

February 25, 2020

**BY HAND DELIVERY AND ELECTRONIC MAIL**

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

**RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid  
for Approval of a Change in Electric and Gas Base Distribution Rates  
Low-Income Monthly Report – January 2020**

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> I have enclosed one original and nine copies of the Company's Low-Income Monthly Report for January 2020 pursuant to Article II, Section C.22.f. of the Amended Settlement Agreement dated August 16, 2018 in Docket 4770.

Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2121.

Very truly yours,



Raquel J. Webster

Enclosure

cc: Docket 4770 Service List  
Kevin Lynch, Division  
Jonathan Schrag, Division  
John Bell, Division  
Al Mancini, Division  
Christy Hetherington, Esq.  
Leo Wold, Esq.

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

Monthly Utility Credit and Collections  
December 2019  
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		Jan-20	
		Electric	Gas
	<b>General Residential</b>		
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	1,581,835	699,687
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	442,083	251,969
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	1,139,752	447,718
2	Total Billed, does not include ESCO	\$60,515,378	\$46,331,683
3	Average active residential account bill ( line 2 / line 1.a)	\$136.89	\$183.88
4	Total Receipts	\$24,069,568	\$16,046,379
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,731	4,283
6	Number of Standard Accounts Protected	4,008	2,569
6.a	Elderly	1,060	753
6.b	Infant	329	222
6.c	Handicapped	287	165
6.d	Welfare	0	0
6.e	Unemployed	13	5
6.f	Seriously ill	2,319	1,424
7	Number of Low-Income Accounts Protected	2,723	1,714
7.a	Elderly	727	463
7.b	Infant	326	272
7.c	Handicapped	319	168
7.d	Welfare	0	0
7.e	Unemployed	1	1
7.f	Seriously ill	1,350	810
	<b>Delinquency (Includes Active and Pending final accounts)</b>		
8	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	36,027	23,551
8.a	Number of accounts reported above that have an active DPA	1,163	901
8.b	Number of accounts reported above without an active DPA	34,864	22,650
9	Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$11,168,730	\$7,488,350
9.a	Dollar Value of accounts reported above that have an active DPA	\$1,872,662	\$898,110
9.b	Dollar Value of accounts reported above without an active DPA	\$9,296,069	\$6,590,240
10	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	14,539	8,187
10.a	Number of accounts reported above that have an active DPA	1,604	847
10.b	Number of accounts reported above without an active DPA	12,935	7,340
11	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$5,360,947	\$2,682,279
11.a	Dollar Value of accounts reported above that have an active DPA	\$1,275,983	\$474,936
11.b	Dollar Value of accounts reported above without an active DPA	\$4,084,964	\$2,207,343
12	Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	45,751	26,071
12.a	Number of accounts reported above that have an active DPA	9,990	4,210
12.b	Number of accounts reported above without an active DPA	35,761	21,861
13	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$32,392,338	\$19,090,697
13.a	Dollar value of accounts reported on above that have an active DPA	\$5,409,965	\$2,546,223
13.b	Dollar value of accounts reported above without an active DPA	\$26,982,372	\$16,544,474
14	Total Number of delinquent accounts	96,317	57,809
14.a	Number of accounts reported above that have an active DPA	12,757	5,958
14.b	Number of accounts reported above without an active DPA	83,560	51,851
15	Total Dollar Value of delinquent accounts	\$48,922,014	\$29,261,326
15.a	Dollar Value of accounts reported above that have an active DPA	\$8,558,610	\$3,919,269
15.b	Dollar Value of accounts reported above without an active DPA	\$40,363,405	\$25,342,057
16	Total Dollar Value of current accounts	\$46,247,554	\$31,961,594
17	Total Active and Pending Final A/R	\$95,169,569	\$61,222,920
	<b>Collection Agencies</b>		
18	Number of cases referred to collection agencies	1,770	1,099
	<b>Payment Plans</b>		
19	Number of new payments plans, not including AMP	4,149	2,429
20	Number of payment plans defaulted	4,251	2,257
21	Number of active payment agreements	9,174	4,334

