

Raquel J. Webster Senior Counsel

May 25, 2021

### **BY ELECTRONIC MAIL**

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

### RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid for Approval of a Change in Electric and Gas Base Distribution Rates Low-Income Monthly Reports – April 2021

Dear Ms. Massaro:

On behalf of National Grid,<sup>1</sup> I have enclosed an electronic copy<sup>2</sup> of the Company's Low-Income Monthly Report for April 2021 in the above-referenced docket.

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

Very truly yours,

que Metate

Raquel J. Webster

Enclosure

cc: Docket 4770 Service List Linda George, Division John Bell, Division Al Mancini, Division Christy Hetherington, Esq. Leo Wold, Esq.

<sup>&</sup>lt;sup>1</sup> The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

<sup>&</sup>lt;sup>2</sup> Per Commission counsel's update on October 2, 2020, concerning the COVID-19 emergency period, the Company is submitting an electronic version of this filing. The Company will provide the Commission Clerk with five (5) hard copies of the enclosures.

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
	- THEN HER ONLY A WARFING			
		General Residential Number of Residential Accounts, includes discount rate and AMP accounts (Active and		
1	Credit and Collections Activity	Final) Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	Calculated CCAE Query	Line 1.a + 1.b Number of accounts that are (1) service accounts, (2) in an "active" or "pending final" status, and (3) coded "R" in the 02/01 billing account to DD DC COLLEGIES (bill black in a call of a constraint of the DC COLLEGIES of the DC C
1.a	Report line 1	Number of AL IVE Residential Accounts, includes discount rate and AMP accounts Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting. Number of accounts that are (1) service accounts, [2] in an "final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-C field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-C CMM of the religious special notation (on the 04/51 table with a
1.b		Total Billed, does not include ESCO	Page Center Rpt (NECO RP 82)	set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting. Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges
3	Credit and Collections Activity Report line 2	Average active residential account bill ( line 2 / line 1.a)	Calculated	Line 2 divided by Line 1.a
4		Total Receipts	PageCenter Rpt CN778	All payments for Active and Non-Active Accounts- 60/40 allocation
5 6		Total Number of Accounts Protected through SPECIAL PROTECTIONS Number of Standard Accounts Protected	Calculated Calculated	Sum of lines 6 and 7 Sum of lines 6.a through 6.f
6.a		Elderly	CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)
6.b		Infant Handicapped	CCAE Query CCAE Query	Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant) Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped)
6.c 6.d		Welfare	CCAE Query	that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of standard active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code
6.e		Unemployed	CCAE Query	not used in practice, as all welfare is by definition low income. Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
6.f		Seriously ill	CCAE Query Calculated	Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling co
7 7.a		Number of Low-Income Accounts Protected Elderly	CCAE Query	Sum of lines 7.a through 7.f Number of low-income active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)
7.b		Infant	CCAE Query	Number of low-income active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant) Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapp
7.c		Handicapped	CCAE Query	Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare).
7.d		Welfare	CCAE Query	Note: CHC code 35 is not used in practice, as all welfare is by definition low income.
7.e			CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemploye
7.f		Seriously ill Delinquency (Includes Active and Pending final accounts)	CCAE Query	Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling
8		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 8.a + 8.b
8.a 8.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
0.0		Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of	Calculated	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA Line 9.a + 9.b
9 9.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA
9.b		Dollar Value of accounts reported above without an active DPA Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
10		bill	Calculated	Line 10.a + 10.b
10.a 10.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
11		Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 11.a + 11.b
