

February 3, 2014

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 4342 - National Grid Tariff Advice Filing to Amend RIPUC NG-Gas 101 and RIPUC No. 2072 Regarding Removal of Automated Meter Reading (“AMR”) Meters
Report on AMR Opt-Out Customers and Meter Reading Costs**

Dear Ms. Massaro:

On behalf of National Grid,¹ I am enclosing the Company’s Report on AMR Opt-Out Customers and Meter Reading Costs (the “Report”) for each electric and gas customer in accordance with Commission Order 20928 issued on January 10, 2013. Paragraph 5 on page 8 of the Order directs the Company to include the following information in its Report for the prior twelve months (Jan 2013 – Dec 2013):

- (1) Number of customers who opted out: See page 1 of the Report for a list of AMR Opt-Out electric and gas accounts for 2013;
- (2) Number of meters read: See pages 2-7 of the Report for the number of meters read for the prior twelve-month period for each account²;
- (3) Number of estimated reads used and the reason: See pages 2-7 of the Report; and
- (4) Actual cost to the Company of reading the meters: Pages 2-7 of the Report detail the meter reading fees and meter exchange fees billed to each account pursuant to the respective gas or electric Tariff. Page 8 of the Report details the Company’s actual cost to service the opt-out non-AMR meters.

¹ The Narragansett Electric Company d/b/a National Grid hereinafter referred to as “National Grid” or “the Company.”

² On pages 2-7, the metric “Billed meter reads of Company-installed non-AMR Meter” is reported. The term “billed meter reads” includes both estimated and actual reads, provided that the read was used to calculate the customer’s energy usage and generate a bill (regardless of whether the meter reading fee was billed).

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Thank you for your attention to this transmittal. If you have any questions, please contact me at (401) 784-7288.

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Docket 4342 Service List
Leo Wold, Esq.
Steve Scialabba, Division
Jon Hagopian, Esq.

Certificate of Service

I hereby certify that a copy of the cover letter and/or any materials accompanying this certificate were electronically transmitted to the individuals listed below. Hard copies were hand delivered to the RI Public Utilities Commission and to the RI Division of Public Utilities and Carriers.



Joanne M. Scanlon
National Grid

February 3, 2014
Date

Docket No. 4342 – National Grid – Tariff Advice Filing to Amend 1) Terms & Conditions for Distribution Service, RIPUC No. 2072 and to Amend 2) Terms & Conditions, R.I.P.U.C. NG-Gas No. 101, Section 1M, Schedule A

Service List as of 7/18/12

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List of AMR Opt-out Accounts in 2013

<u>Account</u>	<u>Date the Company Installed non-AMR</u>	<u>Comments</u>
Electric Account 1	03/15/2013	Gas Account 1 belongs to same customer.
Electric Account 2	07/13/2012	Customer on Record does not have gas service in their name at this premise.
Electric Account 3	05/24/2013	Customer on Record does not have gas service in their name at this premise.
Electric Account 4	07/18/2013	Customer on Record does not have gas service in their name at this premise.
Electric Account 5	09/03/2013	Customer on Record does not have gas service in their name at this premise.
Gas Account 1	03/15/2013	Electric Account 1 belongs to same customer.

AMR Opt-out Meter Reads and Fees Billed

Electric Account 1

Date of Company's Installation of non-AMR Meter: 03/15/2013

Billing Month	Meter Type (a)	Read Type (b)	Meter Reading Fee Billed (c)	Meter Exchange Fee Billed (d)	Comment (e)
Jan 2013	AMR	ACTUAL	\$0.00	\$0.00	
Feb 2013	AMR	ACTUAL	\$0.00	\$0.00	
Mar 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$27.00	Forced estimate due to required billing cycle and meter reading route changes.
Apr 2013	Company-Installed Non-AMR	ESTIMATE	\$26.00	\$0.00	Forced estimate due to required billing cycle and meter reading route changes.
May 2013	Company-Installed Non-AMR	ESTIMATE	\$13.00	\$0.00	Forced estimate due to required billing cycle and meter reading route changes.
Jun 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Jul 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Aug 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Sep 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Oct 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Nov 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Dec 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	

Fee Total \$130.00 \$27.00

Billed Meter Reads of Company-installed non-AMR Meter: 10
Estimated Reads: 3
Actual Reads: 7

Confirmed Meter Reader Visits to Premises (all attempts): 7
Meter Accessible: 7
Meter Inaccessible: 0

Source: Customer Service System bills and field notes.

