

December 1, 2015

**BY HAND DELIVERY AND ELECTRONIC MAIL**

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

**RE: Docket 4580 – The Narragansett Electric Company, d/b/a National Grid  
2016 Energy Efficiency Program Plan  
Responses to PUC Data Requests – Set 4**

Dear Ms. Massaro:

I have enclosed ten copies of National Grid's<sup>1</sup> responses to the fourth set of data requests issued by the Public Utilities Commission in the above-referenced docket.

Thank you for your attention to this filing. If you have any questions, please contact me at 781-907-2121.

Very truly yours,



Raquel J. Webster

Enclosure

cc: Docket 4580 Service List  
Karen Lyons, Esq.  
Jon Hagopian, Esq.  
Steve Scialabba, Division

---

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

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

Paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



\_\_\_\_\_  
Joanne M. Scanlon

December 1, 2015

Date

**Docket No. 4580 - National Grid - 2016 Energy Efficiency Program Plan  
Service list updated 10/19/15**

<b>Name/Address</b>	<b>E-mail Distribution List</b>	<b>Phone</b>
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	<a href="mailto:Joanne.scanlon@nationalgrid.com">Joanne.scanlon@nationalgrid.com</a> ;	
	<a href="mailto:Celia.obrien@nationalgrid.com">Celia.obrien@nationalgrid.com</a> ;	
	<a href="mailto:Jeremy.newberger@nationalgrid.com">Jeremy.newberger@nationalgrid.com</a> ;	
Jon Hagopian, Esq. <b>Division of Public Utilities and Carriers</b>	<a href="mailto:Jon.hagopian@dpuc.ri.gov">Jon.hagopian@dpuc.ri.gov</a> ;	401-784-4775
	<a href="mailto:Al.mancini@dpuc.ri.gov">Al.mancini@dpuc.ri.gov</a> ;	
	<a href="mailto:Al.contente@dpuc.ri.gov">Al.contente@dpuc.ri.gov</a> ;	
	<a href="mailto:Steve.scialabba@dpuc.ri.gov">Steve.scialabba@dpuc.ri.gov</a> ;	
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	<a href="mailto:dmacrae@riag.ri.gov">dmacrae@riag.ri.gov</a> ;	
	<a href="mailto:jmunoz@riag.ri.gov">jmunoz@riag.ri.gov</a> ;	
Marisa Desautel, Esq. ( <b>EERMC</b> ) Law Office of Marisa Desautel, LLC 55 Pine St. Providence, RI 02903	<a href="mailto:marisa@desautelesq.com">marisa@desautelesq.com</a> ;	401-477-0023
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	<a href="mailto:Marion.Gold@energy.ri.gov">Marion.Gold@energy.ri.gov</a> ;	
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Ruth Ann Norton, President & CEO <b>Green &amp; Healthy Homes Initiative</b>	<a href="mailto:Ranorton@ghhi.org">Ranorton@ghhi.org</a> ;	
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	<a href="mailto:Alan.nault@puc.ri.gov">Alan.nault@puc.ri.gov</a> ;	
	<a href="mailto:Todd.bianco@puc.ri.gov">Todd.bianco@puc.ri.gov</a> ;	
	<a href="mailto:Alan.nault@puc.ri.gov">Alan.nault@puc.ri.gov</a> ;	
Lewis Babbitt Dept. of Human Services	<a href="mailto:Lewis.babbitt@dhs.ri.gov">Lewis.babbitt@dhs.ri.gov</a> ;	401-462-6424
Douglas Gablinske, Executive Director The Energy Council of RI (TEC-RI)	<a href="mailto:doug@tecri.org">doug@tecri.org</a> ;	

COMM 4-1

Request:

Provide exact copies of the home energy report that are mailed to residential electric distribution service customers and customers receiving both gas and electric distribution service.