11.a		Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA
11.b		Dollar Value of accounts reported above without an active DPA Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	CCAE Query Calculated	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA Line 12.a + 12.b
12 12.a 12.b		Number of accounts reported above that have an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA
12.0		Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Line 13.a + 13.b
13.a		Dollar value of accounts reported on above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA
13.b 14		Dollar value of accounts reported above without an active DPA Total Number of delinquent accounts	CCAE Query Calculated	Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b
14.a 14.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	Calculated Calculated	Sum of lines 8.a, 10, a, and 12.a Sum of lines 8.b, 10.b, and 12.b
15		Total Dollar Value of delinquent accounts	Calculated	Line 15.a + 15.b
15.a 15.b		Dollar Value of accounts reported above that have an active DPA Dollar Value of accounts reported above without an active DPA	Calculated Calculated	Sum of lines 9.a, 11, a, and 13.a Sum of lines 9.b, 11b, and 13b
16 17		Total Dollar Value of current accounts	CCAE Query Calculated	Dollar value of accounts with oldest arrears aged less than 30 days
		Total Active and Pending Final A/R Collection Agencies		Line 15 + 16
18		Number of cases referred to collection agencies Payment Plans	Coll Agency Performance Report	Count of unique residential account numbers refered to tier 1 collection agencies
19 20	DKT 1725 line 7 DKT 1725 line 8	Number of new payments plans, not including AMP Number of payment plans defaulted	CCAE Query CCAE Query	Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a status of defaulted and the last status change date within the reporting month
20	DKT 1725 line 6	Number of payment pars defaulted	CCAE Query	The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "Octo
21 21.a		Number of Active Step-plan agreements	CCAE Query	payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2
21.b		Number of Company issued non-Step plans	CCAE Query	Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that was authorized by the Division
21.c		Number of regulatory order non-Step plans	CCAE Query	Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that was authorized by the Division
21.d 22		Number of Commission sanctioned "October Rule" payment plans	CCAE Query	Count of active non-AMP temporary service restoration payment plans whose terms were most recently outlined in Orders 23697 (and 23786
22		Number of new budget plans, not including AMP Shut-Offs	CCAE Query	Count of budget plans with a start date in the reporting month
23	DKT 1725 line 6; Credit and Collections Activity Report line 5	Number of Accounts Sent Notice of Disconnection for non-payment	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT disconnect notice updates.
24	DKT 1725 line 1 DKT 1725 line 3; Credit and	Number of Service Disconnections for non-payment	CCAE Query	Count of collection activities of type "CONP" on residential accounts
24.a		Number of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	The number of accounts included above with NO a special protection as listed on lines 5 and 6
	7; Terminations and	Number of Service Disconnections for non-payment on accounts WITH a special protection	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
24.b 24.c	Reconnects Report DKT 1725 line 5	Number of Service Disconnections for non-payment in excess of \$1000	CCAE Query	Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect
24.d 25	DKT 1725 line 4	Ratio of service disconnections for nonpayment to total Residential Customers Average balance of Service Disconnections for non-payment	Calculated CCAE Query	Line 24.d divided by line 1.a Sum of balances at time of disconnections divided by the number of disconnects
25.a		Average balance of Service Disconnections for non-payment Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
25.a 25.b		Average balance of Service Disconnections for non-payment on accounts WITH a special	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
25.b 26	Report	protection Restorations Number of Service Restorations within 7 days of termination	Calculated	Line 26.a + 26.b
	Cradit and Collection of the			Luie 20.0 + 20.0
26.a	Credit and Collections Activity Report line 8; Terminations and Reconnects Report	Number of Service Restorations within 7 days of termination on accounts with NO special protection	CCAE Query	The number of accounts included above with NO a special protection as listed on lines 5 and 6

