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STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

-----X
CASE 16-G-0058 - Proceeding on Motion of the
Commission as to the Rates,
Charges, Rules & Regulations of
KeySpan Gas East Corp. d/b/a
Brooklyn Union of L.I. for Water
Services
-----X

July 27, 2016
1:03 p.m.

Riverhead Legislative Auditorium
Evans K. Griffing Building
300 Center Drive S
Riverhead, New York 11901

PUBLIC STATEMENT HEARING
TRANSCRIPTION OF PROCEEDINGS

BEFORE:

DAVID VAN ORT
Administrative Law Judge
Department of Public Service

PATRICIA ACAMPORA
Commissioner
Department of Public Service

ATTENDING:

GUY MAZZA
Acting Director - Long Island Office
Department of Public Service

REPORTED BY:

Nicole Ellis

Public Service Commission - Case No. 16-G-0058-afternoon
July 27, 2015

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SPEAKERS:

Supervisor Ed Romaine - Town of Brookhaven

Jay B. Best - Building Performance Contractors Association

Chris Widelo - AARP NY

Eric Alexander - Vision LI

Rachel Burd - PULP

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ALJ VAN ORT: This is Case 16-G-0058:
Proceeding on Motion of the Commission as
to the Rates, Charges, Rules and
Regulations of KeySpan Gas East Corp.
d/b/a Brooklyn Union of L.I. for Gas
Services.

Good afternoon, I'm David Van Ort.
I'm the Administrative Law Judge assigned
to this case. My role in this case is, in
addition to making a recommendation to the
Commission, the ultimate decisionmaker in
this case, my role is to ensure that there
is a complete record for the Commission to
make its determination. And part of that
is this Public Statement Hearing this
afternoon.

As I mentioned, Commissioner Acampora
is here with us this afternoon presiding
over the case. Also with us is Guy Mazza,
Acting Director of Long Island Office of
the Department of Public Service.

The purpose of this hearing is to
obtain the public comments, your input,
with respect to the proposed rate

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increase, which if it takes effect, as proposed, the new rates would go into effect January 1st of 2017.

I'll just note, as I did last evening for other individuals, that there are more than a dozen parties that have entered into this case, and more than half of those have filed testimony and exhibits in response to the Company's filing.

In mid-June, the parties entered into settlement negotiations, and settlement negotiations is a process by which the parties may resolve some or all of the issues with respect to a rate case. Your comments here can not only inform the Commission, but also maybe provide input to the settlement negotiation process.

So part of my role is to take down what you say, anything that I see as material, that I'm going to be reporting it directly to the parties, and as well Mr. Mazza and Commissioner Acampora will be doing the same thing in recording it.

The process that we have here is we

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keep the hearing open for a period of --
minimum of one hour or until everyone has
been heard. Right now, I believe we've
only got three cards that have been filled
out, at this point -- actually four,
there's someone filling one out. So I
think we're going to end up in a situation
where we're going to have to recess the
hearing. And at the end of that one hour
we'll go back on the record, if there's no
other speakers, and close the hearing at
that point in time.

In addition, if anyone that's here
does not want to speak, there's a website
address that you can submit comments, it's
secretary@dps.ny.gov. If you need more
information for comments, you can see the
folks at the front desk and they'll
provide that for you.

For those who are going to be
speaking, there's a microphone set up up
front here. You can come up, and the
thing I ask you to do is speak slowly and
speak clearly. Rather than trying to turn

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to talk to the people in the back, direct your attention to us so that the Reporter here can take down your statements. I'll point out that for those who are making statements, this is not an evidentiary hearing, it's not sworn testimony, so any statements you make are not subject to cross-examination, we just want to hear your comments with respect to the proposed filing.

At this point, Commissioner, did you have anything you wanted to say?

COMMR. ACAMPORA: Good afternoon, everyone. My name is Pat Acampora, I'm Commissioner with the Public Service Commission, and my duty here today is to listen. As I serve in a quasi-judicial position, I will not make any comments, I'll take notes, and I will share the concerns of everybody who speaks with my fellow commissioners.

We thank all of you who are here today. It's important for us to get feedback from the public who will be

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effected by however we remedy this case.
So thank you all for coming.

ALJ VAN ORT: Okay.

MR. MAZZA: Guy Mazza, Acting
Director of the Department of Public
Service, Long Island Office. I would also
like to say I look forward to hearing your
comments and welcome you all here. Thank
you.

