

June 26, 2012

VIA HAND DELIVERY & ELECTRONIC MAIL

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

RE: Docket 4323 - Application for Approval of a Change in Electric and Gas Base Distribution Rates Pursuant to R.I.G.L. Sections 39-3-10 and 39-3-11 Responses to Division Data Requests - Set 6 - GAS

Dear Ms. Massaro:

Enclosed is an original and ten (10) copies of National Grid's¹ responses to the Division's Sixth Set of Data Requests in the above-captioned proceeding.

The responses to the Sixth Set included with this filing are listed in the enclosed discovery log.

Thank you for your attention to this transmittal. If you have any questions, please feel free to contact me at (781) 907-2153.

Very truly yours,



Celia B. O'Brien

Enclosures

cc: Docket 4323 Service List
Leo Wold, Esq.
Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid (herein referred to as "National Grid" or the "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/
Janea Dunne

June 26, 2012
Date

National Grid (NGrid) – Request for Change in Electric & Gas Distribution Rates
Docket No. 4323 – Service List updated on 6/22/12

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	enicholson@exeterassociates.com	
Bruce Gay Monticello Consulting 4209 Buck Creek Court North Charleston, SC 29420	bruce@monticelloconsulting.com	
Matthew Kahal c/o Exeter Associates 10480 Little Patuxent Parkway Suite 300 Columbia, MD 21044	mkahal@exeterassociates.com	
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	Nucci@puc.state.ri.us	
	Dshah@puc.state.ri.us	
	Sccamara@puc.state.ri.us	

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
DIVISION SET 1						
Division Set 1	Division 1-1-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-1-ELEC	
Division Set 1	Division 1-2-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-2-ELEC	
Division Set 1	Division 1-3-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-3-ELEC	
Division Set 1	Division 1-4-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-4-ELEC	
Division Set 1	Division 1-5-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme		
Division Set 1	Division 1-6-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-6-ELEC	
Division Set 1	Division 1-7-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-8-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme	Att. DIV 1-8-ELEC	
Division Set 1	Division 1-9-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-9-ELEC	
Division Set 1	Division 1-10-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme		
Division Set 1	Division 1-11-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-11-ELEC	
Division Set 1	Division 1-12-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-13-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-13-ELEC	
Division Set 1	Division 1-14-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-15-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-16-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-17-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-18-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-19-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-20-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme		
Division Set 1	Division 1-21-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-21-ELEC	
Division Set 1	Division 1-22-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-23-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-23-ELEC	
Division Set 1	Division 1-24-ELEC	5/9/2012	5/25/2012	Michael D. Laflamme		
Division Set 1	Division 1-25-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-26-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-27-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-27-ELEC	
Division Set 1	Division 1-28-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 1	Division 1-29-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme	Att. DIV 1-29-ELEC	
Division Set 1	Division 1-30-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
Division Set 1	Division 1-31-ELEC	5/9/2012	5/23/2012	Michael D. Laflamme		
DIVISION SET 2						
Division Set 2	Division 2-1-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-1-GAS	
Division Set 2	Division 2-2-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-2-GAS	
Division Set 2	Division 2-3-GAS	5/14/2012	5/25/2012	Michael D. Laflamme		
Division Set 2	Division 2-4-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-4-GAS	
Division Set 2	Division 2-5-GAS	5/14/2012	5/25/2012	Michael D. Laflamme		
Division Set 2	Division 2-6-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-6-GAS	
Division Set 2	Division 2-7-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-7-GAS	
Division Set 2	Division 2-8-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-8-GAS	
Division Set 2	Division 2-9-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-9-GAS	
Division Set 2	Division 2-10-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-11-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-12-GAS	5/14/2012	5/25/2012	Michael D. Laflamme	Att. DIV 2-12-GAS	
Division Set 2	Division 2-13-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-14-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-15-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-16-GAS	5/14/2012	5/29/2012	Michael D. Laflamme	Att. DIV 2-16-1-GAS Att. DIV 2-16-2-GAS Att. DIV 2-16-3-GAS	
Division Set 2	Division 2-17-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-18-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-19-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-20-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-21-GAS	5/14/2012	5/29/2012	Michael D. Laflamme	Att. DIV 2-21-GAS	
Division Set 2	Division 2-22-GAS	5/14/2012	5/29/2012	Michael D. Laflamme	Att. DIV 2-22-GAS	
Division Set 2	Division 2-23-GAS	5/14/2012	5/29/2012	Michael D. Laflamme	Att. DIV 2-23-GAS	
Division Set 2	Division 2-24-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		
Division Set 2	Division 2-25-GAS	5/14/2012	5/29/2012	Michael D. Laflamme		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
DIVISION SET 3						
Division Set 3	Division 3-1-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme	Att. DIV 3-1-ELEC/GAS	
Division Set 3	Division 3-2-ELEC/GAS	5/30/2012	6/13/2012	Michael D. Laflamme	Att. DIV 3-2-ELEC/GAS	
Division Set 3	Division 3-3-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-3-ELEC/GAS	
Division Set 3	Division 3-4-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-5-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-5-ELEC/GAS	
Division Set 3	Division 3-6-ELEC/GAS	5/30/2012	6/13/2012	Michael D. Laflamme	Att. DIV 3-6-ELEC/GAS (Redacted)	Att. DIV 3-6-ELEC/GAS (Confidential)
Division Set 3	Division 3-7-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme	Att. DIV 3-7-1-ELEC/GAS Att. DIV 3-7-2-ELEC/GAS Att. DIV 3-7-3-ELEC/GAS	
Division Set 3	Division 3-8-ELEC/GAS	5/30/2012	6/12/2012	Legal Department and Robert B. Hevert		
Division Set 3	Division 3-9-ELEC/GAS	5/30/2012	6/11/2012	Mustally Hussain	Att. DIV 3-9-1-ELEC/GAS Att. DIV 3-9-2-ELEC/GAS Att. DIV 3-9-3-ELEC/GAS Att. DIV 3-9-4-ELEC/GAS Att. DIV 3-9-5-ELEC/GAS Att. DIV 3-9-6-ELEC/GAS Att. DIV 3-9-7-ELEC/GAS Att. DIV 3-9-8-ELEC/GAS Att. DIV 3-9-9-ELEC/GAS	
Division Set 3	Division 3-10-ELEC/GAS	5/30/2012	6/11/2012	Mustally Husain	Att. DIV 3-10-ELEC/GAS	
Division Set 3	Division 3-11-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme	Att. DIV 3-11-ELEC/GAS	
Division Set 3	Division 3-12-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme		
Division Set 3	Division 3-13-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme		
Division Set 3	Division 3-14-ELEC/GAS	5/30/2012	6/13/2012	Michael D. Laflamme		
Division Set 3	Division 3-15-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme		
Division Set 3	Division 3-16-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme		
Division Set 3	Division 3-17-ELEC/GAS	5/30/2012	6/11/2012	Michael D. Laflamme	Att. DIV 3-17-ELEC/GAS	
Division Set 3	Division 3-18-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-19-ELEC	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-20-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-21-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-22-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-22-ELEC/GAS	
Division Set 3	Division 3-23-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-23-ELEC/GAS	

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 3	Division 3-24-ELEC/GAS	5/30/2012	6/13/2012	Robert B. Hevert	Att. DIV 3-24-ELEC/GAS	
Division Set 3	Division 3-25-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert	Att. DIV 3-25-ELEC/GAS	
Division Set 3	Division 3-26-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
Division Set 3	Division 3-27-ELEC/GAS	5/30/2012	6/12/2012	Robert B. Hevert		
DIVISION SET 4						
Division Set 4	Division 4-1-GAS	6/7/2012		Paul M. Normand		
Division Set 4	Division 4-2-GAS	6/7/2012	6/19/2012	Paul M. Normand		
Division Set 4	Division 4-3-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-4-GAS	6/7/2012	6/19/2012	Paul M. Normand		
Division Set 4	Division 4-5-GAS	6/7/2012	6/19/2012	Paul M. Normand		
Division Set 4	Division 4-6-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-7-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-8-GAS	6/7/2012	6/19/2012	Ann E. Leary	Att. DIV 4-8-1-GAS Att. DIV 4-8-2-GAS Att. DIV 4-8-3-GAS Att. DIV 4-8-4-GAS Att. DIV 4-8-5-GAS	
Division Set 4	Division 4-9-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-10-GAS	6/7/2012	6/19/2012	Ann E. Leary	Att. DIV 4-10-GAS	
Division Set 4	Division 4-11-GAS	6/7/2012	6/20/2012	Ann E. Leary		
Division Set 4	Division 4-12-GAS	6/7/2012	6/20/2012	Ann E. Leary	Att. DIV 4-12-GAS	
Division Set 4	Division 4-13-GAS	6/7/2012	6/19/2012	Ann E. Leary and Michael D. Laflamme		
DIVISION SET 5						
Division Set 5	Division 5-1-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-2-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-3-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-4-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-4-ELEC	
Division Set 5	Division 5-5-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-5-1-ELEC Att. DIV 5-5-2-ELEC	
Division Set 5	Division 5-6-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-6-1-ELEC Att. DIV 5-6-2-ELEC Att. DIV 5-6-3-ELEC	
Division Set 5	Division 5-7-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 5	Division 5-8-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
Division Set 5	Division 5-9-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-10-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-11-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-12-ELEC	6/8/2012		Evelyn M. Kaye		
Division Set 5	Division 5-13-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 5	Division 5-14-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-14-ELEC	
Division Set 5	Division 5-15-ELEC	6/8/2012	6/22/2012	Evelyn M. Kaye	Att. DIV 5-15-ELEC	
Division Set 5	Division 5-16-ELEC	6/8/2012		Evelyn M. Kaye		
DIVISION SET 6						
Division Set 6	Division 6-1-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-2-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-3-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-3-GAS	
Division Set 6	Division 6-4-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-4-1-GAS Att. DIV 6-4-2-GAS	
Division Set 6	Division 6-5-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-5-GAS	
Division Set 6	Division 6-6-GAS	6/8/2012		Evelyn M. Kaye		
Division Set 6	Division 6-7-GAS	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 6	Division 6-8-GAS	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 6	Division 6-9-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye		
Division Set 6	Division 6-10-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-10-1-GAS Att. DIV 6-10-2-GAS	
Division Set 6	Division 6-11-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye		
Division Set 6	Division 6-12-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye		
Division Set 6	Division 6-13-GAS	6/8/2012	6/22/2012	Evelyn M. Kaye		
Division Set 6	Division 6-14-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-14-GAS	
Division Set 6	Division 6-15-GAS	6/8/2012	6/26/2012	Evelyn M. Kaye	Att. DIV 6-15-1-GAS Att. DIV 6-15-2-GAS Att. DIV 6-15-3-GAS	
Division Set 6	Division 6-16-GAS	6/8/2012		Evelyn M. Kaye		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
COMMISSION SET 1						
Commission Set 1	Commission 1-1-ELEC/GAS	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-2-ELEC/GAS	5/24/2012	6/7/2012	Maureen P. Heaphy		
Commission Set 1	Commission 1-3-ELEC/GAS	5/24/2012	6/7/2012	Michael D. Laflamme	Att. COMM 1-3-1-ELEC/GAS Att. COMM 1-3-2-ELEC/GAS	
Commission Set 1	Commission 1-4-ELEC/GAS	5/24/2012	6/7/2012	Timothy D. Horan		
Commission Set 1	Commission 1-5-ELEC/GAS	5/24/2012	6/6/2012	Maureen P. Heaphy		
Commission Set 1	Commission 1-6-ELEC	5/24/2012	6/7/2012	Stephen F. Doucette and Maureen P. Heaphy		
Commission Set 1	Commission 1-7-ELEC	5/24/2012	6/7/2012	Stephen F. Doucette and Maureen P. Heaphy		
Commission Set 1	Commission 1-8-ELEC	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-9-ELEC	5/24/2012	6/7/2012	Stephen F. Doucette and Maureen P. Heaphy		
Commission Set 1	Commission 1-10-ELEC	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-11-ELEC	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-12-ELEC	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-13-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-14-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-15-ELEC/GAS	5/24/2012	6/6/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-16-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye and Michael D. Laflamme		
Commission Set 1	Commission 1-17-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-18-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye		
Commission Set 1	Commission 1-19-ELEC/GAS	5/24/2012	6/4/2012	Evelyn M. Kaye	Att. COMM 1-19-ELEC/GAS	
Commission Set 1	Commission 1-20-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin	Att. COMM 1-20-1-ELEC Att. COMM 1-20-2-ELEC	
Commission Set 1	Commission 1-21-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin	Att. COMM 1-21-ELEC	
Commission Set 1	Commission 1-22-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin	Att. COMM 1-22-ELEC	
Commission Set 1	Commission 1-23-ELEC	5/24/2012	6/7/2012	Michael R. Hrycin		
Commission Set 1	Commission 1-24-ELEC	5/24/2012	6/7/2012	Michael R. Hrycin		
Commission Set 1	Commission 1-25-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin		
Commission Set 1	Commission 1-26-ELEC	5/24/2012	6/6/2012	Michael R. Hrycin		
Commission Set 1	Commission 1-27-GAS	5/24/2012	6/6/2012	Jeffrey P. Martin		
Commission Set 1	Commission 1-28-GAS	5/24/2012	6/6/2012	Jeffrey P. Martin		
Commission Set 1	Commission 1-29-ELEC	5/24/2012	6/4/2012	Alfred P. Morrissey		

DATA SET	DATA REQUEST	DATE ISSUED	DATE FILED	WITNESS	ATTACHMENT	CONFIDENTIAL ATTACHMENT
COMMISSION SET 1						
Commission Set 1	Commission 1-30-ELEC	5/24/2012	6/4/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-31-ELEC	5/24/2012	6/4/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-32-ELEC	5/24/2012	6/4/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-33-ELEC	5/24/2012	6/7/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-34-ELEC	5/24/2012	6/7/2012	Alfred P. Morrissey		
Commission Set 1	Commission 1-35-ELEC/GAS	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-36-ELEC/GAS	5/24/2012	6/7/2012	Michael D. Laflamme	Att. COMM 1-36-ELEC/GAS	
Commission Set 1	Commission 1-37-GAS	5/24/2012	6/7/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-38-ELEC	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-39-ELEC/GAS	5/24/2012	6/7/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-40-ELEC/GAS	5/24/2012	6/7/2012	Ann E. Leary & Jeanne Lloyd	Att. COMM 1-40-ELEC/GAS	
Commission Set 1	Commission 1-41-ELEC/GAS	5/24/2012	6/6/2012	Robert B. Hevert		
Commission Set 1	Commission 1-42-ELEC/GAS	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-43-ELEC/GAS	5/24/2012	6/6/2012	Michael D. Laflamme		
Commission Set 1	Commission 1-44-ELEC/GAS	5/24/2012	6/7/2012	Maureen P. Heaphy	Att. COMM 1-44-ELEC/GAS	
Commission Set 1	Commission 1-45-ELEC/GAS	5/24/2012	6/6/2012	Stephen F. Doucette		
Commission Set 1	Commission 1-46-GAS	5/24/2012	6/7/2012	Ann E. Leary		

Division 6-3-GAS

Request:

Please provide a detailed explanation of how the Gas Company calculates its annual net charge-offs. Please include gross charge-offs calculations and all subsequent and applicable offsets including collections, balances transfers, legal collections and accounting adjustments. For 2007-2011, please provide monthly data and calculations which show original gross charge-off dollars and subsequent offsets resulting in net charge-offs.