Response:

Please see Attachment COMM 4-1(a) and Attachment COMM 4-1(b) for sample copies of the home energy reports that are mailed to residential electric distribution service customers and customers receiving both gas and electric distribution service. Attachment COMM 4-1(a), pages 1 and 2 is an example of the report that is mailed to electric distribution service customers. Attachment COMM 4-1(a), pages 3 and 4, is an example of the report sent to customers that receive gas and electric service. Attachment COMM 4-1(b) is a digital copy of the report that is e-mailed to customers.



HERE WITH YOU. HERE FOR YOU.

National Grid RI Home Energy Reports  
40 Washington St. Suite 2000  
Westborough, MA 01581-1088

## Home Energy Report

Account number: \*\*\*\*\*

Report period: 08/04/15–10/01/15

We are pleased to provide you periodic, personalized Home Energy Reports to help you make smart energy saving decisions.

For a full list of energy saving products and services for purchase, including rebates from National Grid, visit [ngrid.com/ri-reports](http://ngrid.com/ri-reports).

If you have any questions about these reports, you can contact us at (866) 903-2811.

RACHEL

### Last 2 Months Neighbor Comparison

You used **62% more** electricity than your efficient neighbors.



\* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

How you're doing:

Great 😊 😊  
▶ **GOOD** 😊  
More than average

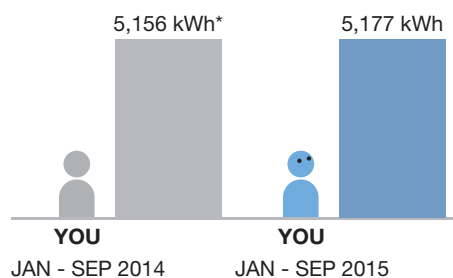
### Who are your Neighbors?

■ **All Neighbors:** Approximately 100 occupied, nearby homes (avg 0.17 mi away)

■ **Efficient Neighbors:** The most efficient 20 percent from the "All Neighbors" group

### Personal Comparison

How you're doing compared to last year:



\* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

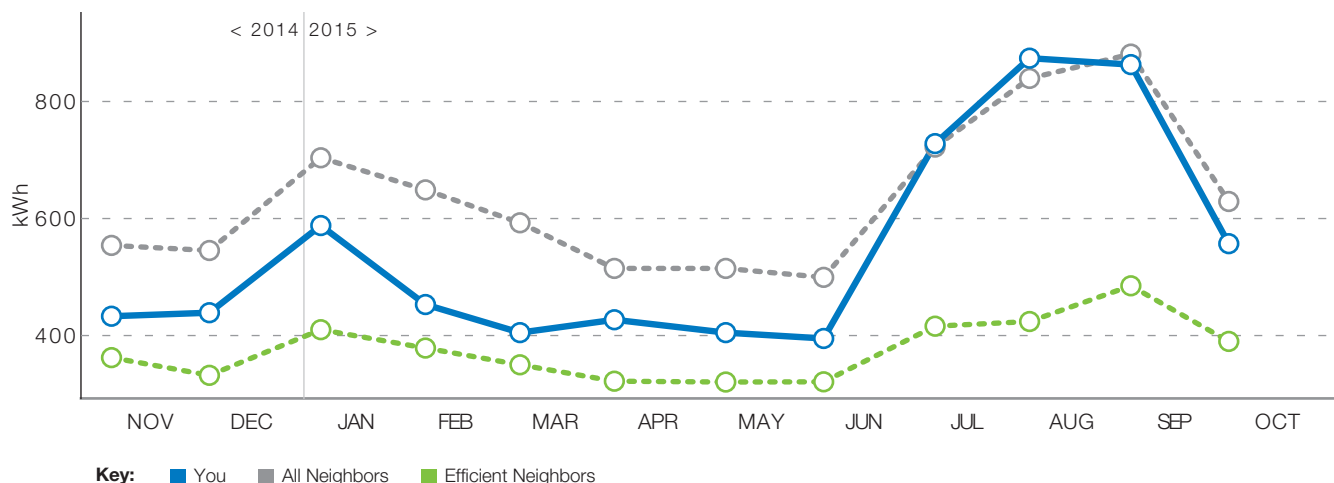
So far this year, you used  
**about the same**  
amount of electricity as last year.

