

Governor Raimondo,

I called your office and was told to send this information to this e-mail address. It seems like some of the opposition to Nationalgrids distribution rate increase has lessened. I am trying to get someone to listen to some of my issues. See letter sent to RIPUC.

Thank You

Stephen Stamp

401-965-1718

May 30,2018

Dear Mr. McCleary,

In regard to Nationalgrids distribution rate increase an article on the Marketwatch website dated May 17, 2018 reported Nationalgrids pretax profit rose 24% and a dividend increase of 3.75 percent. I do not believe they should get an increase in the distribution rate.

There seems to be an unaccountability of how money is spent at this company. Overtime is unlimited they have to hire more help. Union salaries of \$150,000 -\$250,000 and more is not uncommon. Overtime of 2000 hours for per employee. Constant mistakes leading to large retroactive payments to employees. When the new computer was installed in 2012 there were over payments of \$15,000-\$20,000 and more. Records were so poor the company was unable to take the money back even though employees told them week after week of the overpayments. No one seemed to care.

Bonuses are paid to all employees regardless of the performance of the company. You could be out sick and still get a bonus. Stock discounts of 15% give to all employees. None of this really matters because if more money is needed they ask for a rate increase. There is no accountability.

Besides the normal contract raises many employees were provided large increases bringing some wages to \$47.00 per hour.

Regarding the storm fund this is something that should be scrutinized more closely. When a storm is approaching and management is told to use storm account overtime is opened up. No one cares because it's paid from the "storm account". Working out of Northborough Mass (Rhode Island Employees) you could always tell the storm account was open, it was free food and plenty of it.

When this company was Providence Gas, safety and customer service was priority. Management was brought up thru the ranks. Now its outside contractors and management with no background in what department they are managing. You deal with outside contractors on benefits and even safety issues. Many times given wrong information.

Customer service is poor. I called to have services transferred in my rental property and it took many calls to get the account transferred and one time it took 9 calls. I also was told there was a charge to read a meter and that it was a state law. No such law exists. Having to speak to 6 different people for each transaction cost money and the rate payer ends up paying in the end.

We were given policy's to follow but at times impossible to follow.

They seem to advertise excessively. They are on the television, radio, internet ads and newspaper. Each month I get a mailing stating my electric usage compared to my neighbors. How can you usage compare to the person next door, everyone's situation is different, it's useless I throw it out. The rate payer is paying for this. How do they separate their non-regulated business expense?

There has to be more oversight on how this company operates. I have many other issues that should be looked into including those that pertain to safety. Maybe Nationalgrid should be given an increase if the accounting numbers show it is needed but not before they are held accountable on how the rate payer's money is spent.

Stephen Stamp (Retired form Nationalgrid Gas Division)

401-965-1718

Cc: Governor Raimondo