

# RATEPAYERS ADVISORY BOARD

At its May 30, 2014 meeting, the Ratepayers Advisory Board(RAB) voted unanimously to support the amendments that the Public Utilities Commission is proposing to the Consumer Protection Requirements For Nonregulated Power Producers.

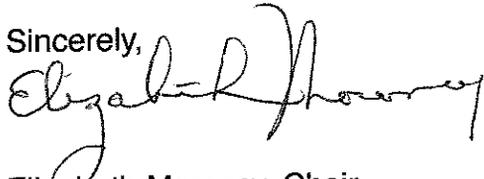
Because Nonregulated Power Producers(NPP) are accelerating their marketing to the residential consumer, the RAB has sought to expand its knowledge of this alternative to the main power company, National Grid, in Rhode Island. The excellent educational session that PUC Division staff, John Bell and Joe Schilling, gave our Board in March, began, developed, and ended with the recommendation to "make sure residential customers are educated to read all the information which can reside in the smallest print on the page. They need to know pricing information, terms of the service, all types of fees, what to do in the case of billing disputes, and the implications and process of returning to their previous provider."

The proposed Regulations are an excellent beginning to expand education that consumers need in order to make the best choice for each of them.

The Ratepayer Advisory Board is discussing how we can also expand consumer knowledge. Other policy makers are investigating legislation that could be appropriate for consumer protection. It is very beneficial for residential customers that a greater emphasis on public consumer education by the PUC and others has emerged at the same time the NPP's are prioritizing their expansion into the residential market.

The Ratepayer Advisory Board commends the PUC for its proposal that updates Nonregulated Power Producers' responsibilities towards the prospective residential customers.

Sincerely,



Elizabeth Morancy, Chair  
Ratepayers Advisory Board

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