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	OTHER REPORTS - MAPPING	DATA SOURCE	GLOSSARY
26.b	Credit and Collections Activity Number of Service Restorations within 7 days of termination on accounts WITH a special Report line 9; Terminations and protection Reconnects Report	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
27	Average balance of of service restorations	CCAE Query	Sum of balances at time of restoration divided by the number of restorations
27.a	Terminations and Reconnects Report Average balance of of service restorations on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
27.b	Terminations and Reconnects Report Average balance of of service restorations on accounts WITH a special protection	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
28	Average duration of service disconnection for Service Restorations within 7 days of termination	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 24 are averaged
29	Write-Offs Number of Accounts Classified as Written-Off	Calculated	Line 29.a + 29.b
29.a 29.b	Number of Residential Accounts Classified as Written-Off Number of Commercial and Industrisal Classified as Written-Off	CCAE Query CCAE Query	Number of accounts that moved from final to write-off status in the reporting month Number of accounts that moved from final to write-off status in the reporting month
29.0	DKT 1725 row 10 had res and Dollar Value of Accounts Classified as Written-Off	Calculated	Line 30.a + 30.b
30 30.a	com combined Dollar Value of Residential Accounts Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
31	DKT 1725 row 11 had res and com combined Dollar Value of write-off recoveries	Calculated	Line 31.a + 31.b
31.a 31.b	Dollar Value of Residential write-off recoveries Dollar Value of Commercial and Industrisal write-off recoveries	CCAE Query CCAE Query	Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
	DKT 1725 row 12 had res and	Calculated	Line 30 minus line 31.
32 32.a	com combined Dollar Value of Residential NET A/R Write-Offs	CCAE Query	Line 30.a minus line 31.a
32.b	Dollar Value of Commercial and Industrisal NET A/R Write-Offs Low Income Discount Rate	CCAE Query	Line 30.b minus line 31.b
33	Number of Low-Income Accounts	Calculated	Line 33.a + 33.b
33.a 33.b	Number of Accounts (no rider) Number of Accounts (with rider)	CCAE Query CCAE Query	Number of accounts on a low-income rate and having NO active rider Number of accounts BOTH on a low-income rate and having an active rider
34 35	Percent of customers on the low-income discount	Calculated CCAE Query	Line 33 divided by line 1.a All payments posted to low income accounts during the reporting month
36	Total receipts Total receipts paid by LIHEAP	Calculated	Line 36.a + 36.b
36.a 36.b	Total receipts paid by Regular LIHEAP Total receipts paid by Crisis LIHEAP	CCAE Query CCAE Query	Subset of line 35 with a source code of Regular LIHEAP Subset of line 35 with a source code of Crisis LIHEAP
37	Total number of customers receiving a LIHEAP payment for the month Total billed	CCAE Query CCAE Query	Number of accounts coded low income to which a LIHEAP payment posted during the reporting month Subset of line 1 attributed to low-income accounts
38	Delinquency	CCAE Query	Subset of line 1 attributed to low-income accounts
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 39.a + 39.b
39.a 39.b	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days HAVING an active DPA Accounts on a low-income rate with oldest debits aged between 30-59 days having NO active DPA
35.0	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days afte		Line 40.a + 40.b
40 40.a	issuance of a bill Dollar value of accounts reported above that have an active DPA	CCAE Query	Dollar value of total A/R on accounts reported in line 39.a
40.b	Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after	CCAE Query	Dollar value of total A/R on accounts reported in line 39.b
41	issuance of a bill	Calculated	Line 41.a + 41.b
41.a 41.b	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged between 60-89 days HAVING an active DPA Accounts on a low-income rate with oldest debits aged between 60-89 days having NO active DPA
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days afte issuance of a bill	r Calculated	Line 42.a + 42.b
42.a	Dollar value of accounts reported above that have an active DPA	CCAE Query	Dollar value of total A/R on accounts reported in line 41.a
42.b	Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 90+ Days after	CCAE Query	Dollar value of total A/R on accounts reported in line 41.b
