

May 1, 2012

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket Nos. 4251 & 4252 – Soft-Off Policy  
Response to Commission 1-7 (Supplemental)**

Dear Ms. Massaro:

Attached are ten (10) copies of National Grid's<sup>1</sup> supplemental response to Commission Data Request 1-7 concerning the above-captioned dockets.

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

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Dockets 4251 & 4252 Service Lists  
Leo Wold, Esq.  
Steve Scialabba  
James Lanni

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

Commission 1-7 (Supplemental)

Request:

How many Soft-Off Terminations has the Company performed per year for the last three years. Please specify either gas or electric. Of those Soft-Off Terminations, how many have resulted in agreements with landlords/property owners and how many have resulted in an actual shut off. Please specify by gas or electric.

Response:

**Gas**

In the years 2009 - 2011, the Company processed the following gas Soft-Off terminations<sup>1</sup>:

2009 – 16,552. Of these terminations, 32 resulted in a Landlord Connect and 409 resulted in a hard shut-off.

2010 – 20,706. Of these terminations, 41 resulted in a Landlord Connect and 277 resulted in a hard shut-off.

2011 – 18,877. Of these terminations, 54 resulted in a Landlord Connect and 238 resulted in a hard shut-off.

**Electric**

In the years 2009 - 2011, the Company processed the following electric Soft-Off terminations:

2009 – 25,518. Of these terminations, 54 resulted in a Landlord Connect and 2,094 resulted in a hard shut-off.

2010 – 24,849. Of these terminations, 71 resulted in a Landlord Connect and 2,416 resulted in a hard shut-off.

2011 – 24,439. Of these terminations, 53 resulted in a Landlord Connect and 2,130 resulted in a hard shut-off.

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<sup>1</sup>The number of gas soft-off terminations is higher than initially provided in the Company’s response to Commission 1-7 due to the inclusion of several codes that qualify as a “soft-off” account, but were not included in the original response.

The Narragansett Electric Company  
d/b/a National Grid  
Docket Nos. 4251 and 4252  
In re: Tariff Filings Proposing to Implement  
A Billing Termination (“Soft-Off”)  
Practice for Gas and Electric Services  
Responses to Commission Data Requests – Set 1  
Issued February 3, 2012

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Commission 1-7 (Supplemental) p2.

Please note that a “Landlord Connect” refers to those connects in which the customer establishes a new Leave On For Landlord (“LOFL”) agreement on the premise. It does not include immediate switches where an existing LOFL agreement is in place, or “one-time” connects by the building owner / landlord without a LOFL agreement.

The analysis correlating the number of gas and electric soft-off terminations with those resulting in a Landlord Connect could not be easily programmed into the Company’s system queries. This task involved first locating soft-off terminations for the requested year, searching past the disconnect to locate other types of service orders and system-generated account notations (e.g. contacts), and finally performing another search past the disconnect to locate a new connect associated with a customer and, then, associated with a LOFL agreement. The Company believes that this set of queries has produced a reasonably accurate result as shown in the figures above.

Prepared by or under the supervision of: Jeffrey Martin