

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS  
PUBLIC UTILITIES COMMISSION

IN RE: THE NARRAGANSETT ELECTRIC COMPANY :  
d/b/a NATIONAL GRID – ELECTRIC AND GAS : DOCKET NO. 4770  
DISTRIBUTION RATE FILING :

COMMISSION'S FIFTH SET OF DATA REQUESTS  
DIRECTED TO NATIONAL GRID  
(Issued January 5, 2018)

All page numbers refer to the page number at the bottom right hand corner of the page rather than the page number in the header.

Allocation Service Company Costs

- 5-1. Please explain how Service Company costs are allocated to each of the distribution companies, specifically identifying each cost category, and explaining how each of these cost categories is quantified, allocated, charged, and paid.
- 5-2. Which year or years are used to set the Rate Year allocation of Service Company costs to Narragansett Gas and Narragansett Electric? Are any normalizing adjustments made? If not, why not?

Organization Structure

- 5-3. Referencing PUC-1-81 and referring to the naming conventions contained in the Company's prefiled direct testimony, please show on the organizational chart each entity that corresponds to one of the identified entities in the prefiled testimony.
- 5-4. Please color code PUC-1-81 to show each entity regulated by a state regulatory authority, a United States federal regulatory authority, some other regulatory authority, or unregulated (one color for each type) (please make sure the copy is in color in both hard and electronic).

Geographic Information System (GIS)

- 5-5. Referencing Johnston and Connolly direct testimony, page 98, lines 20-22 and page 99, lines 7-9, please explain the funding source for the GIS plans for each Narragansett Gas and Narragansett Electric. Please provide the total estimated cost and timeline for implementation.
- 5-6. For each updated GIS, once implemented, please indicate how the Company will ensure timely updates to maintain the accuracy of land-based maps and conversion of gas-

service records and sketches, available with mobile functionality. Please provide the same information for electric, referencing electric-service records in place of gas.

#### Gas Business Enablement

- 5-7. Please explain each of the options that were considered in deciding to move forward with the Gas Business Enablement proposal and for each proposal not chosen, explain why. What were the incremental costs and benefits of each option?
- 5-8. Please provide a clear definition of Gas Business Enablement.
- 5-9. Please provide three examples of work functions, how they are currently managed, and how they will be managed at each phase of the Gas Business Enablement rollout.
- 5-10. Please explain whether Gas Business Enablement is comprised of software packages or software as a service. Please explain how software as a service is utilized by the Gas Business Enablement program and the benefits of its use.
- 5-11. How does the Gas Business Enablement program address cybersecurity? Is the cybersecurity officer part of the Gas Business Enablement program? If not, why not? Are there cybersecurity experts dedicated to Gas Business Enablement program in RI and/or how is cybersecurity being considered in Gas Business Enablement program? For whom do the cybersecurity employees work?
- 5-12. How would the overall project be affected if cost recovery or any part of the Gas Business Enablement program cost recovery proposals were denied by either the New York Public Service Commission (NYPSC) or the Massachusetts Department of Public Utilities (MADPU)?
- 5-13. Referencing Johnston and Connolly direct testimony at page 121, lines 14-18, please explain how the expected cost allocation among the jurisdictions was developed for Gas Business Enablement. Please explain why this allocation methodology is appropriate to Gas Business Enablement.
- 5-14. Please provide the percentage of gas volumes delivered for each of the jurisdictions.
- 5-15. What would be the effect on the proposed cost recovery of Gas Business Enablement program in Rhode Island if any portion of the proposed cost recovery provisions were denied by either the NYPSC or the MADPU in their review of each of their respective distribution companies?
- 5-16. Please explain how the pre Rate Year expenditures have been allocated to each of the distribution companies.
- 5-17. It does not appear that the Niagara Mohawk Company in New York has requested cost recovery of pre-rate year expenditures, whereas it has in Rhode Island (referencing NYPSC

Cases 17-E-0238 and 17-E-0239 Testimony of Staff Gas Business Enablement Panel, page 13, lines 18-24). Please explain why the Company has requested recovery of these expenses in the instant docket.

- 5-18. If the NYPSC imposes caps on the limit of cost recovery that may be recovered by the Service Company from the distribution company(ies) in New York, how would that affect the cost allocation to Massachusetts and Rhode Island, if at all?
- 5-19. Please explain what metrics have been recommended by the NYPSC staff and whether Niagara Mohawk has accepted any of them. Please provide details of any agreement on this issue.
- 5-20. Referencing, Johnston and Connolly direct testimony page 84, lines 5-9, please provide more detail how the Gas Business Enablement program will improve electric operations related to Customer Meter Service, Dispatch and Scheduling, and Customer Contact Center. How will these measures result in quantifiable savings to customers?
- 5-21. Please provide a savings estimate of capital and O&M and Narragansett Electric and Narragansett Gas allocated savings estimates identified in connection with the Gas Business Enablement program analysis similar to that contained in GIOP-12, Schedule 1 of the Johnston Testimony in NYPSC Cases 17-E-0238 and 17-G-0239.
- 5-22. Please explain what qualitative costs and benefits were considered by the Service Company and/or the distribution companies other than direct cost savings.
- 5-23. Please provide a copy of the NorthStar Report (analyzing the rollout of US Foundation Program aka SAP) referenced in NYPSC Cases 17-E-0238 and 17-E-0239 Testimony of Staff Gas Business Enablement Panel, on page 19. For each conclusion and recommendation listed in the Report, please explain how the Gas Business Enablement program as proposed has addressed those conclusions and incorporated any recommendations.
- 5-24. How will the Company ensure that if there are problems encountered during the rollout of each module in Rhode Island, the work will still be completed on schedule and on budget in Rhode Island during the rollout?
- 5-25. Please confirm that the fixed-cost RFPs have resulted in fixed cost contracts.
- 5-26. Is the Who has accountability against scope creep? What is the Service Company's incentive to manage scope creep? What is the distribution company's leverage to avoid increased costs related to scope creep where the distribution company may believe the addition and associated cost is unnecessary to the Narragansett Gas functionality?
- 5-27. Were any independent reviews of the Gas Business Enablement program costs conducted? If so, please provide the results of such reviews.

- 5-28. Please explain the difference between Operating Expenses versus Run the Business Expenses.
- 5-29. (a) For each of the previous five calendar years, 2012 through 2016, identify each safety metric violation and, if applicable, each Information System (IS) program used to manage the task to ensure compliance.  
(b) For each of the IS programs listed in response to the preceding question, identify the converted IS program included in Gas Business Enablement that will either (i) supersede the currently utilized IS program, or (ii) be newly developed to manage the task to ensure compliance.  
(c) When will each converted IS program included in Gas Business Enablement and identified in response to subsection (b) be placed into service?
- 5-30. Has the RI Gas Infrastructure, Safety and Reliability program resulted in a reduction in pipeline safety violations in Rhode Island?
- 5-31. Will Gas Business Enablement program improve gas pipeline safety in Rhode Island? Why or why not?
- 5-32. How will Gas Business Enablement program impact leak detection practices, if at all? Will the implementation of Gas Business Enablement program improve prioritization of leak calls?
- 5-33. Please provide reference to any documentation that supports the National Grid USA's proposed Gas Business Enablement program being identified as a "best practice" to pipeline safety practices.