43 43.a	issuance of a bill Number of accounts reported above that have an active DPA	Calculated CCAE Query	Line 43.a + 43.b Accounts on a low-income rate with oldest debits aged 90 or older days HAVING an active DPA
43.b	Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged 90 of older days having an active DFA Accounts on a low-income rate with oldest debits aged 90 days or older having NO active DFA
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 44.a + 44.b
44.a 44.b	Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 43.a Dollar value of total A/R on accounts reported in line 43.b
45 45.a	Total Number of low-income delinquent accounts	Calculated Calculated	Line 45.a + 45.b
45.b	Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	Calculated	Sum of lines 39.a, 41.a and 43.a Sum of lines 39.b, 41.b and 43.b
46 46.a	Total Dollar Value of low-income delinquent accounts Dollar value of accounts reported above that have an active DPA	Calculated Calculated	Line 46.a + 46.b Sum of lines 40.a, 42.a and 44.a
46.b	Dollar value of accounts reported above without an active DPA	Calculated	Sum of lines 40.b, 42.b and 44.b
47	Shut-Offs Number of low-income Accounts Sent Notice of Disconnection	CCAE Query	Subset of line 21 attributable to low-income accounts
48	Number of low-income Service Disconnections for Non-Payment Ratio of low-income service disconnections for nonpayment to total low-income	CCAE Query	Subset of line 22 attributable to low-income accounts
49	Residential Customers Restorations	Calculated	Line 48 divided by line 33
50	Number of Iow-income Service Restorations for non-payment	CCAE Query	Subset of line 22 attributable to low-income accounts
51	Average duration of low-income service disconnection for restored accounts	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
52	Write-Off Number of low-income accounts Classified as Written-Off	CCAE Query	Subset of accounts on line 29 that are on a low-income rate
53	Dollar Value of low income accounts classified as written-off	CCAE Query	Subset of line 30 associated with low-income accounts
54 55	Dollar Value of Iow-income write-off recoveries Dollar value of NET Iow-income A/R Write-Offs	CCAE Query Calculated	Subset of line 31 associated with low-income accounts Line 53 minus line 54.
56	Arrearage Management Program Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez	Number of accounts actively on AMP at time of query
57	Percent of low-income customers enrolled on the AMP	Calculated	Line 56 divided by line 33
58 59	Total receipts paid by enrollees Total receipts paid by LIHEAP	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query. Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
60	Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez	Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP installments.
61 61.a	Number of newly enrolled customers Number of newly enrolled customers: not associated with service restoration	Calculated Pat Murray / Damaris Dominguez	Line 61.a + 61.b Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollme
61.b	Number of newly enrolled customers: associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that HAD experienced a service termination immediately prior to enrollments
62	Number of customers exited the program	Calculated	Line 62.8 + 62.6
62.a 62.b	Number of customers exited the program by default Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Number of AMP agreements with an end date in the reporting month and a status of defaulted Number of AMP agreement with an end date in the reporting month and a status of cancelled
63	Number of customers successfully completing a 12-month program Number of customers successfully completing a 12-month program with remaining	Calculated	Line 63.a + 63.b
63.a	arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed with arrears remaining on the account
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed and no arrears remaining on the account Subset of line 55 having arrears aged 60 days or greater
64	issuance of a bill		
65 66	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days Number of AMP program participants receiving LIHEAP	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total A/R on the accounts reported in line 63 Number of accounts actively on AMP at time of query with at least one LIHEAP-sourced payment in the reporting month
67	Percent of AMP customers receiving LIHEAP payments	Calculated	Line 66 divided by line 56

