

June 15, 2020

BY ELECTRONIC MAIL

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

RE: Docket 5022 - Suspension of Service Terminations and Certain Collections Activities During the COVID-19 Emergency Responses to PUC Data Requests – Set 2

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed the Company's responses to the PUC's Second Set of Data Requests in the above-referenced matter.

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

Sincerely,



Raquel J. Webster

Enclosure

cc: Docket 5022 Service List
Jon Hagopian, Esq.
John Bell, Division
Linda George, Division

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

The Narragansett Electric Company
d/b/a National Grid
RIPUC Docket No. 5022
COVID-19 Emergency
In Re: Waiving Credit and Debit Card Fees
Responses to Commission's Second Set of Data Requests
Issued on June 10, 2020

PUC 2-1

Request:

These Data Requests relate to National Grid's Motion for an extension of time to comply with the requirement in PUC Order No. 23826 (Order) relating to waiving credit and debit card fees.

Please track debit card and credit card payments for the period June 1-30, 2020. Please track both the number and dollar amount.

If the PUC were to order the refund of credit card/debit card payment fees for payments made during the period June 1-30, 2020, when would the refund be able to be processed and reflected on customers' bills?

Response:

If the PUC were to order the refund of credit card/debit card payment fees for payments made during the period June 1-30, 2020, the Company could provide customers with a credit within two to three days. The timing of when customers pay their bills will impact the timing of when the customer would see a credit on their bill for the fee. If the credit is placed on the customer's account before their next bill is created, then the credit would appear on the customer's next bill. If the customer's bill has already been generated, then it would reflect on the customer's following bill.

The credit would appear the customer's bill as a miscellaneous credit, but a note would be placed on the customer's National Grid account that the credit is for the fee they paid.

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PUC 2-2

Request:

Has National Grid received requests from customers to waive the credit card/debit card fees as a result of the PUC's Order 23826? If so, what response has been provided to those customers? If not, what response has been provided to the customer service personnel in the event a customer asks?

Response:

National Grid has not received any requests from customers to waive the credit card/debit card fees as a result of PUC Order 23826. In the event that a customer requests a waiver of the credit card/debit card fee, the contact center representative would refer the customer to the Payment Processing department, which will credit the customer's National Grid account with the fee amount.

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PUC 2-3

Request:

Please provide the number of credit card/debit card payments made in May, June, and July of 2019, 2018, and 2017.

Response:

Please see the table below for the number of credit/debit card payments made in May, June, and July of 2017, 2018, and 2019.

	May	June	July
2017	31,592	30,769	29,713
2018	33,559	31,881	33,285
2019	47,469	41,238	47,847