ALJ VAN ORT: Let's begin with
Supervisor Romaine, if you wanted to
speak.

SUPERVISOR ROMAINE: Good afternoon,
and thank you for having me.

My name is Ed Romaine, I'm the
Supervisor for the Town of Brookhaven and
I'm representing the Town of Brookhaven in
this effort.

National Grid's \$174 million rate
increase proposal to the Public Service
Commission, if granted, could hike the
delivery portion of the residential
natural gas bill by \$16 a month starting
next year. This figure represents a

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16 percent total bill increase for the average customer, when other charges for the bill are considered, depending on usage, and customer classification.

I understand that natural gas can't be provided by a competitive market, which would keep prices down. However, it is the duty of the Public Service Commission to use firm and fair regulation to compensate for pricing protection, which competition would otherwise impose.

For example, the profit margin of a monopoly utility, like National Grid, is approximately nine to ten percent, when they're not penalized or fined for violations, which I believe this company has been in the past by the Public Service Commission. The profit margin for a competitive car rental company, such as National Car Rental, is four percent. Yet both are functioning commercial entities.

National Grid was founded -- and I don't have to go into that background, I'll skip over it to shorten this -- in

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the United Kingdom in 1990. Because of acquisitions in the United States, particularly Massachusetts, Rhode Island, and New York, it now is the second largest utility in the United States, with eight million customers.

The National Grid/KeySpan merger in 2006/2007 coincided with the last National Grid rate increase. The current -- the first request for National Grid for a rate increase since that time. That first rate increase was about \$60 million in 2008. However, surcharges, which are unofficial rate increases, have occurred since that time without the approval of the Public Service Commission.

The proposed rate increase is seeking to recapture the anticipated cost of replacing hundreds of miles of existing pipeline with new, improved, leakproof pipeline, and meeting other increased costs. The cost to repair and replace such infrastructure constitutes a capital improvement, which should be paid for by

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drawing down funds from profits or from a bond issue or from a separately maintained capital improvement reserve fund, not by increasing rates.

Rate increases should be limited to the cost of recovering the acquisition costs of the product, which is being sold to the customer. The nine to ten percent profit margin of National Grid should support its present and anticipated costs. Does Downstate, New York require a \$174 million rate increase? I don't think so.

I would urge the Public Service Commission to take this all -- take all of this information and analysis into consideration when it reviews a rate increase, since this rate increase appears to be designated primarily for the purpose of capital assets. The value of these capital assets will inure to the benefit of National Grid, which will make National Grid more valuable. This higher value, however, comes at a price, and that's through to the customer, the consumer, and

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that's who we're supposed to be protecting.

Prices, and I think it's important to point out, prices for natural gas are at an all-time low, 14-year low. Last week, for the reported period July 13th through the 20th, the spot price fell nine cents from \$2.81 per million BTUs to \$2.72.

Reports, like New York Mercantile Exchange reports that the projected contract price for natural gas, August of 2016, fell by eight cents over the current reporting period and ended at \$2.66 per million British Thermal Units, BTUs. Natural gas prices are getting lower, and yet National Grid wants to raise prices to the consumer. I can only say one more, incredible.

Now take a look at the cost allocation distribution by National Grid, and I'm going to skip over some things that's in my testimony, but I would point out that the Commission should reject the Company's flawed method of allocating

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2 excessive share of gas distribution main
3 costs to residential and small customers.
4 Instead the Commission should adopt the
5 Utility Intervention Unit's of the
6 Division of Consumer Protection of the New
7 York State Department of State's
8 recommendation, which was cost
9 allocation -- and I have to read my own
10 writing here -- cost allocation calls for
11 costs to be based on demands upon the
12 distribution system for each customer
13 class. I would like to see the Public
14 Service Commission focus on correcting
15 this kind of flawed cost allocation when
16 it makes its decision. Fair cost
17 allocation helps the customer, especially
18 the smaller customer.

19 National Grid's proposal advocates a
20 continued use of previously instituted
21 surcharges, which allow National Grid to
22 raise rates without formally coming before
23 the Public Service Commission. Again, I'm
24 going to skip some things, but I'm going
25 to urge that the Public Service Commission

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exercise its authority over any proposed surcharges in the future. I do not believe that surcharges by this private utility company should be allowed without the overview and oversight of the Public Service Commission.

