



State of Rhode Island
Division of Public
Utilities & Carriers

Accounting Section
89 Jefferson Blvd.
Warwick, R.I. 02888
(401) 941-4500

January 9, 2019

TO : Luly Massaro, Commission Clerk

FROM : John Bell, Chief Accountant

SUBJECT: Docket No. 4913, National Grid's Tariff Advice Filing to Amend Electric and Gas Tariffs

On December 5, 2018, The Narragansett Electric Company d/b/a National Grid submitted separate tariff advice filings with the Public Utilities Commission ("PUC") to amend its Electric and Gas Tariffs. The PUC included both filings in the above referenced docket. As explained in the cover letters to the filings, the proposed tariff changes include:

Electric Tariff

- Amending references to the "Family Independence Program" to the Rhode Island Works Program.
- Revising the Terms and Conditions for Distribution Service to provide customers notice that the Company may contact customers for non-emergency reasons and that customers may opt out of receiving non-emergency communications.
- Proposing an effective date of January 15, 2019 for the amended tariffs.
- Revising the tariff numbers for the amended tariffs.

Gas Tariff

- Amending references to the "Family Independence Program" to the Rhode Island Works Program.
- Revising the Terms and Conditions for Distribution Service to provide customers notice that the Company may contact customers for non-emergency reasons and that customers may opt out of receiving non-emergency communications.

- Correcting language relating to the calculation of the customer charge for Non-Firm Sales Service Rate 60 and Non-Firm Transportation Service Rate 61.
- Clean Up revisions to the Arrearage Management Adjustment Provision and Service and Main Extension Policies 1 and 2.
- Proposing an effective date of January 15, 2019 for the amended tariffs.
- Revising the tariff numbers for the amended tariffs.

The majority of the changes are minor and clean-up or administrative in nature. The one more substantive change was the addition of language in both tariffs related to contacting customers for non-emergency reasons. The specific language is:

By accepting distribution service from the company pursuant to the terms of this tariff, a Customer expressly consents to the Company, or anyone working on the Company's behalf, contacting the Customer regarding issues related to distribution service and billing and payment, by any method including telephone, autodial and prerecorded/artificial voice calls, email, text message, and/or letter. By contacting the Company, a Customer may opt-out of receiving non-emergency communications through certain methods.

The Division discussed the proposed language with the Company and they provided examples of distribution service non-emergency related communications with customers such as: tree trimming, service outages, and brown-outs. Communications of this nature appear to be informative and potentially beneficial to customers and for these reasons the Division does not object to the proposed language. As a safeguard, for those customers that do not want to receive such communications from the Company, the proposed language is clear that a customer may opt-out of receiving non-emergency communications if they so choose.

The Division reviewed both filings in detail and concluded the proposed changes are reasonable. The Division recommends the Commission approve both the electric and gas proposals as filed.

Cc: Service List via e-mail