

November 6, 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 1**

Dear Ms. Massaro:

I have enclosed ten copies of National Grid's¹ responses to the first set of data requests issued by the Public Utilities Commission on October 22, 2015 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

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

¹ 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

November 6, 2015

Date

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

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COMM 1-1

Request:

Attachment 1. Page 9 of 41. Why is the company seeking a new Lead Vendor for multifamily services in late 2016?

Response:

The Company is seeking a new Lead Vendor for multifamily services in late 2016 to ensure that the Company maintains cost competitiveness by engaging other vendors in the marketplace and that everyone is given a fair chance to bid.

COMM 1-2

Request:

The 2016 Energy Efficiency Program Plan is substantially similar to prior EEP Plans, including the 2015 EEP Plan. Identify three aspects of the 2016 EEP Plan which distinguish it most from the 2015 EEP Plan.

Response:

The 2016 EEPP is the second year of the three-year plan for 2015-2017, and it continues strategies to achieve goals from that plan. as the 2016 EEPP also continues to offer similar customer services.

Three distinguishing aspects from the 2015 Plan are:

- 1) Several numbers change from 2015. Examples include:
 - a. Electric and gas savings targets are 3% and 5% higher than 2015, respectively, consistent with the targets approved in Docket 4522
 - b. Projected benefits for the electric and gas portfolios are 37% and 5% lower than 2015, respectively, due to the factors described on pages 23 and 24 of the 2016 EEP Plan
 - c. The customer electric charges increases 13% and average gas customer charge decreases 15%, primarily due to changes to actual and projected sales, as illustrated in Tables E-1 and G-1.
- 2) The Company is working with state partners in order to coordinate implementation efforts for state programs so that they are complimentary with energy efficiency and easy for customers to access. Examples include:
 - a. Ensuring customers can overcome finance barriers through new financial products from the RI Infrastructure Bank including the residential and commercial Property Assessment Clean Energy (PACE) products, and the Efficient Building Fund for public buildings.
 - b. Collaborating with the Re-Growth Program to implement coordinated energy efficiency and solar program offerings through the proposed SolarWise program in residential and C&I programs.

COMM 1-2, page 2

- 3) The Company is continuing to improve customer services, reach more customers and design programs to achieve deeper energy savings. Examples include:
- a. Redesigning the Residential New Construction program to push for higher levels of efficiency through the tiers.
 - b. Continuing to transform the lighting market for residential and C&I customers by incentivizing more LED bulbs in our residential ENERGY STAR[®] Lighting and Upstream Lighting Initiative in the C&I Retrofit program, and by installing more LEDs in our direct install programs such as EnergyWise.
 - c. Enhancing C&I offerings for municipal customers, industrial customers, and customers in the hospitality sector.

COMM 1-3

Request:

Attachment 1. Page 12 of 41. How much does the Company expect to spend on SolarWise in 2016?

Response:

The Company will not spend any EE funding on the SolarWise program. All costs relating to the implementation of the SolarWise Program in 2016 and in the future will be part of the Renewable Energy (RE) Growth Program. The estimated SolarWise budget will be presented along with other documents as part of the annual filing of the RE Growth Program, to be filed with the PUC on November 15, 2015, as required by statute. All costs and revenues from the SolarWise program will be reflected and recovered through the RE Growth Recovery Factor, along with other RE Growth costs and revenues.

COMM 1-4

Request:

Attachment 1. Page 12 of 41. Please confirm 1) whether or not the costs spent on SolarWise in 2016 will be included in the 2016 EEP charge and 2) whether these costs will be included in a future REG factor filing?

Response:

- 1) The costs spent on the SolarWise program in 2016 will not be included in the EEP charge.
- 2) All costs relating to the implementation of the SolarWise Program in 2016 and in the future will be part of the Renewable Energy (RE) Growth Program.

COMM 1-5

Request:

Attachment 1. Page 10 of 41. Describe the specific technical training and financial incentives National Grid offers for each of the 3 tiers in the RNC program.

Response:

The RNC technical training available for all projects includes the following:

- Outreach to and education of new contractors
- Targeted training to contractors addressing topics including: advanced framing, duct sealing, air sealing, insulation, ENERGY STAR[®] Version 3, building science and HVAC
- Energy modeling and design assistance of project with recommendations for achieving Tier 1, 2 or 3
- Mid-point inspection to provide the builder and/or customer with feedback regarding methods of insulation installation and proper air sealing
- In-field technical assistance to help the builder reach the targeted Tier level

The RNC financial incentives for each of the three Tiers are listed in the table below.