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#### Monthly Utility Credit and Collections April 2021 RIPUC Docket No. 4770 Page 1 of 3

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	Apr-20 Electric Gas	May-20 Electric Gas	Jun-20 Electric Gas	Jul-20 Electric Gas	Aug-20 Electric Gas	Sep-20 Electric Gas	Oct-20 Electric Gas	Nov-20 Electric Gas	Dec-20 Electric Gas	Jan-21 Electric Gas	Feb-21 Electric Gas	Mar-21 Electric Gas	Apr-21 Electric Gas
General Residential							Licture Gus				Licetite Gus		Licture das
1 Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	450,501 256,688	450,479 256,473	450,469 256,122	450,601 256,019	450,744 255,86	61 450,789 255,91	4 451,054 256,083	451,263 256,508	3 451,451 256,621	L 446,118 253,312	2 446,147 253,231	445,530 252,978	446,541 253,050
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	442,478 251,834	442,464 251,599	442,454 251,248	442,586 251,145	442,729 250,98	)		443,233 251,752	2 443,418 251,858	3 443,666 251,780	444,005 252,076	443,907 252,156	443,880 251,704
1.b Number of FINAL Residential Accounts, includes discount rate and AMP accounts	8,023 4,854	8,015 4,874	8,015 4,874	8,015 4,874	8,015 4,87			8,030 4,75	5 8,033 4,763	3 2,452 1,532	2 2,142 1,155	1,623 822	2,661 1,346
2 Total Billed, does not include ESCO	\$46,253,989 \$30,056,840	\$43,428,945 \$25,091,761	\$44,969,329 \$11,706,749	\$66,637,948 \$8,914,138		10 957,010,252 90,220,75	\$10,550,500 \$10,150,150	\$48,236,571 \$19,110,38	2 \$54,340,468 \$31,760,159	\$64,163,258 \$49,221,260	\$60,141,524 \$53,519,803	\$54,325,617 \$44,562,716	\$46,440,903 \$30,682,408
3 Average active residential account bill (line 2 / line 1.a)	\$104.53 \$119.35	\$98.15 \$99.73	\$101.64 \$46.59	\$150.56 \$35.49	\$183.90 \$34.9			\$108.83 \$75.9	1 \$122.55 \$126.10	\$144.62 \$195.49	\$135.45 \$212.32	\$122.38 \$176.73	\$104.62 \$121.90
4 Total Receipts	\$21,628,692 \$14,419,128 6,790 4,296	\$20,471,432 \$13,647,621 6,745 4,260	\$19,586,462 \$13,057,641 6,773 4,250	\$26,856,555 \$3,662,258 6.826 4.28	\$32,309,978 \$4,405,90 6,767 4,25		5 \$31,216,648 \$4,256,810 2 6,655 4,182	\$26,382,637 \$3,597,63 6,666 4,18	2 \$21,425,509 \$14,285,297 3 6,660 4,185	7 \$29,238,679 \$15,350,729 6 6,639 4,162	2 6,591 4,128	\$38,204,769 \$16,573,378 6,210 3,854	\$25,463,124 \$16,975,416 6,004 3,708
Total Number of Accounts Protected through SPECIAL PROTECTIONS     Number of Standard Accounts Protected	3,974 2,484	3,949 2,477	3,884 2,412	3,975 2,459	4,012 2,45			4,246 2,55	4,242 2,598	4,127 2,609	4,098 2,596	3,911 2,417	3,762 2,310
6.a Elderly	1,057 742	1.050 744	1,045 725		1,136 75	57 1,133 77		1,172 78	3 1,172 802	, , ,	3 1,128 793	1,144 792	1,153 797
6.b Infant	297 198	303 196	278 178		289 18		-,=	337 214	338 218	,	2 320 229	101 65	1 1
6.c Handicapped	304 163	309 178	297 163	303 167	454 25	56 320 17	1 327 164	348 179	359 181	L 352 189	342 187	351 194	517 299
6.d Welfare	0 0	0 1	0 1	0	. 0	1 0	1 0 :	0	L 0 1	L 0 :	L 0 1	0 0	0 0
6.e Unemployed	41 20	51 28	62 36	69 43	73 4	44 74 4	4 74 44	79 48	3 79 49	77 49	77 49	75 49	85 52
6.f Seriously ill	2,275 1,361	2,236 1,330	2,202 1,309	2,217 1,314	2,060 1,21			2,310 1,32	7 2,294 1,347	7 2,231 1,340	2,231 1,337	2,240 1,317	2,006 1,161
7 Number of Low-Income Accounts Protected	2,816 1,812	2,796 1,783	2,889 1,838	2,851 1,828	2,755 1,79	,,		2,420 1,63	1 2,418 1,587	7 2,512 1,553	3 2,493 1,532	2,299 1,437	2,242 1,398
7.a Elderly 7.b Infant	780 512 296 241	783 509 286 234	790 518 306 244	786 526 293 236	796 52 270 22	27 754 50 22 243 20	1 718 488 1 217 189	706 483 204 175	3 716 484 3 198 167	1 749 479 7 204 153		739 474 62 46	760 482