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		Jan-20	
		Electric	Gas
21.a	Number of Active Step-plan agreements	5,905	2,904
21.b	Number of Company issued non-Step plans	3,106	1,377
21.c	Number of regulatory order non-Step plans	142	43
21.d	Number of Commission sanctioned "October Rule" payment plans	21	10
22	Number of new budget plans, not including AMP	1,842	1,258
Shut-Offs			
23	Number of Accounts Sent Notice of Disconnection for non-payment	35,614	24,060
24	Number of Service Disconnections for non-payment	0	0
24.a	Number of Service Disconnections for non-payment on accounts with NO special protection	0	0
24.b	Number of Service Disconnections for non-payment on accounts WITH a special protection	0	0
24.c	Number of Service Disconnections for non-payment in excess of \$1000	0	0
24.d	Ratio of service disconnections for nonpayment to total Residential Customers	0.0%	0.0%
25	Average balance of Service Disconnections for non-payment	\$0	\$0
25.a	Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$0	\$0
25.b	Average balance of Service Disconnections for non-payment on accounts WITH a special protection	\$0	\$0
Restorations			
26	Number of Service Restorations within 7 days of termination	0	0
26.a	Number of Service Restorations within 7 days of termination on accounts with NO special protection	0	0
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection	0	0
27	Average balance of of service restorations		
27.a	Average balance of of service restorations on accounts with NO special protection	\$0	\$0
27.b	Average balance of of service restorations on accounts WITH a special protection	\$0	\$0
28	Average duration of service disconnection for Service Restorations within 7 days of termination	0.0	0.0
Write-Offs			
29	Number of Accounts Classified as Written-Off	2,148	1,319
29.a	Number of Residential Accounts Classified as Written-Off	2,008	1,250
29.b	Number of Commercial and Industrisal Classified as Written-Off	140	69
30	Dollar Value of Accounts Classified as Written-Off	\$1,404,211	\$907,733
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$1,154,054	\$838,478
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	\$250,157	\$69,255
31	Dollar Value of write-off recoveries	\$387,609	\$280,127
31.a	Dollar Value of Residential write-off recoveries	\$358,716	\$268,097
31.b	Dollar Value of Commercial and Industrisal write-off recoveries	\$28,893	\$12,031
32	Dollar value of NET A/R Write-Offs	\$1,016,602	\$627,606
32.a	Dollar Value of Residential NET A/R Write-Offs	\$795,338	\$570,382
32.b	Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$221,264	\$57,224
<b>Low Income Discount Rate</b>			
33	Number of Low-Income Accounts	31,501	17,884
33.a	Number of Accounts (no rider)	27,466	15,197
33.b	Number of Accounts (with rider)	4,035	2,687
34	Percent of customers on the low-income discount	7.1%	7.1%
35	Total receipts	\$2,734,193	\$1,207,038
36	Total receipts paid by LIHEAP	\$47,805	\$0
36.a	Total receipts paid by Regular LIHEAP	\$37,712	\$0
36.b	Total receipts paid by Crisis LIHEAP	\$10,093	\$0
37	Total number of customers receiving a LIHEAP payment for the month	133	0
38	Total billed	\$3,011,570	\$2,567,352
Delinquency			
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	3,184	1,730
39.a	Number of accounts reported above that have an active DPA	252	136
39.b	Number of accounts reported above without an active DPA	2,932	1,594
40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$267,289	\$193,973
40.a	Dollar value of accounts reported above that have an active DPA	\$42,039	\$19,609
40.b	Dollar value of accounts reported above without an active DPA	\$225,250	\$174,364