Looking for ways to save? Visit  
[ngrid.com/ri-reports](http://ngrid.com/ri-reports)

Turn over for savings →

## Last 12 Months Neighbor Comparison

You used **46% more** electricity than your efficient neighbors.  
This costs you about **\$360 extra** per year.



For a list of energy saving investments and smart purchases, visit [ngrid.com/ri-reports](http://ngrid.com/ri-reports)

### Quick Fix

Something you can do right now

#### ☐ Unplug electronics when they're not in use

Many gadgets continue to use power even when they are off, so unplug electronics when you don't need them. For convenience, plug devices into a power strip and turn it off.

Televisions, DVR boxes, game consoles, and computers are examples of devices that use electricity when they are turned off but still plugged in.

If you often forget to unplug, try leaving a reminder — like this home energy report — near your door or on your coffee table.

**SAVE UP TO**  
**\$75** PER YEAR

### Smart Purchase

An affordable way to save more

#### ☐ Replace your inefficient light bulbs with LEDs

Light-emitting diode (LED) light bulbs use up to 90% less energy and last up to 25 times longer than conventional incandescent bulbs, saving a lot of money in the long run.

Look for ENERGY STAR® certified LEDs at your local home improvement store. LEDs offer high-quality light and usually accommodate convenient features such as dimmers and motion sensors.

They also produce very little heat, so switching can even help you reduce cooling costs.

**SAVE UP TO**  
**\$165** OVER BULB LIFE

### Great Investment

A big idea for long-term savings

#### ☐ Choose an efficient television

Some large flat-screen televisions use more energy than a refrigerator.

When shopping for a new television, look for the ENERGY STAR® label. Certified TVs are, on average, over 25% more energy efficient than similar non-labeled models — without sacrificing picture quality. An LCD TV with an LED backlight is usually the most efficient option.

Before moving your old TV to another room, consider its energy costs — recycling it may be a better option.

**SAVE UP TO**  
**\$50** PER YEAR

**nationalgrid**

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[ngrid.com/ri-reports](http://ngrid.com/ri-reports) | (866) 903-2811 | [EnergyReportsRI@efi.org](mailto:EnergyReportsRI@efi.org)

Printed on 10% post-consumer recycled paper using water-based inks. These programs are funded by the energy efficiency charge on all customers' utility bills, in accordance with Rhode Island law.

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National Grid RI Home Energy Reports  
40 Washington St. Suite 2000  
Westborough, MA 01581-1088

## Home Energy Report

Account number: \*\*\*\*\*

Report period: 08/08/15–10/05/15

We are pleased to provide you periodic, personalized Home Energy Reports to help you make smart energy saving decisions.

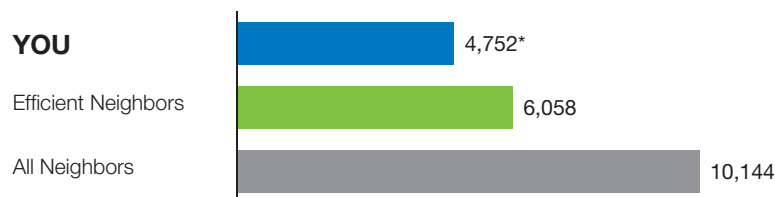
For a full list of energy saving products and services for purchase, including rebates from National Grid, visit [ngrid.com/ri-reports](http://ngrid.com/ri-reports).

If you have any questions about these reports, you can contact us at (866) 903-2811.

JAMES

### Last 2 Months Neighbor Comparison

You used **22% less** energy than your efficient neighbors.



\* This energy index combines electricity (kWh) and natural gas (therms) into a single measurement.