AMR Opt-out Meter Reads and Fees Billed

Electric Account 2
Date of Company's Installation of non-AMR Meter: 07/13/2012

Billing Month	Meter Type (a)	Read Type (b)	Meter Reading Fee Billed (c)	Meter Exchange Fee Billed (d)	Comment (e)
Jan 2013	Company-Installed Non-AMR	ACTUAL	\$0.00	\$0.00	
Feb 2013	Company-Installed Non-AMR	ACTUAL	\$0.00	\$0.00	
Mar 2013	Company-Installed Non-AMR	ACTUAL	\$0.00	\$0.00	
Apr 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$0.00	Meter reader did not log reason why the meter could not be read.
May 2013	Company-Installed Non-AMR	ACTUAL	\$0.00	\$0.00	
Jun 2013	Company-Installed Non-AMR	ESTIMATE	\$13.00	\$0.00	Meter reader did not log reason why the meter could not be read.
Jul 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Aug 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Sep 2013	Company-Installed Non-AMR	ESTIMATE	\$13.00	\$0.00	Forced estimate due to presence of vicious dog
Oct 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Nov 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Dec 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	

Fee Total \$91.00 \$0.00

Billed Meter Reads of Company-installed non-AMR Meter: 12
Estimated Reads: 3
Actual Reads: 9

Confirmed Meter Reader Visits to Premises (all attempts): 10
Meter Accessible: 9
Meter Inaccessible: 1

Source: Customer Service System bills and field notes.

AMR Opt-out Meter Reads and Fees Billed

Electric Account 3

Date of Company's Installation of non-AMR Meter: 05/24/2013

Billing Month	Meter Type	Read Type	Meter Reading Fee Billed	Meter Exchange Fee Billed	Comment
	(a)	(b)	(c)	(d)	(e)
Jan 2013	Customer's 3rd Party non-AMR	ESTIMATE	\$0.00	\$0.00	Customer installed his own non-AMR meter in 2012. Could not accept customer's reads. Used Company estimate.
Feb 2013	Customer's 3rd Party non-AMR	ESTIMATE	\$0.00	\$0.00	Customer installed his own non-AMR meter in 2012. Could not accept customer's reads. Used Company estimate.
Mar 2013	Customer's 3rd Party non-AMR	ESTIMATE	\$0.00	\$0.00	Customer installed his own non-AMR meter in 2012. Could not accept customer's reads. Used Company estimate.
Apr 2013	Customer's 3rd Party non-AMR	ESTIMATE	\$0.00	\$0.00	Customer installed his own non-AMR meter in 2012. Could not accept customer's reads. Used Company estimate.
May 2013	Customer's 3rd Party non-AMR	ACTUAL	\$0.00	\$0.00	Company actual read obtained on customer's third party non-AMR meter.
Jun 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$27.00	
Jul 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Aug 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Sep 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Oct 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Nov 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Dec 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	

Fee Total \$91.00 \$27.00

Billed Meter Reads of Company-installed non-AMR Meter: 7
Estimated Reads: 0
Actual Reads: 7

Confirmed Meter Reader Visits to Premises (all attempts): 7
Meter Accessible: 7
Meter Inaccessible: 0

Source: Customer Service System bills and field notes.