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		Jan-20	
		Electric	Gas
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	3,064	1,759
41.a	Number of accounts reported above that have an active DPA	260	152
41.b	Number of accounts reported above without an active DPA	2,804	1,607
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$243,814	\$184,793
42.a	Dollar value of accounts reported above that have an active DPA	\$42,204	\$21,049
42.b	Dollar value of accounts reported above without an active DPA	\$201,610	\$163,745
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	11,687	6,009
43.a	Number of accounts reported above that have an active DPA	3,506	1,251
43.b	Number of accounts reported above without an active DPA	8,181	4,758
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$11,640,877	\$5,822,248
44.a	Dollar value of accounts reported above that have an active DPA	\$3,150,809	\$1,283,812
44.b	Dollar value of accounts reported above without an active DPA	\$8,490,067	\$4,538,436
45	Total Number of low-income delinquent accounts	17,935	9,498
45.a	Number of accounts reported above that have an active DPA	4,018	1,539
45.b	Number of accounts reported above without an active DPA	13,917	7,959
46	Total Dollar Value of low-income delinquent accounts	\$12,151,981	\$6,201,014
46.a	Dollar value of accounts reported above that have an active DPA	\$3,235,052	\$1,324,470
46.b	Dollar value of accounts reported above without an active DPA	\$8,916,928	\$4,876,544
<b>Shut-Offs</b>			
47	Number of low-income Accounts Sent Notice of Disconnection	436	217
48	Number of low-income Service Disconnections for Non-Payment	0	0
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0%	0.0%
<b>Restorations</b>			
50	Number of low-income Service Restorations for non-payment	0	0
51	Average duration of low-income service disconnection for restored accounts	0	0
<b>Write-Off</b>			
52	Number of low-income accounts Classified as Written-Off	212	149
53	Dollar Value of low income accounts classified as written-off	\$227,619	\$156,739
54	Dollar Value of low-income write-off recoveries	\$106,920	\$50,808
55	Dollar value of NET low-income A/R Write-Offs	\$120,700	\$105,931
<b>Arrearage Management Program</b>			
56	Number of Accounts (total enrollees in the program)	2,011	1,078
57	Percent of low-income customers enrolled on the AMP	6.4%	6.0%
58	Total receipts paid by enrollees	\$200,070	\$61,467
59	Total receipts paid by LIHEAP	\$36,213	\$25,870
60	Total billed to program participants, includes both arrears payment and current bill	\$319,584	\$122,285
61	Number of newly enrolled customers	163	81
61.a	Number of newly enrolled customers: not associated with service restoration	163	81
61.b	Number of newly enrolled customers: associated with service restoration	0	0
62	Number of customers exited the program	285	136
62.a	Number of customers exited the program by default	246	123
62.b	Number of customers exited the program by cancellation	39	13
63	Number of customers successfully completing a 12-month program	35	22
63.a	Number of customers successfully completing a 12-month program with remaining arrears	35	22
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears	0	0
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	1,875	834
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$2,510,229	\$1,225,429
66	Number of AMP program participants receiving LIHEAP	39	33
67	Percent of AMP customers receiving LIHEAP payments	1.9%	3.1%

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.

