

March 20, 2017

VIA HAND DELIVERY & ELECTRONIC MAIL

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

**RE: Docket 4651 - Arrearage Management Program Provision
RIPUC No. 2130 and RIPUC NG-GAS No. 101
Notice to Customers**

Dear Ms. Massaro:

I have enclosed the written notice National Grid¹ proposes to send to the customers referenced in Paragraph 2 of its Settlement Agreement with the Center for Justice in the above-referenced docket (the Notice). The Notice is the same notice that has been approved in connection with the Bennett Litigation,² but adds two sentences to the first paragraph of that notice. First, the Notice explains that the customer is receiving the Notice because he or she has requested enrollment in National Grid's Arrearage Management Program (AMP). Second, the Notice explains that the customer's receipt of a letter confirming his or her enrollment in the AMP will prevent the termination of service during the term of the customer's AMP payment plan. All customers who receive the Notice will also receive a letter confirming their enrollment in the AMP, so such customers will not actually be terminated during the term of their AMP payment plans.

Thank you for your attention to this matter. If you have any questions, please contact me at 401-784-7415

Very truly yours,



Robert J. Humm

Enclosure

cc: Docket 4651 Service List
Leo Wold, Esq.
Steve Scialabba, Division
Robert McCreanor, Center for Justice

¹ The Narragansett Electric Company d/b/a National Grid.

² Laura Bennett, et al. v. Sidney McCleary, in his official capacity as the Administrator of the State of Rhode Island Division of Public Utilities and Carriers, et al., C.A. No. PC-2015-4214.

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.

The 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

March 20, 2017

Date

Docket No. 4651 - National Grid – Arrearage Management Program Service List updated 2/27/17

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File an original & 9 copies w/: Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	Luly.massaro@puc.ri.gov ;	401-780-2017
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TERMINATION NOTICE

You are receiving this notice because you have requested enrollment in National Grid's Arrearage Management Program (AMP). Our records indicate an unpaid balance on the account covering this residence. NATIONAL GRID INTENDS TO TERMINATE UTILITY SERVICE TO THIS RESIDENCE ON 05/02/2017 OR WITHIN A REASONABLE TIME AFTER UNLESS YOU TAKE ACTION. Your receipt of a letter confirming your enrollment in the AMP will prevent the termination of service during the term of your AMP payment plan.
(See itemized listing below.)

National Grid	\$XXXX.XX
Suspended Charges/Credits	\$0.00
Amount to avoid disconnect	\$XXXX.XX

If your service is shut off, you may have your service restored by paying your balance in full, entering into satisfactory payment arrangements with National Grid or receiving an emergency restoration order from the Division of Public Utilities and Carriers. A reconnection charge may be applied to your account. Additionally, it may take up to 24 hours to turn the service back on after you have taken appropriate action.

Please contact our Credit Department at 1-888-211-1313 if payment has already been made or to confirm the status of your account.

This is a Utility Service Termination Notice. Please have it translated immediately.
Este es un Aviso de Rescisión del Servicio, Por favor, pase a traducirla de inmediato.
Serve esta notificar a interrupção do serviço de utilidade pública. Queira traduzir imediatamente.
Ceci est un avis de cessation de service public. Veuillez le traduire immédiatement.
Questo è un avviso di cessazione servizio Utility. Si prega di averlo tradotto immediatamente.

RESIDENTIAL CUSTOMER RIGHTS

YOU MAY AVOID TERMINATION

Your utility service *will not* be terminated before the termination date listed on the front of this letter, if satisfactory arrangements are made to pay this balance. National Grid makes available residential payment plans as described by the Rules and Regulations Governing Termination of Residential Electric, Gas and Water Utility Service. As a first step, you should call our Credit Department at 1-888-211-1313 as soon as possible to arrange a payment plan that will allow you to spread out your payments.

If a satisfactory arrangement cannot be agreed upon, you have the right to submit this matter to the Reviewing Officers of the Rhode Island Division of Public Utilities and Carriers at 89 Jefferson Boulevard, Warwick, RI 02888 (401) 780-9700. If you are unable to reach a satisfactory arrangement over the telephone, you have the right to a hearing, which you must request, on whether termination is justified. National Grid will not disconnect your service pending proceedings before a reviewing officer appointed by the Administrator of the Division of Public Utilities and Carriers.

PROTECTION AGAINST TERMINATION

The Public Utilities Commission has Rules and Regulations that provide protection from termination of service for the seriously ill, handicapped, and households in which all residents are at least 62 years of age. Please call our Customer Service Department to determine eligibility.

Under certain circumstances, a customer may be protected from termination of service during the period between 12:01 AM November 1st and 11:59 PM April 15th. Please contact our Credit Department at 1-888-211-1313 to determine eligibility.

If you or anyone currently and normally living in your house has a child under two (2) years old, we will not terminate service provided you also have a financial hardship. Please call our Customer Service Department to determine eligibility.

LOW INCOME HEATING ASSISTANCE PROGRAM (LIHEAP)

LIHEAP provides eligible customers with public energy assistance aid. Customers who may qualify should contact their local Community Action Program.

RULES AND REGULATIONS

A copy of the Rules and Regulations Governing Termination of Residential Electric, Gas and Water Utility Service is available for review at the office of the Division of Public Utilities and Carriers located at 89 Jefferson Boulevard, Warwick, Rhode Island, Monday through Friday, 8:30 AM to 4:00 PM. A copy of the Rules and Regulations may also be obtained via the Internet at www.ripuc.org.

NON-RESIDENTIAL CUSTOMERS

Questions: If you have general questions, please contact Customer Service at 1-800-322-3223.