Response:

The net write off calculation for determining the gas service uncollectible rate in Docket No. 4323 has been outlined in Schedule EMK-1, Page 4, within the Direct Testimony of Company Witness Evelyn M. Kaye.

In a general sense, net write offs consist of gross write offs less recoveries each month. Recoveries include cash payments, dollars reinstated from written off accounts and transferred to active accounts, and any other miscellaneous adjustments and credits related to inactive accounts. Special journal entries can also impact net write offs both positively and negatively.

Please see Attachment DIV 6-3-GAS for some net write off detail going back through 2007. The Company has commissioned a more detailed study of the components of recoveries through an external resource with expertise in the Advantage system. This is the same resource that will be providing further support in addressing the Company's response to Division 6-9-GAS.

NARRAGANSETT GAS WRITE-OFF DETAIL HISTORY

YYYYMM	Low Income/Residential			Residential			Non-Residential			Combined		
	WO_AMOUNT	RECOVERY	BALANCE	WO_AMOUNT	RECOVERY	BALANCE	WO_AMOUNT	RECOVERY	BALANCE	WO_AMOUNT	RECOVERY	BALANCE
200701	\$0.00	\$0.00	\$0.00	\$105,604.36	\$47,314.49	\$58,289.87	\$278,316.61	\$57,823.37	\$220,493.24	\$383,920.97	\$105,137.86	\$278,783.11
200702	\$0.00	\$0.00	\$0.00	\$76,120.02	\$19,211.59	\$56,908.43	\$909,390.01	\$128,044.36	\$781,345.65	\$985,510.03	\$147,255.95	\$838,254.08
200703	\$0.00	\$0.00	\$0.00	\$114,485.83	\$15,494.62	\$98,991.21	\$5,283,965.48	\$573,475.43	\$4,710,490.05	\$5,398,451.31	\$588,970.05	\$4,809,481.26
200704	\$0.00	\$0.00	\$0.00	\$57,538.91	\$3,590.51	\$53,948.40	\$386,298.93	\$94,357.65	\$291,941.28	\$443,837.84	\$97,948.16	\$345,889.68
200705	\$0.00	\$0.00	\$0.00	\$77,727.99	\$33,304.57	\$44,423.42	\$784,563.10	\$146,166.86	\$638,396.24	\$862,291.09	\$179,471.43	\$682,819.66
200706	\$0.00	\$0.00	\$0.00	\$70,161.56	\$16,251.09	\$53,910.47	\$513,702.42	\$53,750.41	\$459,952.01	\$583,863.98	\$70,001.50	\$513,862.48
200707	\$0.00	\$0.00	\$0.00	\$129,544.52	\$52,713.86	\$76,830.66	\$606,830.33	\$130,655.69	\$476,174.64	\$736,374.85	\$183,369.55	\$553,005.30
200708	\$0.00	\$0.00	\$0.00	\$60,222.76	\$17,195.68	\$43,027.08	\$699,340.87	\$128,659.04	\$570,681.83	\$759,563.63	\$145,854.72	\$613,708.91
200709	\$0.00	\$0.00	\$0.00	\$147,330.91	\$71,994.83	\$75,336.08	\$559,456.05	\$126,930.59	\$432,525.46	\$706,786.96	\$198,925.42	\$507,861.54
200710	\$0.00	\$0.00	\$0.00	\$69,617.33	\$39,732.41	\$29,884.92	\$430,443.79	\$111,395.92	\$319,047.87	\$500,061.12	\$151,128.33	\$348,932.79
200711	\$0.00	\$0.00	\$0.00	\$131,814.15	\$15,825.27	\$115,988.88	\$455,914.40	\$91,929.76	\$363,984.64	\$587,728.55	\$107,755.03	\$479,973.52
200712	\$0.00	\$0.00	\$0.00	\$100,637.10	\$31,893.27	\$68,743.83	\$382,389.90	\$85,197.79	\$297,192.11	\$483,027.00	\$117,091.06	\$365,935.94
200801	\$0.00	\$0.00	\$0.00	\$69,478.11	\$14,571.16	\$54,906.95	\$651,494.43	\$139,829.67	\$511,664.76	\$720,972.54	\$154,400.83	\$566,571.71
200802	\$0.00	\$0.00	\$0.00	\$13,884.35	\$154.21	\$13,730.14	\$131,023.97	\$21,194.51	\$109,829.46	\$144,908.32	\$21,348.72	\$123,559.60
200803	\$0.00	\$0.00	\$0.00	\$226,318.42	\$30,022.00	\$196,296.42	\$6,173,706.58	\$559,816.86	\$5,613,889.72	\$6,400,025.00	\$589,838.86	\$5,810,186.14
200804	\$0.00	\$0.00	\$0.00	\$13,605.89	\$2,704.87	\$10,901.02	\$788,093.27	\$150,862.09	\$637,231.18	\$801,699.16	\$153,566.96	\$648,132.20
200805	\$0.00	\$0.00	\$0.00	\$10,536.38	\$0.00	\$10,536.38	\$9,965.17	\$0.00	\$9,965.17	\$20,501.55	\$0.00	\$20,501.55
200806	\$0.00	\$0.00	\$0.00	\$8,219.26	\$524.20	\$7,695.06	\$2,358.73	\$0.00	\$2,358.73	\$10,577.99	\$524.20	\$10,053.79
200807	\$0.00	\$0.00	\$0.00	\$64,900.46	\$8,414.27	\$56,486.19	\$941,517.19	\$143,831.74	\$797,685.45	\$1,006,417.65	\$152,246.01	\$854,171.64
200808	\$0.00	\$0.00	\$0.00	\$79,274.30	\$4,310.80	\$74,963.50	\$8,554.10	\$0.00	\$8,554.10	\$87,828.40	\$4,310.80	\$83,517.60
200809	\$0.00	\$0.00	\$0.00	\$25,702.18	\$1,609.46	\$24,092.72	\$1,178,948.89	\$123,706.21	\$1,055,242.68	\$1,204,651.07	\$125,315.67	\$1,079,335.40
200810	\$0.00	\$0.00	\$0.00	\$85,422.48	\$3,892.77	\$81,529.71	\$1,071,568.24	\$81,221.59	\$990,346.65	\$1,156,990.72	\$85,114.36	\$1,071,876.36
200811	\$0.00	\$0.00	\$0.00	\$44,419.05	\$9,135.82	\$35,283.23	\$37,712.88	\$0.00	\$37,712.88	\$82,131.93	\$9,135.82	\$72,996.11
200812	\$0.00	\$0.00	\$0.00	\$304,595.24	\$59,187.37	\$245,407.87	\$2,720,757.74	\$238,744.45	\$2,482,013.29	\$3,025,352.98	\$297,931.82	\$2,727,421.16
200901	\$0.00	\$0.00	\$0.00	\$127,275.26	\$80,250.39	\$47,024.87	\$2,547,343.21	\$276,289.23	\$2,271,053.98	\$2,674,618.47	\$356,539.62	\$2,318,078.85
200902	\$517.69	\$0.00	\$517.69	\$183,219.27	\$54,187.01	\$129,032.26	\$2,179,178.69	\$300,988.39	\$1,878,190.30	\$2,362,915.65	\$355,175.40	\$2,007,740.25
200903	\$7,067.08	\$3,242.86	\$3,824.22	\$205,714.14	\$3,437.08	\$202,277.06	\$839,493.89	\$144,406.39	\$695,087.50	\$1,052,275.11	\$151,086.33	\$901,188.78
200904	\$16,046.71	\$5,029.02	\$11,017.69	\$103,244.76	\$10,511.07	\$92,733.69	\$1,070,577.52	\$198,798.20	\$871,779.32	\$1,189,868.99	\$214,338.29	\$975,530.70
200905	\$21,026.39	\$2,511.49	\$18,514.90	\$84,873.91	\$17,684.71	\$67,189.20	\$693,391.01	\$93,828.94	\$599,562.07	\$799,291.31	\$114,025.14	\$685,266.17
200906	\$17,528.82	\$769.32	\$16,759.50	\$19,359.66	\$839.82	\$18,519.84	\$1,168,240.97	\$133,473.49	\$1,034,767.48	\$1,205,129.45	\$135,082.63	\$1,070,046.82
200907	\$51,142.51	\$21,267.48	\$29,875.03	\$209,749.23	\$51,096.74	\$158,652.49	\$1,941,973.64	\$266,100.73	\$1,675,872.91	\$2,202,865.38	\$338,464.95	\$1,864,400.43
200908	\$64,076.00	\$9,799.94	\$54,276.06	\$80,184.95	\$8,398.42	\$71,786.53	\$1,742,257.45	\$293,843.15	\$1,448,414.30	\$1,886,518.40	\$312,041.51	\$1,574,476.89
200909	\$52,196.74	\$4,342.74	\$47,854.00	\$390,949.91	\$82,637.64	\$308,312.27	\$3,357,890.59	\$290,332.05	\$3,067,558.54	\$3,801,037.24	\$377,312.43	\$3,423,724.81
200910	\$146,014.61	\$22,103.77	\$123,910.84	\$204,745.54	\$66,262.44	\$138,483.10	\$4,115,578.29	\$387,164.75	\$3,728,413.54	\$4,466,338.44	\$475,530.96	\$3,990,807.48
200911	\$64,422.81	\$12,211.37	\$52,211.44	\$464,197.64	\$75,840.44	\$388,357.20	\$1,138,812.49	\$144,584.52	\$994,227.97	\$1,667,432.94	\$232,636.33	\$1,434,796.61
200912	\$93,693.88	\$9,089.57	\$84,604.31	\$231,504.33	\$8,118.21	\$223,386.12	\$1,767,473.68	\$152,540.94	\$1,614,932.74	\$2,092,671.89	\$169,748.72	\$1,922,923.17
201001	\$140,136.01	\$16,076.00	\$124,060.01	\$109,488.73	\$6,579.21	\$102,909.52	\$1,257,854.27	\$130,959.92	\$1,126,894.35	\$1,507,479.01	\$153,615.13	\$1,353,863.88
201002	\$64,089.38	\$14,833.81	\$49,255.57	\$208,206.25	\$14,032.18	\$194,174.07	\$956,464.42	\$125,752.29	\$830,712.13	\$1,228,760.05	\$154,618.28	\$1,074,141.77
201003	\$166,567.94	\$32,311.36	\$134,256.58	\$194,860.31	\$40,099.89	\$154,760.42	\$1,208,432.64	\$142,981.34	\$1,065,451.30	\$1,569,860.89	\$215,392.59	\$1,354,468.30
201004	\$31,762.65	\$4,530.50	\$27,232.15	\$56,415.91	\$2,331.07	\$54,084.84	\$331,194.42	\$43,817.71	\$287,376.71	\$419,372.98	\$50,679.28	\$368,693.70
201005	\$155,982.51	\$13,268.91	\$142,713.60	\$185,162.12	\$20,108.51	\$165,053.61	\$1,166,120.22	\$155,790.42	\$1,010,329.80	\$1,507,264.85	\$189,167.84	\$1,318,097.01
201006	\$212,385.33	\$23,940.81	\$188,444.52	\$290,382.80	\$70,163.01	\$220,219.79	\$2,503,106.56	\$314,553.16	\$2,188,553.40	\$3,005,874.69	\$408,656.98	\$2,597,217.71
201007	\$137,607.77	\$22,911.91	\$114,695.86	\$91,486.59	\$34,769.67	\$56,716.92	\$742,556.49	\$103,797.36	\$638,759.13	\$971,650.85	\$161,478.94	\$810,171.91
201008	\$390,782.38	\$46,117.37	\$344,665.01	\$176,066.59	\$72,094.22	\$103,972.37	\$2,608,407.77	\$322,117.83	\$2,286,289.94	\$3,175,256.74	\$440,329.42	\$2,734,927.32
201009	\$374,982.60	\$54,252.81	\$320,729.79	\$169,786.25	\$18,616.61	\$151,169.64	\$1,335,667.15	\$182,363.78	\$1,153,303.37	\$1,880,436.00	\$255,233.20	\$1,625,202.80
201010	\$235,682.20	\$22,123.80	\$213,558.40	\$141,495.20	\$41,059.26	\$100,435.94	\$1,446,315.47	\$188,634.24	\$1,257,681.23	\$1,823,492.87	\$251,681.30	\$1,571,811.57
201011	\$164,397.30	\$14,484.17	\$149,913.13	\$185,730.20	\$59,235.61	\$126,494.59	\$1,066,279.06	\$103,524.80	\$962,754.26	\$1,416,406.56	\$177,244.58	\$1,239,161.98
201012	\$258,893.09	\$25,842.35	\$233,050.74	\$110,404.46	\$10,333.85	\$100,070.61	\$1,167,148.49	\$117,557.32	\$1,049,591.17	\$1,536,446.04	\$153,733.52	\$1,382,712.52
201101	\$58,938.20	\$1,901.15	\$57,037.05	\$75,721.41	\$45,708.73	\$30,012.68	\$381,742.24	\$25,107.66	\$356,634.58	\$516,401.85	\$72,717.54	\$443,684.31
201102	\$117,641.83	\$9,084.26	\$108,557.57	\$220,256.22	\$72,335.51	\$147,920.71	\$784,843.85	\$68,607.53	\$716,236.32	\$1,122,741.90	\$150,027.30	\$972,714.60
201103	\$89,645.39	\$8,082.38	\$81,563.01	\$54,021.94	\$2,259.03	\$51,762.91	\$498,732.19	\$37,705.49	\$461,026.70	\$642,399.52	\$48,046.90	\$594,352.62
201104	\$89,814.13	\$9,821.27	\$79,992.86	\$83,082.24	\$7,193.74	\$75,888.50	\$813,292.52	\$74,691.93	\$738,600.59	\$986,188.89	\$91,706.94	\$894,481.95
201105	\$133,418.66	\$8,164.76	\$125,253.90	\$125,668.50	\$21,733.93	\$103,934.57	\$1,004,493.41	\$76,502.85	\$927,990.56	\$1,263,580.57	\$106,401.54	\$1,157,179.03
201106	\$151,099.55	\$7,203.45	\$143,896.10	\$183,561.84	\$25,480.88	\$158,080.96	\$1,591,233.13	\$117,301.23	\$1,473,931.90	\$1,925,894.52	\$149,985.56	\$1,775,908.96
201107	\$293,702.59	\$14,941.71	\$278,760.88	\$297,202.96	\$38,766.82	\$258,436.14	\$1,786,624.79	\$135,035.04	\$1,651,589.75	\$2,377,530.34	\$188,743.57	\$2,188,836.77

NARRAGANSETT GAS WRITE-OFF DETAIL HISTORY

YYYYMM	Low Income/Residential			Residential			Non-Residential			Combined		
	WO_AMOUNT	RECOVERY	BALANCE	WO_AMOUNT	RECOVERY	BALANCE	WO_AMOUNT	RECOVERY	BALANCE	WO_AMOUNT	RECOVERY	BALANCE
201108	\$318,926.01	\$24,633.61	\$294,292.40	\$151,427.52	\$49,929.30	\$101,498.22	\$1,687,580.51	\$169,159.33	\$1,518,421.18	\$2,157,934.04	\$243,722.24	\$1,914,211.80
201109	\$458,778.37	\$35,836.78	\$422,941.59	\$145,568.46	\$40,607.96	\$104,960.50	\$1,804,570.38	\$159,453.89	\$1,645,116.49	\$2,408,917.21	\$235,898.63	\$2,173,018.58
201110	\$325,743.73	\$14,987.42	\$310,756.31	\$169,860.04	\$38,444.91	\$131,415.13	\$1,316,803.23	\$63,709.78	\$1,253,093.45	\$1,812,407.00	\$117,142.11	\$1,695,264.89
201111	\$240,070.81	\$6,457.05	\$233,613.76	\$161,613.32	\$4,295.27	\$157,318.05	\$905,447.18	\$27,296.48	\$878,150.70	\$1,307,131.31	\$38,048.80	\$1,269,082.51
201112	\$208,992.35	\$1,336.00	\$207,656.35	\$198,646.24	\$2,783.21	\$195,863.03	\$1,248,300.25	\$13,048.69	\$1,235,251.56	\$1,655,938.84	\$17,167.90	\$1,638,770.94

Division 6-4-GAS

Request:

For 2007-2011, please provide the Gas Company's monthly number of accounts and dollars associated with standard-residential, protected-residential, and non-residential disconnections for non-payment, including:

- a) Number of accounts and total dollar amount of notices for disconnection for non-payment ("DNP")
- b) Number of accounts and total dollar amount of actual field orders
- c) Number accounts and total dollar amount of actual disconnections for non-payment
- d) Number accounts and total dollar amount of actual service restorations (after DNP)

Note: Please provide an electronic version of this data with the response.

