	26	7	125,130	17	11,996	6,996,423	71	5667	2,142,777	2418	161



ASSOCIATED CREDIT SERVICES, INC  
NARRAGANSETT ELECTRIC COMMERCIAL

MO YR	ASSIGNMENTS	NET #	NET \$	AVG	COLLECTIONS		CURR \$	CURR %	\$		%		GROSS %	COMMISSIONS		#	CANCELLED		# OPEN ACCOUNTS	\$ OPEN ACCOUNTS	# PIF	AVG AGE
					COLLECTIONS	TO DATE			NET %	COMMISSIONS TO DATE	COMMISSIONS TO DATE	CANCELLED		CANCELLED \$								
6-09	19	23,882	1257	0	0	0	0	0	0	0	0	2	339	1	17	23,543	1	178				
5-09	44	65,194	1482	385	1	385	1	1	77	20	2	4	1,205	2	41	63,604	1	175				
4-09	29	50,103	1728	87	0	87	0	0	0	0	4	2	21,530	43	25	28,486	0	182				
3-09	23	93,952	4085	236	0	236	0	0	47	20	3	3	20,486	22	19	73,230	1	189				
2-09	23	13,379	582	100	1	2,658	21	20	532	20	2	2	908	7	21	9,812	0	179				
1-09	21	36,028	1716	535	0	535	2	1	107	20	4	4	8,151	23	16	27,342	1	190				
12-08	18	580,912	32273	2,000	0	2,386	0	0	477	20	5	11	6,889	1	11	571,637	2	213				
11-08	24	36,537	1522	0	0	179	1	0	36	20	10	13	9,861	27	13	26,497	1	174				
10-08	24	38,735	1614	0	0	122	1	0	24	20	9	9	17,678	46	15	20,935	0	172				
9-08	22	19,925	906	0	0	156	3	1	31	20	13	7	14,232	71	7	5,537	2	173				
8-08	17	9,215	542	0	0	220	4	2	44	20	5	5	3,624	39	10	5,372	2	175				
7-08	23	11,264	490	327	0	490	7	3	65	20	7	7	6,259	56	15	4,678	1	173				
6-08	36	44,134	1226	0	0	2,456	92	6	380	15	29	4	41,466	94	4	212	3	194				
5-08	1	323	323	0	0	0	0	0	0	0	1	1	323	100	0	0	0	219				
4-08	46	42,977	934	413	0	413	59	1	83	20	38	6	42,274	98	6	290	2	167				
3-08	28	32,933	1176	0	0	1,390	83	4	278	20	21	5	31,267	95	5	277	2	74				
2-08	18	9,052	503	0	0	863	100	10	173	20	16	16	8,189	90	0	0	2	83				
1-08	18	7,326	407	0	0	421	81	6	84	20	13	3	6,809	93	3	96	2	137				
12-07	37	16,425	444	0	0	1,229	65	7	130	11	22	10	14,548	89	10	648	5	147				
11-07	48	24,542	511	0	0	1,900	80	8	380	20	32	9	22,167	90	9	474	7	152				
10-07	35	22,427	641	0	0	2,821	87	13	564	20	23	8	19,196	86	4	410	4	159				
9-07	40	32,715	818	0	0	12,892	97	39	2,086	16	25	9	19,382	59	9	441	6	140				
8-07	39	29,921	767	0	0	7,802	98	26	1,502	19	26	3	21,933	73	3	187	10	153				
7-07	34	17,177	505	0	0	2,423	84	14	485	20	18	18	14,293	83	9	462	7	136				
6-07	61	42,931	704	0	0	8,217	92	19	1,643	20	43	11	33,995	79	11	719	7	139				
5-07	55	27,774	505	0	0	2,461	78	9	486	20	32	14	24,617	89	14	696	9	157				
4-07	59	43,707	741	0	0	6,820	95	16	1,303	19	43	7	36,528	84	7	360	9	139				
3-07	79	47,482	601	0	0	6,640	96	14	923	14	59	6	40,585	85	6	257	14	136				
2-07	56	27,621	493	0	0	2,659	86	10	532	20	40	9	24,513	89	9	448	7	140				
1-07	56	37,004	661	0	0	2,256	72	6	445	20	31	14	33,869	92	14	879	11	139				
12-06	22	7,239	329	0	0	1,331	79	18	266	20	11	7	5,558	77	7	349	4	140				
11-06	61	197,518	3238	0	0	3,896	79	2	779	20	36	18	192,592	98	18	1,030	7	139				
10-06	53	21,659	409	0	0	3,895	88	18	504	13	33	8	17,232	80	8	533	12	140				
9-06	54	30,593	567	0	0	5,824	87	19	1,064	18	32	14	23,868	78	13	901	8	142				
8-06	49	44,533	909	0	0	7,601	92	17	1,407	19	33	13	36,256	81	13	676	3	140				
7-06	54	45,103	835	0	0	2,810	83	6	544	19	36	12	41,707	92	12	586	6	146				
6-06	37	44,842	1212	0	0	4,345	90	10	796	18	20	8	39,999	89	10	498	9	140				
5-06	49	46,133	941	0	0	3,427	85	7	561	16	29	8	42,080	91	10	626	9	140				
4-06	68	34,478	507	0	0	3,618	85	10	557	15	42	10	30,224	88	10	636	16	143				
3-06	71	34,724	489	0	0	1,862	80	5	362	19	50	8	32,409	93	8	453	13	142				
2-06	67	29,551	441	0	0	4,280	96	14	708	17	51	5	25,083	85	5	189	11	138				
1-06	78	68,938	884	0	0	11,406	99	17	2,279	20	57	5	57,364	83	16	167	16	142				
YR-09	159	282,539	1777	721	0	3,901	2	1	763	20	17	139	52,619	19	139	226,018	3	181				
YR-08	275	833,334	3030	2,000	0	8,933	1	1	1,676	19	167	89	188,872	23	89	635,530	19	159				
YR-07	599	369,727	617	0	0	58,119	91	16	10,480	18	394	109	305,627	83	109	5,981	96	144				
YR-06	663	605,311	913	0	0	54,296	89	9	9,828	18	430	118	544,373	90	118	6,642	115	141				
PRIOR	469	228,156	486	0	0	20,535	87	9	3,722	18	358	25	204,474	90	25	3,148	86	221				
TOTAL	2165	2,319,067	1071	2,721	0	145,783	14	6	26,469	18	1,366	480	1,295,965	56	480	877,319	319	164				



## TREND ANALYSIS REPORT: "Batch Tracking"

Agency Name: The Allen Daniel Associates, Inc.

address: PO Box 541614, Waltham, MA 02454-1614

Phone: 800-882-2100

**Fax: 781-647-8866**

**JUNE. 2009**

**NARRAGANSETT ELECTRIC-COMMERCIAL**

[illegible]

CREDIT INFORMATION BUREAU

MONTHLY SPINDOWN REPORT

15-Jul-09

#13009-1 NATIONAL GRID (NARRAGANSETT ELECTRIC)