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Joanne M. Scanlon

February 25, 2020  
Date

**National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST)  
Combined Service list updated 9/24/2019**

<b>Docket No. 4770 Name/Address</b>	<b>E-mail Distribution List</b>	<b>Phone</b>
<b>National Grid</b> Jennifer Hutchinson, Esq. Celia O'Brien, Esq. National Grid 280 Melrose St. Providence, RI 02907	<a href="mailto:Jennifer.hutchinson@nationalgrid.com">Jennifer.hutchinson@nationalgrid.com</a> ;	781-907-2153 401-784-7288
	<a href="mailto:Celia.obrien@nationalgrid.com">Celia.obrien@nationalgrid.com</a> ;	
	<a href="mailto:Najat.coye@nationalgrid.com">Najat.coye@nationalgrid.com</a> ;	
	<a href="mailto:Joanne.scanlon@nationalgrid.com">Joanne.scanlon@nationalgrid.com</a> ;	
	<a href="mailto:Bill.Malee@nationalgrid.com">Bill.Malee@nationalgrid.com</a> ;	
	<a href="mailto:Melissa.little@nationalgrid.com">Melissa.little@nationalgrid.com</a> ;	
	<a href="mailto:William.richer@nationalgrid.com">William.richer@nationalgrid.com</a> ;	
	<a href="mailto:Theresa.burns@nationalgrid.com">Theresa.burns@nationalgrid.com</a> ;	
	<a href="mailto:Ann.leary@nationalgrid.com">Ann.leary@nationalgrid.com</a> ;	
	<a href="mailto:Scott.mccabe@nationalgrid.com">Scott.mccabe@nationalgrid.com</a> ;	
	<a href="mailto:kayte.o'neill2@nationalgrid.com">kayte.o'neill2@nationalgrid.com</a> ;	
	<a href="mailto:kate.grant2@nationalgrid.com">kate.grant2@nationalgrid.com</a> ;	
	<a href="mailto:Timothy.roughan@nationalgrid.com">Timothy.roughan@nationalgrid.com</a> ;	
<a href="mailto:Courtney.Lane@nationalgrid.com">Courtney.Lane@nationalgrid.com</a> ;		
<a href="mailto:Jason.Small@nationalgrid.com">Jason.Small@nationalgrid.com</a> ;		
Adam Ramos, Esq. Hinckley Allen Hinckley Allen 100 Westminster Street, Suite 1500 Providence, RI 02903-2319	<a href="mailto:aramos@hinckleyallen.com">aramos@hinckleyallen.com</a> ;	401-457-5164
<b>Division of Public Utilities (Division)</b> Christy Hetherington, Esq. Dept. of Attorney General 150 South Main St. Providence, RI 02903	<a href="mailto:Chetherington@riag.ri.gov">Chetherington@riag.ri.gov</a> ;	404-274-4400
	<a href="mailto:Mfolcarelli@riag.ri.gov">Mfolcarelli@riag.ri.gov</a> ;	
	<a href="mailto:Dmacrae@riag.ri.gov">Dmacrae@riag.ri.gov</a> ;	
Jonathan Schrag, Deputy Administrator Division of Public Utilities and Carriers 89 Jefferson Blvd. Warwick, RI 02888	<a href="mailto:Jonathan.Schrag@dpuc.ri.gov">Jonathan.Schrag@dpuc.ri.gov</a> ;	401-780-2140
	<a href="mailto:Leo.Wold@dpuc.ri.gov">Leo.Wold@dpuc.ri.gov</a> ;	
	<a href="mailto:John.bell@dpuc.ri.gov">John.bell@dpuc.ri.gov</a> ;	
	<a href="mailto:Ronald.Gerwatowski@dpuc.ri.gov">Ronald.Gerwatowski@dpuc.ri.gov</a> ;	
	<a href="mailto:Al.mancini@dpuc.ri.gov">Al.mancini@dpuc.ri.gov</a> ;	