7.c Handicapped	296 241 319 187	286 234 324 198	306 244 328 190	293 236 325 190	476 27	22 243 20 72 295 17	21/ 189 5 276 170	204 1/3	5 198 167	204 15	203 146 275 159	62 46 271 158	412 261
7.c Handicapped 7.d Welfare	0 0	324 198	328 190 0 0	325 190	0 476 27	0 0	0 0 0	0 0	) 0 (	0 0	0 0	2/1 158	0 0
7.e Unemployed	5 2	10 2	14 4	17 5	16	5 16	7 15	22 1	1 25 13	3 32 10	5 32 16	34 17	36 20
7.f Seriously ill	1,416 870	1,393 840	1,451 882	1,430 87	1,197 76	67 1,342 83		i 1,217 794	1,211 755	5 1,251 748	3 1,237 738	1,193 742	1,034 635
Delinquency (Includes Active and Pending final accounts)													
8 Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	33,613 20,124	29,030 16,427	31,190 17,175	29,406 13,897	34,494 14,18			32,661 17,412		27,355 16,918		33,962 22,773	27,079 17,156
8.a Number of accounts reported above that have an active DPA	760 487	667 379	633 301	554 149	729 10	04 835 10	5 540 11	421 112	2 463 243	3 573 438	747 020	598 519	562 432
8.b Number of accounts reported above without an active DPA	32,853 19,637	28,363 16,048	30,557 16,874	28,852 13,748	33,765 14,07			32,240 17,300	52,000 10,000	7 26,782 16,480	20,000	33,364 22,254	
9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$11,588,256 \$8,293,736	\$10,809,510 \$7,066,576	\$10,127,918 \$6,021,336	\$9,815,138 \$2,825,425	\$13,921,320 \$2,257,55			\$11,774,119 \$2,691,53	3 \$11,982,818 \$4,837,773		\$14,629,968 \$10,238,040	\$14,966,478 \$12,474,634	
9.a Dollar Value of accounts reported above that have an active DPA     9.b Dollar Value of accounts reported above without an active DPA	\$1,177,428 \$665,341 \$10,410,828 \$7,628,395	\$1,104,655 \$598,070 \$9,704,856 \$6,468,507	\$1,135,033 \$568,614 \$8,992,885 \$5,452,722	\$1,105,198 \$316,233 \$8,709,940 \$2,509,192	\$1,341,534 \$235,86 \$12,579,786 \$2,021,69			\$1,408,842 \$266,793 \$10,365,277 \$2,424,749	3 \$1,270,268 \$367,606 5 \$10,712,549 \$4,470,167	5 \$1,490,221 \$592,704 7 \$10,932,122 \$6,337,135	\$1,602,731 \$820,248 \$\$13,027,237 \$9,417,793	\$1,588,658 \$980,911 \$13,377,820 \$11,493,723	\$1,526,548 \$895,958 \$11,188,121 \$9,165,814
10 Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	19.942 13.564	16.291 10.714	13.600 8.516	13.290 7.998	13,083 6,37			16.270 6.28	13.008 6.250	11.313 6.299	11,110 6,911	14.855 10.418	12,262 9,719
10.a Number of accounts reported above that have an active DPA	1,203 883	1.053 698	954 567	825 375	777 22	23 1.033 16	, -,-	968 23	699 215	5 858 404		1.087 854	920 785
10.b Number of accounts reported above without an active DPA	18,739 12,681	15,238 10,016	12,646 7,949	12,465 7,623	12,306 6,15	51 13,947 5,84	4 16,872 5,625	15,302 6,059	12,309 6,035	5 10,455 5,895	5 10,208 6,305	13,768 9,564	11,342 8,934
11 Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$8,037,428 \$6,259,422	\$7,448,856 \$5,542,921	\$7,134,979 \$4,937,694	\$6,395,682 \$3,945,837	\$6,564,096 \$2,171,80	04 \$8,454,034 \$1,641,10	6 \$11,467,502 \$1,520,503	\$9,919,551 \$1,754,804	\$7,448,439 \$1,754,075	5 \$7,391,100 \$2,902,276	\$ \$8,011,310 \$4,263,198	\$10,986,871 \$7,676,620	\$9,798,658 \$8,129,223
11.a Dollar Value of accounts reported above that have an active DPA	\$996,693 \$599,415	\$930,370 \$554,762	\$983,842 \$564,952	\$985,245 \$503,916	\$910,031 \$275,06			\$1,558,143 \$248,020	\$1,030,234 \$191,243			\$1,508,825 \$771,376	\$1,417,915 \$874,555
11.b Dollar Value of accounts reported above without an active DPA	\$7,040,734 \$5,660,007	\$6,518,485 \$4,988,159	\$6,151,137 \$4,372,743	\$5,410,437 \$3,441,922	\$5,654,065 \$1,896,74	41 \$7,385,413 \$1,432,82		\$8,361,407 \$1,506,78	\$6,418,204 \$1,562,833	\$6,294,332 \$2,586,962	\$6,899,355 \$3,826,392	\$9,478,047 \$6,905,244	\$8,380,742 \$7,254,669