GROSS DOLLARS RECOVERED

#ACCTS PLACED	\$AMOUNT PLACED	MONTH																								TOTALS	RECOV RATIO	
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24			
51	\$ 13,446.38	\$ 1,102.89	\$ 3,710.97	\$ 1,164.99	\$ 1,050.59	\$ 1,187.25	\$ 721.01	\$ 544.66	\$ 800.41	\$ 211.28	\$ 1,064.08	\$ 200.00	\$ 200.00	\$ 35.54	\$ 30.00	\$ 70.00	\$ 320.00	\$ 5.00	\$ 5.00	\$ 20.00	\$ 15.00	\$ 30.00	\$ 30.00	\$ 15.00	\$ 30.00	\$ 12,383.67	92.10%	
55	\$ 12,873.07	\$ 1,408.88	\$ 2,743.09	\$ 1,294.34	\$ 1,809.88	\$ 1,161.45	\$ 774.93	\$ 2,503.10	\$ 2,990.76	\$ 872.93	\$ 702.04	\$ 435.00	\$ 506.92	\$ 176.70	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 9.78	\$ 15.00	\$ 30.00	\$ 30.00	\$ 30.00	\$ 30.00	\$ 17,489.60	135.86%
52	\$ 17,585.55	\$ 2,174.74	\$ 2,404.36	\$ 2,825.75	\$ 1,521.13	\$ 2,058.82	\$ 1,688.96	\$ 899.23	\$ 1,495.65	\$ 303.78	\$ 1,750.00	\$ 386.54	\$ 436.19	\$ 390.36	\$ 35.00	\$ 45.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 25.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 35.00	\$ 17,110.51	97.30%
51	\$ 57,375.96	\$ 601.80	\$ 3,128.45	\$ 3,391.41	\$ 544.97	\$ 1,257.70	\$ 1,417.37	\$ 1,687.72	\$ 3,777.90	\$ 677.95	\$ 315.25	\$ 1,484.59	\$ 1,754.55	\$ -	\$ 131.89	\$ -	\$ 41.44	\$ -	\$ -	\$ -	\$ 35.00	\$ 35.00	\$ -	\$ -	\$ -	\$ -	\$ 16,782.99	29.25%
94	\$ 19,610.74	\$ 1,937.48	\$ 4,449.35	\$ 1,913.59	\$ 1,864.87	\$ 3,558.65	\$ 2,641.21	\$ 1,169.12	\$ 1,066.40	\$ 333.06	\$ 670.39	\$ 449.51	\$ 50.00	\$ 252.14	\$ 45.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 261.16	\$ 25.00	\$ 25.00	\$ -	\$ -	\$ -	\$ 20,776.35	105.94%
51	\$ 12,499.71	\$ 827.45	\$ 1,919.62	\$ 3,389.01	\$ 1,113.70	\$ 2,377.73	\$ 708.78	\$ 114.40	\$ 1,855.33	\$ -	\$ 100.00	\$ 295.71	\$ 392.41	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ -	\$ -	\$ -	\$ -	\$ 13,269.14	106.18%
51	\$ 15,951.91	\$ 127.93	\$ 5,751.45	\$ 1,195.68	\$ 1,023.66	\$ 2,532.95	\$ 676.76	\$ 579.31	\$ 534.25	\$ 432.06	\$ 433.18	\$ 1,902.48	\$ 706.03	\$ 176.58	\$ 72.21	\$ -	\$ -	\$ -	\$ -	\$ 211.66	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 16,356.18	102.53%
34	\$ 10,711.59	\$ 555.00	\$ 1,341.68	\$ 2,478.54	\$ 423.97	\$ 720.14	\$ 173.82	\$ 814.12	\$ 935.55	\$ 571.73	\$ 815.00	\$ 436.57	\$ 140.00	\$ 160.00	\$ 189.87	\$ 40.00	\$ 20.00	\$ 769.10	\$ 769.10	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,703.99	90.59%
46	\$ 18,236.16	\$ 618.03	\$ 1,520.93	\$ 1,473.40	\$ 937.16	\$ 1,233.93	\$ 760.14	\$ 160.00	\$ 1,008.62	\$ 509.36	\$ 567.42	\$ 212.74	\$ 240.00	\$ 1,280.02	\$ 120.00	\$ 170.00	\$ 120.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 12,071.75	66.20%
52	\$ 22,067.49	\$ 1,507.00	\$ 1,031.92	\$ 6,924.65	\$ 3,830.31	\$ 2,862.87	\$ 1,436.67	\$ 140.00	\$ 409.94	\$ 453.72	\$ 864.14	\$ 406.28	\$ 425.89	\$ 57.08	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 20,350.47	92.22%
74	\$ 23,412.82	\$ 830.23	\$ 1,896.28	\$ 1,633.18	\$ 2,018.72	\$ 2,276.59	\$ 374.89	\$ 545.06	\$ 443.60	\$ 959.37	\$ 513.58	\$ 483.00	\$ 1,701.81	\$ 90.00	\$ 478.46	\$ 1,536.54	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,781.31	67.40%
1	\$ 151.98	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 151.98	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 151.98	100.00%
56	\$ 16,225.77	\$ 554.81	\$ 1,850.47	\$ 1,104.98	\$ 420.78	\$ 761.41	\$ 147.98	\$ 215.95	\$ 473.14	\$ 915.92	\$ 618.86	\$ 1,088.05	\$ 323.99	\$ 176.10	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,652.44	53.33%
239	\$ 109,839.65	\$ 632.81	\$ (9.74)	\$ 1,010.60	\$ 810.06	\$ 204.44	\$ 1,295.28	\$ 737.06	\$ 240.00	\$ 842.96	\$ 331.11	\$ 449.19	\$ 76.55	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,620.32	6.03%
326	\$ 168,565.57	\$ 371.96	\$ 1,577.46	\$ 1,316.77	\$ 651.90	\$ 431.23	\$ 434.99	\$ -	\$ 400.00	\$ 1,003.56	\$ -	\$ 206.51	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,394.38	3.79%
418	\$ 246,136.33	\$ 682.74	\$ 2,433.73	\$ 835.10	\$ 100.00	\$ 593.76	\$ 258.07	\$ 935.14	\$ 2,128.81	\$ 680.08	\$ 95.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 8,742.43	3.55%
432	\$ 284,243.75	\$ 220.00	\$ 1,939.28	\$ 1,025.84	\$ 1,096.14	\$ 1,164.75	\$ 885.16	\$ 816.42	\$ 2,193.93	\$ 129.96	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,237.56	2.55%
568	\$ 379,851.15	\$ 1,247.24	\$ 4,893.46	\$ 541.73	\$ 1,515.90	\$ 2,727.68	\$ 1,947.15	\$ 713.65	\$ 1,990.40	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 15,377.21	4.05%
458	\$ 275,288.97	\$ 426.87	\$ 2,315.97	\$ 1,566.44	\$ 1,664.98	\$ 334.15	\$ 652.57	\$ 94.00	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,064.98	2.57%
375	\$ 199,531.13	\$ 181.50	\$ 1,874.67	\$ 3,475.33	\$ 659.88	\$ 221.56	\$ 975.35	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,388.29	3.70%
398	\$ 212,276.13	\$ 454.31	\$ 2,759.20	\$ 1,233.61	\$ 1,853.89	\$ 1,129.26	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,430.27	3.50%
413	\$ 269,363.23	\$ 2,167.74	\$ 2,144.49	\$ 1,940.57	\$ 454.41	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 6,707.21	2.49%
436	\$ 280,921.94	\$ 296.29	\$ 1,603.09	\$ 890.65	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,790.03	1.07%
424	\$ 234,156.76	\$ 2,066.14	\$ 1,564.81	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,630.95	1.55%
263	\$ 184,131.83	\$ 413.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 413.78	0.22%
5418	\$ 306,448,57	\$ 21,407.62	\$ 55,844.99	\$ 42,616.16	\$ 25,388.89	\$ 28,796.32	\$ 17,970.99	\$ 12,720.92	\$ 16,528.69	\$ 8,637.80	\$ 7,268.05	\$ 8,436.17	\$ 6,774.24	\$ 2,709.52	\$ 1,152.43	\$ 1,911.54	\$ 586.44	\$ 1,014.10	\$ 438.72	\$ 104.20	\$ 145.00	\$ 90.00	\$ 55.00	\$ 50.00	\$ 30.00	\$ 260,877.79	8.51%	

(1) INCLUDES RESIDENTIAL & NON-RESIDENTIAL TOGETHER

[illegible][illegible][illegible]

**THE CREDIT BUREAU (CCA)  
NARRAGANSETT ELECTRIC COMMERCIAL**

[illegible][illegible][illegible]

TREND ANALYSIS REPORT:  
"Batch Tracking"

Agency Name: NCO FINANCIAL SYSTEMS INC

address: 900 WATERVLIET SHAKER RD ALBANY, NY 12205

Phone: 1-800-695-9856

Fax: 518-862-3004

Narragansett PRIMES

Jun-09

(INCLUDES RESIDENTIAL & NON-RESIDENTIAL TOGETHER)