Response:

Part a): Due to limitations of the Advantage customer system, the Company is unable to produce this historical information.

Parts b) & c): Please see Attachment DIV 6-4-1-GAS. The Company is not able to produce the dollar amount of field orders, nor is it able to segregate dollars terminated by residential protected and non-protected customers.

Part d): Please see Attachment DIV 6-4-2-GAS. The residential restoration data is segregated by the low-income rate code classifications and not by the normal definition of protection due to limitations of the customer system. The dollar amount of service restorations is not available.

TOTAL						RESIDENTIAL				NON-RESIDENTIAL			
Month	Year	CONP Total Accts	CONP Balance	Total Actual Field Orders	Total Actual Field Orders Balance	CONP Total Accts	CONP Balance	Total Actual Field Orders	Total Actual Field Orders Balance	CONP Total Accts	CONP Balance	Total Actual Field Orders	Total Actual Field Orders Balance
January	2008	214	\$279,430	5,429	n/a	183	\$229,890	4,744	n/a	31	\$49,540	685	n/a
February	2008	175	\$251,441	4,487	n/a	153	\$232,667	3,799	n/a	22	\$18,774	688	n/a
March	2008	496	\$779,793	4,503	n/a	465	\$681,738	3,946	n/a	31	\$98,055	557	n/a
April	2008	1,112	\$1,821,683	4,411	n/a	1,047	\$1,643,477	3,828	n/a	65	\$178,206	583	n/a
May	2008	1,547	\$2,053,753	4,948	n/a	1,479	\$1,947,615	4,345	n/a	68	\$106,138	603	n/a
June	2008	1,732	\$2,533,986	5,569	n/a	1,622	\$2,369,657	4,746	n/a	110	\$164,329	823	n/a
July	2008	2,138	\$3,821,318	6,213	n/a	2,080	\$3,712,090	5,631	n/a	58	\$109,228	582	n/a
August	2008	1,384	\$2,080,148	5,104	n/a	1,266	\$1,875,421	4,101	n/a	118	\$204,727	1,003	n/a
September	2008	1,697	\$1,877,109	5,947	n/a	1,635	\$1,854,549	5,168	n/a	62	\$22,560	779	n/a
October	2008	1,464	\$1,573,303	5,861	n/a	1,393	\$1,462,291	4,979	n/a	71	\$111,012	882	n/a
November	2008	40	\$32,986	4,582	n/a	25	\$19,625	4,070	n/a	15	\$13,361	512	n/a
December	2008	174	\$180,981	5,491	n/a	161	\$169,615	4,983	n/a	13	\$11,366	508	n/a
January	2009	12	\$34,538	5,301	n/a	-	\$0	4,667	n/a	12	\$34,538	634	n/a
February	2009	257	\$480,739	4,717	n/a	242	\$360,310	3,955	n/a	15	\$120,429	762	n/a
March	2009	411	\$659,023	4,260	n/a	211	\$345,394	3,559	n/a	200	\$313,629	701	n/a
April	2009	1,613	\$2,512,768	6,073	n/a	1,537	\$2,376,258	5,313	n/a	76	\$136,510	760	n/a
May	2009	974	\$1,894,507	4,431	n/a	888	\$1,692,554	3,655	n/a	86	\$201,953	776	n/a
June	2009	1,600	\$3,221,870	5,440	n/a	1,497	\$3,088,167	4,719	n/a	103	\$133,703	721	n/a
July	2009	1,510	\$3,223,585	4,960	n/a	1,502	\$2,564,794	4,164	n/a	8	\$658,791	796	n/a
August	2009	1,399	\$2,391,968	4,598	n/a	1,291	\$2,248,677	3,880	n/a	108	\$143,291	718	n/a
September	2009	1,625	\$2,238,177	5,248	n/a	1,567	\$2,216,563	4,573	n/a	58	\$21,614	675	n/a
October	2009	1,346	\$1,811,549	5,563	n/a	1,296	\$1,767,246	4,706	n/a	50	\$44,303	857	n/a
November	2009	173	\$151,216	4,992	n/a	117	\$104,983	4,511	n/a	56	\$46,233	481	n/a
December	2009	247	\$210,096	5,060	n/a	225	\$184,598	4,567	n/a	22	\$25,498	493	n/a
January	2010	160	\$193,613	5,086	n/a	133	\$165,711	4,325	n/a	27	\$27,902	761	n/a
February	2010	247	\$304,797	5,010	n/a	220	\$208,202	4,173	n/a	27	\$96,595	837	n/a
March	2010	547	\$805,253	5,970	n/a	493	\$713,964	5,049	n/a	54	\$91,289	921	n/a
April	2010	1,317	\$2,009,058	6,457	n/a	1,211	\$1,801,388	5,361	n/a	106	\$207,670	1,096	n/a
May	2010	2,046	\$3,707,558	7,034	n/a	1,919	\$3,535,210	5,580	n/a	127	\$172,348	1,454	n/a
June	2010	2,192	\$4,372,685	7,445	n/a	2,073	\$4,208,418	6,267	n/a	119	\$164,267	1,178	n/a
July	2010	1,753	\$2,151,275	6,513	n/a	1,620	\$2,001,527	5,094	n/a	133	\$149,748	1,419	n/a
August	2010	1,855	\$2,132,822	6,989	n/a	1,792	\$2,045,655	5,816	n/a	63	\$87,167	1,173	n/a
September	2010	1,633	\$1,657,059	5,657	n/a	1,573	\$1,601,381	4,644	n/a	60	\$55,678	1,013	n/a
October	2010	1,181	\$1,211,133	5,050	n/a	1,151	\$1,131,928	4,116	n/a	30	\$79,205	934	n/a
November	2010	101	\$120,805	4,533	n/a	75	\$105,412	3,968	n/a	26	\$15,393	565	n/a
December	2010	51	\$49,802	3,595	n/a	32	\$28,118	3,116	n/a	19	\$21,684	479	n/a
January	2011	13	\$15,250	3,591	n/a	6	\$8,145	3,099	n/a	7	\$7,105	492	n/a
February	2011	183	\$326,501	4,277	n/a	153	\$212,556	3,610	n/a	30	\$113,945	667	n/a
March	2011	674	\$979,510	5,831	n/a	588	\$779,608	5,163	n/a	86	\$199,902	668	n/a
April	2011	1,372	\$1,825,727	5,584	n/a	1,220	\$1,568,291	4,588	n/a	152	\$257,436	996	n/a
May	2011	1,901	\$2,853,692	5,673	n/a	1,794	\$2,732,090	4,841	n/a	107	\$121,602	832	n/a
June	2011	2,058	\$3,509,832	6,781	n/a	1,958	\$3,406,363	5,848	n/a	100	\$103,469	933	n/a
July	2011	1,238	\$1,987,945	4,993	n/a	1,150	\$1,849,087	4,123	n/a	88	\$138,858	870	n/a

TOTAL

Month	Year	CONP Total Accts	CONP Balance	Total Actual Field Orders	Total Actual Field Orders Balance
August	2011	1,280	\$2,010,145	4,928	n/a
September	2011	924	\$1,081,088	4,574	n/a
October	2011	1,228	\$1,463,790	5,744	n/a
November	2011	104	\$106,715	4,542	n/a
December	2011	229	\$242,966	5,529	n/a

RESIDENTIAL

CONP Total Accts	CONP Balance	Total Actual Field Orders	Total Actual Field Orders Balance
1,242	\$1,807,599	4,222	n/a
874	\$1,023,243	3,816	n/a
1,155	\$1,304,252	4,932	n/a
88	\$85,657	4,233	n/a
199	\$212,606	4,807	n/a

NON-RESIDENTIAL

CONP Total Accts	CONP Balance	Total Actual Field Orders	Total Actual Field Orders Balance
38	\$202,546	706	n/a
50	\$57,845	758	n/a
73	\$159,538	812	n/a
16	\$21,058	309	n/a
30	\$30,360	722	n/a

NARRAGANSETT GAS RESTORATION HISTORY

YYYYMM	Low Income/Residential		Residential		Non-Residential		Combined	
	TONP	RESTORE	TONP	RESTORE	TONP	RESTORE	TONP	RESTORE
200701	0	0	99	179	24	25	123	204
200702	0	0	136	141	22	18	158	159
200703	0	0	527	222	43	25	570	247
200704	0	0	1212	492	129	30	1341	522
200705	0	0	1868	674	111	32	1979	706
200706	0	0	1311	530	125	29	1436	559
200707	0	0	1216	429	125	19	1341	448
200708	0	0	1235	524	56	23	1291	547
200709	0	0	971	672	51	20	1022	692
200710	0	0	1686	1660	85	70	1771	1730
200711	0	0	107	744	50	118	157	862
200712	0	0	50	203	35	48	85	251
200801	0	0	188	148	18	19	206	167
200802	0	0	143	114	22	15	165	129
200803	0	0	430	177	28	16	458	193
200804	0	0	970	315	73	17	1043	332
200805	0	0	1358	522	111	18	1469	540
200806	0	0	1538	443	120	20	1658	463
200807	0	0	1998	582	81	16	2079	598
200808	0	0	1268	585	120	19	1388	604
200809	1	1	1596	786	62	16	1659	803
200810	1	4	1397	1944	71	88	1469	2036
200811	0	0	25	537	18	80	43	617
200812	0	0	149	166	15	32	164	198
200901	0	0	4	61	10	14	14	75
200902	35	17	163	116	48	28	246	161
200903	1	2	212	53	240	62	453	117
200904	1	3	1437	420	87	22	1525	445
200905	155	56	685	358	74	20	914	434
200906	217	67	1180	399	105	16	1502	482
200907	534	171	894	274	108	18	1536	463
200908	328	108	893	329	114	19	1335	456
200909	298	126	1134	447	77	26	1509	599
200910	344	579	871	964	64	73	1279	1616
200911	9	128	117	310	41	41	167	479
200912	11	25	194	214	24	64	229	303
201001	7	12	119	72	29	19	155	103
201002	10	12	191	116	36	21	237	149
201003	16	10	457	215	59	26	532	251
201004	15	4	1125	359	117	17	1257	380
201005	401	120	1441	519	131	11	1973	650
201006	886	193	1146	484	125	17	2157	694
201007	378	203	1197	498	149	28	1724	729
201008	416	216	1321	656	91	30	1828	902
201009	534	313	1028	643	51	31	1613	987
201010	352	439	762	924	30	66	1144	1429
201011	3	400	71	595	21	76	95	1071
201012	0	59	13	222	11	52	24	333
201101	1	13	1	40	10	14	12	67
201102	4	12	146	76	32	17	182	105
201103	10	15	562	292	91	41	663	348
201104	12	8	1194	515	169	31	1375	554
201105	338	127	1432	616	126	25	1896	768

NARRAGANSETT GAS RESTORATION HISTORY

YYYYMM	Low Income/Residential		Residential		Non-Residential		Combined	
	TONP	RESTORE	TONP	RESTORE	TONP	RESTORE	TONP	RESTORE
201106	546	143	1374	555	115	19	2035	717
201107	432	200	693	358	93	14	1218	572
201108	459	210	773	395	72	13	1304	618
201109	149	123	697	458	53	17	899	598
201110	182	174	958	830	76	80	1216	1084
201111	6	362	84	512	19	63	109	937
201112	10	99	188	258	32	62	230	419

Division 6-5-GAS

Request:

For 2007-2011, please provide the Gas Company's monthly outbound collection calling volumes, including the following information:

- a) Residential vs. non-residential programs and campaigns
- b) The source of the call (i.e., dialer, third-party vendor or live agent, etc.)
- c) The type of call (e.g., reminder call, disconnect call, 24-hour DNP call, etc.)
- d) The timing of the call (i.e., the point of time in the delinquency cycle)
- e) Information on whether or not the call is required by a regulatory rule
- f) Attempts vs. right-party contacts

Response:

For campaigns and the Company's response to parts a), d) and e) of the request, please see the following table:

Vendor 3:			
April 2008 to January 2010			
Campaign	Res/Non-Res	Timing	Required by Regulatory Rule
30 Day Arrears	Both	Arrears aging 30 days from bill due date	No
60 Day Arrears	Both	Arrears aging 60 days from bill due date	No
90 Day Arrears	Both	Arrears aging 90 days from bill due date	No

Division 6-5-GAS, page 2

Vendor 4:			
January 2010 to January 2012			
Campaign	Res/Non-Res	Timing	Required by Regulatory Rule
30 Day Arrears	unknown	Arrears aging 30 days from bill due date	No
60 Day Arrears	unknown	Arrears aging 60 days from bill due date	No
90 Day Arrears	unknown	Arrears aging 90 days from bill due date	No

Vendor 5: (1)			
01/01/2012 to Present			
Campaign	Res/Non-Res	Timing	Required by Regulatory Rule
AUT001 Issue to Call File	Res	31-52 Days after the bill is rendered	No
AUT004 Defaulted Payment Agreement	Res	Day after agreement defaults	No
AUT005 Defaulted Collection Arrangement	Res	Day after agreement defaults	No
AUT007 Final Bill	Res	31 Days after the bill is rendered	No
AUT008 Residential Disconnect Notice	Res	36-66 Days after the bill is rendered	No
(1) Vendor 5 above is the same as Vendor 2 in the Company's response to Division 5-5-ELEC.			

Division 6-5-GAS, page 3

For outbound collection call volumes and the Company's response to parts b), c) and f), see Attachment DIV 6-5-GAS. The reports from the vendors prior to 2012 did not segregate call data between residential and non-residential.

Also please refer to the "Outbound Calling" section of the Company's response to Division 6-12-GAS for a description of the changes within the outbound collections call process for Narragansett Gas following its conversion to the Customer Service System ("CSS") in January 2012. Please also see the "Portfolio Management Package" section of the Company's response to Division 6-12-GAS concerning the collections treatment path, which also relates to outbound calling.