12 Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	50,138 30,686	53,165 33,997	52,257 34,954	51,562 36,025	51,904 37,48			60,417 36,024	4 63,210 35,758	3 59,292 33,053	3 58,431 32,635	57,237 32,713	57,164 34,091
12.a Number of accounts reported above that have an active DPA     12.b Number of accounts reported above without an active DPA	6,287 2,873 43.851 27.813	6,087 3,090 47,078 30,907	6,619 3,615 45,638 31,339	7,305 4,247	6,653 3,99 45,251 33,48	•••••••••••••••••••••••••••••••••••••••		8,803 4,270 51,614 31,754	0 8,080 3,562 4 55.130 32.196		1 7,398 3,011 2 51.033 29.624	7,395 3,080 49,842 29,633	7,800 3,536 49,364 30,555
	43,851 27,813 \$36,984,938 \$22,553,802	\$39.608.745 \$25.134.446	,		\$45,251 33,40 \$45,302,354 \$30,602,45		, , ,	\$1,614 31,754 \$57.777.198 \$29.534.09				49,842 29,033 \$66,754,422 \$31,382,367	\$70,377,931 \$35,266,765
13         Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill           13.a         Dollar value of accounts reported on above that have an active DPA	\$3.977.861 \$1.814.848	\$4,238,783 \$2,038,507	\$4.881.723 \$2.464.172	\$5,514,961 \$3,056,608				\$6.844.646 \$2.958.010	) \$6.241.409 \$2.306.102	2 \$6,301,110 \$2,124,60	+++++++++++++++++++++++++++++++++++++++	\$6,506,884 \$2,119,892	\$7,688,784 \$2,657,364
13.b Dollar value of accounts reported above without an active DPA	\$33,007,078 \$20,738,954	\$35,369,962 \$23,095,939	\$35,872,309 \$24,355,185	\$37,688,591 \$25,944,128	\$40,142,761 \$27,644,00			\$50,932,552 \$26,576,08	3 \$56.866.033 \$27.277.996	5 \$56,875,192 \$26,698,194		\$60,247,539 \$29,262,475	\$62.689.147 \$32.609.400
14 Total Number of delinquent accounts	103,693 64,374	98,486 61,138	97,047 60,645	94,258 57,920	99,481 58,03	39 106,218 57,78	2 106,596 57,074	109,348 59,72	5 109,517 61,318	3 97,960 56,270	99,735 60,171	106,054 65,904	96,505 60,966
14.a Number of accounts reported above that have an active DPA	8,250 4,243	7,807 4,167	8,206 4,483	8,684 4,771	8,159 4,32	24 7,889 3,96	9,310 4,355	10,192 4,612	9,242 4,020	9,375 4,123	9,047 4,243	9,080 4,453	9,282 4,753
14.b Number of accounts reported above without an active DPA	95,443 60,131	90,679 56,971	88,841 56,162	85,574 53,149	91,322 53,71			99,156 55,11	3 100,275 57,298		90,688 55,928	96,974 61,451	87,223 56,213
15 Total Dollar Value of delinquent accounts	\$56,610,622 \$37,106,961	\$57,867,111 \$37,743,943	\$58,016,929 \$37,778,386		\$65,787,770 \$35,031,8							\$92,707,772 \$51,533,621	\$92,891,258 \$53,457,760
15.a Dollar Value of accounts reported above that have an active DPA	\$6,151,982 \$3,079,604	\$6,273,808 \$3,191,339	\$7,000,599 \$3,597,737	\$7,605,404 \$3,876,757	\$7,411,158 \$3,469,37			\$9,811,631 \$3,472,822	2 \$8,541,912 \$2,864,950	\$8,888,099 \$3,032,625	\$ \$8,743,111 \$3,230,301	\$9,604,366 \$3,872,178	\$10,633,248 \$4,427,877
15.b Dollar Value of accounts reported above without an active DPA	\$50,458,640 \$34,027,356	\$51,593,303 \$34,552,605	\$51,016,330 \$34,180,649	\$51,808,969 \$31,895,242	\$58,376,612 \$31,562,43	+++++++++++++++++++++++++++++++++++++++	5 \$68,055,190 \$30,107,905	\$69,659,236 \$30,507,61	7 \$73,996,786 \$33,310,996	5 \$74,101,646 \$35,622,29	\$78,932,271 \$40,865,182 \$47,544,174 \$37,517,649	\$83,103,405 \$47,661,443	\$82,258,010 \$49,029,883