Month Picked	P Accrs Refused	Amount Returned	Month 1		Month 2		Month 3		Month 4		Month 5		Month 6		Month 7		Month 8		Month 9		Month 10		Month 11		Month 12	
			Math	Total	Math	Total	Math	Total	Math	Total	Math	Total	Math	Total	Math	Total	Math	Total	Math	Total	Math	Total	Math	Total	Math	Total
Jan-07	722	\$269,911	16896.93	6.19%	\$14,686	-0.76%	5.43%	2.34%	1580.51	-1.75%	0.59%	0.11%	236.41	-0.02%	0.09%	83.11	-0.06%	0.03%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Feb-07	147	\$48,839	2666.51	5.25%	\$6,466	7.97%	13.22%	1.67%	1129	0.64%	2.31%	1.06%	370	-0.31%	0.76%	480	0.23%	0.98%	0.13%	150	0.17%	50	-0.20%	25	-0.05%	
Mar-07	166	\$71,755	7083.69	9.87%	\$4,551	-3.83%	6.34%	0.66%	220	0.66%	0.31%	0.61%	225	-0.29%	0.31%	180	-0.06%	0.25%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Apr-07	32	\$12,949	1286.4	10.01%	\$710	-4.53%	5.48%	2.51%	239	-0.66%	1.85%	3.01%	415	0.19%	3.20%	271	-1.11%	2.09%	0.54%	120	0.39%	20	-0.77%	20	0.00%	
7-May	17	\$4,492	120	2.67%	\$812	15.41%	18.06%	6.46%	192	-2.18%	4.27%	-1.60%	0	1.60%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Jun-07	24	\$6,262	246.22	3.62%	\$1,185	15.01%	18.92%	8.43%	-528	-16.87%	-8.43%	0	8.43%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Jul-07	514	\$331,198	3436.65	1.04%	\$4,711	0.39%	1.42%	2.67%	5482.2	-1.01%	1.66%	0.22%	657.52	-0.02%	0.20%	380.23	-0.09%	0.11%	0.08%	160	-0.03%	160	0.00%	152	0.00%	
Aug-07	1,413	\$871,617	3368.69	3.86%	\$16,804	-1.94%	1.93%	6.51%	4667.89	-5.88%	0.54%	0.06%	405	-0.01%	0.05%	0	-0.05%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Sept-07	678	\$342,916	10426.56	3.04%	\$10,939	0.15%	3.19%	1.79%	1760.53	-1.41%	0.51%	0.14%	151.04	-0.10%	0.04%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	
Oct-07	698	\$326,104	11217.8	3.44%	\$12,693	0.49%	3.89%	1.51%	1811.66	-0.95%	0.65%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Nov-07	673	\$301,545	15996.23	5.28%	\$7,606	-2.77%	2.52%	1.21%	1337.21	-0.77%	0.44%	0.31%	430	-0.16%	0.14%	37.48	-0.13%	0.01%	0.03%	100	0.02%	50	-0.02%	100	0.02%	
Dec-07	477	\$161,907	8433.1	3.97%	\$14,245	4.83%	8.80%	1.59%	791.14	-1.10%	0.49%	0.08%	132.97	0.00%	0.08%	25.56	-0.07%	0.02%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Jan-08	160	\$45,571	4711.12	10.34%	\$1,645	-6.73%	3.61%	1.05%	0	-1.05%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Feb-08	1,340	\$529,153	16491.24	3.12%	\$24,925	1.59%	4.71%	2.30%	3385	-1.66%	0.64%	0.05%	150	-0.02%	0.03%	50	-0.02%	0.01%	0.01%	50	0.00%	100	0.01%	50	0.00%	
Mar-08	957	\$386,771	12191.26	3.15%	\$19,021	1.77%	4.82%	2.12%	1588.63	-1.71%	0.41%	0.12%	100	-0.09%	0.03%	100	0.00%	0.03%	0.03%	123	0.01%	0	-0.03%	0	0.00%	
Apr-08	1,049	\$466,462	12106.07	2.69%	\$15,061	0.83%	3.23%	1.15%	3512.67	-0.40%	0.75%	0.15%	194.13	-0.11%	0.04%	0	-0.04%	0	0.01%	50	0.01%	0	0.00%	0	0.00%	
8-May	1,137	\$576,454	8085.59	1.40%	\$4,608	-1.75%	2.59%	0.83%	4798.2	0.00%	0.83%	0.08%	152.59	-0.05%	0.03%	60	-0.02%	0.01%	0.01%	50	0.00%	50	0.00%	50	0.00%	
Jun-08	950	\$573,931	18797.38	3.28%	\$17,266	-0.25%	3.03%	1.24%	4888.38	-0.38%	0.85%	0.10%	285.38	-0.05%	0.05%	180	-0.02%	0.03%	0.02%	100	-0.01%	40	-0.01%	0	0.00%	
Jul-08	1,922	\$1,689,171	21479.7	1.27%	\$27,794	0.37%	1.65%	0.53%	5987.3	-0.18%	0.35%	0.05%	255.47	-0.04%	0.02%	332.75	0.00%	0.02%	0.01%	866.11	0.04%	0	-0.05%	0	0.00%	
Aug-08	1,517	\$875,612	18261.25	2.09%	\$24,516	0.71%	2.80%	0.70%	3809.35	-0.26%	0.44%	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Sept. 08	1,318	\$617,224	16222	2.63%	\$16,838	0.10%	2.73%	1.31%	2235	-0.85%	0.98%	0.10%	116	-0.08%	0.02%	91	0.00%	0.01%	0.02%	100	0.00%	0	-0.02%	0	0.00%	
Oct-08	1,505	\$524,868	20600.27	2.50%	\$33,186	1.52%	4.02%	0.81%	2848.51	-0.45%	0.98%	0.09%	30	-0.09%	0.00%	30	0.00%	0.00%	0.00%	0	0.00%	0	0.00%	0	0.00%	
Nov. 08	1,237	\$741,877	13851.7	1.87%	\$21,937	1.09%	2.96%	1.24%	5034.5	-0.56%	0.68%	0.28%	1865	-0.03%	0.25%	-96	-0.37%	-0.12%	0	0.00%	0	0.00%	0	0.00%		
Dec-08	1,364	\$623,742	27690.66	4.44%	\$12,855	-2.38%	2.06%	5.75%	3646.75	-5.16%	0.69%	0.12%	1196.46	0.07%	0.19%	188	-0.16%	0.03%	0.00%	0	0.00%	0	0.00%	0	0.00%	
Jan-09	1,204	\$452,863	10995.44	2.43%	\$12,068	0.24%	2.67%	1.58%	1885.85	-1.16%	0.42%	0.03%	66.07	-0.01%	0.01%	0	-0.01%	0.00%	0.00%	0	0.00%	0	0.00%	0	0.00%	
Feb-09	682	\$239,544	9161	3.82%	\$16,655	2.71%	6.54%	1.50%	757.17	-1.19%	0.32%	0.04%	0	-0.04%	0.00%	0	0.00%	0.00%	0.00%	0	0.00%	0	0.00%	0	0.00%	
Mar-09	871	\$428,178	8066.19	1.88%	\$8,693	0.14%	2.03%	0.86%	842.05	-0.66%	0.20%	0	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0	0.00%	0	0.00%	0	0.00%	
Apr-09	974	\$414,554	9461.67	2.28%	\$13,106	0.88%	3.16%	1.86%	0	-1.86%	0.00%	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0	0.00%	0	0.00%	0	0.00%	
9-May	942	\$395,393	8072.4	2.03%	\$15,264	1.33%	3.35%	0.00%	0	0.00%	0.00%	0.00%	0	0.00%	0.00%	0	0.00%	0.00%	0.00%	0	0.00%	0	0.00%	0	0.00%	
9-Jun	1,227	\$605,550	10636.58	1.76%	\$18,241	1.23%	5.01%	2.11%	\$64,013	-1.69%	0.44%	0.21%	\$7,444	0.01%	0.23%	\$1,553	-0.07%	0.17%	0.05%	\$1,599	0.02%	\$330	-0.04%	\$405	0.00%	
Total	25,917	\$13,236,412	\$356,046	3.71%																						

TREND ANALYSIS REPORT:

"Batch Tracking"

NCO FINANCIAL SYSTEMS INC

Agency Name: 900 WATERVLIET SHAKER RD ALBANY, NY 12205  
address: 1-800-695-9856  
Phone: NARRAGANSETT TERTIARY  
Fax: 518-862-3004

Jun-09

(INCLUDES RESIDENTIAL & NON-RESIDENTIAL TOGETHER)

