

October 22, 2013

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 4405 - The Narragansett Electric Company d/b/a National Grid
Tariff Advice Filing to Amend RIPUC NG-GAS No. 101
Responses to Commission Data Requests – Set 2**

Dear Ms. Massaro:

On behalf of National Grid¹ attached are responses to the Commission's Second Set of Data Requests concerning this proceeding.

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

Very truly yours,

A handwritten signature in blue ink, appearing to read "T. Teehan", is positioned above the printed name.

Thomas R. Teehan

Enclosures

cc: Leo Wold, Esq.
 Steve Scialabba
 James Lanni

¹ The Narragansett Electric Company d/b/a National Grid ("National Grid" or the "Company").

The Narragansett Electric Company
d/b/a National Grid
Docket No. 4405
In Re: Tariff Advice Filing To Amend
RIPUC NG-GAS No. 101 - Discontinuation of Service
Responses to Commission's Second Set of Data Requests

Commission 2-1

Request:

How long or after what amount of a past overdue balance does the Company wait prior to initiating shut-off proceedings?

Response:

Shut-off proceedings are initiated for customers who have an expired final termination notice and whose collectible arrears are at least \$100, determined by the step plan they are entitled to at that time. If a customer's situation entitles them to an agreement with 25% down, then their account would not be sent to the field unless their balance was at least \$400. If 100% was required, then the balance would be at least \$100 before being sent for termination.

The Narragansett Electric Company
d/b/a National Grid
Docket No. 4405
In Re: Tariff Advice Filing To Amend
RIPUC NG-GAS No. 101 - Discontinuation of Service
Responses to Commission's Second Set of Data Requests

Commission 2-2

Request:

When providing a customer notice of an impending shut-off, how many times does the Company call the customer and how many notices does it mail?

Response:

There are 2 outbound calling campaigns for RI Residential customers, one pre-Final Termination Notice campaign and one post-Final Termination Notice campaign. Pre-Final Termination Notice, the Company attempts to contact the customer, prior to the issuance of a Final Termination Notice, for up to 3 successive days. Post-Final Termination Notice, the Company attempts to contact the customer for up to 2 successive days.

Customers receive one mailed notice – the Final Termination Notice. In compliance with the Henry Shelton Act, those LIHEAP eligible customers with outstanding bills greater than \$300 or arrears more than two months old receive 2 mailed Final Termination Notices. In addition to mailed notices, customers can also receive any of 5 collections-related bill messages which range from overdue payment reminders to shut off eligibility reminders.

The Narragansett Electric Company
d/b/a National Grid
Docket No. 4405
In Re: Tariff Advice Filing To Amend
RIPUC NG-GAS No. 101 - Discontinuation of Service
Responses to Commission's Second Set of Data Requests

Commission 2-3

Request:

Does the Company make any attempt to contact a customer during the evening or on weekends prior to terminating that customer's service or in order to effectuate the termination?

Response:

The Company complies with the Commission's Affidavit process, which requires it to make an evening or Saturday visit to the home of a customer whose service is in danger of termination during the winter moratorium providing that we did not find that customer at home during a business-hours visit. The Company also files affidavits with the Rhode Island Division of Public Utilities and Carriers ("Division") throughout the year relative to customers whose accounts that have been certified with elderly and medical protections, as part of the Company's petition filing process to request Division approval for service termination.

Depending upon when a customer becomes eligible for an outbound phone call, they may be contacted on a Saturday. Also, during the normal course of the Company's outbound call campaigns, evening calls are placed up to 8:30pm.

In addition to the above collection calls there are several ad hoc outbound calling campaigns conducted on Sundays and Mondays:

- Sunday: Target Arrears Campaign calls approximately 1200-1500 RI customers weekly who have an arrears balance between \$1,000 and \$5,000. The other qualifying factor is that they have made at least three customers payments in the last twelve months.
- Monday: Promise to Pay Campaign contacts customer's who have made a promise to pay on their account the previous week but have not kept that arrangement.
- Monday: NSF ("insufficient funds") Campaign calls customers who have presented a returned check in the previous week and not made up the payment

The Narragansett Electric Company
d/b/a National Grid
Docket No. 4405
In Re: Tariff Advice Filing To Amend
RIPUC NG-GAS No. 101 - Discontinuation of Service
Responses to Commission's Second Set of Data Requests

Commission 2-4

Request:

How many notices are posted on a house/building? If a building is large in size and has multiple entrances is more than one notice posted on that building?

Response:

The Company posts notices on every single outside door of the building.

The Narragansett Electric Company
d/b/a National Grid
Docket No. 4405
In Re: Tariff Advice Filing To Amend
RIPUC NG-GAS No. 101 - Discontinuation of Service
Responses to Commission's Second Set of Data Requests

Commission 2-5

Request:

If the building is a multi-unit building will others in the building be notified that an impending shut-off may affect their service?

Response:

If a building has been identified as a multiple dwelling unit then a posting notice is placed on the doors of all the occupants advising them that service to the building is in jeopardy of interruption unless access to the meters is provided. Information is provided for them to contact National Grid for this purpose. If there is no response, the service is terminated without further notification. The Company's posting notification is attached as Attachment COMM 2-5.

NOTICE

PENDING GAS SHUT-OFF **TO THE ENTIRE PREMISES!**

We have experienced difficulty gaining access to our meters at this address.

In order to continue gas service, we need to gain access to our meter(s)

by_____

If meter access is not arranged, the gas service to the entire premises will be terminated.

Please call Customer Service at 1-800-870-1664 as soon as possible to arrange a mutually convenient time to access the meter(s).

The Narragansett Electric Company
d/b/a National Grid
Docket No. 4405
In Re: Tariff Advice Filing To Amend
RIPUC NG-GAS No. 101 - Discontinuation of Service
Responses to Commission's Second Set of Data Requests

Commission 2-6

Request:

If you know, do other gas companies charge the cost of the installation of a shut-off valve to individuals that refuse to allow the company access to their premises for the purpose of terminating service? (Kristin)

Response:

Other affiliated National Grid gas distribution companies (Niagara Mohawk; Boston Gas Company; Brooklyn Union Gas; Keyspan Gas East; Colonial Gas Company) do not charge the cost of the installation of a shut-off valve to individuals in this situation.