

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
Appliance Recycling Program**

Dear Ms. Massaro:

I have enclosed correspondence (Attachment 1) that National Grid¹ sent electronically to the Rhode Island Energy Efficiency Resource Management Council and the Rhode Island Energy Efficiency Collaborative regarding an issue that arose recently that impacts the Company's Appliance Recycling Program, which the Company budgeted for in the proposed 2016 Energy Efficiency Plan in the above-referenced docket. As explained in the enclosed correspondence, the Company's vendor for this program, JACO Environmental, has unexpectedly gone into receivership and discontinued their services throughout the United States. Therefore, the National Grid Rhode Island refrigerator and freezer recycling offering has been suspended until further notice for both residential and small business customers. The enclosed correspondence includes details regarding steps the Company is taking to address this issue, which affects a few hundred Rhode Island customers.

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 the Company).

E-mail Sent to RI Energy Efficiency Resource Management Council and RI Energy Efficiency Collaborative on December 1, 2015:

As of last week, the National Grid Rhode Island Appliance Recycling Vendor, JACO Environmental, has unexpectedly gone into receivership and discontinued their services throughout the US. Therefore, the National Grid Rhode Island refrigerator and freezer recycling offering has been suspended until further notice for both residential and small business customers.

- *Customers are being contacted by National Grid call center and advised that all future pickups have been cancelled.*
 - o *Customers who have had their appliance picked up will receive their rebate.*
 - o *Customers who have received a check but have not cashed or deposited it will be sent a replacement check. (See below)*
 - o *Customers who have received a check and tried to deposit it or cash it but were declined (i.e., bounced checks) will be sent a replacement check and reimbursed for any bank fees.*
 - *The Company is still working through how this process will work.*
 - *We are waiting to get reconciled list of affected customers from JACO.*
 - *It is unclear whether JACO will be issuing checks but the Company is talking to another rebate processor to handle check issuance in event that JACO is unable to issue checks.*
- *National Grid has also informed some appliance vendors in Rhode Island who had JACO pick up old appliances in bulk from stores.*
- *National Grid is looking for an alternate vendor but it is a very specialized industry and other vendors may be reluctant to take on new business due to decrease in prices of secondary metals.*
- *Implementation and Customer Service are working to notify customers scheduled to have their refrigerators/freezers removed through December that this service is not available at this time.*
- *Though the Company planned for refrigerator/freezer recycling in the Energy Efficiency Plan 2016 filing, the Company believes that it can make up the savings through Lighting or other residential electric programs.*
- *Marketing materials regarding the refrigerator/freezer recycling program, including social media and references on the Company's websites, has been removed.*

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**

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