Month Placed	# Acc's Referred	Amount Referred	Month 1		Month 2		Month 3		Month 4		Month 5		Month 6		Month 7		Month 8		Month 9		Month 10		Month 11		Month 12		Total					
				Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total						
Jan. 07	1,157	\$424,312	1666.85	0.34%	\$3,232	0.32%	0.65%	0.64%	1162.73	-0.40%	0.24%	-0.12%	0.12%	1640.92	0.21%	0.33%	413.77	-0.25%	613.26	0.00%	0.12%	1265.81	0.13%	0.28%	822.17	-0.09%	0.17%	840.88	0.00%	0.17%		
Feb.07	512	\$226,706	0		\$236	0.10%	0.10%	0.17%	833.14	0.20%	0.37%	0.14%	0.00%	-10	-0.15%	0.00%	1210	0.54%	833.69	0.14%	0.37%	224.86	-0.27%	0.10%	30	-0.09%	0.01%	27.32	0.00%	0.01%		
Mar. 07	511	\$306,965	75	0.02%	\$175	0.03%	0.06%	0.07%	0	0.00%	0	0.00%	0.02%	56	0.02%	0.02%	286.64	0.08%	221.84	-0.08%	0.15%	0	-0.07%	0.10%	0	0.00%	0.10%	301.86	0.10%	0.10%		
Apr.07	571	\$261,301	0		\$475	0.18%	0.18%	0.07%	598	0.16%	0.23%	0.26%	0.00%	256	-0.16%	0.10%	230	-0.01%	0	0.00%	0	0.00%	0	0.00%	0	0.01%	0.01%	0	-0.01%	0		
7-May	421	\$176,799	0		\$31	0.02%	0.02%	0.02%	30	0.00%	0.02%	-0.02%	0	0.00%	65	0.04%	0.04%	350	0.16%	25	-0.18%	0.01%	0	-0.01%	0.23%	400	0.23%	0.23%	0	-0.23%	0	
Jun.07	417	\$207,909	250	0.12%	\$165	-0.04%	0.08%	0.08%	70	0.03%	0.03%	0.31%	0.10%	92	-0.27%	0.04%	0	-0.04%	105	0.05%	0	0	-0.05%	0	0	391.7	0.19%	0.19%	164	-0.11%	0.08%	
Jul.07	701	\$330,046	0		\$755	0.23%	0.23%	0.14%	707.66	0.08%	0.21%	0.15%	0.08%	592.82	0.03%	0.18%	100	-0.15%	848.05	-0.45%	0.26%	354.02	-0.15%	0.11%	70	-0.09%	0.02%	305.43	0.07%	0.09%		
Aug.07	863	\$453,806	286.25	0.06%	\$308	0.00%	0.07%	0.05%	803.66	0.08%	0.18%	0.08%	0.11%	890.45	0.11%	0.20%	363.49	-0.12%	1533.04	0.18%	0.34%	606.28	-0.20%	0.13%	418.4	-0.04%	0.09%	273.14	-0.03%	0.06%		
Sept.07	722	\$463,840	185.49	0.04%	\$1,219	0.22%	0.26%	0.01%	50	-0.28%	0.01%	0.08%	0.27%	1171.45	0.17%	0.25%	654.67	-0.11%	924.23	0.05%	0.20%	425	-0.11%	0.09%	323	-0.02%	0.07%	395	0.02%	0.09%		
Oct.07	1,107	\$756,383	427.52	0.06%	\$2,271	0.24%	0.30%	0.32%	983.75	-0.07%	0.13%	0.34%	0.30%	224.45	-0.31%	0.03%	2933.98	0.36%	2166.32	0.18%	0.29%	3331.84	0.15%	0.44%	1467.26	-0.25%	0.19%	1220.34	-0.03%	0.16%		
Nov.07	1,562	\$826,984	1267.85	0.15%	\$2,711	0.17%	0.33%	0.09%	2046.74	-0.07%	0.25%	0.27%	0.14%	1133.65	-0.13%	0.14%	997.76	-0.02%	1097.1	0.08%	0.13%	856.53	-0.03%	0.10%	852	0.00%	0.10%	568.7	-0.03%	0.07%		
Dec. 07	571	\$483,332	82.85	0.02%	\$416	0.07%	0.08%	0.36%	3307.87	0.37%	0.68%	0.53%	0.29%	1421.38	-0.24%	0.29%	2224.75	0.17%	0	-0.22%	0.06%	60	0.01%	0.01%	503.15	0.09%	0.10%	400	-0.02%	0.08%		
Jan. 08	306	\$196,663	999.53	0.51%	\$1,697	0.35%	0.86%	0.19%	566.3	-0.07%	0.29%	0.14%	0.15%	1172.15	0.45%	0.60%	661.39	-0.26%	464.24	-0.22%	0.24%	398.06	-0.08%	0.05%	150	0.08%	0.08%	150	0.00%	0.08%		
Feb. 08	1,226	\$741,967	970.73	0.13%	\$6,335	0.72%	0.85%	0.19%	2668.15	0.17%	0.36%	0.15%	0.34%	2511.43	0.19%	0.34%	1162.68	-0.18%	1018.72	0.01%	0.14%	765.96	-0.01%	0.18%	120.2	-0.16%	0.03%	984.78	0.21%	0.24%		
Mar.08	792	\$415,014	623.96	0.15%	\$1,980	0.33%	0.48%	0.35%	990.06	-0.12%	0.24%	0.11%	0.16%	660.72	0.05%	0.16%	303.48	-0.09%	795.82	-0.11%	0.19%	925.36	0.13%	0.16%	3408.04	0.44%	0.60%	1708.11	-0.30%	0.30%		
Apr.08	955	\$565,592	1092.68	0.19%	\$2,098	0.18%	0.37%	0.08%	2592.75	0.38%	0.46%	0.08%	0.30%	1721.27	0.24%	0.30%	1135.8	-0.10%	163.14	-0.09%	0.10%	925.36	0.13%	0.09%	1428.78	0.41%	0.50%	848.14	-0.20%	0.30%		
5-May	563	\$283,868	589.7	0.21%	\$1,355	0.27%	0.48%	0.66%	693.98	-0.42%	0.24%	0.15%	0.15%	417.99	-0.10%	0.15%	413.59	0.11%	289	0.04%	0.10%	260	-0.01%	0.09%	376.63	-0.14%	0.11%	867.15	0.15%	0.26%		
Jun.08	670	\$335,015	60	0.02%	\$2,078	0.60%	0.62%	0.15%	634.37	0.04%	0.19%	0.24%	0.04%	561.37	0.01%	0.15%	34	0.01%	250.01	-0.05%	0.07%	860	0.18%	0.26%	45	-0.13%	0.01%	122.53	0.02%	0.03%		
Jul.08	718	\$375,501	433.45	0.12%	\$2,555	0.56%	0.68%	0.27%	278.28	-0.07%	0.07%	0.14%	0.04%	100	-0.11%	0.04%	413.59	0.11%	831.7	0.09%	0.22%	540.7	-0.08%	0.14%	62	-0.39%	0.02%	0	-0.02%	0		
Aug.08	731	\$397,617	930.92	0.23%	\$3,312	-0.16%	0.08%	0.35%	252.77	-0.28%	0.06%	0.22%	0.19%	742.96	-0.04%	0.19%	1378.75	0.16%	60	-0.01%	0.02%	1618.15	0.39%	0.41%	0	0.00%	0.00%	0	0.00%	0		
Sept. 08	595	\$369,051	506.62	0.14%	\$1,378	0.24%	0.37%	0.07%	695	-0.25%	0.19%	0.04%	0.20%	729.2	0.15%	0.20%	629.33	-0.03%	115	-0.03%	0.03%	892.03	0.21%	0.24%	0	-0.24%	0	0	0.00%	0		
Oct.08	824	\$579,663	784.17	0.14%	\$1,551	0.13%	0.27%	0.05%	1238.6	0.20%	0.21%	0.03%	0.36%	213.25	0.33%	0.36%	765.3	-0.23%	514.19	0.00%	0.09%	0	-0.09%	0	0.00%	0	0.00%	0	0.00%	0		
Nov. 08	897	\$589,841	146.57	0.02%	\$910	0.13%	0.15%	0.05%	161.4	0.22%	0.27%	0.27%	0.37%	2158.95	0.09%	0.37%	2242.78	0.01%	0	-0.07%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	
Dec.08	894	\$603,411	34.01	0.01%	\$1,943	0.32%	0.32%	0.18%	1340.86	0.04%	0.22%	0.27%	0.02%	122	-0.25%	0.02%	1683.25	0.26%	0	0.00%	0.09%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0		
Jan.09	1,199	\$756,561	1068.03	0.14%	\$4,053	0.39%	0.53%	0.13%	1021.47	-0.41%	0.13%	0.22%	0.19%	75	-0.21%	0.01%	0	-0.01%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	
Feb.09	357	\$224,676	146.9	0.07%	\$263	0.05%	0.12%	0.80%	887.81	-0.38%	0.44%	0.03%	0	0	0.00%	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Mar.09	687	\$360,880	0		\$1,590	0.44%	0.44%	0.22%	1066.62	0.08%	0.30%	0.00%	0	0	0.00%	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Apr.09	786	\$434,894	225.53	0.05%	\$495	0.04%	0.09%	0.08%	0	-0.11%	0	0.00%	0.11%	0	0.00%	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
5-May	963	\$480,527	2455.08	0.51%	\$2,306	-0.03%	0.48%	0.48%	0	0.00%	0	0.00%	0	0	0.00%	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
9-Jun	17	\$5,694	0		\$0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0	0.00%	0	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0
Total	22,295	\$12,706,739	\$15,510	0.14%	\$44,797	0.21%	0.33%	0.25%	\$27,236	-0.01%	0.23%	0.18%	0.19%	\$20,124	0.00%	0.19%	\$19,946	-0.00%	\$12,899	-0.02%	0.15%	\$13,385	-0.01%	0.17%	\$12,920	0.00%	0.15%	\$9,630	-0.02%	0.13%		



TREND ANALYSIS REPORT:  
"Batch Tracking"

