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June 24, 2005

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, MA 02110

Re: Commonwealth Electric Company d/b/a NSTAR Electric, D.T.E. 05-19

Dear Secretary Cottrell:

Enclosed for filing in the above-referenced matter are the responses to the Information Request set forth on the accompanying list. Please contact me or Cheryl Kimball if you have any questions regarding the filing.

Thank you for your attention to this matter.

Very truly yours,

John K. Habib

John K. Habib

cc: Jody Stiefel, Hearing Officer
Joseph Rogers, Assistant Attorney General
Susan McSherry
Henry LaMontagne
David Myers
John O'Brien

INFORMATION REQUESTS

DTE-4-1

Information Request DTE-4-1

Referring to the Company's response to DTE 1-5 and DTE 1-9, the Department notes differences between the customers served provided at the Company level, the sum of customers served at circuit level, and the sum of customers served provided at a town level, and customers served provided in the Company's FERC Form-1. With regard to these differences, please:

(a) explain the reason for the differences in the customer served at these various levels described above;

(b) explain the source and the reason for using the customer served number used to calculate SAID and SAIFI at a Company level; and

(c) explain how often the Company updates and how it tracks its customer information for the various levels indicated above.

Response

(a) The Company uses customer data for numerous purposes, including: (1) to report to FERC; (2) to calculate SAIDI/SAIFI performance statistics; and (3) to develop municipal-level customer statistics. Regardless of the purpose, all of the customer data available to the Company originates from the Customer Information System ("CIS"). The CIS houses all customer records and related information. The CIS customer records are updated *daily*. Therefore, as an initial matter there will be differences in customer counts solely as a result of when the count is taken. In addition, there are individual customers who have multiple accounts within differing rate classes or other unique billing and/or metering situations. Therefore, to determine an accurate count of customers for FERC reporting purposes (for instance), the Company must remove tallies of multiple accounts for individual customers.

Similarly, customer counts by circuit and by municipality are taken directly from the CIS system. However, customer counts developed for these purposes may differ from the FERC-reported customer count because these customer counts are segregated by the CIS system based on the query parameters set for the customer-count inquiry. As a result, the sum total of circuit-level counts may not equal the FERC-reported count simply because of the way in which the system is directed to segregate customers among circuits. Because single circuits serve customers in multiple municipalities, there will also be differences between the sum

total of customer counts by municipality and the sum total of customer counts by circuit.

(b) For purposes of calculating SAIDI/SAIFI performance statistics, the Company uses the customer counts reported to FERC because these counts are prepared on a system-wide basis (and therefore are not complicated by circuit or municipal boundary issues) and because these counts are developed with precision to eliminate issues involving individual customers with multiple billing accounts.

(c) CIS data is updated on a daily basis and is subject to a comprehensive review on an annual basis.