I also want to mention one other thing that struck me as kind of odd. This proposal also uses the tracking of customer service performance to squeeze out additional revenue for National Grid. It would inaugurate a system of performance incentive payments. Incredible under this system, failure to reach standards in one area of performance, while exceeding standards in another area of performance will nevertheless result in incentive payments to National Grid. Really? We're going to allow them to fail in some areas and exceed in other areas, and yet you decide as a justification to give them more profit? That type of approach should be absolutely rejected, because that's just

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plain greedy.

Changes in National Grid's low-income program will also take their toll on this vulnerable sector of National Grid's customer base. It applies to both heating and non-heating customers. According to the AARP -- and the Town of Brookhaven joins strongly with AARP in opposing this rate increase -- in its submission to the Commission, with regard to changes in these programs, the Company proposes to increase the discount to monthly customer charge and the discount to the second rate block for winter months only by five percent for both heating and non-heating customers enrolled in the program. This actually will result in an increase in the discount for the monthly customer charge from 83 to 88 percent of otherwise applicable amount.

In the end, and I'm going to skip some more because I know the Commission is going to hear a lot of testimony, we don't think that this should take place. The

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2 Commission should not support a proposal
3 that could deliberately increase utility
4 bills for people who live at a subsistence
5 level when there are alternatives. The
6 current proposal is for one-year
7 implementation of the rate increase. One
8 of the viable alteratives that this
9 Commission should consider, would be to
10 phase in the rate increase over several
11 years.

12 And I'll just summarize some of the
13 things I said. The Town of Brookhaven
14 opposes the rate increase. It is
15 excessive, it's not justified by increases
16 in the pricing of natural gas. Capital
17 improvements should be financed by drawing
18 down from reserves from a capital
19 improvement fund or profits or bond issue,
20 not by rate increases. Cost allocation of
21 delivery cost should be allocated fairly
22 among customers. Proposal for new
23 surcharges and a financial incentive
24 proposal for isolated incidents of
25 superior performance should be rejected.

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We should hold this company to a standard of excellence in all areas, and not say if you fail in some and exceed in others, you can get a profit incentive out of that. The inability of low-income customers to pay these rate increases should be addressed. An increase in the monthly customer charge for residential customers who do not use gas for heating purposes should be rejected. If an increase is authorized, it should be phased in over a period of time.

When a monopoly increases prices for a necessity of life, pain is felt solely by the customer. And I know the members of the Public Service Commission know that only too well. I would urge a rejection of the rate increase.

Thank you for your attention.

ALJ VAN ORT: Thank you.

Next speaker is Jay Best.

MR. BEST: Good afternoon. My name is Jay Best, I'm the president of Green Audit USA, a seven-year-old energy

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2 efficiency company started here on Long
3 Island. I started out of my garage and
4 now we're almost 40 people. And I'm here
5 not today just representing my views and
6 my company, but also the members of
7 Building Performance Contractors
8 Associations, who represent over 40
9 companies here on Long Island with
10 hundreds of employees working in the
11 energy efficiency field.

12 As you consider the rate increase on
13 Long Island, the ratepayers must have the
14 tools to take charge of their energy usage
15 through more efficient housing and heating
16 systems. We're at a critical juncture in
17 the residential efficiency industry on
18 Long Island. Because of changes to
19 statewide programs mandated by the Clean
20 Energy Fund from the Department of Public
21 Service, NYSERDA is pulling out of
22 programs on Long Island effective
23 January 1, 2017.

24 DPS has asked National Grid to create
25 a residential energy efficiency program to

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2 replace the program that NYSERDA has
3 ended. So far there's been no
4 transparency into the development of the
5 program. In order for any program to
6 succeed it must one, be developed in a
7 transparent manner with all stakeholders
8 present. New energy efficiency programs
9 should be developed in conjunction with
10 stakeholders and should include consumers,
11 contractors, low-income advocates, PSEG
12 and NYSERDA. Discussion on the use of
13 public funds should also be an open
14 dialogue that considers the needs of all
15 shareholders.

16 Number two, they must not result in a
17 break in program activities. If the
18 NYSERDA program ends and a National Grid
19 program does not immediately take over,
20 the residential energy efficiency industry
21 will be irreparably harmed, putting
22 hundreds of people out of work leaving
23 Long Islanders with fewer choices to
24 reduce their expenses in energy
25 efficiency. If National Grid is not ready

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to launch their programs on January 1st then an agreement should be reached with NYSERDA continuing the programs until National Grid is ready to take over.