	2016 Financial Incentives	
	Envelope	Heating/hot water/cooling (average cost for budget purpose)
Tier 1	\$500	\$550
Tier 2	\$1,500	\$550
Tier 3	\$4,000	\$550

COMM 1-6

Request:

Attachment 1. Page 13 of 41 (First bullet point under “*Meeting 2016 Goals*”). Describe, if possible, how and when the energy efficiency tiers will be adjusted in the RNC program.

Response:

The residential new construction (RNC) tiers will be adjusted to reflect the trend of increasing efficiency of residential new construction homes participating in the program. The RNC Program has helped to create market transformation, and builders are increasingly able to achieve Tier 1 and Tier 2 status (see Table 1).

In 2015, 77% of the total completed projects achieved Tier 2 status, which equates to 25% - 44% more efficient than the User Defined Reference Home Baseline*. Of the 77%, 48% of the projects were at the lower end of the Tier 2 in the 25% - 30% range. This high percentage indicates that a market transformation is occurring, and builders are moving from Tier 1 into the lower end of Tier 2. In order to continue to promote “stretch” measures, the percentages associated with Tier 1 and Tier 2 will be shifted in 2016 (see Table 2).

The new Tier levels will be effective for customers who enroll in the program starting on January 1, 2016.

Table 1: Energy Efficiency of RNC projects in 2015:

% More Efficient than the User Defined Reference Home Baseline*	2015 completed projects (% of total projects)
Tier 1 15% - 24%	21%
Tier 2 25% - 44%	77%
Tier 3 45%+	2%

Table 2: How the RNC savings will be shifted between the Tiers in 2016:

	Percentage below the User Defined Reference Home Baseline	
	2015	2016
Tier 1	15% - 24%	15% - 30%
Tier 2	25% - 44%	31% - 44%
Tier 3	45%+	45%+

* The results of the Rhode Island 2011 Baseline Study informed the new construction baseline home. For renovations and rehabilitations, the baseline is the existing home plus code required improvements.

COMM 1-7

Request:

Attachment 1. Page 16 of 41. Identify the seven CAPs which serve as the main point of entry for the Income Eligible Services Program.

Response:

The seven CAPs that serve as the main point of entry for the Income Eligible Services Program are as follows:

- 1) Blackstone Valley Community Action
- 2) Community Action Partnership of Providence
- 3) Comprehensive Community Action
- 4) East Bay Community Action Program
- 5) South County Community Action
- 6) Tri-Town Community Action
- 7) West Bay Community Action Partnership

COMM 1-8

Request:

Attachment 1. Pages 16-17 of 41. There are 14 goals listed for 2016. Identify which of these goals are not a continuation of 2015 goals? Include in your response why/how they are not a continuation of 2015 goals.

Response:

The 2016 program description for Income Eligible Services is essentially the same as 2015, with an additional focus on collaboration with the Department of Human Services (DHS) in order to maximize the leveraging federal Department of Energy (DOE) and Low Income Home Energy Assistance Program (LIHEAP) funds. The objective of this collaboration is to build a reliable funding stream for the Community Action Program (CAP) agencies. Additionally, National Grid is increasing cost-effective services and measures for customers such as increasing the quantity of LED lighting, heat pump water heaters, and room air conditioners installed in homes.

The Income Eligible Services Program continues to do well in regard to energy savings, number of customers served, and consistency of services among the CAPs. Therefore the 2016 Plan is a continuation of the 2015 Plan.

COMM 1-9

Request:

How many times per year is a customer supposed to receive a home energy report?

Response:

For 2016, electric customers will receive six print Home Energy Reports (HERs) and twelve Email Home Energy Reports (eHERs). Also, gas customers will receive four print HERs and five eHERs. Additionally, all National Grid customers have access to the web version of HERs regardless of whether they receive a print or email report.

COMM 1-10

Request:

Attachment 1. Page 19 of 41 (“Energy Savings Campaigns”). Does the phrase “three to four month journey” mean that select customers will receive home energy reports every month for a period of 3 to four months? Clarify whether this is a pre-existing feature of the 2015 EEP Plan, or a change to the HER program from 2015.

Response:

Yes, the “three to four month journey” refers to a period of time during which the customer will receive monthly reports with specifically designed messages for a period of three to four months. This is a new feature in Rhode Island, but the Company’s Massachusetts affiliate uses this feature.