**Narragansett Gas Outbound Calling Stats
 (Residential & Non-Residential Combined)**

<u>Month</u>	<u>Campaign (type of call)</u>	<u>Source</u>	<u>Method</u>	<u>Attempts</u>	<u>RPC (3)</u>
Jan-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	32,473	3,428
Feb-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	34,440	4,332
Mar-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	42,340	4,684
Apr-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	47,371	4,784
May-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	38,068	4,423
Jun-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	42,867	4,479
Jul-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	45,405	4,824
Aug-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	29,178	2,940
Sep-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	37,319	3,521
Oct-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	28,432	3,018
Nov-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	19,182	1,659
Dec-2008	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	26,538	2,392
Jan-2009	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	28,231	3,043
Feb-2009	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	22,531	2,627
Mar-2009	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	24,146	2,374
Apr-2009	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	24,575	3,187
May-2009	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	10,495	1,084
Jun-2009	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	38,479	3,901
Jul-2009	Customers in Arrears- >30,>60,>90	First-Party Vendor- 3	Live Agent	28,220	2,903
Aug-2009	N/A	N/A	N/A	N/A	N/A (1)
Sep-2009	N/A	N/A	N/A	N/A	N/A (1)
Oct-2009	N/A	N/A	N/A	N/A	N/A (1)
Nov-2009	N/A	N/A	N/A	N/A	N/A (1)
Dec-2009	N/A	N/A	N/A	N/A	N/A (1)
Jan-2010	N/A	N/A	N/A	N/A	N/A (1)
Feb-2010	N/A	N/A	N/A	N/A	N/A (1)
Mar-2010	N/A	N/A	N/A	N/A	N/A (1)
Apr-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	10,515	4,443
May-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	16,503	1,577
Jun-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	17,279	1,606
Jul-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	16,091	1,282
Aug-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	12,112	909
Sep-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	13,571	949
Oct-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	13,228	1,107
Nov-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	10,938	889
Dec-2010	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	11,858	844
Jan-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	16,210	1,099
Feb-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	20,365	1,178
Mar-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	20,986	1,472
Apr-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	25,151	1,465
May-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	14,630	932
Jun-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	29,580	2,659
Jul-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	24,050	1,526
Aug-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	21,472	1,098
Sep-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	10,928	1,086
Oct-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	13,228	1,107
Nov-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	N/A	N/A (2)
Dec-2011	Customers in Arrears- >30,>60,>90	First-Party Vendor- 4	Live Agent	N/A	N/A (2)

- (1) Vendor(s) did not send reports on call volumes. This occurred around the transition to Vendor 4 in Jan 2010.
- (2) Vendor did not send reports on call volumes. This occurred just prior to the transition to the current vendor upon the conversion to the Customer Service System (CSS) in Jan. 2012.
- (3) RPC = Right Party Connect

Division 6-9-GAS

Request:

For 2007-2011, please provide the Gas Company's number of accounts and dollars transferred to active accounts from closed accounts (i.e., pre-charge off account status and charged-off account status), including:

- a) Residential accounts
- b) Non-residential accounts

Response:

There are no internal reports that provide the requested information for Narragansett Gas. The Company has commissioned an external resource who is a specialist with the Advantage System to provide this information. Part of this response is related to the Company's response to Division 6-3-GAS and the same resource is involved in providing the detail needed there.

Division 6-10-GAS

Request:

Please provide a detailed explanation of the Gas Company's current process and procedure for new service applications, including the following data:

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

Response:

Residential:

Account Initiation is the point at which the Company establishes a service contract with the applicant for new gas service. For an applicant to initiate service as either a new applicant or an existing customer, the applicant must pass the Customer Service System ("CSS") positive identification process.

The Customer Service System (CSS) uses a positive identification process that is linked directly to Experian's Credit One database. The applicant is asked to provide a legal name and social security number. If this information is unable to be verified, a second option is available to the customer service representative. The applicant's previous address along with date of birth or drivers license can be passed back to Experian for an additional verification attempt. This option is also available should the applicant not want to provide a social security number.

If the applicant is unable to be verified at this point the applicant is asked to provide a faxed copy of two forms of identification. Acceptable forms of identification may include, but are not limited to: Valid Driver's License/ International Driver's License (non suspended or expired licenses); Passport (US or Other Nation); Work Stub (most recent); Social Security Card; Military ID; Current College Photo ID; Birth Certificate; Copy of Federal or State Tax Filing (most recent); Sherriff's Card; Employment Photo ID; Food Stamp Card ID; SSI Award Letter; Welfare ID Card; Parole ID Card; Public Assistance

Division 6-10-GAS, page 2

Registration Number; Section 8 Housing Letter / Lease; Credit Card; Medicaid Card; Non-Resident Alien Card; and Account Initiation DSS Verification Form (accepted only if it has all required information). This information is manually reviewed by the Accounts Processing group for authentication.

Once an applicant has been positively identified, the service location is reviewed for specific conditions, such as: prior termination for non-payment; termination notice; usage on an inactive meter; meter tampering; or theft of service. If any of these conditions exist, the applicant must provide proper documentation indicating they reside at the location and have not benefitted from the service provided to the prior customer at that location. Acceptable documentation includes, but is not limited to: lease; deed; or notarized landlord statement. Currently, if an applicant has outstanding debt with the Company within the last ten years, the applicant is required to establish a payment agreement on the prior balance before obtaining service, according to the RI step plan guidelines. (See also the Company's response to Division 6-8-GAS for more detail regarding the balance transfer process.)

Please refer to Attachment DIV 6-10-1-GAS for the job aid regarding the denial of service component of the account initiation process, which is a recent compilation of several process documents.

A credit check on a residential customer is not part of the account initiation process for a new applicant. The only reason to conduct a credit check would be to assess a deposit (which is not presently part of the collections process in Rhode Island). As long as the customer's ID is verified and they do not meet the criteria for denial of service as indicated in Attachment DIV 6-10-1-GAS, the Company generally will provide service.

Concerning credit risk, there is an internal scoring process applied to existing customers or those applicants who have had previous service. Please refer to the scoring/segmentation section described in the Company's response to Division 5-11-ELEC.

Final Bill Management, including final bill transfer: Please see the Company's responses to Division 6-8-GAS and Division 6-13-GAS.

Security Deposits: The Company does not request security deposits from residential customers at this time.

Division 6-10-GAS, page 3

Non-residential:

(all points above apply except where stated below)

Account Initiation:

New Customers: A new customer is defined as an individual or entity that was not the last previous customer served at the affected premises, regardless of whether that individual or entity currently has or previously had service at another location served by National Grid.

Existing Customers: If an existing customer is establishing an account at a new location, the customer is considered a "new customer" at that new location.

For an applicant to initiate new gas service as either a new applicant or an existing customer, the applicant is asked to provide the following documentation:

- A completed service application;
- Business papers (e.g., certificate of organization);
- Identification (if the applicant is utilizing a residential rate and they failed the positive identification process);
- Deed or Lease to substantiate their interest in the service being requested for that location;
- Sales tax exemption certification, if applicable; and
- Deposit payment, if applicable.

Please refer to Attachment DIV 6-10-2-GAS for the non-residential process flow regarding establishing of service for a new applicant.

Final Bill Management, including final bill transfer and any applicable payment arrangements: Please see the Company's response to Division 6-13-GAS.

Security Deposits: The Company is allowed by regulation to require non-residential customers to provide a deposit to as a condition for establishing service. With the exception of governmental entities and non-profit organizations, the Company's current policy is to request a deposit on all new service applications. New applicants are not subjected to credit scoring by an outside third party credit rating agency, but existing customers are. For more information on credit scoring, please see the Company's response to Division 6-11-GAS.

Division 6-10-GAS, page 4

Division rules provide that the deposit shall be no more than the estimated bill for two times the normal billing period. The Company calculates the deposit based on two times the average monthly billing for the past 12 months at that location.

The deposit is billed to the customer as a single amount – no installment payments are permitted. The customer may satisfy the deposit requirement by providing either a cash payment, or by submitting a non-cash alternative, such as a letter of credit or surety bond that is acceptable to the Company.

Cash deposits accrue simple interest, from the date of deposit to the date of termination, at a rate equal to the 12-month average of the prior year's ten-year weekly Treasury Bills. The interest will be credited to the customers account annually. Non-cash alternatives do not accrue any interest.

The entire cash deposit, plus any accrued interest not otherwise credited to the customer's account, will be refunded to the customer if all bills have been paid without delinquency for twenty-four 24 consecutive months, or at such time as the customer's service is terminated. For non-cash alternatives, the customer will be advised that the instrument is no longer required.

Initial customer deposit inquiries and waiver requests are handled by Customer Service. However, the Non-Residential Credit and Collection group within Credit and Collections is available for consultation as needed.

Non-cash alternatives are provided to the Non-Residential Credit and Collection group for review, acceptance and storage. The Accounts Processing department is responsible for adding the non-cash alternative to the customers account(s).

RI Denial of Service (w/ Script)

Rhode Island Denial of Service

Rhode Island Denial of Service (Title 39) - **39-2-1.1 Services to new occupants.** - No public utility shall refuse to furnish services to new occupants at any premises on the grounds that the previous occupant has vacated the premises without paying the public utility for services furnished, provided that the service is not for the use or benefit of the previous occupant.

In Rhode Island, National Grid has the right to deny service to an applicant if the previous customer of record at the premise continues to reside there. When a Rhode Island customer calls for service, thoroughly review the notes on the previous account at the move-in premise and check to see if the move-in premise is off due to termination for non-payment.

Account not referred to the DPU:

- If the move-in premise is still on, check to see if a termination notice was recently issued.
- If an applicant requests new service at any other premises that is terminated, has an active disconnect notice or is inactive with use, continue to follow normal Account Initiation procedures when establishing service, using the appropriate mechanisms to deny service or transfer responsibility to applicants who have benefited from prior service.
- Always be sure to request proof of residency, according to Account Initiation procedures, when these situations occur so that service can be appropriately denied to these applicants. Failure to do so could result in unnecessary lost revenue.
 - Note: DO NOT connect service unless this proof has been approved and verified through LexisNexis or ESolutions. Once the documentation is approved by Accounts Processing a comment will be entered into CSS.

Account referred to the DPU:

- If an applicant requests new service at a premise that was previously terminated with DPU approval, referred to the DPU for termination approval due to a petition, refer the applicant directly to the DPU before granting them new service (401-780-2111 – electric; 401-780-2113 – gas). For hearing accounts, the contact number is 401-780-9700.
- The DPU will review the information and advise Customer Satisfaction & Regulatory of whether or not the applicant is approved. CS&R will enter a notation into the system indicating that the customer has been approved/denied for new service.
- Adhere to the instructions in the contact/note.
- Do not change any DPU-mandated payment agreement terms established in the system.

Often new customers who have benefited from prior service will attempt to place the account into their name either after termination or after a termination notice has been issued. In many cases, they have the same last name as the customer in jeopardy of termination.

Proof of Residency

Customer is informed:

- To fax at least one form of proof of residency and **MUST** include the following:
 - Start date of service
 - Customer name
 - Landlord Name/Contact number
 - Address

Customer Should Add the following:

 - Customer Number
 - 4 hour contact number
- If residence is a **trailer** and the owner is leasing the land, they **must** also provide the **lease** for the **land** in addition to the deed/proof of ownership for the home

Examples of acceptable forms of Residency include:

- Lease (**Must** include Name, address, Date of occupancy and **both** signatures), RI leases **must** be notarized
- Deed
- Bill of Sale
- Tenant Verification/Notarized landlord statement
- Recent mortgage statement
- Recent Tax Bill
- Commitment Letter
- Indian Nation (Reservation)

Once Proof of Residency is submitted:

- Verify customer's information through LexisNexis or ESolutions.

Phone Script

At times you will need to call customer and explain that service is denied due to an unpaid balance. Below is a sample script:

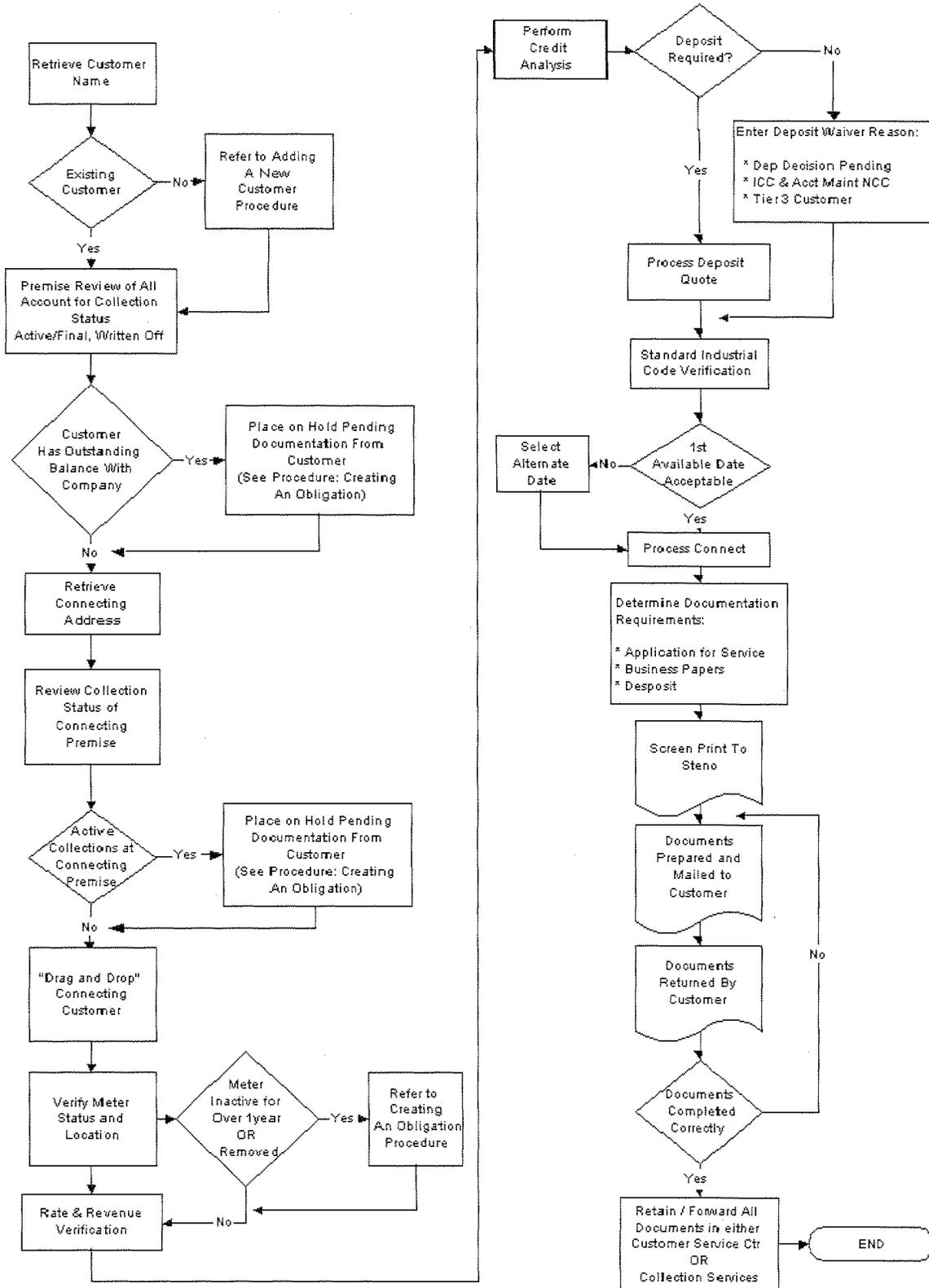
Rep: Hello, I would like to speak to (Applicant)

Rep: My name is (Rep Name) and I am calling from National Grid regarding your connect order. After receiving the required documentation we have verified the information and unfortunately there is a discrepancy. We have discovered that you previously resided at the premise and according to Rhode Island law can be denied service as a result. If you can provide documentation verifying your prior residence, we may be able to waive this requirement. Otherwise, you will be denied service until payment of the debt is received.

Our Credit Department (1-888-211-1313) can assist you with a payment arrangement.

Rep: Thank you for your time.