Number three, maintain parity with the rest of the state. Long Island is part of New York State and should be allowed to benefit from the same programs being offered across the rest of the state. It's important that the programs are similar, if not equal, between Long Island and the rest of the state.

And number four, protect our most vulnerable populations. In addition to market-rate energy efficiency programs, low- and moderate-income homeowners must be considered and given options to reduce their energy usage through EmPower and assisted-home-performance-like programs, that use local, not statewide, income thresholds.

If a rate increase is needed, I know that you will consider the needs of Long Islanders to make a difference in their

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own situation and give them the tools to drastically reduce their energy burden, improve their comfort, and make their homes safer. These are all benefits that come through efficiency of a well-designed residential energy program. Thank you.

ALJ VAN ORT: Thank you, Mr. Best.

Next speaker is Chris Widelo.

MR. WIDELO: Good afternoon, good to see you again. My name is Chris Widelo, I'm AARP's Associate State Director for New York, and I'm here on behalf of the 500,000 AARP members that reside on Long Island. I'm also a Long Island resident and National Grid ratepayer.

I want to thank you for the opportunity to comment on National Grid's Long Island rate case that effects natural gas customers. National Grid has filed for a \$146 million rate increase, that will raise delivery rates by 24 percent and increase the average residential customers heating bill by 15 and a half percent. Residential non-heating

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customers, like myself, will also experience a bill increase of 18 percent if this proposal is approved.

AARP believes that this rate increase is too high and should be rejected by the Public Service Commission. We believe that the rate increase will threaten the affordability of essential natural gas service for vulnerable customers. There are about 287,000 seniors living in Nassau County, of which 106,000 are age 75 and older. There are about 330,000 seniors living in Suffolk County, of which 103,000 are age 75 and older. Roughly 10 percent of Nassau seniors are low-income and approximately 12 and a half percent of Suffolk seniors are low-income.

Senior citizens who make up more than 25 percent of the households in the National Grid Long Island service territory have also faced increasing economic challenges since 2009. Over 22,000 seniors living on Long Island live below the federal poverty level in 2013,

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that's up 6 percent from 2009. Public assistance to senior citizen households experience increases ranging from 42.8 to 84.1 percent from 2009 to 2013.

AARP recently conducted a survey of age 50-plus residents living on Long Island, and over 46 percent stated that they are extremely or very concerned about being able to afford utility costs.

Seniors use the same amount of energy as younger persons, but unfortunately paying the bill consumes more of their household income. Any increase in utilities rates must take into account that there is such a large percentage of low-income seniors in this region. Rates must be designed to maintain affordability of basic services. AARP believes anything short of this would be unacceptable.

To conclude, we believe that National Grid has proposed a significant rate increase that will contribute to the unaffordability of essential natural gas services for customers here on Long

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Island. The rate increase is simply too high. While AARP certainly supports pipeline safety and measures to make more reliable gas supply services, this proposal does not take into account the ability of its vulnerable customers to pay these high rate increase, and it should be rejected.

Thank you for this opportunity to speak today.

ALJ VAN ORT: Thank you, sir.

The last card that I have is Eric Alexander.

MR. ALEXANDER: Eric Alexander, Director of Vision Long Island. We're a organization out of Northport, and also personally I'm a National Grid customer.

We trust -- we're glad to see the Department of Public Service have this hearing, and we trust that they will weigh the rates, surcharges, capital investments, and public benefits in this proposal. We do recognize the cost of everything is growing -- going up, and

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that in order to get public benefits and capital investment, there needs to be some form of an increase.

On the positive side, we're happy to see the modernization of energy infrastructure. We have heard from Kim Daly and National Grid, they've been clear as to what, and transparent as to what, they want to invest in with this new pipeline; safety, security, efficiency. They have been clear about the expansion that they're looking to do, we're happy with their visions. We're happy we're doing it in Davis Beach in Brookhaven, we would like to see the expansion in that area.

We do know that there are 12,000 units of trans-oriented housing approved across Long Island, and we want to ensure that natural gas service is available and immediately accessible to that development and that economic growth that's coming. We're glad to see that the energy efficiency program is in sync and we hear

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the concerns that it should be -- the same benefits should be available to Long Island customers as they are in the rest of the state, so we hope that's synced up.

So we're happy to see the expansion piece. We do hear the concerns of AARP, and we do not want to see increases or potentially a way to phase in increases in the low-income program. And again, energy efficiency program should be marketed and available to that population.

