

The Narragansett Electric Co. d/b/a National Grid—Application for Approval of a Change in Electric and Gas Base Distribution Rates (filed on November 27, 2017)

Docket 4770

Request for Information

Requesting Party: New Energy Rhode Island (NERI)
To: National Grid
Request No.: NERI-5
Date of Request: 3.2.18
Response Due Date: 3.23.18 (rolling by agreement)
Subject/Panel: Book 7—Johnston and Connolly

1. Please provide details on the relationship between the proposed Gas Business Enablement investments and gas expansion investments. What fraction of GBE investments are designed to serve expansion efforts? Which functions are primarily or significantly related to gas business expansion?

Response can be found on Bates page(s) 1.

2. Please explain why customer expectations regarding natural gas utility service should be compared to frequent, often daily, business interactions like using a taxi or shopping for groceries.

Response can be found on Bates page(s) 2-118.

3. Reference p. 20, ll. 8-16. Please explain why customers should be able to instantly determine the purpose and function of a service truck without asking the crew of the truck.

Response can be found on Bates page(s) 119-120.

4. Reference p. 21, ll. 5-11. Please provide empirical data explaining the before and after conditions associated with the following statement: "Implementation of the Gas Business Enablement Program and the establishment of an enterprise-wide Work Management, Asset Management, and Customer Enablement system will result in the upgrade of gas and customer processes conducted by the Company to perform day-to-day operations. The new systems will provide more complete data capture and enable associated data reporting; eliminate over-reliance on paper records; create greater visibility of work requirements; and improve the effectiveness of field work and customer interactions."

Response can be found on Bates page(s) 121-125.

5. Reference p. 23. Please detail the outcome-based metrics associated with the gas customer experience investments.

Response can be found on Bates page(s) 126.

6. Reference p. 39, ll. 5-8. Please provide indicative and comparative data to provide perspective to the comment on the number of customer service requests that National Grid receives, broken out by jurisdiction.

Response can be found on Bates page(s) 127.