VAN RU CREDIT CORP

Agency Name: 1350 E Touhy Ave Ste.300E  
Address: DesPlaines IL 60018

Phone: (800) 468-2678 Ext.6381

Fax: (847) 824-0742

July 15, 2009

NARRAGANSETT ELECTRIC RESIDENTIAL

Month Placed	# Acct's Referred	Amount Referred	Month 1		Month 2		Month 3		Month 4		Month 5		Month 6		Month 7		Month 8		Month 9		Month 10		Month 11		Month 12		Total	
				Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		
Jan-07	3,539	\$1,116,828	\$43,153	3.86%	\$98,552	4.95%	8.81%	\$124,071	11.09%	0.55%	\$124,770	0.06%	11.15%	\$124,895	0.01%	11.16%	\$125,046	0.00%	11.18%	\$125,046	0.00%	11.18%	\$125,046	0.00%	11.18%	\$125,046	0.00%	11.18%
Feb-07	2,755	\$973,656	\$34,083	3.03%	\$82,288	4.95%	8.45%	\$102,377	10.51%	0.45%	\$103,972	0.16%	10.69%	\$104,641	0.07%	10.76%	\$104,731	0.01%	10.76%	\$104,731	0.00%	10.76%	\$104,731	0.00%	10.76%	\$104,731	0.00%	10.76%
Mar-07	3,389	\$1,270,278	\$39,753	3.03%	\$80,383	3.25%	6.28%	\$102,914	8.04%	0.65%	\$103,653	0.06%	8.10%	\$104,680	0.08%	8.18%	\$105,187	0.01%	8.22%	\$105,287	0.00%	8.23%	\$105,347	0.00%	8.24%	\$105,427	0.00%	8.24%
Apr-07	3,601	\$1,615,562	\$36,416	2.28%	\$83,120	3.51%	5.77%	\$115,342	11.6%	1.16%	\$136,460	0.15%	8.46%	\$136,795	0.02%	8.48%	\$137,125	0.01%	8.49%	\$137,260	0.00%	8.51%	\$137,420	0.00%	8.52%	\$137,595	0.01%	8.53%
May-07	3,483	\$1,690,967	\$39,737	2.29%	\$82,747	3.19%	5.48%	\$124,482	7.95%	0.52%	\$138,655	0.13%	8.09%	\$137,266	0.04%	8.12%	\$137,301	0.01%	8.13%	\$137,481	0.00%	8.13%	\$137,488	0.00%	8.13%	\$137,488	0.00%	8.13%
Jun-07	4,200	\$2,457,729	\$44,254	1.89%	\$110,407	2.69%	4.49%	\$143,655	0.42%	0.58%	\$146,451	0.11%	5.96%	\$147,261	0.03%	5.99%	\$147,311	0.00%	5.99%	\$147,391	0.00%	6.00%	\$147,431	0.00%	6.00%	\$147,431	0.00%	6.00%
Jul-07	5,454	\$3,065,310	\$64,178	2.09%	\$145,827	2.67%	4.76%	\$177,589	6.29%	0.50%	\$195,439	0.08%	6.39%	\$196,002	0.02%	6.39%	\$196,160	0.01%	6.40%	\$196,160	0.00%	6.40%	\$196,160	0.00%	6.40%	\$196,160	0.00%	6.40%
Aug-07	4,630	\$2,567,125	\$54,280	2.11%	\$116,695	2.41%	4.52%	\$147,687	6.06%	0.31%	\$157,410	0.07%	6.13%	\$157,733	0.01%	6.14%	\$158,489	0.00%	6.17%	\$158,589	0.00%	6.18%	\$158,686	0.00%	6.19%	\$158,686	0.00%	6.19%
Sep-07	4,944	\$2,714,345	\$63,083	2.32%	\$145,915	3.05%	5.38%	\$177,597	6.53%	0.33%	\$177,597	0.03%	6.56%	\$178,316	0.01%	6.57%	\$178,668	0.00%	6.57%	\$178,668	0.01%	6.58%	\$178,668	0.00%	6.58%	\$178,668	0.00%	6.58%
Oct-07	5,243	\$2,621,329	\$68,797	3.39%	\$167,157	2.99%	6.38%	\$206,139	7.86%	0.44%	\$208,405	0.09%	7.95%	\$209,716	0.05%	8.00%	\$210,333	0.00%	8.02%	\$210,333	0.00%	8.03%	\$210,633	0.00%	8.04%	\$210,733	0.00%	8.04%
Nov-07	4,831	\$2,231,014	\$56,619	2.54%	\$117,640	2.73%	5.27%	\$149,052	7.19%	0.51%	\$161,150	0.03%	7.22%	\$161,425	0.01%	7.24%	\$162,962	0.02%	7.30%	\$163,125	0.01%	7.31%	\$163,225	0.00%	7.32%	\$163,225	0.00%	7.32%
Dec-07	4,865	\$2,056,429	\$44,735	2.18%	\$103,862	2.87%	5.09%	\$146,207	7.11%	0.58%	\$147,591	0.07%	7.18%	\$148,126	0.03%	7.20%	\$148,365	0.00%	7.21%	\$148,365	0.00%	7.22%	\$148,574	0.00%	7.22%	\$148,574	0.00%	7.22%
Jan-08	888	\$37,351	\$15,301	4.67%	\$24,066	2.96%	7.64%	\$27,485	8.54%	0.15%	\$28,248	0.09%	8.63%	\$28,248	0.00%	8.63%	\$28,248	0.00%	8.63%	\$28,248	0.00%	8.63%	\$28,248	0.00%	8.63%	\$28,248	0.00%	8.63%
Feb-08	4,366	\$1,489,518	\$35,897	2.42%	\$88,405	3.39%	5.80%	\$113,405	8.41%	0.80%	\$126,197	0.06%	8.47%	\$126,597	0.03%	8.50%	\$127,002	0.01%	8.52%	\$127,002	0.01%	8.53%	\$127,243	0.00%	8.54%	\$127,243	0.00%	8.54%
Mar-08	2,943	\$1,302,392	\$26,480	2.03%	\$69,064	3.27%	5.30%	\$93,328	7.02%	0.63%	\$99,027	0.09%	7.12%	\$99,032	0.03%	7.14%	\$99,282	0.02%	7.16%	\$99,387	0.01%	7.17%	\$99,497	0.00%	7.18%	\$99,497	0.00%	7.18%
Apr-08	3,517	\$1,701,410	\$27,353	1.61%	\$73,128	2.69%	4.30%	\$91,086	5.79%	0.44%	\$99,027	0.03%	5.82%	\$99,482	0.03%	5.85%	\$99,754	0.00%	5.86%	\$99,754	0.00%	5.86%	\$99,754	0.00%	5.86%	\$99,754	0.00%	5.86%
May-08	3,371	\$1,718,830	\$26,910	1.57%	\$61,568	2.02%	3.58%	\$74,596	4.59%	0.25%	\$80,144	0.07%	4.66%	\$80,473	0.02%	4.68%	\$80,543	0.00%	4.69%	\$80,593	0.00%	4.69%	\$80,593	0.00%	4.69%	\$80,593	0.00%	4.69%
Jun-08	3,220	\$1,769,202	\$21,684	1.24%	\$59,688	2.14%	3.37%	\$69,796	4.28%	0.39%	\$76,429	0.04%	4.32%	\$77,102	0.04%	4.36%	\$77,701	0.04%	4.40%	\$78,307	0.03%	4.43%	\$78,847	0.00%	4.46%	\$78,847	0.00%	4.46%
Jul-08	6,267	\$4,029,204	\$67,607	1.43%	\$120,817	1.57%	3.00%	\$165,832	4.12%	0.39%	\$168,341	0.06%	4.18%	\$170,474	0.05%	4.23%	\$171,116	0.02%	4.26%	\$172,159	0.01%	4.27%	\$172,600	0.00%	4.28%	\$172,600	0.00%	4.28%
Aug-08	4,885	\$2,837,351	\$54,953	1.94%	\$133,857	2.06%	4.00%	\$138,724	5.19%	0.30%	\$148,019	0.07%	5.29%	\$148,771	0.03%	5.28%	\$150,241	0.02%	5.30%	\$150,431	0.01%	5.31%	\$150,431	0.01%	5.33%	\$150,431	0.01%	5.33%
Sep-08	4,670	\$2,364,076	\$40,374	1.59%	\$81,229	1.98%	3.44%	\$100,911	4.62%	0.30%	\$109,382	0.11%	4.73%	\$112,647	0.04%	4.76%	\$113,874	0.05%	4.82%	\$115,311	0.06%	4.81%	\$116,127	-0.01%	4.91%	\$116,127	0.00%	4.91%
Oct-08	4,698	\$2,536,972	\$40,459	1.59%	\$88,233	1.88%	3.48%	\$106,352	4.58%	0.39%	\$119,211	0.12%	4.70%	\$120,482	0.04%	4.73%	\$121,086	0.02%	4.77%	\$121,570	0.02%	4.79%	\$121,570	0.01%	4.81%	\$121,570	0.01%	4.81%
Nov-08	4,229	\$2,255,780	\$25,713	1.14%	\$61,370	1.58%	2.72%	\$80,065	4.13%	0.59%	\$94,707	0.06%	4.19%	\$95,765	0.05%	4.24%	\$96,763	0.05%	4.26%	\$96,763	0.05%	4.29%	\$96,763	0.00%	4.29%	\$96,763	0.00%	4.29%
Dec-08	2,452	\$1,459,040	\$16,968	1.16%	\$39,614	1.57%	2.73%	\$60,686	4.77%	0.61%	\$71,676	0.15%	4.91%	\$72,681	0.07%	4.98%	\$73,342	0.05%	5.03%	\$73,361	0.04%	5.07%	\$73,361	0.00%	5.07%	\$73,361	0.00%	5.07%
Jan-09	2,001	\$1,224,673	\$16,415	1.34%	\$27,712	2.96%	4.30%	\$70,182	6.14%	0.47%	\$77,208	0.17%	6.30%	\$78,396	0.09%	6.40%	\$78,847	0.03%	6.46%	\$78,847	0.03%	6.46%	\$78,847	0.00%	6.46%	\$78,847	0.00%	6.46%
Feb-09	1,096	\$627,232	\$39,778	1.58%	\$25,915	2.57%	4.13%	\$32,239	5.21%	0.41%	\$35,215	0.09%	5.69%	\$36,927	0.07%	5.87%	\$37,342	0.05%	5.94%	\$37,342	0.05%	6.00%	\$37,342	0.00%	6.00%	\$37,342	0.00%	6.00%
Mar-09	1,536	\$992,310	\$16,107	1.62%	\$45,279	2.74%	4.56%	\$54,262	5.47%	0.40%	\$58,258	0.17%	5.91%	\$58,258	0.40%	5.87%	\$58,258	0.40%	5.87%	\$58,258	0.40%	5.87%	\$58,258	0.40%	5.87%	\$58,258	0.40%	5.87%
Apr-09	1,534	\$1,020,023	\$12,642	1.24%	\$31,125	1.81%	3.09%	\$41,641	4.80%	0.27%	\$44,401	0.04%	4.35%	\$44,401	0.27%	4.35%	\$44,401	0.27%	4.35%	\$44,401	0.27%	4.35%	\$44,401	0.27%	4.35%	\$44,401	0.27%	4.35%
May-09	1,545	\$1,291,946	\$16,112	1.25%	\$36,638	1.59%	2.84%	\$46,112	5.87%	0.40%	\$51,171	0.03%	5.91%	\$51,171	0.03%	5.91%	\$51,171	0.03%	5.91%	\$51,171	0.03%	5.91%	\$51,171	0.03%	5.91%	\$51,171	0.03%	5.91%
Jun-09	2,364	\$2,331,936	\$16,653	0.71%	\$33,545	0.72%	1.44%	\$33,545	4.85%	0.27%	\$33,545	0.27%	4.85%	\$33,545	0.27%	4.85%	\$33,545	0.27%	4.85%	\$33,545	0.27%	4.85%	\$33,545	0.27%	4.85%	\$33,545	0.27%	4.85%
Jul-09	997	\$931,714	\$3,066	0.33%																								
Aug-09																												
Sep-09																												
Oct-09																												
Nov-09																												
Jan-10																												
Feb-10																												
Mar-10																												
Total	107,513	\$56,605,632	\$1,083,850	2.00%	\$2,458,854	2.63%	4.89%	\$2,991,786	6.46%	0.41%	\$3,190,274	0.09%	6.63.															