COMM 1-11

Request:

Attachment 1. Page 20 of 41 ("Rewards"). This question refers specifically to the following sentence, "In 2016, we will explore additional channels for redeeming points for energy efficient products through an online marketplace."

Explain specifically, in a few sentences, how the 2016 rewards program will be different from 2015. Include in your response whether an online marketplace for redeeming points is already available and what businesses/entities currently participate in the redeemable points program.

Response:

An online marketplace to redeem points for energy efficient products is not currently available. Some of the current businesses/entities participating in the Rewards program are (in order of customer popularity): Amazon, Home Depot, Starbucks, Habitat for Humanity, Tango Card, National Parks Foundation, iTunes, and World of Children. For 2016, more businesses and charities will be joining as participants in the program.

COMM 1-12

Request:

Attachment 1. Pages 20-22 of 41- "Energy Star Lighting (Electric)". Explain specifically, in a few sentences, how the 2016 Energy Star Lighting program will be different from 2015.

Response:

In 2016, the Residential Lighting program will increase the support of light emitting diode (LED) lighting products with the planned percentage of LED products rebated increasing to 59% from 32% in 2015. Additionally, LED bulbs have been added to the "hard to reach" category where previously, only compact fluorescent lamps (CFLs) were offered in this targeted area.

COMM 1-13

Request:

Attachment 1. Pages 22-23 of 41-“Residential Consumer Products (Electric)”. Explain specifically, in a few sentences, how the 2016 Residential Consumer Products program will be different from 2015.

Response:

In 2016, the following consumer products that were offered in the program in 2015 will no longer receive incentives: clothes washers, televisions, freezers, two-speed pool pumps, tier two advanced power strips, and desktop computers. These products will not be incentivized because they are no longer cost effective. Most of these products are no longer cost effective due to increased baseline standards that reduce the amount of savings a utility can claim.

COMM 1-14

Request:

Attachment 1. Pages 23-25 of 41- "High Efficiency Cooling and Hot Water (Electric and Gas)"
Explain specifically, in a few sentences, how the 2016 High Efficiency Cooling and Hot Water (Electric and Gas) program will be different from 2015.

Response:

Gas customers will receive incentives consistent with 2015. The Company also plans on more frequent contractor and customer training sessions than in 2015. The upstream sale of electronically commutated motors (ECMs) will no longer be pursued due to the lack of funding to support the anticipated high participation levels. ECM rebates will still remain available in 2016 via the Gas Heating rebate program.

(https://www1.nationalgridus.com/Files/AddedPDF/POA/RI_HEHE.pdf).

In 2016, the Program will identify electrically heated homes in which cold-climate heat pumps could be installed for overall energy savings opportunities for both heating and cooling. The Company will no longer offer incentives for central AC tier (SEER 18) because it is not cost effective.

COMM 1-15

Request:

Attachment 1. Page 25 of 41- "Gas Conversion." Explain specifically, in a few sentences, how the Company's 2016 approach to gas conversions will be different from 2015.

Response:

Nothing has changed between 2015 and 2016 regarding the Company's approach to gas conversions. National Grid's energy efficiency programs do not subsidize any part of gas conversions. However, through its programs, the Company works with plumbers and contractors to promote high efficiency equipment at the time a customer chooses to convert.

COMM 1-16

Request:

Attachment 1. Pages 25-28 of 41- "Community Initiative."

- a) To date, what communities, cities or towns have participated in the Rhode Island Energy Challenge?
- b) Identify the 6 new cities and towns ("2016 Enhancements," page 27 of 41, first bullet) that will be selected for the Rhode Island Energy Challenge. If the answer is unknown at this time, identify the Company's criteria for selecting cities and towns for participation in this program.
- c) Are any funding sources, other than those listed on Tables E-1 and G-1 of the Plan, such as local tax dollars or charitable donations, used to support this program or any other community level, energy efficiency awareness programs?

Response:

- a) Cranston, Newport, Warwick, North Smithfield, North Providence, Central Falls and Providence have participated in the Rhode Island Energy Challenge.
- b) At this time, the Company has not selected the six new cities and towns that will participate in the Rhode Island Energy Challenge in 2016. As in previous years, many factors are considered when selecting a community. These factors include, among other things, the municipal leadership's commitment to promoting energy efficiency, the size of the community, and equitable distribution of benefits both geographically and among the income spectrum, and the potential for demand response benefits.
- c) No other funds are contributed to the success of the Community Initiative program. However, community members volunteer their time and energy to educate and sign up the public for the program.