AMR Opt-out Meter Reads and Fees Billed

Electric Account 4

Date of Company's Installation of non-AMR Meter: 07/18/2013

Billing Month	Meter Type (a)	Read Type (b)	Meter Reading Fee Billed (c)	Meter Exchange Fee Billed (d)	Comment (e)
Jan 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Feb 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Mar 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Apr 2013	AMR	ACTUAL	\$0.00	\$0.00	
May 2013	AMR	ACTUAL	\$0.00	\$0.00	
Jun 2013	AMR	ACTUAL	\$0.00	\$0.00	
Jul 2013	AMR	ACTUAL	\$0.00	\$0.00	
Aug 2013	Company-Installed Non-AMR	ESTIMATE	\$13.00	\$0.00	Forced estimate due to required billing cycle and meter reading route changes.
Sep 2013	Company-Installed Non-AMR	ESTIMATE	\$13.00	\$27.00	Forced estimate due to required billing cycle and meter reading route changes.
Oct 2013	Company-Installed Non-AMR	ESTIMATE	\$13.00	\$0.00	Forced estimate due to required billing cycle and meter reading route changes.
Nov 2013	Company-Installed Non-AMR	no bill issued	\$0.00	\$0.00	In the transition to a new billing cycle, the Customer Service System failed to automatically create a forced estimate. The subsequent December bill covered the October to December service period.
Dec 2013	Company-Installed Non-AMR	ACTUAL	\$13.00	\$0.00	

Fee Total \$52.00 \$27.00

Billed Meter Reads of Company-installed non-AMR Meter: 4
Estimated Reads: 3
Actual Reads: 1

Confirmed Meter Reader Visits to Premises (all attempts): 1
Meter Accessible: 1
Meter Inaccessible: 0

Source: Customer Service System bills and field notes.

AMR Opt-out Meter Reads and Fees Billed

Electric Account 5

Date of Company's Installation of non-AMR Meter: 09/03/2013

Billing Month	Meter Type (a)	Read Type (b)	Meter Reading Fee Billed (c)	Meter Exchange Fee Billed (d)	Comment (e)
Jan 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Feb 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Mar 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Apr 2013	/	/	/	/	Not applicable. Prior account for previous resident.
May 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Jun 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Jul 2013	/	/	/	/	Not applicable. Prior account for previous resident.
Aug 2013	AMR	ACTUAL	\$0.00	\$0.00	
Sep 2013	Company- Installed Non-AMR	ACTUAL	\$13.00	\$27.00	
Oct 2013	Company- Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Nov 2013	Company- Installed Non-AMR	ACTUAL	\$13.00	\$0.00	
Dec 2013	Company- Installed Non-AMR	ACTUAL	\$13.00	\$0.00	

Fee Total \$52.00 \$27.00

Billed Meter Reads of Company-installed non-AMR Meter: 4
Estimated Reads: 0
Actual Reads: 4

Confirmed Meter Reader Visits to Premises (all attempts): 4
Meter Accessible: 4
Meter Inaccessible: 0

Source: Customer Service System bills and field notes.

AMR Opt-out Meter Reads and Fees Billed

Gas Account 1

Date of Company's Installation of non-AMR Meter: 03/15/2013

Note: The meter reading fees were billed to Electric Account 1, per the tariff (one monthly fee for a combined gas and electric customer).

Billing Month	Meter Type	Read Type	Meter Reading Fee Billed	Meter Exchange Fee Billed	Comment
	(a)	(b)	(c)	(d)	(e)
Jan 2013	AMR	ACTUAL	\$0.00	\$0.00	
Feb 2013	AMR	ACTUAL	\$0.00	\$0.00	
Mar 2013	AMR	ACTUAL	\$0.00	\$74.00	
Apr 2013	Company-Installed Non-AMR	CUSTOMER READ	\$0.00	\$0.00	Meter reader could not obtain access to the meter.
May 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$0.00	Meter reader could not obtain access to the meter.
Jun 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$0.00	Meter reader could not obtain access to the meter.
Jul 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$0.00	Meter reader could not obtain access to the meter.
Aug 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$0.00	Meter reader could not obtain access to the meter.
Sep 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$0.00	Meter reader could not obtain access to the meter.
Oct 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$0.00	Meter reader could not obtain access to the meter.
Nov 2013	Company-Installed Non-AMR	ACTUAL	\$0.00	\$0.00	
Dec 2013	Company-Installed Non-AMR	ESTIMATE	\$0.00	\$0.00	Meter reader could not obtain access to the meter.

Fee Total \$0.00 \$74.00

Billed Meter Reads of Company-installed non-AMR Meter: 9
Estimated Reads: 8 (including one customer read)
Actual Reads: 1

Confirmed Meter Reader Visits to Premises (all attempts): 9
Meter Accessible: 1
Meter Inaccessible: 8

Source: Customer Service System bills and field notes.