	<a href="mailto:Thomas.kogut@dpuc.ri.gov">Thomas.kogut@dpuc.ri.gov</a> ;	
Tim Woolf Jennifer Kallay Synapse Energy Economics 22 Pearl Street Cambridge, MA 02139	<a href="mailto:twoolf@synapse-energy.com">twoolf@synapse-energy.com</a> ;	617-661-3248
	<a href="mailto:jkallay@synapse-energy.com">jkallay@synapse-energy.com</a> ;	
	<a href="mailto:mwhited@synapse-energy.com">mwhited@synapse-energy.com</a> ;	
	<a href="mailto:jhall@synapse-energy.com">jhall@synapse-energy.com</a> ;	
David Efron Berkshire Consulting 12 Pond Path North Hampton, NH 03862-2243	<a href="mailto:Djeffron@aol.com">Djeffron@aol.com</a> ;	603-964-6526
Gregory L. Booth, PLLC 14460 Falls of Neuse Rd. Suite 149-110 Raleigh, N. C. 27614	<a href="mailto:gboothpe@gmail.com">gboothpe@gmail.com</a> ;	919-441-6440
	<a href="mailto:Lkushner33@gmail.com">Lkushner33@gmail.com</a> ;	919-810-1616
Linda Kushner L. Kushner Consulting, LLC 514 Daniels St. #254 Raleigh, NC 27605		
<b>Office of Energy Resources (OER)</b> Andrew Marcaccio, Esq. Dept. of Administration Division of Legal Services One Capitol Hill, 4 <sup>th</sup> Floor Providence, RI 02908	<a href="mailto:Andrew.Marcaccio@doa.ri.gov">Andrew.Marcaccio@doa.ri.gov</a> ;	401-222-8880
Carol Grant, Commissioner Office of Energy Resources	<a href="mailto:Carol.grant@energy.ri.gov">Carol.grant@energy.ri.gov</a> ;	401-574-9100
	<a href="mailto:Christopher.Kearns@energy.ri.gov">Christopher.Kearns@energy.ri.gov</a> ;	
	<a href="mailto:Nicholas.Ucci@energy.ri.gov">Nicholas.Ucci@energy.ri.gov</a> ;	
	<a href="mailto:Becca.Trietch@energy.ri.gov">Becca.Trietch@energy.ri.gov</a> ;	
	<a href="mailto:Carrie.Gill@energy.ri.gov">Carrie.Gill@energy.ri.gov</a> ;	
<b>Conservation Law Foundation (CLF)</b> Jerry Elmer, Esq. Max Greene, Esq. Conservation Law Foundation 235 Promenade Street Suite 560, Mailbox 28 Providence, RI 02908	<a href="mailto:jelmer@clf.org">jelmer@clf.org</a> ;	401-228-1904
	<a href="mailto:mgreene@clf.org">mgreene@clf.org</a> ;	
<b>Dept. of Navy (DON)</b> Kelsey A. Harrer, Esq. Office of Counsel NAVFAC Atlantic, Department of the Navy 6506 Hampton Blvd. Norfolk, VA 23508-1278	<a href="mailto:kelsey.a.harrer@navy.mil">kelsey.a.harrer@navy.mil</a> ;	757-322-4119
Kay Davoodi, Director Larry R. Allen, Public Utilities Specialist Utilities Rates and Studies Office NAVFAC HQ, Department of the Navy 1322 Patterson Avenue SE Suite 1000 Washington Navy Yard, D.C. 20374	<a href="mailto:khojasteh.davoodi@navy.mil">khojasteh.davoodi@navy.mil</a> ;	
	<a href="mailto:larry.r.allen@navy.mil">larry.r.allen@navy.mil</a> ;	

Ali Al-Jabir Maurice Brubaker Brubaker and Associates	<a href="mailto:aaljabir@consultbai.com">aaljabir@consultbai.com</a> ;	
<b>New Energy Rhode Island (NERI)</b> Seth H. Handy, Esq. Handy Law, LLC 42 Weybosset St. Providence, RI 02903  The RI League of Cities and Towns c/o Brian Daniels, Executive Director  PRISM & WCRPC c/o Jeff Broadhead, Executive Director  Newport Solar c/o Doug Sabetti  Green Development, LLC c/o Hannah Morini  Clean Economy Development, LLC c/o Julian Dash  ISM Solar Development, LLC c/o Michael Lucini  Heartwood Group, Inc. c/o Fred Unger	<a href="mailto:seth@handylawllc.com">seth@handylawllc.com</a> ;	401-626-4839
	<a href="mailto:helen@handylawllc.com">helen@handylawllc.com</a> ;	
	<a href="mailto:randelle@handylawllc.com">randelle@handylawllc.com</a> ;	
	<a href="mailto:bdaniels@rileague.org">bdaniels@rileague.org</a> ;	401 272-3434
	<a href="mailto:jb@wcrpc.org">jb@wcrpc.org</a> ;	401-792-9900
	<a href="mailto:doug@newportsolarri.com">doug@newportsolarri.com</a> ;	401.787.5682
	<a href="mailto:hm@green-ri.com">hm@green-ri.com</a> ;	
	<a href="mailto:jdash@cleaneconomydevelopment.com">jdash@cleaneconomydevelopment.com</a> ;	
	<a href="mailto:mlucini@ismgroup.com">mlucini@ismgroup.com</a> ;	401.435.7900
<a href="mailto:unger@hrtwd.com">unger@hrtwd.com</a> ;	401.861.1650	
<b>Energy Consumers Alliance of NE</b> James Rhodes Rhodes Consulting 860 West Shore Rd. Warwick, RI 02889  Kat Burnham, PPL Larry Chretien, PPL	<a href="mailto:jamie.rhodes@gmail.com">jamie.rhodes@gmail.com</a> ;	401-225-3441
	<a href="mailto:Kat@ripower.org">Kat@ripower.org</a> ;	
	<a href="mailto:larry@massenergy.org">larry@massenergy.org</a> ;	
<b>Acadia Center</b> Robert D. Fine, Esq. Chace, Ruttenberg & Freedman, LLP One Park Row, Suite 300 Providence, RI 02903  Amy Boyd, Esq. Acadia Center 31 Milk St., Suite 501 Boston MA 02109-5128	<a href="mailto:rfine@crflp.com">rfine@crflp.com</a> ;	401-453-6400 Ext. 115
	<a href="mailto:aboyd@acadiacenter.org">aboyd@acadiacenter.org</a> ;	617-472-0054 Ext. 102
	<a href="mailto:ENiedowski@acadiacenter.org">ENiedowski@acadiacenter.org</a> ;	
<b>Northeast Clean Energy Council</b> Joseph A. Keough, Jr., Esq.	<a href="mailto:jkeoughjr@keoughsweeney.com">jkeoughjr@keoughsweeney.com</a> ;	401-724-3600