REPORT-SOLRPT			*NORHAL		Solomon and Solomon, P.C.			NINO residential		USER-JMCSUIRE		PAGE		
2009/07/15-16.20.30			*NORHAL		Trend Analysis Report					JOB-RBTK12		07/15/2009		
Month Placed	#Accts Placed	Amount Placed	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12+
01/2007	642	316,261	1,859 0.58 %	7,045 2.22 %	2,439 0.77 %	2,608 0.82 %	10,224 3.23 %	808 0.25 %	2,024 0.64 %	871 0.27 %	555 0.20 %	593 0.18 %	422 0.13 %	1,518 0.48 %
02/2007	505	224,511	1,022 0.45 %	5,378 2.39 %	2,904 1.29 %	1,466 0.55 %	895 0.39 %	1,518 0.57 %	2,031 0.90 %	1,389 0.61 %	818 0.36 %	208 0.09 %	894 0.39 %	1,098 0.48 %
03/2007	476	228,542	4,943 2.16 %	2,293 1.00 %	1,772 0.77 %	2,055 0.89 %	2,201 0.96 %	1,859 0.81 %	3,581 1.55 %	217 0.09 %	825 0.36 %	1,211 0.53 %	25 0.01 %	3,726 1.53 %
04/2007	313	135,420	986 0.72 %	1,711 1.26 %	1,024 0.75 %	492 0.36 %	1,002 0.74 %	1,168 0.86 %	915 0.67 %	465 0.34 %	379 0.28 %	706 0.41 %	988 0.73 %	968 0.71 %
05/2007	391	169,618	816 0.48 %	2,831 1.66 %	806 0.47 %	649 0.38 %	263 0.15 %	1,034 0.61 %	2,139 1.26 %	693 0.40 %	994 0.58 %	706 0.41 %	1,080 0.63 %	582 0.34 %
06/2007	323	147,133	595 0.40 %	1,174 0.79 %	1,007 0.68 %	544 0.37 %	156 0.10 %	205 0.13 %	913 0.62 %	375 0.25 %	650 0.44 %	316 0.21 %	286 0.19 %	286 0.19 %
07/2007	358	179,691	994 0.55 %	1,793 0.99 %	1,314 0.73 %	985 0.54 %	730 0.40 %	1,385 0.77 %	1,147 0.63 %	1,810 1.00 %	409 0.22 %	946 0.52 %	460 0.25 %	2,177 1.21 %
08/2007	450	221,843	1,181 0.53 %	3,398 1.53 %	1,445 0.65 %	900 0.40 %	1,652 0.74 %	123 0.05 %	519 0.23 %	503 0.22 %	699 0.31 %	1,113 0.50 %	287 0.12 %	642 0.28 %
09/2007	387	261,359	468 0.17 %	3,916 1.49 %	1,185 0.45 %	3,664 1.40 %	2,739 1.04 %	516 0.19 %	382 0.14 %	658 0.25 %	400 0.15 %	400 0.15 %	501 0.19 %	1,178 0.45 %
10/2007	683	401,942	2,296 0.57 %	2,099 0.52 %	2,879 0.71 %	1,391 0.54 %	1,860 0.46 %	1,081 0.26 %	195 0.04 %	322 0.08 %	2,226 0.55 %	1,154 0.28 %	40 0.01 %	1,262 0.31 %
11/2007	509	316,302	1,078 0.34 %	3,618 1.14 %	2,996 0.94 %	3,645 1.15 %	777 0.24 %	1,077 0.34 %	980 0.31 %	357 0.11 %	1,202 0.38 %	342 0.10 %	319 0.10 %	1,942 0.61 %
12/2007	612	338,325	980 0.29 %	4,988 1.47 %	2,173 0.64 %	1,525 0.45 %	962 0.28 %	1,787 0.52 %	1,090 0.32 %	354 0.10 %	377 0.11 %	356 0.10 %	396 0.11 %	1,025 0.30 %
01/2008	222	131,364	811 0.61 %	1,263 0.96 %	50 0.03 %	831 0.63 %	159 0.12 %	1,250 0.95 %	813 0.61 %	50 0.03 %	1,787 1.36 %	145 0.11 %	385 0.29 %	340 0.16 %
02/2008	423	203,781	1,061 0.52 %	3,702 1.81 %	5,085 2.49 %	3,069 1.50 %	1,779 0.87 %	1,256 0.61 %	485 0.23 %	1,992 0.97 %	956 0.47 %	295 0.14 %	100 0.05 %	1,895 0.95 %
03/2008	427	199,425	1,379 0.69 %	1,744 0.87 %	1,098 0.55 %	720 0.36 %	1,145 0.57 %	446 0.22 %	136 0.06 %	493 0.24 %	956 0.47 %	295 0.14 %	100 0.05 %	1,895 0.95 %
04/2008	543	217,324	1,468 0.67 %	1,663 0.76 %	1,261 0.58 %	408 0.18 %	25 0.01 %	628 0.28 %	964 0.44 %	490 0.22 %	556 0.25 %	250 0.10 %	1,138 0.52 %	1,842 0.84 %
05/2008	6	7,535		54 0.71 %		500 6.63 %		300 3.98 %	300 3.98 %	200 2.65 %	250 3.31 %	200 2.65 %	250 3.31 %	750 9.95 %
06/2008	449	170,264	1,094 0.64 %	1,338 0.78 %	1,206 0.70 %	823 0.48 %	487 0.28 %	947 0.55 %	47 0.02 %	309 0.18 %	928 0.54 %	1,188 0.69 %	736 0.43 %	965 0.56 %

REPORT - SOLRPT			R8TK12		*NORMAL		Solomon and Solomon, P.C.		MINO Residential		USER-JRCQUIRE		PAGE		2	
2009/07/15-16.20.30			R8TK12		*NORMAL		Trend Analysis Report				J08-R8TK12		07/15/2009			
Month Placed	#Accts Placed	Amount Placed	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12+		
07/2008	376	161,485	425 0.26 %	1,860 1.15 %	3,005 1.86 %	750 0.46 %	758 0.46 %	760 0.47 %	338 0.20 %	50 0.03 %		348 0.21 %	350 0.21 %	585 0.36 %		
08/2008	367	198,372	321 0.16 %	1,433 0.72 %	766 0.38 %	906 0.45 %	778 0.39 %	450 0.22 %	260 0.13 %	50 0.02 %	1,857 0.93 %	50 0.02 %	194 0.09 %			
09/2008	405	214,752	249 0.11 %	621 0.28 %	137 0.06 %	565 0.26 %	236 0.11 %	539 0.25 %	286 0.13 %	200 0.09 %		1,827 0.95 %				
10/2008	457	260,420	332 0.12 %	745 0.28 %	580 0.22 %	420 0.16 %	293 0.11 %	891 0.34 %	128 0.04 %	211 0.08 %	1,734 0.66 %	20				
11/2008	554	347,637	451 0.13 %	2,076 0.59 %	304 0.08 %	1,590 0.45 %	1,814 0.52 %	426 0.12 %	597 0.17 %	964 0.27 %	200 0.05 %					
12/2008	490	291,585	106 0.03 %	1,931 0.66 %	1,374 0.47 %	364 0.12 %	229 0.07 %	390 0.13 %	10	67 0.02 %						
01/2009	382	186,051	427 0.23 %	1,419 0.76 %	807 0.43 %	1,236 0.66 %	1,154 0.62 %	1,408 0.75 %								
02/2009	382	191,086	559 0.29 %	3,620 1.89 %	1,613 0.84 %	210 0.11 %	250 0.13 %									
03/2009	410	226,325	631 0.27 %	760 0.33 %	376 0.16 %	3,448 1.52 %	791 0.34 %									
04/2009	422	213,634	100 0.04 %	2,008 0.94 %	509 0.23 %	70 0.03 %										
05/2009	392	181,892	628 0.34 %	412 0.22 %	150 0.08 %											
06/2009	242	115,336	1,111 0.96 %	422 0.36 %												
TOTAL	12,598	6,459,135	28,371 0.43 %	67,315 1.04 %	40,265 0.63 %	35,834 0.58 %	33,360 0.56 %	22,252 0.38 %	20,280 0.36 %	13,090 0.24 %	17,902 0.35 %	11,418 0.24 %	8,565 0.19 %	22,771 0.53 %		

REPORT-SOLRPT 2009/07/15-16.21.09			*NORMAL *NORMAL		Solomon and Solomon, P.C. Trend Analysis Report				HINO commercial				USER-JNGCUIRE JOB-88TK12				PAGE 1 07/15/2009			
Month Placed	#Accts Placed	Amount Placed	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12+						
01/2007	34	27,220	20 0.07 %	203 1.34 %	233 0.85 %															
02/2007	19	15,135																		
03/2007	39	47,372	800 1.68 %		56 0.11 %	127 0.26 %														
04/2007	28	31,540	252 0.79 %	3,416 10.83 %	500 1.58 %	150 0.47 %	3,233 10.25 %													
05/2007	35	54,232				807 1.48 %														
06/2007	30	95,652		349 0.36 %																
07/2007	32	16,105		261 1.62 %		105 0.65 %														
08/2007	24	63,795		544 0.85 %	36,899 57.84 %															
09/2007	24	25,721				1,523 5.92 %														
10/2007	27	20,142																		
11/2007	29	19,945																		
12/2007	34	28,291		492 1.73 %	79 0.24 %	501 1.77 %	2,100 7.42 %		1,838 6.49 %	3,590 12.69 %										
01/2008	19	11,232		189 1.68 %																
02/2008	18	14,632		194 1.32 %																
03/2008	24	29,409			907 3.08 %															
04/2008	48	49,863		28 0.05 %																
05/2008	0	0																		
06/2008	38	45,816																		