How you're doing:

▶ **GREAT** 😊😊  
Good 😊  
More than average

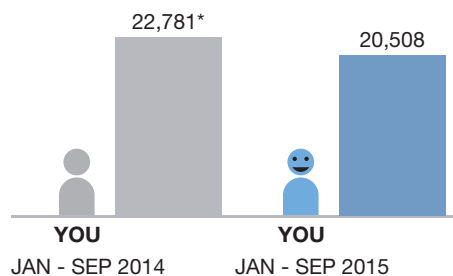
### Who are your Neighbors?

■ **All Neighbors:** Approximately 100 occupied, nearby homes that are similar in size to yours (avg 1,261 sq ft) and have both electricity and natural gas service

■ **Efficient Neighbors:** The most efficient 20 percent from the "All Neighbors" group

### Personal Comparison

How you're doing compared to last year:



\* This energy index combines electricity (kWh) and natural gas (therms) into a single measurement.

So far this year, you used **10% less** energy than last year.

★ You're on pace to use less in 2015.

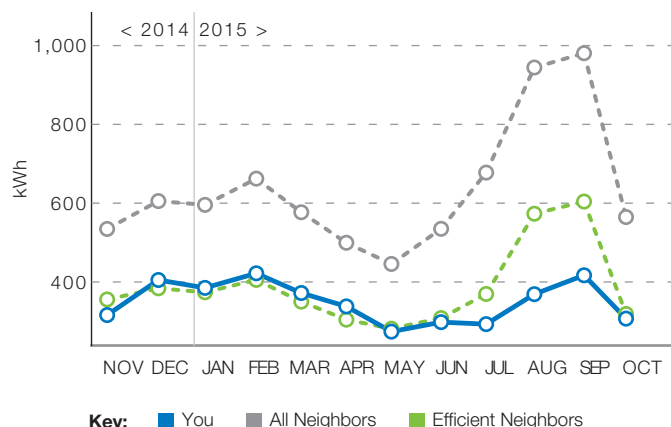
Looking for ways to save even more? Visit [ngrid.com/ri-reports](http://ngrid.com/ri-reports)

Turn over for savings →

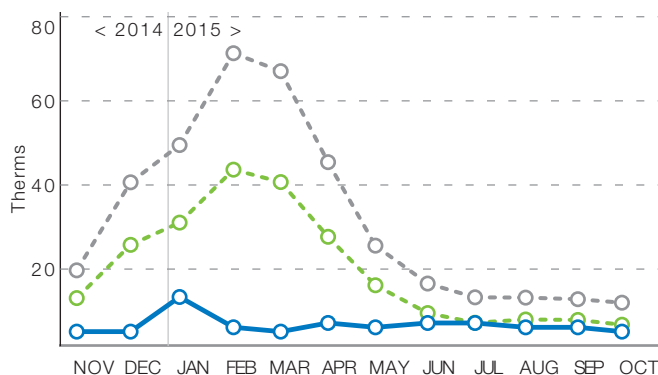
## Last 12 Months Neighbor Comparison

You used **45% less** energy than your neighbors.  
This saves you about **\$1,008** per year.

### ⚡ Electricity | 45% less electricity than your neighbors



### 🔥 Natural Gas | 79% less natural gas than your neighbors



For a list of energy saving investments and smart purchases, visit [ngrid.com/ri-reports](http://ngrid.com/ri-reports)

### Quick Fix

Something you can do right now

#### ☐ Recycle your second refrigerator

Refrigerators from the year 2000 and earlier use 40% more energy than today's most efficient units.

If you have a spare refrigerator or freezer, you probably pay more to run it than your primary one, even if you don't often need to use it.

Have us recycle your old refrigerator or freezer. We'll not only pick it up for free — we'll pay you **\$50**. For details, visit [www1.nationalgridus.com/FridgeRecycleRI-RI-RES](http://www1.nationalgridus.com/FridgeRecycleRI-RI-RES).

SAVE UP TO  
**\$115** PER YEAR

### Smart Purchase

An affordable way to save more

#### ☐ Program your thermostat

A programmable thermostat can automatically adjust your heat or AC when you're away, then return to your preferred temperature when you're home.