<p>Keough &amp; Sweeney 41 Mendon Ave. Pawtucket, RI 02861</p> <p>Jeremy McDiarmid, NECEC Dan Bosley, NECEC</p>	<a href="mailto:jmcdiarmid@necec.org">jmcdiarmid@necec.org</a> ;	
	<a href="mailto:dbosley@necec.org">dbosley@necec.org</a> ;	
<p><b>The George Wiley Center</b> Jennifer Wood Rhode Island Center for Justice 1 Empire Plaza, Suite 410 Providence, RI 02903</p> <p>Camilo Viveiros, Wiley Center</p>	<a href="mailto:jwood@centerforjustice.org">jwood@centerforjustice.org</a> ;	401-491-1101
	<a href="mailto:georgewileycenterri@gmail.com">georgewileycenterri@gmail.com</a> ;	
	<a href="mailto:Camiloviveiros@gmail.com">Camiloviveiros@gmail.com</a> ;	
	<a href="mailto:chloechassaing@hotmail.com">chloechassaing@hotmail.com</a> ;	
<p><b>Wal-Mart Stores East &amp; Sam's East, Inc.</b> Melissa M. Horne, Esq. Higgins, Cavanagh &amp; Cooney, LLC 10 Dorrance St., Suite 400 Providence, RI 20903</p> <p>Gregory W. Tillman, Sr. Mgr./ERA Walmart</p>	<a href="mailto:mhorne@hcc-law.com">mhorne@hcc-law.com</a> ;	401-272-3500
	<a href="mailto:Greg.tillman@walmart.com">Greg.tillman@walmart.com</a> ;	479-204-1594
<p><b>AMTRAK</b> Clint D. Watts, Esq. Paul E. Dwyer, Esq. McElroy, Deutsch, Mulvaney &amp; Carpenter 10 Dorrance St., Suite 700 Providence, RI 02903</p> <p>Robert A. Weishaar, Jr., Esq. Kenneth R. Stark, Esq.</p>	<a href="mailto:CWatts@mdmc-law.com">CWatts@mdmc-law.com</a> ;	401-519-3848
	<a href="mailto:PDwyer@mdmc-law.com">PDwyer@mdmc-law.com</a> ;	
	<a href="mailto:BWeishaar@mceeslaw.com">BWeishaar@mceeslaw.com</a> ;	
	<a href="mailto:KStark@mceeslaw.com">KStark@mceeslaw.com</a> ;	
<p><b>Original &amp; 9 copies file w/:</b> Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888</p>	<a href="mailto:Luly.massaro@puc.ri.gov">Luly.massaro@puc.ri.gov</a> ;	401-780-2107
	<a href="mailto:Cynthia.WilsonFrias@puc.ri.gov">Cynthia.WilsonFrias@puc.ri.gov</a> ;	
	<a href="mailto:Alan.nault@puc.ri.gov">Alan.nault@puc.ri.gov</a> ;	
	<a href="mailto:Todd.bianco@puc.ri.gov">Todd.bianco@puc.ri.gov</a> ;	
	<a href="mailto:Sharon.ColbyCamara@puc.ri.gov">Sharon.ColbyCamara@puc.ri.gov</a> ;	
	<a href="mailto:Margaret.hogan@puc.ri.gov">Margaret.hogan@puc.ri.gov</a> ;	
<p><b>DOCKET NO. 4780</b></p>		
<p><b>ChargePoint, Inc.</b> Edward D. Pare, Jr., Esq. Brown Rudnick LLP One Financial Center Boston, MA 02111</p> <p>Anne Smart, Charge Point, Inc.</p>	<a href="mailto:EPare@brownrudnick.com">EPare@brownrudnick.com</a> ;	617-856-8338
	<a href="mailto:jreyes@brownrudnick.com">jreyes@brownrudnick.com</a> ;	
	<a href="mailto:PAfonso@brownrudnick.com">PAfonso@brownrudnick.com</a> ;	
	<a href="mailto:Anne.Smart@chargepoint.com">Anne.Smart@chargepoint.com</a> ;	
	<a href="mailto:Kevin.Miller@chargepoint.com">Kevin.Miller@chargepoint.com</a> ;	
<p><b>Direct Energy</b> Craig R. Waksler, Esq. Eckert Seamans Cherin &amp; Mellott, LLC</p>	<a href="mailto:cwaksler@eckertseamans.com">cwaksler@eckertseamans.com</a> ;	617-342-6800
	<a href="mailto:rmmurphy@eckertseamans.com">rmmurphy@eckertseamans.com</a> ;	413-642-3575
	<a href="mailto:dclearfield@eckertseamans.com">dclearfield@eckertseamans.com</a> ;	