REPORT-SOLRPT			R8TK12		*NORMAL		Solomon and Solomon, P.C.			WINO commercial		USER-JHCQUIRE		PAGE	
2009/07/15-16.21.09			R8TK12		*NORMAL		Trend Analysis Report					J08-R8TK12		07/15/2009	
Month Placed	#Accts Placed	Amount Placed	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12+	
07/2008	22	25,779		103 0.40 %		1,145 4.44 %								263 1.02 %	
08/2008	19	15,242													
09/2008	30	25,073		28 0.11 %		50 0.19 %			129 0.51 %	129 0.51 %	129 0.51 %				
10/2008	21	101,477			9,448 9.31 %										
11/2008	22	35,919		499 1.38 %		1,614 4.49 %			7,423 20.66 %						
12/2008	18	13,963			88 0.63 %	275 1.96 %									
01/2009	22	26,167													
02/2009	26	23,541		59 0.25 %			1,492 6.33 %								
03/2009	25	26,806				74 0.27 %									
04/2009	28	55,128													
05/2009	44	56,397			1,367 2.05 %										
06/2009	19	27,752													
TOTAL	789	1,039,344	1,072 0.10 %	6,365 0.61 %	52,375 5.17 %	8,564 0.90 %	8,325 0.93 %	50	11,170 1.33 %	4,219 0.51 %	310 0.03 %	602 0.07 %	34,017 5.33 %		

# RUI Credit Services

225 Broadhollow Road, Melville, New York 11747 (800) 507-4275

## DETAILED CLIENT ANALYSIS

NATIONAL GRID  
300 ERIE BOULEVARD WEST  
SYRACUSE, NEW YORK 13202

Jul 15, 2009  
Client# 10684 -1

PERIOD	---- NEW BUSINESS ----			----- COLLECTIONS -----					----- RETURNED -----			
	\$	#	AVE	\$	#	AVE	PIF	COMM	\$	#	AVE	LIQ%
Jun 2009	922311.06	939	982.23	9630.93	32	300.97	18	1059.38	844.59	23	36.72	1.04%
May 2009	371377.63	498	745.74	9188.71	49	187.52	23	1010.76	9298.98	30	309.97	2.47%
Apr 2009	369344.13	510	724.20	11428.36	62	184.33	27	1257.12	156375.32	222	704.39	3.09%
Mar 2009	342335.93	480	713.20	14641.95	107	136.84	39	1610.61	323665.84	468	691.59	4.28%
Feb 2009	245406.76	360	681.69	10973.91	63	174.19	22	1207.13	232332.37	359	647.17	4.47%
Jan 2009	423925.68	612	692.69	20340.23	121	168.10	55	2237.38	387293.21	610	634.91	4.80%
Dec 2008	388496.63	582	667.52	14367.15	88	163.26	38	1585.31	385017.46	582	661.54	3.70%
Nov 2008	3778.09	1	3778.09	1700.00	1	1700.00	0	187.00	2078.09	1	2078.09	45.00%
Oct 2008	0.00	0	0.00	0.00	0	0.00	0	0.00	0.00	0	0.00	0.00%
Sep 2008	0.00	0	0.00	0.00	0	0.00	0	0.00	0.00	0	0.00	0.00%
Aug 2008	0.00	0	0.00	0.00	0	0.00	0	0.00	0.00	0	0.00	0.00%
Jul 2008	0.00	0	0.00	0.00	0	0.00	0	0.00	0.00	0	0.00	0.00%
Previous	0.00	0	0.00	0.00	0	0.00	0	0.00	0.00	0	0.00	0.00%
	-----	---		-----	---		---	-----	-----	---		
	3066975.91	3982	770.21	92271.24	523	176.43	222	10154.69	1496905.86	2295	652.25	3.01%

# RUI Credit Services

225 Broadhollow Road, Melville, New York 11747 (800) 507-4275

## HISTORY ANALYSIS

Jul 15, 2009

Collection Summary Style

NATIONAL GRID  
300 ERIE BOULEVARD WEST  
SYRACUSE, NEW YORK 13202

Client# 10684 -1

PERIOD	NEW BUSINESS			COLLECTIONS			LIQUIDITY		COMM		CANCELLED			#	AVE
	#	\$	AVE	CURR	%	TO DATE	NET	GROSS	TO DATE	%	#	AMOUNT	%	PIF	AGE
Jul 2009	278	280292.46	1008.25	8857.21	3%	8857.21	3%	3%	974.28	11%	3	159.82	0%	2	56
Jun 2009	661	642018.60	971.28	0.00	0%	13418.68	2%	2%	1476.04	11%	20	684.77	0%	23	56
May 2009	498	371377.63	745.74	0.00	0%	10988.18	3%	3%	1208.70	11%	30	9298.98	3%	28	57
Apr 2009	510	369344.13	724.20	0.00	0%	15551.08	4%	4%	1710.65	11%	222	156375.32	42%	35	55
Mar 2009	480	342335.93	713.20	0.00	0%	16752.92	4%	5%	1842.81	11%	468	323665.84	95%	40	54
Feb 2009	360	245406.76	681.69	0.00	0%	12270.71	4%	5%	1349.74	11%	359	232332.37	95%	28	56
Jan 2009	612	423925.68	692.69	0.00	0%	10751.62	2%	3%	1182.66	11%	610	387293.21	91%	68	57
Dec 2008	582	388496.63	667.52	0.00	0%	1980.84	0%	1%	222.81	11%	582	385017.46	99%	45	54
Nov 2008	1	3778.09	3778.09	0.00	0%	1700.00	40%	45%	187.00	11%	1	2078.09	55%	0	0
Total	3982	3066975.91	770.21	8857.21	0%	92271.24	3%	3%	10154.69	11%	2295	1496905.86	49%	269	56



Jul 15, 2009  
NATIONAL GRID  
10684 -1

[illegible]

NET/(GROSS)				CLIENT/(AGENCY)															
-----ASSIGNMENTS-----				-----COLLECTIONS-----				NET GROSS		--COMMISSIONS--		-----CANCELLED-----				--OPEN ACCOUNTS--		#	
MO	YR	#	AMOUNT	AVG	CURR	%	TO DATE	%	%	%	TO DATE	%	#	AMOUNT	%	#	AMOUNT	PIF	AGE
6-09		16	9,049	566	0	0	0	0	0	0	0	0	0	0	0	16	9,049		550
			(9,049)										(		0)				
5-09		965	482,445	500	1,441	0	1,937	0	0	523	27	11	4,694	1	945	475,815	945	9	561
			(482,550)									(		0)					
4-09		782	436,636	558	910	0	1,593	0	0	430	27	12	2,641	1	761	432,403	761	9	471
			(436,636)									(		0)					
3-09		687	371,540	541	954	0	2,625	1	1	709	27	12	2,690	1	665	366,224	665	10	477
			(371,540)									(		0)					
2-09		358	231,833	648	50	0	1,673	1	1	452	27	15	7,822	3	338	222,338	338	5	441
			(231,833)									(		0)					
1-09		1200	768,467	640	1,191	0	6,948	1	1	1,876	27	36	13,329	2	1137	748,191	1137	27	461
			(768,627)									(		0)					
12-08		891	626,683	703	490	0	8,756	1	1	2,364	27	24	10,713	2	839	607,213	839	28	449
			(626,698)									(		0)					
11-08		900	584,898	650	683	0	11,932	2	2	3,222	27	23	15,354	3	844	557,611	844	33	461
			(584,898)									(		0)					
10-08		830	537,074	647	1,670	0	6,492	1	1	1,753	27	29	16,124	3	782	514,458	782	19	443
			(537,361)									(		0)					
9-08		669	392,440	587	870	0	8,962	2	2	2,420	27	24	8,896	2	614	374,582	614	31	444
			(392,446)									(		0)					
8-08		658	357,137	543	87	0	5,061	1	1	1,366	27	30	9,648	3	619	342,428	619	9	455
			(357,137)									(		0)					
7-08		715	402,275	563	204	0	10,244	3	3	2,766	27	25	9,014	2	662	383,017	662	28	446
			(402,275)									(		0)					
6-08		671	358,672	535	200	0	7,698	2	2	2,078	27	36	10,339	3	614	340,635	614	21	478
			(358,720)									(		0)					
5-08		558	288,411	517	238	0	5,472	2	2	1,478	27	28	9,915	3	508	273,023	508	22	441
			(288,411)									(		0)					
4-08		955	537,259	563	117	0	11,912	2	2	3,216	27	55	20,589	4	867	504,758	867	33	440
			(537,259)									(		0)					
3-08		788	417,067	529	357	0	12,929	3	3	3,491	27	55	16,110	4	700	388,029	700	33	443
			(417,092)									(		0)					
2-08		155	69,618	449	70	0	21,830	69	31	5,894	27	81	38,071	55	23	9,717	23	51	848
			(70,126)									(		0)					
1-08		36	24,710	686	0	0	5,561	75	23	1,502	27	16	17,248	70	5	1,901	5	15	578
			(24,895)									(		0)					
12-07		75	26,807	357	0	0	8,226	69	31	2,221	27	39	14,932	56	5	3,650	5	31	542
			(26,807)									(		0)					
11-07		164	66,569	406	45	0	27,979	76	42	7,554	27	71	29,898	45	23	8,692	23	70	624
			(67,555)									(		0)					
10-07		127	53,505	421	100	0	17,839	76	33	4,817	27	59	29,923	56	11	5,742	11	57	601
			(54,510)									(		0)					
9-07		102	45,629	447	0	0	16,914	93	37	4,567	27	56	27,349	60	6	1,366	6	40	563
			(46,013)									(		0)					
8-07		124	43,817	353	57	0	20,965	86	48	5,660	27	55	19,518	45	11	3,334	11	58	579
			(44,816)									(		0)					
7-07		92	41,020	446	0	0	10,518	92	26	2,840	27	52	29,559	72	5	943	5	35	554
			(41,773)									(		0)					

