

April 11, 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
Responses to Record Requests

Dear Ms. Massaro:

Enclosed please find 10 copies of National Grid's¹ responses to the record requests issued by the Public Utilities Commission during the March 21, 2017 evidentiary hearing in the above-referenced docket.

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

Enclosures

cc: Docket 4651 Service List
Leo Wold, Esq.
Steve Scialabba, Division

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 4651
In Re: Arrearage Management Program Provision
RIPUC No. 2130 and RIPUC NG-GAS No. 101
Responses to Record Requests Issued at the
Commission's Evidentiary Hearing
On March 21, 2017

Record Request No. 1

Request:

Provide the percentage of customers who successfully completed the arrearage forgiveness program from 2012-present.

Response:

Please see the table below for the percentage of customers who enrolled in the arrearage forgiveness program beginning in 2012 and have successfully completed the program. Please note that the results for 2014 are for customers who have completed the program from January through March 2017 as compared to the total number of customers who enrolled in 2014. As the arrearage forgiveness program is a three-year program, data is not yet available for customers who enrolled in the arrearage forgiveness program from April 2014 through September 2016.

Year Participation Began	Gas and Electric	Gas	Electric
2012	9.83%	11.04%	8.65%
2013	10.62%	11.84%	9.71%
2014	0.31%	0.30%	0.32%

Record Request No. 2

Request:

What are the languages set forth on the Termination Notice that National Grid will send out to customers who have requested enrollment in the Arrearage Management Program during the moratorium?

Response:

The disconnect notice letter that National Grid will send to protected customers who have requested enrollment in the Arrearage Management Program during the annual winter moratorium includes the following foreign language messaging:

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.

The languages are, in the order they appear above, as follows: English, Spanish, Portuguese, French, and Italian.

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

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Date

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

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