COMM 1-17

Request:

What is the Company's understanding as to why TEC-RI did not sign the 2016 EEP Plan Settlement as in years past?

Response:

The Company believes that it is more appropriate for TEC-RI, if it so chooses, to state the definitive reasons it did not sign on to the 2016 EE Program Plan Settlement as in years past.

TEC-RI, along with other parties who ultimately joined the settlement, expressed concern about the cost of energy efficiency. The Company worked with all parties to explain the factors behind the 2016 costs for both electric and gas energy efficiency, the value created from the proposed budget, and the potential impacts of a reduced budget.

Ultimately, even with this information in hand, TEC-RI did not choose to sign on to the 2016 Plan.

COMM 1-18

Request:

Attachment 1. Page 28 of 41. Clarify whether the customer communicating device demonstration is an existing feature, or a change, to the 2015 EEP Plan.

Response:

A large percentage of the projected wi-fi communicating devices to be installed under the residential demonstration projects have been tested and evaluated in small scale demonstrations during previous years. There are a small number of planned devices that will be installed in 2016 and which are new to the communicating device space. These devices are unproven from a control and communications perspective.

COMM 1-19

Request:

Attachment 1. Pages 30-32 of 41. Explain, in a few sentences, how 2016 marketing efforts will be different from 2015.

Response:

The marketing efforts in 2016 will be different from the marketing efforts in 2015 in the following key ways:

- Deeper segmentation and targeting to produce qualified leads, such as remarketing qualified customers and trade professionals who have demonstrated interest but have not acted.
- Greater focus to bring relevant messaging to residential customers in moments that matter such as high bills, to commercial and industrial customers with industry and energy-decision-maker focused web landing pages and to trade professionals in more offer-specific messaging.
- Expanded use of digital applications, social platforms, and testing of new tactics to create more engagement opportunities.

COMM 1-20

Request:

Is there a typographical error in the title of Table G-4?

Response:

Yes. The title of Table G-4 should refer to 2015 and not 2014.

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 4580
In Re: 2016 Energy Efficiency Program Plan
Responses to Commission's First Set of Data Requests
Issued on October 22, 2015

COMM 1-21

Request:

Revise and reproduce charts E-7 and G-7 to include a column for Actual Participants in 2015.

Response:

Please see Attachment COMM 1-21 for revised E-7 and G-7 table that include actual participant data from January – September 30, 2015.

Table G-7
National Grid
Comparison of 2015 and 2016 Goals

	Proposed 2016		Approved 2015		2015 Actuals	Difference	
	Annual Energy Savings (MMBTU Natural Gas)	Planned Unique Participants	Annual Energy Savings (MMBTU Natural Gas)	Planned Unique Participants	Unique Participants (As of 9/30/15)	Annual Energy Savings (MMBTU Natural Gas)	Planned Unique Participants
Non-Income Eligible Residential							
EnergyWise	68,117	2,710	68,141	2,400	2,045	-24	310
Energy Star® HVAC	26,064	2,099	29,081	1,327	1,121	-3,017	772
EnergyWise Multifamily	17,208	2,625	15,863	2,500	1,871	1,344	125
Home Energy Reports	53,989	135,689	50,806	142,220	127,963	3,183	-6,531
Residential New Construction	10,907	375	4,796	386	275	6,111	-11
Non-Income Eligible Residential SUBTOTAL	176,284	143,498	168,687	148,833	133,275	7,597	-5,335
Income Eligible Residential							
Single Family - Income Eligible Services	9,368	500	8,780	400	307	588	100
Income Eligible Multifamily	19,915	3,000	19,098	2,900	1,797	816	100
Income Eligible Residential SUBTOTAL	29,283	3,500	27,878	3,300	2,104	1,404	200
Commercial & Industrial							
Large Commercial New Construction	43,424	152	41,802	227	62	1,622	-74
Large Commercial Retrofit	133,613	234	125,711	600	82	7,902	-366
Small Business Direct Install	3,667	133	3,489	83	75	179	50
Commercial & Industrial Multifamily	9,490	1,611	9,396	1,968	626	94	-356
Commercial & Industrial SUBTOTAL	190,194	2,131	180,397	2,878	844	9,797	-747
TOTAL	395,760	149,129	376,963	155,012	136,223	18,797	-5,883

Note:

- (1) Participants can participate in more than one program, for example Home Energy Reports and EnergyWise.
- (2) Planned 2016 participation takes into account net-to-gross and estimates unique participation by taking into account 2014 unique customer accounts to savings ratios. Therefore the number of planned measures may be more than the planned participants. For measure counts please view the widgets tables at the end of the Residential and C&I text sections.
- (3) 2015 Actual Participation is through September 30, 2015 and is reported in 'net' terms which takes into account free-ridership and spillover.