Company Cost to Service Opt-out Non-AMR Meters

	<u>Job</u>	<u>Wage Rate</u> (a)	<u>Travel (min)</u> (b)	<u>Job Time (min)</u> (c)	<u>Per Job Cost Before Overhead</u> (d)	<u>Overhead Rate</u> (e)	<u>Per Job Cost With Overhead</u> (f)	<u>Job Count (2013)</u> (g)	<u>Total Cost</u> (h)
(1)	Read Electric Meter - meter accessible	\$28.72	14	7	\$10.05	21.89%	\$12.25	28	\$343.00
(2)	Read Electric Meter - meter inaccessible	\$28.72	14	6	\$9.57	21.89%	\$11.67	1	\$11.67
(3)	Exchange Electric Meter - meter accessible	\$29.74	14	15	\$14.37	117.48%	\$31.26	4	\$125.04
(4)	Read Gas Meter - meter accessible	\$28.72	12	20	\$15.32	21.89%	\$18.67	1	\$18.67
(5)	Read Gas Meter - meter inaccessible	\$28.72	12	8	\$9.57	21.89%	\$11.67	8	\$93.36
(6)	Exchange Gas Meter - meter accessible	\$34.20	12	50	\$35.34	117.48%	\$76.86	1	\$76.86
(7)	Process Opt-Out Account	\$20.72	0	17.5	\$6.04	21.89%	\$7.37	6	<u>\$44.22</u>
								Sum	\$712.82
(8)							Opt-Out Fees Billed:		\$598.00

Note: Wage rates and labor times could not be obtained based on the various individuals who performed the jobs and the specific instances of work performed. Instead, average actual wage rates and average actual labor times were used.

Column

- (a) Lines (1) to (6): Average meter reader and "Meter Worker C" wage rate provided by Customer Meter Services. Line (7): Union Local 369 (call center) wage rate provided by Accounts Processing.
- (b) Lines (1) to (3): Average travel time for a CMS job in fiscal years 2012-2013, from Narragansett Electric's fiscal year 2015 Master Electric CMS Workplan. Lines (4) to (6): Average travel time for a CMS job in fiscal years 2012-2013, from Narragansett Electric's fiscal year 2015 Master Gas CMS Workplan. Line (7): Not applicable.
- (c) Lines (1) to (3): Average electric meter reading and electric meter exchange job times in fiscal year 2013 (or fiscal years 2012-2013 for unproductive time when meter inaccessible), from Narragansett Electric's fiscal year 2015 Master Electric CMS Workplan. Lines (4) to (6): Average gas meter reading and gas meter exchange job times in fiscal year 2013 (or fiscal years 2012-2013, for unproductive jobs when meter was inaccessible), from Narragansett Electric's fiscal year 2015 Gas CMS Workplan. Line (7): Job time based on an approximation of 15 to 20 minutes for an employee to perform the mandated work that includes: (1) processing "miscellaneous WFM", mailing opt-out application form to customer, and marking account to indicate application was sent, (2) scanning and filing received application, appending tracking sheet item, and adding note to account indicating receipt of application, (3) issuing meter change request to CMS and notifying CMS Supervisor by email of such request, (4) charging the initial fee to customer's account using specific accounting, and (5) charging ongoing meter reading fee to customer's account using specific accounting.
- (d) Equal to Column (b) + Column (c), divided by 60 minutes per hour, times Column (a)
- (e) Lines (1), (2), (4), (5) and (7): Non Management Labor Overhead for O&M Expense (CY2013 twelve month average, provided by Accounting Services). Line (3) and Line (6): Non Management Labor Overhead for Capital Expense (CY2013 twelve month average, provided by Accounting Services).
- (f) Column (d) plus the product of Column (d) and Column (e)
- (g) Lines (1) and (2): Based on the total "Meter Accessible" and "Meter Inaccessible" meter reader visits listed on Pages 2 to 6. Lines (4) and (5): Based on the total "Meter Accessible" and "Meter Inaccessible" meter reader visits listed on Page 7. Lines (3) and (5): Based on the number of non-AMR meters installed by the Company in 2013 (the installation dates are provided on Page 1). Line (7): The number of accounts processed is the six opt-out accounts.
- (h) Equal to Column (f) times Column (g)

Line

- (6) The sum of the billed fees presented in Columns (c) and (d) from Pages 2 through 9.