Overall, we have seen National Grid be a stable and supportive corporate partner. Post-Sandy they did a \$25 million fund to boilers across Long Island to get people and small businesses back on track. We haven't seen other corporate partnerships take that leadership across the Island. And they've been involved in community projects, revitalization of Gateway Gardens. So they are a corporate entity that gives back, and they have been transparent in how they use their dollars.

Again, I'm glad to see there's a

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2 process at the Department of Public
3 Service. We do recognize that rates are
4 going to go up, so that's the cost of
5 everything. We can't have our heads in
6 the sand. You will weigh properly what
7 the right benefit is, but we do want to
8 see economic growth. We do know, again,
9 that this company has a history of giving
10 back to Long Island and that's positive.

11 So again, what the right mix is,
12 we're not experts on the side of the rates
13 piece. We certainly do know Long Island
14 needs infrastructure investment and we do
15 need growth in our community and
16 expansions. And, you know, underground
17 oil tanks that are aging and we need to
18 get people on to the natural gas, there's
19 an environmental benefit to that.

20 So again, we do want to see the types
21 of expansions that Long Island needs,
22 and -- but we leave it to you guys to kind
23 of weigh the details on that. So thanks
24 again.

25 ALJ VAN ORT: Thank you,

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Mr. Alexander.

Do we have anymore cards? There are no more cards. I show it is approximately 1:30 p.m., we're going to recess, as I indicated earlier, and if at two o'clock there are no further cards, we will close the hearing at that point in time.

(Whereupon, a short recess was taken at this time.)

ALJ VAN ORT: It is now four minutes after two. We have one last card. It is from Rachel Burd.

MS. BURD: Good afternoon. My name is Rachel Burd, I'm the Coordinator of Community Relations and Communications at the Public Utility Law Project of New York, otherwise known as PULP or the Utility Project.

PULP is a 35-year-old, nonprofit, public-interest law firm with a unique mission: We're New York State's independent consumer advocates representing the rights of low-, middle-, and fixed-income utility customers, such

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as the underemployed, seniors, physically or psychologically disabled, and other New Yorkers paying 30 percent or more of their incomes on housing costs.

Thank you, Judge Van Ort and Mr. Mazza, for the opportunity to give public comments based on our research work and interactions with community members that demonstrate the severe impacts National Grid's proposal in this rate case, if left unchanged, will have on the daily lives of millions of New Yorkers living on Long Island and Queens.

PULP's work includes studying the effects of utilities rates and rate design on the low-, moderate-, and fixed-income people in the areas they service. We use publicly available information for the Company's service areas, their Monthly Collection Reports to the Public Service Commission, and that we obtain either from the companies during Discovery in rate cases or from the Department of Public Service, through Freedom of Information

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Law requests and Discovery requests by other parties in the cases and the companies' responses.

We also have direct experience with low-income customers who appear to have been shutoff in violation of the Home Energy Fair Practices Act, who have not been given the opportunity of a legally compliant and written Deferred Payment Agreement, and who haven't been able to take advantage of available reduced rate programs among other difficulties. We have watched the trauma they experience when facing these circumstances.

We're here to testify to the extraordinary hardships that both National Grid's current and proposed rate structures and its daily practices cause for these most vulnerable customers. As we've noted before, the number of customers does not reflect the actual number of people effected. That name on the bill is solely the person who opened the account. The 2010 federal census

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2 estimates an average of 2.6 actual people
3 live in each home. So each customer
4 represents three household members on
5 average. And from our work with
6 low-income customers, we know that their
7 households also include tenants, siblings
8 and their children and spouses, elderly
9 and disabled veterans, as often required
10 by Social Services, anyone, so they can
11 all save money on bills. So any
12 evaluation of the affect of Grid's
13 proposal on customers must be multiplied
14 to understand its true consequences and
15 how profound and widespread they may be.

16 The growth of the unaffordability
17 crisis. At this point in time, six years
18 since we passed through the depths of the
19 Great Recession, nearly 50 percent of
20 National Grid's customers cannot afford
21 their utility bills. Regardless of their
22 stated concerns on the website for the
23 communities they operate in, in 2014
24 National Grid began an aggressive measure
25 to try to get the overdue bills paid.