**Issuing a Connect (C and I) - CSC0044
Process Flow**



Division 6-11-GAS

Request:

Please provide a detailed overview and explanation of the Gas Company's current active account collection process and delinquent account management, including the following:

- a) Residential vs. non-residential account process
- b) Scoring and segmentation of accounts
- c) Account prioritization
- d) Timing of collection reminders and notices
- e) Outbound calling campaigns
- f) Disconnection for non-payment
- g) Field collections and payments
- h) Restoration of service, including fees
- i) Payment extensions and arrangements
- j) Security deposits

Response:

Please see the Company's response to Division 5-11-ELEC.

For disconnection for non-payment, please also refer to the Company's response to Division 6-7-GAS, which outlines the process by which accounts are sent to the field for disconnection for non-payment.

Division 6-12-GAS

Request:

Please provide a detailed explanation of all the changes made to the Gas Company's accounts receivable management processes and strategies since January 1, 2009. Please identify new processes and strategies and the date of deployment.

Response:

As described in Company Witness Evelyn M. Kaye's Direct Testimony on Pages 11-18, the Company utilizes a full suite of accounts receivable management activities and strategies to determine the appropriate overall strategy for each customer risk group to mitigate uncollectible accounts expense. The Company first deployed the following activities and strategies since January 1, 2009 for Narragansett Gas:

Portfolio Management Package

In January 2012, Narragansett Gas accounts were converted into the Company's Customer Service System ("CSS"). At that time, Narragansett Gas customers began to participate in the Portfolio Management Package ("PMP"), an enhanced behavioral scoring model originally implemented for all New England electric distribution companies, including Narragansett Electric in June 2008. Each month, the Company passes a file to the credit bureau Experian containing pertinent customer data, such as payment history, the number of worthless checks presented, the number of termination notices accumulated, and the age of arrears for all accounts billed a specified number of days prior. Upon completion of an analysis based solely upon the Company's data, Experian assigns every account to one of five risk groups classified as groups "A" through "E". A file containing the risk group assignments is returned to the Company in time for the credit review that will determine if an account is to begin collection treatment.

Risk group assignments can be viewed in terms of the customer's likelihood to pay, with groups "A" and "B" considered "good payers" for residential, although only the "A" classification signals a "good payer" for non-residential. Groups "C", "D" and "E" are considered "poor payers" for residential accounts; groups "B" through "E" are considered "poor paying" non-residential customers. Collection treatment is tailored accordingly. For example, the "A"-risk category ranges from *no action* for the lowest balances up through *automated* collection calls and ending with *live-agent* calls. A typical "B"-rated customer begins at the lower balances with automated calls and proceeds to termination notices for the medium and higher grade balances. The "C"-rated customer starts off with a live-agent contact for the lowest balances, followed by termination notices for low and medium balances, and proceeds to account termination for the highest balances in that grade. The "D" and "E" grades both start with live-agent calls also, but proceed directly to account termination for low through high balance grades.

Division 6-12-GAS, page 2

In addition to the risk group assignments, Experian provides the Company with three other pieces of data that influence an account's collection treatment: a "champion/challenger" designation, a level of delinquency grade and a balance grade. That way, the risk groups are linked with the age and amount of an account's arrears in order to determine the most cost-effective treatment strategy.

The "champion" model is the preferred collection approach for a given risk group. To test if it is the most effective approach, a portion of the accounts in the group are selected and a second approach is implemented. The second approach is known as the "challenger" strategy. A quarterly review is held to determine which strategy performs better, with the "better" performing strategy becoming the "champion" on a going-forward basis. As this model is applied to each risk/arrears age/arrears balance segment, the harvested data is instrumental in ensuring the Company treats all its collection customers accordingly.

PMP allows the Company to be flexible in how it responds to different customer situations. The yield from this model is used directly in determining the appropriate collection treatment. A main goal of the process is to identify lower risk customers who will remove themselves from the collections process with little to no intervention. This identification will allow the Company to correctly segregate the "first time late paying customer" from a "habitual late payer" or those with small balance accounts versus customers with larger balances owed.

Furthermore, PMP allows the Company to employ the most cost-effective steps and follow-up actions. The process is able to identify segments of the population that would benefit from communication about assistance programs available, while also distinguishing those who may be newly unemployed or unfamiliar with such programs.

Since the implementation of PMP, the Company has made use of Experian's suite of analytics and the recommendations of its experienced analysts to make minor changes to the original model.

Account Initiation

In August 2009, the Company implemented enhanced Account Initiation procedures for Narragansett Gas customers. These procedures included positive identification for every applicant and customer requesting new service. These enhancements also served to maximize the efficiency of the account initiation process and to mitigate bad debt.

Because of the sensitivity related to an applicant providing a social security number ("SSN") over the phone (even concerning new service connects), account initiation changes were made

Division 6-12-GAS, page 3

that simplified the process of phone verification. This was an improvement over requiring the customer to send in two forms of identification. Using the customer's date of birth, legal address and/or driver's license, representatives can perform customer verification without requiring a SSN. For more detail regarding the Account Initiation initiative, please see the Company's response to Division 6-10-GAS.

Multiple Dwelling Posting Process

In July 2009, the Company also implemented the multiple dwelling posting process. In many cases when a field collector is at a premises of multiple dwelling units to terminate service for non-payment, the field collector cannot gain access. The field collector first attempts to contact the landlord for access. If this attempt is unsuccessful and there is a street valve installed, the Company can post the building with a letter and, if the customer does not respond after 15 days of posting the building, subsequently terminate service.

If a tenant or landlord contacts the Company and would like to provide access, the Company issues a shut-off order and schedules the field work order. In the event the owner or tenants do not respond to the Company's request for access, the Company issues a shut-off order to the field and terminates the service of the entire location at the street valve. If a customer who is not in arrears calls the Company to be reconnected, service is restored to that customer when access is granted, and then all remaining meters are turned off.

Increased Review and Support for Accounts Coded as Elderly or Handicapped

In November 2010, the Company increased review and support for accounts coded as elderly or handicapped with outstanding arrears. The Commission authorized an elderly and handicapped petition process that had previously been conducted during non-moratorium months only. The process consists of a pre-petition letter and affidavit issued to an elderly or handicapped customer with large arrears. These notifications advise the customer to establish a payment agreement in order to avoid service termination. Finally, a petition for termination approval must be filed with the Division before terminating a customer's service. In November 2010, the Company, with Division approval, continued the petition process throughout the winter moratorium, yet held service terminations until after the winter moratorium. This process enables the Company to influence continued customer and LIHEAP payments during the winter and remain in contact with elderly and handicapped customers throughout the course of each year, while remaining in compliance with the Rhode Island winter moratorium rules. Please also see Company Witness Kaye's Direct Testimony, Pages 14-15.

Division 6-12-GAS, page 4

Lockbox Program

In 2011, the Company began the Lockbox Program, which is described in Company Witness Kaye's Direct Testimony on Page 15 beginning at Line 14.

Outbound Calling

As stated on Page 17 of Company Witness Kaye's Direct Testimony, the Company employs an outbound calling strategy as part of its account management practice. In January 2010, the Company transitioned collection calls to a new vendor. Scripting changes were made without variations to strategy. Call campaigns were made according to the Advantage billing system credit matrix. During January 2012, the Company retired the Advantage billing system and moved to the Customer Service System ("CSS") billing system that has been utilized for Narragansett Electric customers. Along with this change was a further shift in vendors to the vendor that serves the Narragansett Electric customers. Calling campaigns were set in place to mirror the electric campaigns driven by the CSS credit matrix.

During February 2012, the Company implemented a strategy of manually generated call files called as live agent campaigns. These campaigns include:

- Nonsufficient Funds ("NSF") Campaign: Contacts customers who have had a returned check posted to their account the previous week and have not replaced the payment. Calls are only made to customers who have had more than one returned check over the life of their account.
- Promise to Pay ("PTP") Campaign: Calls are made to customers who have previously made promises to make payment but have not followed through on that commitment.
- Targeted Arrears Campaign: Contacts customers who have an arrears balance greater than or equal to \$1,000 but less than or equal to \$4,000 and have made at least three customer payments over the last 12 months.

In May 2012, the Company added an additional campaign:

- Defaulting Budget Campaign: Calls are made to customers whose next collection action is the default of their budget billing plan.

Division 6-14-GAS

Request:

Please provide the Gas Company's monthly deferred payment arrangement data in the format shown in Attachment 6-14G (note: please include an electronic version with the response).

Response:

Please see Attachment DIV 6-14-GAS and the accompanying footnotes.

Because of data constraints in the Advantage system, the Company is unable to break down the data by residential protected and non-protected in the strict sense. The data shown on Page 1 of the attachment is the low income customers on deferred payment agreements indicated by the rate codes that came into effect in early 2009.

Narragansett Gas Deferred Payment Agreements

Low Income								
PERIOD	# of Active Agreements on Hand at Beg of Month	Number of New Active Agreements	\$ Amount of New Agreements	Paid in Full #	Paid in Full Amount	Default Number	Default Amount	Default Rate
200902	0	84	78603.18	1	888.05	17	13136.53	
200903	66	218	250390.44	4	2650.2	46	55828.86	0.6969697
200904	234	966	769425.9	19	10613.29	142	135963.45	0.60683761
200905	1040	528	428149.31	354	154790.97	204	191552.25	0.19615385
200906	1017	355	280344.38	272	160719.29	268	170144.05	0.26352016
200907	827	311	228866.15	33	20758.96	336	219355.8	0.40628779
200908	766	276	179502.24	154	69078.23	222	142394.1	0.28981723
200909	666	184	130942.35	40	16780.78	244	174687.17	0.36636637
200910	566	148	120305.22	37	13210.36	251	161650.69	0.4434629
200911	426	73	40402.99	20	7108.89	161	92247.03	0.37793427
200912	318	72	46244.85	12	4295.84	176	95909.44	0.55345912
201001	202	56	53713.18	10	4578.98	117	62379.55	0.57920792
201002	131	70	60755.1	9	4051.39	91	59297.4	0.69465649
201003	101	191	179035.04	21	14244.12	68	56212.3	0.67326733
201004	203	529	396939.96	174	87598.42	114	91682.59	0.56157635
201005	444	378	273842.91	46	23431.55	118	81630.91	0.26576577
201006	658	364	254457.07	24	11955.14	254	159978.18	0.38601824
201007	745	274	180022.42	17	7245.71	288	209214.7	0.38657718
201008	713	183	105587.36	20	6790.65	222	153259.16	0.31136045
201009	654	163	89263.48	16	5777.08	269	153418.72	0.41131498
201010	532	158	78365.28	23	7915.44	191	100120.56	0.35902256
201011	476	56	20857.02	16	6871.18	152	72036.17	0.31932773
201012	365	37	19538.51	3	471.14	200	77687.46	0.54794521
201101	198	42	27908.09	8	1840.95	112	38306.25	0.56565657
201102	120	78	55773.31	11	6127.35	56	23466.69	0.46666667
201103	132	262	205915.64	17	8145.09	57	38715.41	0.43181818
201104	319	790	533581.94	131	65866.83	118	75690.6	0.36990596
201105	860	653	405696.47	356	202270.58	161	107408.07	0.1872093
201106	998	410	263127.12	74	28884.03	312	181325.2	0.31262525
201107	1022	296	193441.6	52	22819.89	327	202819.92	0.31996086
201108	939	171	113737.87	30	11210.13	262	147292.61	0.27902023
201109	819	110	57861.96	42	16361.89	263	154763.97	0.32112332
201110	622	110	69667.16	40	18225.17	153	79779.08	0.24598071
201111	539	30	15326.16	29	15289.76	174	80397.23	0.32282004
201112	366	37	26801.97	19	7220.9	177	72623.46	0.48360656

Narragansett Gas Deferred Payment Agreements

Residential								
PERIOD	# of Active Agreements on Hand at Beg of Month	Number of New Active Agreements	\$ Amount of New Agreements	Paid in Full #	Paid in Full Amount	Default Number	Default Amount	Default Rate
200701	1715	991	551933.94	301	152540.57	777	280635.58	0.45306122
200702	1628	856	603568.08	185	103654.62	655	281370.28	0.40233415
200703	1644	1958	1613616.25	228	189229.7	788	391987.01	0.47931873
200704	2586	5757	3618394.31	723	456332.48	1141	684666.18	0.44122196
200705	6479	4982	2706217.27	1478	707988.95	1857	1110561.5	0.28661831
200706	8126	2463	1298127.26	1072	457296.24	3009	1466598	0.37029289
200707	6508	1725	857598.13	628	263859.68	2096	936197.02	0.32206515
200708	5510	1490	691565.01	515	226549.78	1909	781500.31	0.34646098
200709	4576	1128	511448.9	467	188896.02	1472	551159.35	0.32167832
200710	3768	1250	523283.61	628	290940.74	1356	479099.6	0.35987261
200711	3033	645	297785.79	525	242147.21	1136	405272.46	0.37454665
200712	2014	441	212700.88	201	81245.88	921	305569.05	0.45729891
200801	1334	665	427404.21	109	53343.3	794	281356.86	0.5952024
200802	1095	944	717892.49	159	108719.54	515	261386.31	0.47031963
200803	1366	1555	1292274.76	237	178439.65	594	363708.83	0.43484627
200804	2090	4902	3212225.15	551	315742.15	1014	707822.89	0.48516746
200805	5428	4179	2361918.36	1213	516350.29	1504	966542.62	0.2770818
200806	6889	2338	1341633.76	948	360939.15	2405	1329026.99	0.34910727
200807	5875	1682	877430.03	600	220216.95	2195	1051779.33	0.37361702
200808	4760	1265	697500.68	409	151061.7	1717	823174.45	0.36071429
200809	3899	1307	611490.41	446	176287.78	1381	610846.31	0.35419338
200810	3380	1868	1480662.61	566	213440.35	1283	622106.96	0.3795858
200811	3401	805	504675.88	424	181813.89	1329	739292.26	0.39076742
200812	2450	672	430134.26	207	89879.35	1275	649069.8	0.52040816
200901	1640	885	609064.05	132	67955.65	901	483187.54	0.54939024
200902	1493	998	783073.76	167	105508.01	709	496943.75	0.47488279 (1)
200903	1614	1983	1640818.29	230	183753.46	803	499615.55	0.49752169
200904	2565	4466	2910123.86	509	294027.85	1066	709829.01	0.41559454
200905	5458	3557	2122935.92	906	379105.44	1513	1004246.04	0.27720777
200906	6623	2529	1583384.44	830	338034.65	2047	1177834.11	0.30907444
200907	6263	1866	1175171.32	476	170133.92	2423	1275389.84	0.3868753
200908	5212	1853	970300.71	517	192302.58	1574	843239.08	0.3019954
200909	4974	1654	855232.64	543	200619.74	1664	817224.19	0.33453961
200910	4421	1280	580681.48	607	258252.35	1539	679779	0.34811129
200911	3558	699	319143.28	556	228819.43	1210	483180.88	0.3400787
200912	2489	650	374088.57	269	133005.87	1325	507778.44	0.53234231
201001	1544	501	339184.75	177	84188.34	726	292835.17	0.47020725
201002	1144	574	437539.48	147	81748.66	597	312769.69	0.52185315
201003	975	1469	1180661.08	167	107937.52	484	281871.96	0.49641026
201004	1792	3019	1827139.4	266	142355.92	644	401811.86	0.359375
201005	3919	2364	1373866.44	415	169136.75	912	591509.91	0.23271243
201006	4936	1384	772201.55	308	144524.88	1535	885031.46	0.31098055
201007	4479	1048	536037.62	249	92445.63	1609	808388.42	0.35923197
201008	3669	827	395959.94	235	105543.22	1054	454972.96	0.28727174
201009	3208	751	317547.34	253	114179.9	1062	422234.23	0.33104738
201010	2646	707	268733.57	341	166565.09	842	291826.29	0.31821618
201011	2167	505	204010.57	379	166298.79	677	222893.69	0.31241347
201012	1618	403	177143.26	148	50955.4	759	245459.96	0.46909765
201101	1113	544	289920.97	108	46845.76	504	164924.47	0.45283019
201102	1045	704	459619.66	147	67852.81	388	144412.81	0.37129187
201103	1213	1412	1020593.72	163	106201.1	593	289152.34	0.48887057
201104	1868	2904	1700753.86	244	129312.73	755	450058.8	0.40417559
201105	3776	2529	1371110.27	505	222620.39	972	573823.31	0.25741525
201106	4829	1427	673650.8	409	158446.56	1685	871215.46	0.34893353
201107	4161	1135	819449.12	283	107453.67	1588	901434.19	0.38163903
201108	3421	718	325869.92	319	123181.69	1183	485899.84	0.34580532
201109	2637	708	279967.95	240	112450.87	984	436308.42	0.37315131
201110	2123	653	235688.84	279	113703.67	681	232165.4	0.32077249
201111	1819	420	156772.21	280	117802.66	686	210741.39	0.37713029
201112	1272	406	227243.57	124	51771.26	633	204887.26	0.49764151