If you don't already have a programmable thermostat, look for one at your local home improvement store. Be sure to program your thermostat with energy-efficient settings.

We're offering rebates of **up to \$50**. For details, visit [www1.nationalgridus.com/WiFiThermostatRI-RI-RES](http://www1.nationalgridus.com/WiFiThermostatRI-RI-RES).

SAVE UP TO  
**\$205** PER YEAR

### Great Investment

A big idea for long-term savings

#### ☐ Get a home energy assessment

You probably have many opportunities to save energy in your home, but it may be hard to decide where to start. A professional home energy assessment can help.

During an assessment, a certified energy expert inspects your home for energy saving opportunities and recommends the best actions for you.

We're offering **free** home energy assessments through our EnergyWise program. Visit [www.nationalgridus.com/energywiseri](http://www.nationalgridus.com/energywiseri) for details.

SAVE UP TO  
**\$310** PER YEAR

**nationalgrid**

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[ngrid.com/ri-reports](http://ngrid.com/ri-reports) | (866) 903-2811 | [EnergyReportsRI@efi.org](mailto:EnergyReportsRI@efi.org)

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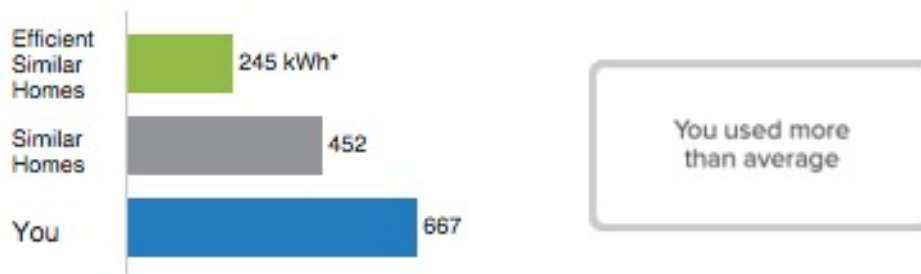


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Acct # \*\*\*\*\*8017

Sep 09–Oct 05

## You used more electricity than your neighbors.



\* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt hour.

[Sign in](#) to see how your usage changes over time.

## Steps you can take now to save:



### Shave a minute off shower time

The average American spends about 8 minutes showering a day. Reducing average shower time by 1 minute can result in 13% savings in shower water use and lower your energy and water bills.



### Buy ENERGY STAR® appliances

ENERGY STAR qualified products use as much as 65% less energy than standard models. The ENERGY STAR label can be found on a variety of products for your home.

[See additional tips](#) and learn more about your report.

[Manage Preferences](#) | [Unsubscribe](#) from these emails

National Grid RI Home Energy Reports 40 Washington St. Suite 2000 Westborough, MA 01581-1088

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COMM 4-2

Request:

Has the company begun sending energy reports to non-residential customers as discussed in the 2015 proposal? If yes, please provide details including sample copies, budgets and expected number of reports to be distributed. If no, why not?

Response:

Yes, National Grid launched a Business Energy Report pilot in March 2015 for approximately 6,000 electric and dual fuel Small and Medium Businesses (SMBs) in Rhode Island. The total cost for this pilot was \$340,000, which was paid and no additional budget is included in the 2016 Plan. The pilot will last for eighteen months. The Company began distributing reports in March 2015, and distribution will end in September 2016.

Each business receives up to seven print reports during the first twelve months, and three over the last six months. These businesses also receive electronic Business Energy Reports every other month (six during the first twelve months, two during the last six months). In addition to Business Energy Reports, pilot recipients also have access to personalized energy insights and tips on how to save energy and money through the SMB web portal.

Attachment COMM 4-2 contains sample reports including:

1. An electric print report for a furniture store;
2. A dual fuel print report for a physician's office; and
3. An electric email report for a dentist's office.