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They began shutting off and seizing their customers meters. In 2014, 9,852 customers were shut off. A year later, that number has increased to 13,534, 2.7 percent of National Grid's customers. In one year alone, more than 12,000 additional people lost heat or hot water and faced illnesses low-income people are especially prone to given the pile of stresses in their lives. And this is coming on top of the already extraordinary struggle of people living on less than \$35,000 a year have to create lives on Long Island or in the Rockaways, while paying 30 percent of their incomes or more on housing costs including utilities.

Between 2005 and 2014, about 90 percent of owners and 80 percent of renters in Grid service territory are making less than \$35,000 a year, and they consistently spend at least 30 percent of their incomes on housing, including utilities. In 2005, 63 percent of these homeowners and 73 percent of these renters

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2 reported spending at least 30 percent of
3 their income on housing costs. By 2014,
4 those numbers had increased to 74 and
5 75 percent respectively. Stunningly,
6 those making \$35,000 or even \$40,000 a
7 year qualify for HEAP, a number of which
8 also qualifies them for Grid's rate
9 reduction plans, and more often than not
10 those households are not enrolled.

11 In PULP's analysis, over 19,000
12 people who should have been receiving
13 Grid's low-income rate reduction weren't.
14 How can the Company have failed to sign up
15 19,000 people? I'm sorry, that's
16 customers, multiply by three or more.

17 Charging customers to clean up their
18 toxins is another problem Grid is creating
19 for its customers. National Grid is
20 currently responsible for numerous toxic
21 sites in its service territories through
22 companies, PULP believes, with knowledge
23 of these liabilities. All environmental
24 cleanup costs, mostly related to closed
25 manufactured gas plant sites, are paid for

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2 by consumers who had no choice in the
3 purchasing of these sites. Low-income
4 customers in particular, faced with the
5 housing burden costs I've just described,
6 have little choice in trying to escape the
7 additional costs placed on their bills by
8 the need to remediate those toxic sites.
9 This added cost is called a Site
10 Investigation and Remediation charge or
11 SIR. The Public Service Commission
12 directed National Grid to begin collecting
13 from its customers in a 2007 order. The
14 total SIR recover surcharge now represents
15 about an extra four percent on customers
16 bills. Grid now proposes to get the SIR
17 costs for the next five years fully in the
18 monthly minimum charge, rather than a
19 surcharge which accounts for about \$10.3
20 million or 9.5 percent to \$107.9 million
21 annual increase that Grid is asking for.

22 The effects of this would be to add
23 another 1.3 percent to the increase for
24 heating customers to 5.5 percent, and
25 another 1.7 percent for non-heating

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customers to 19.9 percent.

Participants in the Company's reduced rate plan would experience additional increases of 1.6 percent for heating to 16.3 percent, and 2.2 percent for non-heating to 19.4 percent. That's a 20 percent, one-fifth increase, in their bills.

Grid's shareholders have benefitted from the activities that result in the pollution or from the managements decisions, which included among them buying the companies that previously had responsibility for the cleanup, such as KeySpan Long Island or KeySpan New York. In contrast, the ratepayers neither benefitted from much of the activity that caused the pollution, nor did they have a role in creating them. Therefore, they should not be paying the cost for the cleanup for Grid, rather than letting it shoulder the results of its business decisions.

Although National Grid -- I'm sorry,

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2 allowing National Grid to place all the
3 cost burden of the cleanup on ratepayers
4 not only separates shareholders from the
5 consequences of their decisions, it gives
6 them an incentive to repeat them, and to
7 consider toxic cleanups a temporary cost
8 of doing business since in the long run
9 they would be reimbursed. Instead,
10 National Grid shareholders should pay
11 20 percent of future cleanup costs. And
12 the Commission itself, in one of Grid's
13 previous rate cases, left the door open
14 for requiring shareholders to take some
15 responsibility for cleanup costs. In its
16 order concerning costs for Site
17 Investigation and Remediation issued on
18 November 28, 2012, the PSC said it had the
19 legal authority to allow shareholders to
20 pay some of the costs, quote, under
21 specific company and rate case
22 circumstances, unquote. This case is that
23 case to which the PSC referred in its
24 November 2012 generic order, if the higher
25 cost for low-income people of Grid's plan

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is allowed.

National Grid's rate increase proposal would raise the current high monthly minimum charge another 11.8 percent for non-heating customers to \$19.75. Grid is proposing some increases for the discounted rate plan for participants, but they will still be faced with a total bill increase, before surcharges, of 14.7 percent for heating customers and 17.2 percent for non-heating customers.