Narragansett Gas Deferred Payment Agreements

Non-Residential								
PERIOD	# of Active Agreements on Hand at Beg of Month	Number of New Active Agreements	\$ Amount of New Agreements	Paid in Full #	Paid in Full Amount	Default Number	Default Amount	Default Rate
200701	59	74	358066.7	49	79551.93	39	180530.37	0.66101695
200702	45	52	256838.63	32	101794.3	20	87719.46	0.44444444
200703	45	79	213194.84	34	77731.18	21	63271.42	0.46666667
200704	69	117	745575.06	73	310390.03	20	254237.88	0.28985507
200705	93	100	237822.84	78	248197.67	42	113765.08	0.4516129
200706	73	75	157518.99	44	42810.25	36	78750.9	0.49315068
200707	68	50	150714.78	28	55725.25	21	64623.95	0.30882353
200708	69	23	212283.82	11	38758.57	18	14896	0.26086957
200709	63	12	10339.36	18	77102.14	34	17541.1	0.53968254
200710	23	32	111417.07	17	34650.12	10	6051.37	0.43478261
200711	29	31	36365.8	12	15858.29	10	7228.99	0.34482759
200712	37	18	136935.63	16	21337.94	12	13261.05	0.32432432
200801	27	62	309299.71	21	40148.87	25	267319.1	0.92592593
200802	43	66	303851.4	31	75034.55	18	214819.43	0.41860465
200803	60	98	446760.68	36	101373.77	19	14217.99	0.31666667
200804	103	118	434733.68	87	268529	38	293189.21	0.36893204
200805	98	115	405051.54	59	118006.78	55	107905.11	0.56122449
200806	97	60	342204.98	50	62217.4	41	172117.79	0.42268041
200807	66	64	176553.58	31	54232.66	31	380713.52	0.46969697
200808	68	37	85662.67	29	108485.5	22	31328.69	0.32352941
200809	54	39	85673.66	35	35663.04	17	57639.87	0.31481481
200810	41	35	102452.16	14	62655.31	23	39540.88	0.56097561
200811	39	31	58261.08	19	20144.95	27	19481.7	0.69230769
200812	24	37	92451.75	12	12884.8	19	17946.76	0.79166667
200901	30	60	167749.7	16	52521.87	19	46181.16	0.63333333
200902	55	60	295349.54	37	76357.49	23	154678.74	0.41818182
200903	55	104	508862.94	45	118678.31	27	59703.87	0.49090909
200904	87	109	836419.84	55	189892.92	37	260569.41	0.42528736
200905	105	77	775807.99	49	140813.07	39	1005314.93	0.37142857
200906	93	98	565589.46	38	84205.93	53	199091.4	0.56989247
200907	102	70	268061.22	31	72903.64	39	96407.21	0.38235294
200908	100	71	426420.85	34	139836.04	27	179090.98	0.27
200909	110	52	112646.86	33	64293.64	36	62397.24	0.32727273
200910	93	56	271474.24	42	67369.36	34	269734.5	0.3655914
200911	73	76	119745.92	27	30495.6	33	142220.02	0.45205479
200912	89	48	180749.66	24	46334.92	43	79316.47	0.48314607
201001	70	38	303370	16	100476.32	26	197922.58	0.37142857
201002	66	49	561367.31	18	45808.47	36	578279.89	0.54545455
201003	61	71	208892.73	28	98719.3	24	75969.33	0.39344262
201004	80	78	218690.26	32	84722.62	23	26254.11	0.2875
201005	103	62	511170.24	36	102003.33	29	298552.05	0.2815534
201006	101	53	477700.61	35	117623.09	31	102478.16	0.30693069
201007	87	34	69540.92	19	102251.29	31	228877.76	0.35632184
201008	71	25	69511.63	18	36229.17	21	36620.77	0.29577465
201009	57	32	130101.04	10	30122.01	18	35893.27	0.31578947
201010	62	37	277237.02	17	55399.72	15	9638.44	0.24193548
201011	66	26	232041.5	19	34042.81	14	31762.24	0.21212121
201012	59	33	36893.32	10	81185.25	26	248464.8	0.44067797
201101	58	33	290561.79	31	183730.27	15	89044.33	0.25862069
201102	43	38	126319.89	19	77804.53	7	42592.85	0.1627907
201103	55	59	267481.63	36	142739.38	19	90593.96	0.34545455
201104	59	59	216782.16	31	89587.63	21	137169.71	0.3559322
201105	67	54	199094.23	33	86983.75	24	37823.05	0.35820896
201106	63	33	59306.95	33	86199.63	22	60350.11	0.34920635
201107	44	32	86130.26	19	69730.72	12	24335.4	0.27272727
201108	42	37	108861.39	29	70631.86	9	12957.27	0.21428571
201109	42	21	226059.59	10	33395.49	20	86860.82	0.47619048
201110	32	26	157384.17	13	30943.97	11	42023.3	0.34375
201111	34	18	655719.11	17	86453.64	6	6174.77	0.17647059
201112	29	16	22119.83	10	68410.45	8	646701.87	0.27586207

(1) The low income rate codes came into effect in Feb. '09. Prior to this date these DPA's are imbedded within the residential section. After this date the residential section shows residential standard DPA's.
(2) The same assumptions used in the development of Attachment DIV 5-14-ELEC, and indicated in the footnotes there, are used here.

Division 6-15-GAS

Request:

Please provide the Gas Company's monthly accounts receivable (arrears) data in the format shown in Attachment 6-15G (note: please include an electronic version with the response).

Response:

Please see Attachment DIV 6-15-1-GAS for the standard residential aged accounts receivable and accounts. The data is available only in the buckets indicated. The Company did not start tracking the unique accounts in the buckets prior to September 2010. Only active accounts receivable were available where indicated.

Please see Attachment DIV 6-15-2-GAS for the aged protected residential accounts receivable. The data is available only by active accounts receivable. Numbers of protected accounts in the aged receivable buckets have not been tracked by the Company.

Please see Attachment DIV 6-15-3-GAS for the aged non-residential accounts receivable and accounts. The Company did not start tracking the unique accounts in the buckets prior to September 2010.

Narragansett Gas Accounts Receivable
Standard Residential
Format: Microsoft Excel 2003

Standard Residential Accounts Receivable Dollar Amounts

A/R Bucket	180 and over /								Notes
	0-29	30-59	60-89	90-119	120-149	150-179	180-359	360 and over	
Jan-07	\$ 23,285,403	\$ 5,901,462	\$ 2,526,711	\$ 1,226,470	\$ 792,536	\$ 401,025	\$ 2,206,554		Active Accounts Only
Feb-07	\$ 35,278,724	\$ 7,560,158	\$ 3,282,888	\$ 1,577,157	\$ 810,865	\$ 540,271	\$ 2,109,664		Active Accounts Only
Mar-07	\$ 31,027,484	\$ 12,192,491	\$ 4,040,573	\$ 1,971,029	\$ 983,233	\$ 561,446	\$ 2,005,267		Active Accounts Only
Apr-07	\$ 23,815,759	\$ 10,731,424	\$ 6,290,538	\$ 2,309,119	\$ 1,206,638	\$ 614,045	\$ 1,883,294		Active Accounts Only
May-07	\$ 14,743,119	\$ 8,652,040	\$ 5,669,524	\$ 3,671,091	\$ 1,345,065	\$ 650,315	\$ 1,658,065		Active Accounts Only
Jun-07	\$ 11,968,439	\$ 5,723,941	\$ 5,168,265	\$ 3,765,131	\$ 2,382,819	\$ 876,080	\$ 1,675,517		Active Accounts Only
Jul-07	\$ 9,698,869	\$ 4,203,556	\$ 3,456,119	\$ 3,500,679	\$ 2,663,737	\$ 1,588,169	\$ 1,985,842		Active Accounts Only
Aug-07	\$ 8,680,673	\$ 3,601,098	\$ 2,580,639	\$ 2,212,373	\$ 2,467,903	\$ 1,909,331	\$ 2,760,606		Active Accounts Only
Sep-07	\$ 9,377,768	\$ 3,054,358	\$ 2,162,044	\$ 1,768,152	\$ 1,612,530	\$ 1,790,755	\$ 3,603,457		Active Accounts Only
Oct-07	\$ 8,303,838	\$ 3,311,888	\$ 2,016,131	\$ 1,863,178	\$ 1,983,556	\$ 1,898,221	\$ 11,484,507		
Nov-07	\$ 14,564,215	\$ 3,140,810	\$ 2,237,056	\$ 1,514,733	\$ 1,462,769	\$ 1,625,998	\$ 11,649,458		
Dec-07	\$ 25,528,431	\$ 5,507,895	\$ 2,335,903	\$ 1,827,231	\$ 1,217,853	\$ 1,296,370	\$ 12,162,195		
Jan-08	\$ 30,863,618	\$ 8,588,473	\$ 3,079,882	\$ 1,631,579	\$ 1,466,963	\$ 981,111	\$ 12,129,585		
Feb-08	\$ 33,976,410	\$ 11,814,427	\$ 5,114,896	\$ 2,160,061	\$ 1,222,064	\$ 1,094,812	\$ 12,071,559		
Mar-08	\$ 29,291,209	\$ 12,907,688	\$ 6,993,529	\$ 3,371,521	\$ 1,464,855	\$ 838,202	\$ 6,045,280		
Apr-08	\$ 21,614,575	\$ 10,305,661	\$ 7,506,511	\$ 4,564,434	\$ 2,354,318	\$ 1,045,612	\$ 5,781,209		
May-08	\$ 16,051,247	\$ 9,302,465	\$ 7,022,406	\$ 5,351,884	\$ 3,695,888	\$ 1,962,993	\$ 6,214,203		
Jun-08	\$ 12,460,619	\$ 6,838,832	\$ 6,378,099	\$ 5,564,360	\$ 4,405,219	\$ 3,200,269	\$ 7,585,317		
Jul-08	\$ 9,222,878	\$ 5,472,285	\$ 4,627,361	\$ 5,128,473	\$ 4,624,435	\$ 3,687,713	\$ 9,411,608		
Aug-08	\$ 10,198,382	\$ 3,913,116	\$ 4,108,618	\$ 3,992,845	\$ 4,285,626	\$ 4,197,979	\$ 12,503,476		
Sep-08	\$ 9,180,792	\$ 3,607,721	\$ 2,559,468	\$ 3,241,474	\$ 3,304,335	\$ 3,453,191	\$ 14,378,778		
Oct-08	\$ 9,583,322	\$ 3,412,740	\$ 2,338,493	\$ 1,879,421	\$ 2,629,156	\$ 2,895,776	\$ 15,206,231		
Nov-08	\$ 17,623,282	\$ 3,703,049	\$ 2,361,543	\$ 1,824,730	\$ 1,601,312	\$ 2,316,746	\$ 16,600,761		
Dec-08	\$ 25,505,157	\$ 6,467,012	\$ 2,412,987	\$ 1,967,567	\$ 1,662,976	\$ 1,448,615	\$ 15,488,801		
Jan-09	\$ 37,170,333	\$ 9,298,718	\$ 4,440,644	\$ 1,842,018	\$ 1,699,990	\$ 1,344,996	\$ 13,411,924		
Feb-09	\$ 40,883,258	\$ 13,720,263	\$ 5,974,447	\$ 2,792,510	\$ 1,465,423	\$ 1,162,881	\$ 11,953,635		
Mar-09	\$ 29,356,313	\$ 15,244,307	\$ 8,761,003	\$ 4,006,371	\$ 2,182,119	\$ 1,137,142	\$ 12,023,332		
Apr-09	\$ 25,141,884	\$ 11,907,804	\$ 9,811,275	\$ 6,283,059	\$ 3,089,971	\$ 1,726,562	\$ 12,150,210		
May-09	\$ 16,435,514	\$ 10,371,402	\$ 7,650,457	\$ 6,955,886	\$ 4,589,979	\$ 2,185,142	\$ 12,007,332		
Jun-09	\$ 11,392,520	\$ 6,492,428	\$ 6,836,869	\$ 5,513,364	\$ 5,131,360	\$ 3,407,843	\$ 12,303,341		
Jul-09	\$ 10,598,907	\$ 5,220,006	\$ 4,890,693	\$ 5,067,893	\$ 4,318,973	\$ 4,167,773	\$ 13,890,269		
Aug-09	\$ 9,469,468	\$ 4,151,912	\$ 3,492,615	\$ 3,625,115	\$ 3,606,117	\$ 3,350,896	\$ 15,687,856		
Sep-09	\$ 8,977,509	\$ 3,717,113	\$ 2,798,100	\$ 2,535,905	\$ 2,795,130	\$ 2,789,714	\$ 14,596,865		
Oct-09	\$ 10,530,527	\$ 3,486,897	\$ 2,661,598	\$ 1,914,028	\$ 1,672,417	\$ 1,937,543	\$ 11,417,293		
Nov-09	\$ 14,692,865	\$ 3,797,515	\$ 2,388,429	\$ 1,964,338	\$ 1,485,027	\$ 1,322,596	\$ 11,302,570		
Dec-09	\$ 22,042,301	\$ 6,253,762	\$ 2,687,916	\$ 1,842,293	\$ 1,497,199	\$ 1,254,064	\$ 10,486,425		
Jan-10	\$ 40,178,766	\$ 8,045,431	\$ 4,098,032	\$ 2,292,155	\$ 1,430,788	\$ 1,262,224	\$ 10,152,133		
Feb-10	\$ 36,924,870	\$ 15,920,329	\$ 5,648,271	\$ 2,860,211	\$ 1,647,793	\$ 1,207,016	\$ 9,670,637		
Mar-10	\$ 27,372,380	\$ 13,091,678	\$ 9,110,725	\$ 3,372,216	\$ 2,022,416	\$ 1,124,667	\$ 8,530,564		
Apr-10	\$ 18,283,788	\$ 10,116,054	\$ 7,909,890	\$ 6,180,781	\$ 2,381,733	\$ 1,464,077	\$ 8,028,502		
May-10	\$ 14,294,191	\$ 7,119,534	\$ 7,455,749	\$ 5,837,951	\$ 4,851,405	\$ 1,880,212	\$ 8,206,275		
Jun-10	\$ 10,177,364	\$ 5,264,252	\$ 4,704,848	\$ 5,321,346	\$ 4,289,133	\$ 3,669,866	\$ 7,978,571		
Jul-10	\$ 9,894,999	\$ 3,939,306	\$ 3,905,532	\$ 3,653,070	\$ 4,056,934	\$ 3,610,087	\$ 6,480,138	\$ 4,200,206	
Aug-10	\$ 8,090,652	\$ 3,502,078	\$ 2,764,908	\$ 2,653,962	\$ 2,824,316	\$ 2,895,446	\$ 7,208,742	\$ 3,485,262	
Sep-10	\$ 8,492,983	\$ 3,105,267	\$ 2,396,498	\$ 2,005,395	\$ 2,004,216	\$ 2,082,161	\$ 7,605,367	\$ 3,276,250	
Oct-10	\$ 9,075,455	\$ 3,188,752	\$ 2,172,512	\$ 1,693,154	\$ 1,428,646	\$ 1,509,019	\$ 7,234,840	\$ 3,191,443	
Nov-10	\$ 13,299,242	\$ 2,982,758	\$ 2,005,957	\$ 1,553,852	\$ 1,287,598	\$ 1,083,102	\$ 6,691,243	\$ 3,269,340	
Dec-10	\$ 23,444,268	\$ 5,397,643	\$ 2,266,758	\$ 1,493,354	\$ 1,173,263	\$ 1,072,058	\$ 5,938,955	\$ 3,502,352	
Jan-11	\$ 32,711,360	\$ 8,048,115	\$ 3,486,906	\$ 1,817,016	\$ 1,232,562	\$ 1,057,814	\$ 5,258,029	\$ 4,494,946	
Feb-11	\$ 34,204,518	\$ 12,759,326	\$ 5,416,877	\$ 2,392,958	\$ 1,251,145	\$ 1,032,265	\$ 4,621,404	\$ 4,916,919	
Mar-11	\$ 28,694,241	\$ 12,628,266	\$ 7,634,129	\$ 3,634,513	\$ 1,857,825	\$ 1,090,036	\$ 4,065,642	\$ 5,450,100	
Apr-11	\$ 22,845,150	\$ 11,091,609	\$ 8,128,500	\$ 5,397,113	\$ 2,660,092	\$ 1,415,486	\$ 3,675,749	\$ 5,491,412	
May-11	\$ 13,355,221	\$ 8,004,521	\$ 7,458,085	\$ 5,470,395	\$ 3,803,843	\$ 1,899,723	\$ 3,483,502	\$ 5,241,750	
Jun-11	\$ 11,267,581	\$ 5,239,971	\$ 5,517,964	\$ 5,606,583	\$ 4,298,060	\$ 3,009,269	\$ 4,082,261	\$ 4,939,735	
Jul-11	\$ 9,301,635	\$ 5,223,318	\$ 3,420,166	\$ 4,560,305	\$ 4,261,360	\$ 3,516,963	\$ 5,795,817	\$ 4,832,272	
Aug-11	\$ 8,339,882	\$ 3,543,356	\$ 3,433,647	\$ 2,688,359	\$ 3,653,983	\$ 3,376,761	\$ 7,357,029	\$ 4,596,624	
Sep-11	\$ 8,491,250	\$ 3,222,143	\$ 2,448,185	\$ 2,584,057	\$ 2,058,017	\$ 2,770,399	\$ 8,175,832	\$ 4,321,612	
Oct-11	\$ 8,092,177	\$ 2,994,747	\$ 2,174,021	\$ 1,949,054	\$ 1,932,477	\$ 1,542,504	\$ 8,619,252	\$ 4,312,782	
Nov-11	\$ 13,360,963	\$ 2,876,539	\$ 2,141,563	\$ 1,685,004	\$ 1,595,471	\$ 1,558,083	\$ 8,386,158	\$ 4,346,993	
Dec-11	\$ 17,599,882	\$ 4,666,784	\$ 2,184,751	\$ 1,710,070	\$ 1,408,062	\$ 1,384,943	\$ 8,176,682	\$ 4,651,029	