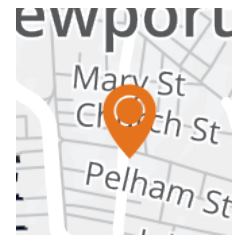


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National Grid RI Business Energy Reports  
40 Washington St. Suite 2000  
Westborough, MA 01581-1088

## September Electricity Report

This is not a bill



\*\*\*\*\*

**Type:** Furniture stores

**Location:** 138 \*\*\*\*\* St.

**Size:** 1,000 sq ft

**Acct #:** \*\*\*\*\*

**Not correct?**

See back to update online.

0026



Debra

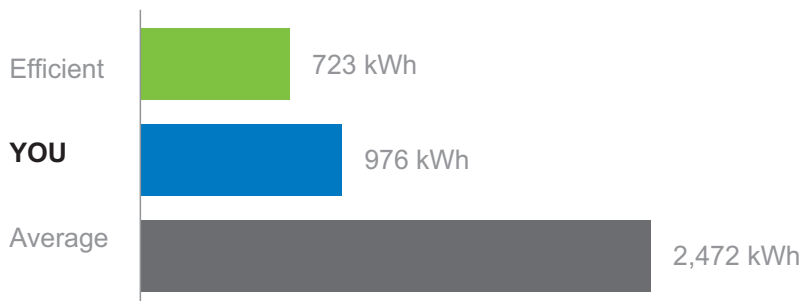
Newport, RI 02\*\*\*-\*\*\*\*



**Not responsible for energy decisions?** Pass this along to the person who is.

### Your use compared to competitor furniture stores

06/01/2015 - 07/31/2015



How is this calculated? Your use is compared to approx. 50 similar-sized furniture stores within 100 miles.

#### How you're doing

😊 Great

😊 **Good**

😐 Using more than average

June—July: You used less than average, but **35% MORE** than efficient retail stores.

### Efficient best practice for heating

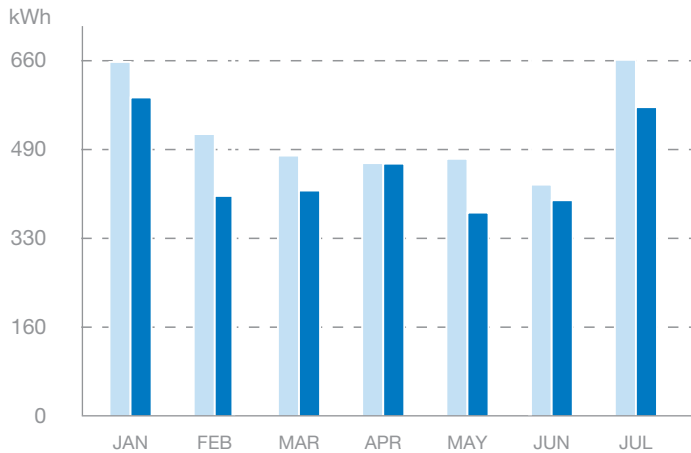
#### Tune up your heating system before winter and save up to **\$165/year**



**Why?** Keeping your store warm in the winter can account for a large portion of your energy use. Having a professional contractor regularly maintain your heating system is an easy and effective way to cut costs.

**What to do next:** Hire an HVAC contractor to inspect your heating system. Between tune-ups, check your filters monthly and clean out any dust or debris. If necessary, buy new filters, which start at only \$2-3. This will allow for better airflow and improve indoor air quality.

## Your use compared to last year



Key: ■ Last year (2014) ■ This year (2015)



### You significantly reduced your use.

You used **13% LESS** electricity in July this year than you did in July last year.

## Smart Investment: Retrocommissioning

Initial Cost	Average Payback*	Estimated ROI*
<b>\$0.30/ft<sup>2</sup></b>	<b>1-2 years</b>	<b>380%</b>

Over time, building systems naturally degrade and lose functionality. Retrocommissioning is a great way to identify improvements and make the necessary adjustments to keep your equipment running at maximum efficiency. Improving the performance of existing equipment saves money on replacement costs and increases your business's bottom line.