Table E-7
National Grid
Comparison of 2015 and 2016 Goals

	Proposed 2016			Approved 2015			Actual 2015	Difference		
	Annual Demand Savings (kW)	Annual Energy Savings (MWh)	Planned Unique Participants	Annual Demand Savings (kW)	Annual Energy Savings (MWh)	Planned Unique Participants	Unique Participants (As of 9/30/15)	Annual Demand Savings (kW)	Annual Energy Savings (MWh)	Planned Unique Participants
Non-Income Eligible Residential										
Residential New Construction	83	1,213	512	169	559	430	340	-87	654	82
ENERGY STAR® HVAC	235	1,011	902	197	1,020	1,322	1,383	39	-9	-420
EnergyWise	1,701	11,729	8,890	1,383	11,157	9,000	9,008	318	573	-110
EnergyWise Multifamily	579	4,061	4,400	178	3,898	5,000	3,838	401	163	-600
Home Energy Reports	3,759	32,186	294,013	4,161	25,634	268,733	266,996	-402	6,552	25,280
ENERGY STAR® Lighting	3,620	43,098	233,992	5,125	38,859	104,825	154,328	-1,505	4,239	129,167
Residential Consumer Products	696	4,647	14,095	652	4,605	13,438	15,299	44	42	658
Non-Income Eligible Residential SUBTOTAL	10,673	97,947	556,804	11,865	85,733	402,748	451,192	-1,192	12,214	154,056
Income Eligible Residential										
Single Family - Income Eligible Services	554	4,061	2,500	479	3,680	2,500	2,041	75	381	0
Income Eligible Multifamily	366	2,830	5,100	120	2,907	8,000	3,157	246	-76	-2,900
Income Eligible Residential SUBTOTAL	920	6,891	7,600	599	6,587	10,500	5,198	321	304	-2,900
Commercial & Industrial										
Large Commercial New Construction	1,540	15,728	209	6,846	33,702	3,698	1,663	-5,306	-17,974	-3,489
Large Commercial Retrofit	13,906	67,030	3,540	6,262	48,041	574	274	7,644	18,989	2,966
Small Business Direct Install	2,507	12,165	905	4,143	19,539	1,407	668	-1,636	-7,374	-503
C&I SUBTOTAL	17,953	94,922	4,654	17,252	101,282	5,680	2,605	701	-6,359	-1,026
TOTAL	29,545	199,760	569,058	29,715	193,602	418,928	458,995	-170	6,158	150,130

Notes:

- (1) Planned 2016 participation takes into account net-to-gross and estimates unique participation by taking into account 2014 unique customer accounts to savings ratios. Therefore the number of planned measures may be more than the estimated participants shown. For measure counts please view the widget tables in Attachments 1 and 2.
- (2) There are additional Low Income participants in Residential New Construction.
- (3) Income Eligible Multi-Family Participation was entered into the table incorrectly last year. The 2015 Participants should have been 5,800.
- (4) A customer can participate in more than one program, for example, ENERGY STAR® Lighting and Home Energy Reports, therefore the population reached can be more than 100%.
- (5) 2015 Actual Participation is through September 30, 2015 and is reported in 'net' terms which takes into account free-ridership and spillover.

COMM 1-22

Request:

Identify the individuals, including title and place of employment, who authored the 2016 EEP Plan. If multiple authors exist, please identify the attachments or portions of the Plan for which each author is responsible.

Response:

Many National Grid employees contributed to the 2016 Plan. Additionally, the Plan was reviewed by the settling parties, and the text also reflects their input.

Listed below are the lead authors who coordinated the contents of the various attachments. These lead authors are from National Grid.

Main Text: Rachel Henschel, Lead Analyst
Attachment 1: Angela Li, Lead Analyst
Attachment 2: Puja Vohra, Lead Analyst
Attachment 3: Jeremy Newberger, Manager
Attachment 4: Jeremy Newberger, Manager
Attachment 5: Rachel Henschel, Lead Analyst
Attachment 6: Courtney Lane, Senior Analyst
Attachment 7: Muxi Yang, Analyst