Narragansett Gas Accounts Receivable
Standard Residential
Format: Microsoft Excel 2003

Standard Residential Accounts Receivable Number of Unique Accounts

A/R Bucket	180 and over /								Notes
	0-29	30-59	60-89	90-119	120-149	150-179	180-359	360 and over	
Jan-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Feb-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mar-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Apr-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
May-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jun-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jul-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Aug-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Sep-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Oct-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Nov-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Dec-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jan-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Feb-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mar-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Apr-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
May-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jun-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jul-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Aug-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Sep-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Oct-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Nov-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Dec-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jan-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Feb-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mar-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Apr-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
May-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jun-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jul-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Aug-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Sep-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Oct-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Nov-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Dec-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jan-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Feb-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mar-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Apr-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
May-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jun-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jul-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Aug-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Sep-10	101,356	18,580	8,461	5,675	4,828	4,114	11,800	7,321	
Oct-10	100,468	21,864	9,352	5,311	3,721	3,687	11,483	7,207	
Nov-10	99,613	18,616	9,372	5,591	3,657	2,737	11,201	7,245	
Dec-10	104,402	25,266	9,998	5,881	3,865	3,048	10,556	7,275	
Jan-11	106,433	24,263	11,620	6,421	4,078	3,125	10,345	8,142	
Feb-11	105,831	28,715	13,261	6,731	3,798	3,057	9,320	8,438	
Mar-11	101,599	24,774	14,227	7,575	4,437	2,760	8,287	8,985	
Apr-11	103,461	22,922	13,665	8,852	4,914	2,987	7,509	8,985	
May-11	99,717	20,975	13,391	8,510	5,670	3,143	6,844	8,739	
Jun-11	101,015	18,917	10,830	9,272	6,368	4,188	7,309	8,437	
Jul-11	102,328	22,056	9,272	8,404	6,958	5,057	8,880	8,453	
Aug-11	96,297	17,284	9,584	6,429	6,627	5,311	10,558	8,279	
Sep-11	99,734	18,391	8,064	6,234	4,747	5,094	11,787	8,134	
Oct-11	97,205	17,835	8,640	5,507	4,309	3,448	12,641	8,169	
Nov-11	100,009	18,751	8,201	5,446	4,036	3,358	12,686	8,284	
Dec-11	104,509	21,492	9,852	5,299	4,045	3,250	12,555	8,688	

Narragansett Gas Accounts Receivable
Standard Residential Protected
Format: Microsoft Excel 2003

Protected Residential Accounts Receivable Dollar Amounts

A/R Bucket	180 and over /								Notes
	0-29	30-59	60-89	90-119	120-149	150-179	180-359	360 and over	
Jan-07	\$ 2,230,054	\$ 782,315	\$ 303,190	\$ 190,431	\$ 135,998	\$ 68,854	\$ 590,821		Active Accounts Only
Feb-07	\$ 2,979,258	\$ 1,119,185	\$ 397,443	\$ 205,966	\$ 136,288	\$ 101,697	\$ 551,230		Active Accounts Only
Mar-07	\$ 3,597,713	\$ 1,996,303	\$ 789,587	\$ 449,333	\$ 201,282	\$ 142,930	\$ 606,799		Active Accounts Only
Apr-07	\$ 3,239,905	\$ 1,794,283	\$ 1,233,552	\$ 521,793	\$ 298,877	\$ 127,417	\$ 533,692		Active Accounts Only
May-07	\$ 2,154,983	\$ 970,734	\$ 470,477	\$ 342,120	\$ 168,900	\$ 94,111	\$ 328,905		Active Accounts Only
Jun-07	\$ 2,054,500	\$ 788,310	\$ 436,390	\$ 324,515	\$ 250,940	\$ 117,470	\$ 311,507		Active Accounts Only
Jul-07	\$ 1,885,865	\$ 767,782	\$ 343,232	\$ 290,793	\$ 244,394	\$ 183,727	\$ 358,713		Active Accounts Only
Aug-07	\$ 1,684,144	\$ 645,426	\$ 259,696	\$ 166,530	\$ 167,119	\$ 142,574	\$ 378,456		Active Accounts Only
Sep-07	\$ 1,541,868	\$ 535,626	\$ 215,596	\$ 157,293	\$ 132,263	\$ 148,051	\$ 480,419		Active Accounts Only
Oct-07	\$ 1,367,375	\$ 465,113	\$ 150,383	\$ 141,182	\$ 142,809	\$ 126,123	\$ 752,139		Active Accounts Only
Nov-07	\$ 2,031,401	\$ 555,026	\$ 179,989	\$ 127,954	\$ 125,994	\$ 129,512	\$ 813,675		Active Accounts Only
Dec-07	\$ 3,070,094	\$ 1,165,286	\$ 454,148	\$ 213,341	\$ 141,760	\$ 157,160	\$ 1,043,256		Active Accounts Only
Jan-08	\$ 2,961,590	\$ 1,382,670	\$ 486,607	\$ 255,641	\$ 195,373	\$ 126,586	\$ 1,092,323		Active Accounts Only
Feb-08	\$ 3,434,616	\$ 1,715,838	\$ 845,951	\$ 380,012	\$ 213,753	\$ 168,726	\$ 1,028,928		Active Accounts Only
Mar-08	\$ 3,915,004	\$ 2,332,039	\$ 1,401,732	\$ 776,636	\$ 334,523	\$ 200,324	\$ 1,210,839		Active Accounts Only
Apr-08	\$ 3,846,843	\$ 2,381,984	\$ 1,685,818	\$ 1,108,726	\$ 630,492	\$ 267,677	\$ 1,201,418		Active Accounts Only
May-08	\$ 3,564,804	\$ 2,177,683	\$ 1,577,585	\$ 1,244,405	\$ 931,162	\$ 539,033	\$ 1,287,615		Active Accounts Only
Jun-08	\$ 3,286,973	\$ 1,885,153	\$ 1,361,109	\$ 1,263,126	\$ 1,035,425	\$ 775,242	\$ 1,513,188		Active Accounts Only
Jul-08	\$ 2,515,777	\$ 1,696,080	\$ 1,002,623	\$ 876,953	\$ 816,809	\$ 648,342	\$ 1,329,074		Active Accounts Only
Aug-08	\$ 2,451,175	\$ 1,330,838	\$ 991,626	\$ 768,829	\$ 647,226	\$ 633,863	\$ 1,513,626		Active Accounts Only
Sep-08	\$ 2,219,432	\$ 1,141,280	\$ 704,276	\$ 718,017	\$ 598,739	\$ 510,413	\$ 1,772,090		Active Accounts Only
Oct-08	\$ 1,847,977	\$ 930,769	\$ 474,733	\$ 363,106	\$ 450,612	\$ 423,051	\$ 1,716,759		Active Accounts Only
Nov-08	\$ 2,378,098	\$ 930,677	\$ 445,441	\$ 348,751	\$ 314,667	\$ 406,581	\$ 1,921,618		Active Accounts Only
Dec-08	\$ 2,902,770	\$ 1,399,833	\$ 533,840	\$ 366,129	\$ 326,063	\$ 278,219	\$ 2,243,352		Active Accounts Only
Jan-09	\$ 3,595,871	\$ 1,606,922	\$ 906,657	\$ 384,314	\$ 338,473	\$ 296,973	\$ 2,432,624		Active Accounts Only
Feb-09	\$ 3,886,854	\$ 2,123,601	\$ 1,117,105	\$ 615,083	\$ 354,839	\$ 288,124	\$ 2,528,725		Active Accounts Only
Mar-09	\$ 4,599,222	\$ 3,480,036	\$ 2,535,272	\$ 1,234,347	\$ 711,057	\$ 365,969	\$ 3,145,888		Active Accounts Only
Apr-09	\$ 4,713,441	\$ 2,766,313	\$ 2,489,384	\$ 2,006,978	\$ 1,020,563	\$ 592,514	\$ 3,172,395		Active Accounts Only
May-09	\$ 4,420,087	\$ 2,638,727	\$ 1,832,595	\$ 1,948,367	\$ 1,623,437	\$ 775,323	\$ 3,092,046		Active Accounts Only
Jun-09	\$ 3,008,027	\$ 2,030,020	\$ 1,672,334	\$ 1,356,271	\$ 1,427,335	\$ 1,131,045	\$ 2,852,943		Active Accounts Only
Jul-09	\$ 2,526,669	\$ 1,471,242	\$ 954,609	\$ 837,237	\$ 785,084	\$ 786,284	\$ 2,139,344		Active Accounts Only
Aug-09	\$ 2,329,395	\$ 1,072,434	\$ 618,596	\$ 562,231	\$ 558,791	\$ 566,062	\$ 2,197,333		Active Accounts Only
Sep-09	\$ 2,185,186	\$ 1,010,584	\$ 467,553	\$ 396,691	\$ 449,296	\$ 455,154	\$ 2,228,046		Active Accounts Only
Oct-09	\$ 1,832,267	\$ 847,992	\$ 381,636	\$ 224,479	\$ 233,954	\$ 248,566	\$ 1,811,102		Active Accounts Only
Nov-09	\$ 2,188,817	\$ 909,145	\$ 412,782	\$ 212,665	\$ 175,910	\$ 183,349	\$ 1,651,489		Active Accounts Only
Dec-09	\$ 2,272,890	\$ 1,184,504	\$ 388,015	\$ 206,587	\$ 180,570	\$ 152,548	\$ 1,666,199		Active Accounts Only
Jan-10	\$ 3,343,814	\$ 1,025,089	\$ 480,086	\$ 282,201	\$ 197,656	\$ 179,834	\$ 1,782,453		Active Accounts Only
Feb-10	\$ 4,645,186	\$ 3,598,901	\$ 1,421,397	\$ 738,317	\$ 455,561	\$ 341,301	\$ 2,641,385		Active Accounts Only
Mar-10	\$ 4,173,349	\$ 2,798,241	\$ 2,581,388	\$ 984,391	\$ 569,619	\$ 341,386	\$ 2,360,843		Active Accounts Only
Apr-10	\$ 3,314,665	\$ 2,008,553	\$ 1,691,566	\$ 1,706,443	\$ 663,446	\$ 362,178	\$ 1,944,740		Active Accounts Only
May-10	\$ 3,074,311	\$ 1,656,475	\$ 1,521,187	\$ 1,405,279	\$ 1,458,951	\$ 551,987	\$ 2,003,519		Active Accounts Only
Jun-10	\$ 2,244,489	\$ 1,060,108	\$ 420,704	\$ 428,297	\$ 406,479	\$ 428,974	\$ 1,207,172		Active Accounts Only
Jul-10	\$ 2,291,603	\$ 934,049	\$ 500,622	\$ 333,646	\$ 408,642	\$ 429,813	\$ 1,097,669	\$ 793,404	Active Accounts Only
Aug-10	\$ 1,944,037	\$ 991,957	\$ 502,360	\$ 416,568	\$ 317,191	\$ 379,965	\$ 1,384,254	\$ 821,412	Active Accounts Only
Sep-10	\$ 1,817,662	\$ 750,764	\$ 343,857	\$ 272,146	\$ 288,012	\$ 268,334	\$ 1,582,714	\$ 834,247	Active Accounts Only
Oct-10	\$ 1,609,693	\$ 769,013	\$ 334,639	\$ 216,250	\$ 219,723	\$ 261,211	\$ 1,499,188	\$ 789,607	Active Accounts Only
Nov-10	\$ 1,886,628	\$ 761,024	\$ 364,669	\$ 212,392	\$ 203,301	\$ 203,688	\$ 1,499,295	\$ 821,205	Active Accounts Only
Dec-10	\$ 2,125,100	\$ 939,001	\$ 350,907	\$ 196,802	\$ 177,440	\$ 199,940	\$ 1,398,152	\$ 887,473	Active Accounts Only
Jan-11	\$ 2,688,683	\$ 1,013,223	\$ 424,015	\$ 241,890	\$ 188,512	\$ 173,711	\$ 1,193,362	\$ 1,152,229	Active Accounts Only
Feb-11	\$ 2,985,019	\$ 1,581,001	\$ 736,121	\$ 330,668	\$ 183,892	\$ 182,791	\$ 1,052,763	\$ 1,302,094	Active Accounts Only
Mar-11	\$ 3,610,823	\$ 2,362,825	\$ 1,576,178	\$ 752,767	\$ 389,892	\$ 248,917	\$ 1,115,429	\$ 1,539,273	Active Accounts Only
Apr-11	\$ 3,653,816	\$ 2,288,752	\$ 1,876,711	\$ 1,352,801	\$ 663,293	\$ 342,022	\$ 1,076,025	\$ 1,560,159	Active Accounts Only
May-11	\$ 3,094,671	\$ 1,954,927	\$ 1,846,619	\$ 1,516,102	\$ 1,123,290	\$ 520,497	\$ 1,017,479	\$ 1,524,969	Active Accounts Only
Jun-11	\$ 2,654,829	\$ 1,008,129	\$ 455,613	\$ 489,685	\$ 434,611	\$ 364,540	\$ 638,084	\$ 1,090,972	Active Accounts Only
Jul-11	\$ 1,965,076	\$ 1,108,025	\$ 281,233	\$ 381,426	\$ 405,596	\$ 406,510	\$ 862,763	\$ 1,081,035	Active Accounts Only
Aug-11	\$ 1,514,842	\$ 576,866	\$ 254,884	\$ 199,215	\$ 283,162	\$ 290,263	\$ 899,333	\$ 860,078	Active Accounts Only
Sep-11	\$ 1,364,986	\$ 500,802	\$ 166,663	\$ 180,196	\$ 181,744	\$ 253,128	\$ 1,036,887	\$ 869,944	Active Accounts Only
Oct-11	\$ 1,325,937	\$ 496,348	\$ 203,788	\$ 171,156	\$ 168,064	\$ 165,211	\$ 1,197,086	\$ 854,607	Active Accounts Only
Nov-11	\$ 1,615,684	\$ 609,767	\$ 238,060	\$ 144,473	\$ 159,742	\$ 167,509	\$ 1,322,192	\$ 956,150	Active Accounts Only
Dec-11	\$ 1,668,408	\$ 646,824	\$ 217,767	\$ 153,726	\$ 141,049	\$ 160,639	\$ 1,343,871	\$ 1,177,897	Active Accounts Only