### Retrocommissioning benefits:

- Help pinpoint equipment operation problems
- Increase energy savings
- Extend lifetime of equipment

\* ROI and Payback period are estimates based on an average building.

### What to do next



#### Contact a qualified professional

Search for contractors (called commissioning agents) near you for expert assistance. If you have someone on staff that is interested and knowledgeable, consider doing the project in-house.



#### Optimize energy savings

A retrocommissioning project can achieve higher energy savings and is more cost effective if it focuses on your whole building rather than on a single system. This approach can result in up to 15% whole-building energy savings.



#### Maintain peak energy performance

To maintain the improvements achieved during retrocommissioning, ask your commissioning agent to develop a plan for ongoing equipment monitoring. By following this plan, you'll help make sure that your equipment continues to operate at peak performance.



### Next report:

Learn how to reduce heating costs.

Update your profile at [www.nationalgridus.com/RIEnergyReports](http://www.nationalgridus.com/RIEnergyReports)

(866)-903-2811 | [EnergyReportsRI@efi.org](mailto:EnergyReportsRI@efi.org)

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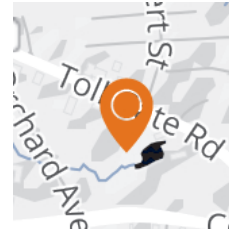


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National Grid RI Business Energy Reports  
40 Washington St. Suite 2000  
Westborough, MA 01581-1088

## September Energy Report

This is not a bill



\*\*\*\*\* LLC

**Type:** Physician offices

**Location:** 176 \*\*\*\*\* Rd., 301

**Size:** 3,109 sq ft

**Acct #:** \*\*\*\*\*

**Not correct?**

See back to update online.



\*\*\*\*\* LLC

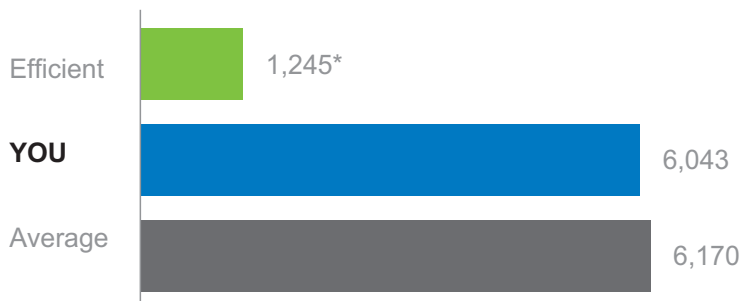
176 Tollgate Rd. Unit 301 176 Toll Gate Rd. Ste 301  
Warwick, RI 02886



**Not responsible for energy decisions?** Pass this along to the person who is.

## Your use compared to similar healthcare facilities

06/01/2015 - 07/31/2015



\* How is this calculated? Your use is compared to approx. 50 similar-sized healthcare facilities within 50 miles. The energy unit is a combination of electricity (kWh) and natural gas (therms).

### How you're doing

Great

**Good**

Using more than average

June—July: You used about the same amount as average, but over **300% MORE** than efficient healthcare facilities. This cost you about **\$384 EXTRA**.

## Efficient best practice for heating

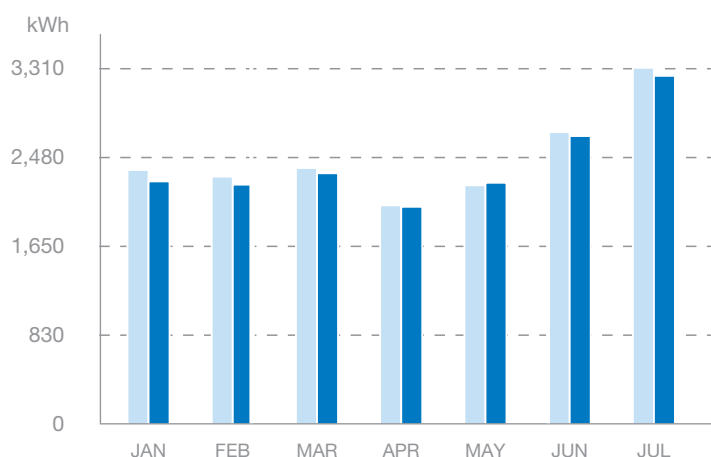
### Tune up your heating system before winter and save up to **\$120/year**



**Why?** Keeping your building warm in the winter can account for a large portion of your energy use. Having a professional contractor regularly maintain your heating system is an easy and effective way to cut costs.