Two International Place, 16 <sup>th</sup> Floor Boston, MA 02110	<a href="mailto:Marc.hanks@directenergy.com">Marc.hanks@directenergy.com</a> ;	
Marc Hanks, Sr. Mgr./GRA Direct Energy Services,		
<b>INTERESTED PERSONS</b>		
EERMC Marisa Desautel, Esq	<a href="mailto:marisa@desautelesq.com">marisa@desautelesq.com</a> ; <a href="mailto:guerard@optenergy.com">guerard@optenergy.com</a> ;	401-477-0023
John DiTomasso, AARP	<a href="mailto:jditomasso@aarpp.org">jditomasso@aarpp.org</a> ;	401-248-2655
Frank Epps, EDP	<a href="mailto:Frank@edp-energy.com">Frank@edp-energy.com</a> ;	
Matt Davey	<a href="mailto:mdavey@ssni.com">mdavey@ssni.com</a> ;	
Jesse Reyes	<a href="mailto:JReyes@brownrudnick.com">JReyes@brownrudnick.com</a> ;	
Nathan Phelps	<a href="mailto:nathan@votesolar.org">nathan@votesolar.org</a> ;	
Douglas W. Gablinske, TEC-RI	<a href="mailto:doug@tecri.org">doug@tecri.org</a> ;	
Radina Valova, Pace Energy & Climate Ctr.	<a href="mailto:rvalova@law.pace.edu">rvalova@law.pace.edu</a> ;	
Marc Hanks, Sr. Mgr./GRA Direct Energy Services	<a href="mailto:Marc.hanks@directenergy.com">Marc.hanks@directenergy.com</a> ; <a href="mailto:cwaksler@eckertseamans.com">cwaksler@eckertseamans.com</a> ;	413-642-3575
Lisa Fontanella	<a href="mailto:Lisa.Fontanella@spglobal.com">Lisa.Fontanella@spglobal.com</a> ;	
Janet Gail Besser, SEPA (Smart Electric Power Alliance)	<a href="mailto:jbesser@sepapower.org">jbesser@sepapower.org</a> ;	
Frank Lacey, EAC Power	<a href="mailto:frank@eacpower.com">frank@eacpower.com</a> ;	
Hank Webster Policy Advocate & Staff Attorney Acadia Center 144 Westminster Street, Suite 203 Providence, RI 02903-2216	<a href="mailto:hwebster@acadiacenter.org">hwebster@acadiacenter.org</a> ;	401-276-0600