Narragansett Gas Accounts Receivable
Non-Residential
Format: Microsoft Excel 2003

Commercial and Industrial Accounts Receivable Dollar Amounts

A/R Bucket	0-29		30-59		60-89		90-119		120-149		150-179		180 and over /		Notes
Jan-07	\$ 12,481,597	\$ 2,474,749	\$ 397,417	\$ 37,256	\$ (14,900)	\$ 26,252	\$ 159,755								Active Accounts Only
Feb-07	\$ 18,928,869	\$ 2,497,456	\$ 595,004	\$ 139,826	\$ 33,656	\$ 10,743	\$ 186,018								Active Accounts Only
Mar-07	\$ 15,736,484	\$ 4,689,257	\$ 964,877	\$ 247,220	\$ 122,944	\$ 33,796	\$ 306,531								Active Accounts Only
Apr-07	\$ 12,086,966	\$ 3,659,044	\$ 1,323,872	\$ 474,518	\$ 158,719	\$ 89,453	\$ 238,752								Active Accounts Only
May-07	\$ 6,558,994	\$ 2,806,461	\$ 1,373,475	\$ 662,456	\$ 268,477	\$ 116,347	\$ 278,772								Active Accounts Only
Jun-07	\$ 4,609,826	\$ 1,137,718	\$ 986,962	\$ 725,961	\$ 387,376	\$ 183,638	\$ 294,597								Active Accounts Only
Jul-07	\$ 4,162,344	\$ 995,157	\$ 639,536	\$ 561,309	\$ 538,233	\$ 278,517	\$ 350,731								Active Accounts Only
Aug-07	\$ 3,962,162	\$ 818,570	\$ 442,526	\$ 377,850	\$ 352,820	\$ 448,264	\$ 509,873								Active Accounts Only
Sep-07	\$ 4,587,107	\$ 668,010	\$ 240,610	\$ 284,903	\$ 224,669	\$ 239,693	\$ 796,277								Active Accounts Only
Oct-07	\$ 3,904,127	\$ 1,586,145	\$ 231,867	\$ 85,602	\$ 84,489	\$ 163,888	\$ 1,215,811								
Nov-07	\$ 7,484,099	\$ 1,505,875	\$ 279,284	\$ 134,901	\$ 111,324	\$ 132,021	\$ 1,204,709								
Dec-07	\$ 14,106,914	\$ 2,975,255	\$ 289,836	\$ 203,101	\$ 79,834	\$ 78,242	\$ 1,146,104								
Jan-08	\$ 16,624,686	\$ 3,209,946	\$ 1,170,188	\$ 116,505	\$ 101,802	\$ 62,724	\$ 1,069,477								
Feb-08	\$ 17,582,031	\$ 3,113,857	\$ 718,330	\$ 47,538	\$ 81,228	\$ 47,435	\$ 1,049,233								
Mar-08	\$ 19,070,804	\$ 4,889,424	\$ 1,570,347	\$ 337,120	\$ (35,455)	\$ 47,845	\$ 857,591								
Apr-08	\$ 11,182,862	\$ 4,391,680	\$ 1,598,954	\$ 767,635	\$ 283,888	\$ 53,178	\$ 840,931								
May-08	\$ 6,725,066	\$ 3,486,677	\$ 1,376,443	\$ 889,413	\$ 499,721	\$ 223,837	\$ 848,904								
Jun-08	\$ 4,310,952	\$ 1,582,640	\$ 1,318,434	\$ 788,187	\$ 667,133	\$ 419,011	\$ 1,102,512								
Jul-08	\$ 3,460,556	\$ 1,056,927	\$ 794,812	\$ 750,642	\$ 692,136	\$ 597,759	\$ 1,478,122								
Aug-08	\$ 5,639,618	\$ 1,206,200	\$ 352,335	\$ 660,117	\$ 651,939	\$ 615,389	\$ 1,945,508								
Sep-08	\$ 4,817,314	\$ 803,363	\$ 389,920	\$ 32,842	\$ 430,646	\$ 440,625	\$ 2,173,123								
Oct-08	\$ 4,503,898	\$ 1,969,081	\$ 297,992	\$ 257,479	\$ 163,923	\$ 292,163	\$ 2,217,110								
Nov-08	\$ 9,996,857	\$ (153,334)	\$ 1,215,642	\$ 174,941	\$ 186,398	\$ 129,234	\$ 2,170,735								
Dec-08	\$ 11,857,924	\$ 2,458,142	\$ 237,241	\$ (132,606)	\$ 73,150	\$ 89,306	\$ 1,578,985								
Jan-09	\$ 17,602,120	\$ 3,094,934	\$ 828,998	\$ 72,350	\$ (1,201,151)	\$ (41,847)	\$ 1,601,410								
Feb-09	\$ 18,252,194	\$ 3,488,586	\$ 1,310,631	\$ 232,571	\$ (701,867)	\$ 96,981	\$ 1,528,891								
Mar-09	\$ 12,235,555	\$ 4,222,530	\$ 1,279,548	\$ 831,514	\$ 221,941	\$ (60,463)	\$ 992,961								
Apr-09	\$ 11,338,086	\$ 2,688,868	\$ 1,836,841	\$ 830,441	\$ 702,073	\$ 84,893	\$ 960,068								
May-09	\$ 7,110,238	\$ 3,368,140	\$ 2,069,467	\$ 1,668,543	\$ 677,280	\$ 217,547	\$ 1,315,277								
Jun-09	\$ 4,415,781	\$ 1,744,315	\$ 1,507,537	\$ 1,296,069	\$ 1,111,104	\$ 503,217	\$ 1,072,893								
Jul-09	\$ 3,557,194	\$ 1,261,927	\$ 1,367,614	\$ 916,218	\$ 742,357	\$ 948,777	\$ 1,532,296								
Aug-09	\$ 4,816,998	\$ 1,275,777	\$ 866,206	\$ 820,578	\$ 658,391	\$ 588,866	\$ 2,241,385								
Sep-09	\$ 3,313,380	\$ 1,249,641	\$ 811,129	\$ 538,925	\$ 534,948	\$ 447,624	\$ 2,436,166								
Oct-09	\$ 4,020,751	\$ 872,336	\$ 516,777	\$ 642,750	\$ 226,274	\$ 302,141	\$ 2,560,277								
Nov-09	\$ 6,800,938	\$ 1,167,380	\$ 444,202	\$ 383,744	\$ 549,423	\$ 165,065	\$ 2,323,183								
Dec-09	\$ 9,570,045	\$ 1,194,804	\$ 482,102	\$ 291,796	\$ 213,892	\$ 126,864	\$ 2,269,975								
Jan-10	\$ 18,439,101	\$ 2,375,471	\$ 824,323	\$ 379,252	\$ 258,993	\$ 315,577	\$ 2,070,876								
Feb-10	\$ 15,540,306	\$ 4,466,929	\$ 1,442,162	\$ 130,987	\$ 200,148	\$ 214,956	\$ 1,885,281								
Mar-10	\$ 11,324,723	\$ 3,592,308	\$ 1,738,275	\$ 443,407	\$ 692,076	\$ 77,113	\$ 1,818,906								
Apr-10	\$ 8,173,139	\$ 3,141,012	\$ 1,825,957	\$ 1,084,174	\$ 327,439	\$ 475,867	\$ 1,418,223								
May-10	\$ 5,355,268	\$ 2,658,110	\$ 1,581,892	\$ 1,204,967	\$ 584,539	\$ 216,664	\$ 1,648,253								
Jun-10	\$ 3,321,782	\$ 1,080,518	\$ 1,074,896	\$ 948,987	\$ 689,142	\$ 341,004	\$ 1,085,934								
Jul-10	\$ 3,607,403	\$ 863,697	\$ 723,465	\$ 830,427	\$ 753,743	\$ 734,343	\$ 783,967	\$ 950,177							
Aug-10	\$ 2,783,947	\$ 867,395	\$ 615,470	\$ 472,109	\$ 659,572	\$ 472,218	\$ 1,194,859	\$ 947,881							
Sep-10	\$ 3,195,106	\$ 877,399	\$ 630,384	\$ 589,730	\$ 339,479	\$ 599,485	\$ 1,280,215	\$ 882,880							
Oct-10	\$ 3,849,335	\$ 875,586	\$ 385,111	\$ 296,079	\$ 230,477	\$ 285,822	\$ 1,693,207	\$ 868,255							
Nov-10	\$ 5,136,582	\$ 891,361	\$ 321,976	\$ 231,864	\$ 229,043	\$ 190,441	\$ 1,730,064	\$ 849,746							
Dec-10	\$ 9,499,860	\$ 1,616,127	\$ 562,072	\$ 176,007	\$ 166,338	\$ 228,059	\$ 1,604,782	\$ 773,403							
Jan-11	\$ 13,530,277	\$ 2,423,775	\$ 575,981	\$ 405,115	\$ 107,387	\$ 142,034	\$ 1,305,770	\$ 894,116							
Feb-11	\$ 15,440,521	\$ 4,029,625	\$ 1,246,285	\$ 357,127	\$ 219,843	\$ 109,896	\$ 941,307	\$ 913,356							
Mar-11	\$ 11,519,955	\$ 3,291,612	\$ 1,557,650	\$ 826,787	\$ 267,945	\$ 183,691	\$ 707,775	\$ 915,504							
Apr-11	\$ 8,829,622	\$ 3,186,910	\$ 1,756,713	\$ 1,071,481	\$ 649,443	\$ 208,560	\$ 507,801	\$ 1,060,485							
May-11	\$ 4,999,564	\$ 2,122,061	\$ 1,530,083	\$ 1,164,004	\$ 817,792	\$ 531,915	\$ 501,649	\$ 822,471							
Jun-11	\$ 3,422,134	\$ 1,446,052	\$ 1,025,780	\$ 1,088,450	\$ 859,833	\$ 702,396	\$ 831,359	\$ 679,050							
Jul-11	\$ 3,304,703	\$ 1,079,057	\$ 835,029	\$ 851,218	\$ 790,266	\$ 742,125	\$ 1,253,618	\$ 654,186							
Aug-11	\$ 2,929,967	\$ 795,663	\$ 489,682	\$ 617,859	\$ 807,760	\$ 599,550	\$ 1,721,789	\$ 678,383							
Sep-11	\$ 3,195,234	\$ 959,746	\$ 484,413	\$ 336,329	\$ 503,393	\$ 694,821	\$ 1,956,068	\$ 810,854							
Oct-11	\$ 3,381,186	\$ 823,768	\$ 440,601	\$ 378,444	\$ 190,577	\$ 335,043	\$ 2,145,968	\$ 802,549							
Nov-11	\$ 5,157,764	\$ 846,631	\$ 363,466	\$ 239,311	\$ 333,595	\$ 131,074	\$ 1,770,207	\$ 741,076							
Dec-11	\$ 6,819,431	\$ 1,151,641	\$ 472,648	\$ 241,723	\$ 174,472	\$ 205,912	\$ 1,094,602	\$ 906,722							

Narragansett Gas Accounts Receivable
Non-Residential
Format: Microsoft Excel 2003

Commercial and Industrial Accounts Receivable Number of Unique Accounts

A/R Bucket	180 and over /								Notes
	0-29	30-59	60-89	90-119	120-149	150-179	180-359	360 and over	
Jan-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Feb-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mar-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Apr-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
May-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jun-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jul-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Aug-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Sep-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Oct-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Nov-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Dec-07	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jan-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Feb-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mar-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Apr-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
May-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jun-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jul-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Aug-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Sep-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Oct-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Nov-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Dec-08	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jan-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Feb-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mar-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Apr-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
May-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jun-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jul-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Aug-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Sep-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Oct-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Nov-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Dec-09	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jan-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Feb-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mar-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Apr-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
May-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jun-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Jul-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Aug-10	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Sep-10	11,692	2,268	551	470	365	274	728	381	
Oct-10	10,709	2,584	778	326	282	276	722	360	
Nov-10	10,870	2,084	786	357	189	203	713	365	
Dec-10	11,210	2,974	773	365	220	141	654	348	
Jan-11	11,715	2,741	939	392	191	149	627	332	
Feb-11	12,631	3,021	1,097	418	175	147	567	313	
Mar-11	11,458	3,042	979	427	239	121	442	337	
Apr-11	11,359	2,861	1,281	621	252	159	333	352	
May-11	10,750	2,213	1,370	696	385	177	346	368	
Jun-11	10,630	2,451	858	899	452	253	392	359	
Jul-11	11,260	1,877	931	660	652	340	461	357	
Aug-11	11,449	2,001	639	583	506	532	576	353	
Sep-11	11,398	2,288	718	438	413	411	820	345	
Oct-11	11,048	2,148	757	447	275	270	890	341	
Nov-11	11,414	2,143	671	352	274	196	789	337	
Dec-11	11,638	2,561	688	301	202	174	640	278	