HISTORY ANALYSIS FOR: 98205 - NARRAGANSETT ELECTRIC CO/NGRID

PAGE 2  
MERCANTILE ADJUSTMENT BUREAU

MONTH ENDING 06-30-09

NET/(GROSS)		COLLECTIONS-----				NET GROSS				COMMISSIONS--				CLIENT/(AGENCY)				---OPEN ACCOUNTS---			
-----ASSIGNMENTS-----		CURR		%		TO DATE		%		TO DATE		%		#		AMOUNT		#		AMOUNT	
MO YR	#	AMOUNT	AVG																		AVG
																					AGE
6-07	68	53,097 (54,285)	781	0	0	9,741	86	18	2,630	27	34	41,718	79	7	1,638	27	728				
5-07	68	21,702 (22,585)	319	0	0	9,971	89	46	2,692	27	30	10,542	49	4	1,188	34	548				
4-07	100	40,276 (41,762)	403	0	0	22,976	90	57	6,204	27	38	14,676	36	9	2,624	53	538				
3-07	102	27,221 (29,373)	267	241	1	14,571	91	54	3,934	27	36	11,246	41	7	1,404	59	559				
2-07	81	30,910 (32,014)	382	0	0	12,545	58	41	3,387	27	26	9,446	31	10	8,919	45	555				
1-07	228	66,895 (69,984)	293	0	0	29,519	83	44	7,970	27	101	31,175	47	15	6,201	112	559				
12-06	92	26,067 (28,830)	283	0	0	10,740	89	41	2,900	27	41	14,025	54	5	1,302	46	551				
11-06	72	27,780 (28,713)	386	550	2	13,341	89	48	3,602	27	33	12,844	46	4	1,595	35	561				
10-06	245	81,085 (82,382)	331	209	0	36,826	93	45	9,943	27	105	41,670	51	13	2,588	127	606				
9-06	9	3,540 (4,741)	393	0	0	1,051	72	30	284	27	3	2,085	59	2	403	4	548				
8-06	10	4,232 (4,521)	423	0	0	1,808	74	43	488	27	4	1,789	42	1	636	5	433				
7-06	1005	292,370 (298,265)	291	0	0	57,307	87	20	15,473	27	767	226,436	77	23	8,627	215	685				
YR-09	4008	2,299,971 (2,300,236)	574	4,546	0	14,775	1	1	3,989	27	86	31,176	1	3862	2,254,020	60	488				
YR-08	7826	4,596,244 (4,597,317)	587	4,987	0	116,849	3	3	31,549	27	426	182,023	4	7077	4,297,372	323	458				
YR-07	1331	517,448 (531,478)	389	443	0	201,764	82	39	54,476	27	597	269,983	52	113	45,701	621	578				
YR-06	1437	436,638 (449,017)	304	759	0	122,273	89	28	33,014	27	954	299,214	69	48	15,151	435	654				
YR-05	18786	5,799,232 (5,894,766)	309	343	0	803,801	92	14	216,373	27	15,666	4,923,347	85	235	72,084	2885	1541				
YR-04	0	0 (0)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
PRIOR		0 (0)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
TOTAL	33388	13,649,532 (13,772,813)	409	11,078	0	1,259,462	16	9	339,402	27	17,729	5,705,743	42	11335	6,684,327	4324	1084				

MO	YR	-----ASSIGNMENTS-----										OVER									
		#	ANT--PLACED	ADJUST	NET--PLACED	AVERAGE	1MO	2MO	3MO	4MO	5MO	6MO	7MO	8MO	9MO	10MO	11MO	12MO	12MO		
6--09		16	9,049	0	9,049	566	0.0														
5--09		965	482,550	-105	482,445	500	0.1	0.4													
4--09		782	436,636	0	436,636	558	0.0	0.2	0.4												
3--09		687	371,540	0	371,540	541	0.1	0.4	0.4	0.7											
2--09		358	231,833	0	231,833	648	0.2	0.5	0.6	0.7	0.7										
1--09		1,200	768,627	-160	768,467	640	0.0	0.2	0.5	0.7	0.7	0.9									
12--08		891	626,698	-15	626,683	703	0.0	0.2	0.6	0.7	1.1	1.3	1.4								
11--08		900	584,898	0	584,898	650	0.2	0.3	0.5	0.8	1.3	1.9	1.9	2.0							
10--08		830	537,361	-287	537,074	647	0.1	0.2	0.3	0.4	0.7	0.7	0.9	0.9	1.2						
9--08		669	392,446	-6	392,440	587	0.0	0.8	1.2	1.2	1.4	1.8	1.9	2.0	2.1	2.3					
8--08		658	357,137	0	357,137	543	0.0	0.3	0.5	0.5	0.5	0.8	1.2	1.2	1.3	1.4	1.4				
7--08		715	402,275	-0	402,275	563	0.4	0.6	0.7	1.4	1.5	2.0	2.1	2.2	2.3	2.4	2.5	2.5			
6--08		671	358,720	-48	358,672	535	0.1	0.6	0.8	0.8	1.0	1.0	1.0	1.2	1.5	1.8	1.9	2.1	2.1		
5--08		558	288,411	0	288,411	517	0.1	0.3	0.8	1.1	1.2	1.3	1.4	1.4	1.4	1.6	1.6	1.8	1.9		
4--08		955	537,259	0	537,259	563	0.2	0.4	0.8	1.1	1.3	1.3	1.5	1.7	1.7	1.8	2.0	2.1	2.2		
3--08		788	417,092	-25	417,067	529	0.1	1.0	1.3	1.5	1.7	2.0	2.0	2.1	2.4	2.6	2.7	2.8	3.1		
2--08		155	70,126	-509	69,618	449	0.6	2.8	6.0	9.5	14.6	16.1	17.6	19.6	21.9	22.8	26.0	26.9	31.4		
1--08		36	24,895	-185	24,710	686	3.2	6.1	8.8	10.9	11.7	12.9	16.0	16.8	18.2	18.9	20.1	21.0	22.5		
12--07		75	26,807	-0	26,807	357	0.3	4.0	7.2	13.7	15.6	17.8	18.3	20.2	21.4	22.8	23.4	24.1	30.7		
11--07		164	67,555	-986	66,569	406	1.8	3.7	7.5	16.4	19.3	22.0	24.3	27.3	29.0	31.3	32.0	33.2	42.0		
10--07		127	54,510	-1,005	53,505	421	1.4	4.1	8.2	12.3	15.4	16.5	17.6	18.2	20.0	21.5	22.4	24.2	33.3		
9--07		102	46,013	-385	45,629	447	0.2	4.1	7.1	8.1	8.9	10.8	11.6	14.8	15.7	16.5	17.4	18.1	37.1		
8--07		124	44,816	-999	43,817	353	1.1	6.4	9.7	11.5	13.2	16.2	18.6	21.9	24.3	26.5	28.6	30.3	47.8		
7--07		92	41,773	-753	41,020	446	1.4	5.9	6.7	7.1	7.6	8.8	9.7	11.9	14.9	16.4	17.8	18.5	25.6		
6--07		68	54,285	-1,188	53,097	781	1.5	2.8	5.0	5.1	5.1	5.1	5.1	12.8	13.1	13.5	13.9	14.3	18.3		
5--07		68	22,585	-883	21,702	319	0.9	5.8	13.5	15.6	17.8	20.5	21.7	23.5	28.1	30.4	31.4	31.4	45.9		
4--07		100	41,762	-1,485	40,276	403	0.7	24.7	27.0	30.0	34.0	34.3	34.8	36.5	36.7	38.4	42.5	43.0	57.0		
3--07		102	29,373	-2,152	27,221	267	0.7	4.3	9.5	14.2	15.9	19.6	24.0	27.8	27.8	28.3	30.2	33.6	53.5		
2--07		81	32,014	-1,104	30,910	382	0.0	3.9	12.4	15.5	18.6	19.8	22.1	23.2	24.5	26.0	29.0	30.4	40.6		
1--07		228	69,984	-3,089	66,895	293	3.2	7.9	12.8	14.9	21.2	21.4	23.2	25.3	25.7	29.2	31.1	31.2	44.1		
12--06		92	28,830	-2,763	26,067	283	3.5	5.5	7.8	10.3	14.2	15.8	16.4	18.4	19.3	22.7	23.2	23.2	41.2		
11--06		72	28,713	-933	27,780	386	1.0	1.5	2.7	5.9	7.9	8.1	12.5	18.9	21.5	21.5	21.6	21.6	48.0		
10--06		245	82,382	-1,298	81,085	331	1.0	4.4	4.8	7.0	8.4	10.3	12.7	15.2	17.0	19.5	21.0	22.8	45.4		
9--06		9	4,741	-1,201	3,540	393	0.0	1.2	1.2	1.2	12.7	12.7	17.5	17.5	20.3	23.2	23.2	26.0	29.7		
8--06		10	4,521	-289	4,232	423	4.4	4.4	4.4	4.4	4.4	4.4	5.6	5.6	8.5	9.7	16.8	16.8	42.7		
7--06		1,005	298,265	-5,895	292,370	291	0.7	1.8	2.8	3.8	4.7	5.6	6.5	7.1	8.9	9.7	10.6	10.9	19.6		
TOTAL AVERAGE RATIOS:							0.8	3.2	5.1	6.9	8.9	10.1	11.7	13.7	15.4	17.1	19.0	20.5	31.9		