

**STATE OF RHODE ISLAND  
PUBLIC UTILITIES COMMISSION**

**IN RE: THE NARRAGANSETT ELECTRIC COMPANY d/b/a RHODE ISLAND  
ENERGY PROPOSED REVISION TO SERVICE QUALITY PLAN – DOCKET 3628**

**NOTICE OF TECHNICAL SESSION**

Pursuant to the provisions of the R.I. Gen. Laws §§39-1-1 and 42-46-6, as amended, the Public Utilities Commission (PUC) will conduct a Technical Record Session on **Wednesday, April 17, 2024, at 10:00 A.M.** in Hearing Room A at the PUC's office located at 89 Jefferson Boulevard, Warwick, Rhode Island. The Technical Record Session will be streamed live at <https://video.ibm.com/channel/WqQyXw296dg>.

On December 27, 2023, the Narragansett Electric Company d/b/a Rhode Island Energy (Company) filed proposed revisions to the Company's Electric Service Quality Plan (Plan) in accordance with the PUC's directive at Open Meeting held on September 27, 2023. The Company proposed to implement a service quality mechanism to performance standards for 1) Meter Reading & Billing, 2) Trouble, Non Outage, 3) network Speed, 4) Faster Outage Notification, and 5) Customer Satisfaction. The Company also proposed penalties and offsets for each of the proposed service mechanisms. At this Technical Session, the Company will provide a presentation and respond to questions from the Commission and parties on the the Company's Service Quality Plan.

The filing is on file for examination at the Commission's office. The filing can also be accessed at [www.ripuc.org/eventsactions/docket/3628page.html](http://www.ripuc.org/eventsactions/docket/3628page.html). Reference is made to R.I. Gen. Laws §§ 39-1, 39-3 and 42-35.

The PUC is accessible to the handicapped. Individuals requesting interpreter services for the hearing impaired must notify the Commission Clerk's office at 780-2107, seventy-two hours in advance of hearing date.

Luly E. Massaro, Commission Clerk  
April 10, 2024