Less than 10,000 customers were enrolled in Grid's reduced rate plan in 2013, about one-third of their targeted enrollment. As I mentioned earlier, there are at least 19,403 additional customers who meet some eligibility requirements who are not enrolled. That number may be much, much higher since the number of recipients for the Home Energy Assistance Program, one of Grid's eligibility criteria, has increased 93 percent in the last ten years. Those unenrolled reduced

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rate eligible customers would experience the full impact of the Company's rate increases if approved as National Grid has proposed before surcharges; 14.1 percent for heating customers and 18.2 percent for non-heating customers, unless it finally does its job properly and enrolls all those eligible. Thank you for your time.

ALJ VAN ORT: Thank you.

Okay, I see that we have no other individuals waiting to make a statement. So at this point in time I want to thank you all for coming, and we're going to close the hearing at this point in time.

Next hearing will be at 6:30 p.m. in Hauppauge. Thank you.

(Time noted: 2:17 p.m.)

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A		
<p>AARP (9) 2:5 14:8,9 20:14 21:5 22:6,19 23:3 25:7 AARP's (1) 20:12 ability (1) 23:7 able (2) 22:10 29:11 absolutely (1) 13:25 Acampora (5) 1:18 3:18 4:23 6:14 6:15 accessible (1) 24:22 account (3) 22:15 23:6 29:25 accounts (1) 33:19 acquisition (1) 10:7 acquisitions (1) 9:3 Act (1) 29:8 Acting (3) 1:21 3:21 7:5 action (1) 38:12 activities (2) 18:17 34:11 activity (1) 34:18 actual (2) 29:22 30:2 add (1) 33:22 added (1) 33:9 addition (3) 3:11 5:14 19:15 additional (5) 13:12 31:8 33:7 34:4 36:18 address (1) 5:16 addressed (1) 16:8 Administrative (2) 1:17 3:9 adopt (1) 12:4 advantage (1) 29:12 advocates (3) 12:19 18:11 27:23 affect (1) 30:12 afford (2) 22:10 30:20 affordability (2) 21:9 22:18 afternoon (8) 3:8,17,19 6:14 7:14 16:23 20:10 27:14 age (3) 21:12,15 22:7 aggressive (1) 30:24 aging (1) 26:17 agreement (2) 19:3 29:11 Alexander (5) 2:6 23:14,15,15 27:2 ALJ (9) 3:2 7:4,11 16:21 20:8 23:12 26:25 27:11 37:10 all-time (1) 11:6 allocated (1) 15:21 allocating (1) 11:25 allocation (6) 11:21 12:9,10,15,17 15:20 allow (3) 12:21 13:21 35:19 allowed (3) 13:5 19:9 36:2 allowing (1) 35:2 alternatives (1) 15:8 alternatives (1) 15:5 amount (2) 14:21 22:11 analysis (2) 10:16 32:11 annual (1) 33:21 anticipated (2) 9:19 10:11</p>	<p>anymore (1) 27:3 appear (1) 29:6 appears (1) 10:18 applicable (1) 14:21 applies (1) 14:6 approach (1) 13:24 approval (1) 9:16 approved (3) 21:4 24:19 37:4 approximately (3) 8:15 21:17 27:4 area (3) 13:16,18 24:17 areas (5) 13:21,22 16:3 28:18,20 asked (1) 17:24 asking (1) 33:21 assets (2) 10:20,21 assigned (1) 3:9 assistance (2) 22:3 36:22 assisted-home-performance-lik... 19:20 Associate (1) 20:12 Association (1) 2:4 Associations (1) 17:8 ATTENDING (1) 1:20 attention (2) 6:3 16:20 Audit (1) 16:25 Auditorium (1) 1:9 August (2) 11:12 38:16 authority (2) 13:2 35:19 authorized (1) 16:12 available (5) 24:21 25:3,12 28:19 29:12 average (4) 8:3 20:23 30:2,5</p>	<p>break (1) 18:17 British (1) 11:15 Brookhaven (6) 2:3 7:17,18 14:8 15:13 24:15 Brooklyn (2) 1:5 3:6 BTUs (2) 11:9,15 Building (3) 1:10 2:4 17:7 Burd (4) 2:7 27:13,14,15 burden (3) 20:3 33:5 35:3 business (2) 34:23 35:8 businesses (1) 25:17 buying (1) 34:14</p>
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