**What to do next:** Hire an HVAC contractor to inspect your heating system. Between tune-ups, check your filters monthly and clean out any dust or debris. If necessary, buy new filters, which start at only \$2-\$3. This will also allow for better airflow and improve indoor air quality.

## Your use compared to last year



Key: ■ Last year (2014) ■ This year (2015)



### Your use did not change.

You used about the same amount as last year.

## Smart Investment: Retrocommissioning

Initial Cost	Average Payback*	Estimated ROI*
<b>\$0.30/ft<sup>2</sup></b>	<b>1-2 years</b>	<b>380%</b>

Over time, building systems naturally degrade and lose functionality. Retrocommissioning is a great way to identify improvements and make the necessary adjustments to keep your equipment running at maximum efficiency. Improving the performance of existing equipment saves money on replacement costs and increases your energy savings.

### Retrocommissioning benefits:

- Help pinpoint equipment operation problems
- Provide no- and low-cost options for improvements
- Extend lifetime of equipment

\* ROI and Payback period are estimates based on an average building.

### What to do next



#### Contact a qualified professional

Search for contractors (called commissioning agents) near you for expert assistance. If you have someone on staff that is interested and knowledgeable, consider doing the project in-house.



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#### Next report:

Learn how to reduce heating costs.

Update your profile at [www.nationalgridus.com/RIEnergyReports](http://www.nationalgridus.com/RIEnergyReports)

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.DENTAL, 5 MAIN ST  
Acct \*\*\*\*\*5009

You used 40% more than efficient dentist offices.



Great



Good



Using more than average

Efficient



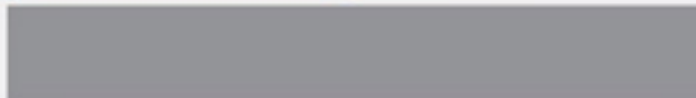
1,114 kWh

**YOU**



1,561 kWh

Average



3,123 kWh

Jun 1, 2015 - Jul 31, 2015

Your use is compared to approx. 50 similar-sized dentist offices within 50 miles.



## Ways to Save

### Install LED exit signs

Your exit signs are always on, so they constantly use energy. Install a new LED exit sign whenever an old sign burns out. They also last up to 10 times longer than incandescent signs, so you won't need to replace them as often.

Save up to \$25/year per sign

### Check for air leaks

Schedule a time to walk around your building to find leaks. You can use your hand, a piece of paper, or a stick of incense to see where air is entering. Seal small cracks with caulk and use foam sealant for larger gaps.

Save up to \$150/year

### Choose an efficient heating system

Replacing an old heating system with a new ENERGY STAR® unit can have a big impact on your energy bills. We offer rebates on energy-efficient, natural gas heating equipment. Visit our [website](#) to learn more.

Save up to \$160/year

In addition to these energy saving tips, which you can start right away, National Grid has an award-winning Small Business program for more energy saving technologies. Call us at [\(401\) 461-0870](tel:4014610870) to see how we can help you.

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The Narragansett Electric Company  
d/b/a National Grid  
RIPUC Docket No. 4580  
In Re: 2016 Energy Efficiency Program Plan  
Responses to Commission's Fourth Set of Data Requests  
Issued on November 24, 2015

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COMM 4-3

Request:

Please provide the number of gas conversions completed for each of the last 5 years.

Response:

State	Customer Type	FY12	FY13	FY14	FY15
RI	Residential	1,161	1,552	1,986	1,794
	Commercial	225	182	216	229

Data is currently only available for the past four years.