16     Total Dollar Value of current accounts       17     Total Active and Pending Final A/R	\$35,407,641 \$21,004,424 \$92,018,262 \$58,111,385	\$33,530,144 \$16,698,384 \$91,397,255 \$54,442,328	\$33,698,657 \$8,875,084 \$91,715,586 \$46,653,471	\$54,167,851 \$7,573,494 \$113,582,223 \$43,345,493			4 \$37,208,315 \$8,990,663 2 \$114,105,263 \$42,451,649		1 \$39,649,051 \$22,749,160 \$122,187,750 \$58,925,106	0 \$48,143,189 \$34,345,082 5 \$131,132,934 \$72,999,993		\$36,167,838 \$26,407,556 \$128,875,609 \$77,941,177	\$32,802,844 \$18,779,898 \$125,694,102 \$72,237,658
Collection Agencies	<i>\$52,010,202 \$50,111,303</i>	<i>,442,320,233 ,34,442,32</i> 0	991,719,900 940,033,471	9113,302,223 943,343,493	9127,479,407 942,411,21	/1 9120,000,041 941,100,00		, y113,137,020 - y47,837,800	, 9122,107,750 950,923,100	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	9133,213,330 901,013,132	9120,073,003 977,341,177	\$123,034,102 \$12,237,030
18 Number of cases referred to collection agencies	0 0	0 0	0 0	0 (	0	0 0	0 2,071 1,334	2,059 1,259	2,035 1,145	5 1,711 980	1,358 846	1,650 1,232	1,558 1,009
Payment Plans													
19 Number of new payments plans, not including AMP	1,454 954	1,771 1,128	2,626 1,578	2,309 1,307	1,800 79	90 2,642 1,03	-)	3,138 1,29	5 2,557 1,192	2 2,724 1,47	2,126 1,393	2,756 1,762	2,410 1,591
20 Number of payment plans defaulted	4,055 2,319	1,713 902	1,742 1,049	1,414 823	2,119 1,11	1 - 1	-,	2,067 97	5 2,981 1,500	2,281 1,160	2,082 1,081	2,405 1,366	1,797 1,103
21 Number of active payment agreements	5,950 3,149	5,816 3,221	6,367 3,652	6,705 3,845	5,909 3,30		,	8,212 3,800	,	7,761 3,530	7,974 3,905	8,129 4,199	8,419 4,486
21.a Number of Active Step-plan agreements	2,762 1,518	2,190 1,252	2,101 1,290	2,059 1,263	1,686 1,00	,	1,000 00	1,658 79	7 1,494 689	9 1,440 680	5 1,429 732	1,369 743	1,288 734
21.b Number of Company issued non-Step plans	2,859 1,476 94 33	3,348 1,837 83 28	4,036 2,260 75 23	4,451 2,490 74 21	4,064 2,22	26 4,296 2,19 14 59 1		6,458 2,953 46 1	3 6,035 2,664 2 43 13	4 6,251 2,812 3 38 10	2 6,485 3,147 ) 34 8	6,705 3,433 33 9	7,079 3,734 34 8
21.c         Number of regulatory order non-Step plans           21.d         Number of Commission sanctioned "October Rule" payment plans	235 122	83 28 195 104	155 79	121 72	65 94	14 59 1 58 68 4	2 50 11 9 59 43	46 1.	3 37 23	3 38 10	2 26 18	22 14	<u> </u>
Number of commission sanctioned Occober Rule payment plans     Number of new budget plans, not including AMP	601 387	765 434	911 427	1,049 407	1,055 34	44 1,003 41		1,002 51	7 887 558	3 <u>32</u> 21 3 1,130 870	925 737	955 723	904 701
Shut-Offs	552 567		427	-,	_, 3.	-,:00 41		_, 51		_, 0/(			
23 Number of Accounts Sent Notice of Disconnection for non-payment	0 0	0 0	0 0	0 (	0	0 0	0 0 0	0 0	0 (	0 (	0 0	0 0	0 0
24 Number of Service Disconnections for non-payment	0 0	0 0	0 0	0 (	0	0 0	0 0 0	0 (	0 0 0	0 0	0 0 0	0 0	0 0
24.a Number of Service Disconnections for non-payment on accounts with NO special protection	0 0	0 0	0 0	0 0	0	0 0	0 0 0	0 0	0 0	0 (	0 0	0 0	0 0
24.b Number of Service Disconnections for non-payment on accounts WITH a special protection	0 0	0 0	0 0	0 (	0	0 0	0 0 0	0 (	0 0	0 0	0 0	0 0	0 0
24.c Number of Service Disconnections for non-payment in excess of \$1000	0 0	0 0	0 0	0 (	0	0 0	0 0 0	0 (	0 0	0 (	0 0	0 0	0 0
24.d Ratio of service disconnections for nonpayment to total Residential Customers	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0	0.0% 0.0%	01070 0107	0.0% 0.0%	6 0.0% 0.0%	6 0.0% 0.0%	6 0.0% 0.0%	0.0% 0.0%	0.0% 0.0%
Average balance of Service Disconnections for non-payment     Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0	\$0 \$0 \$ \$0 \$0 \$	0 \$0 \$0 0 \$0 \$0	) \$0 \$( ) \$0 \$(	0 \$0 \$0 0 \$0 \$0	0 \$0 \$0 0 \$0 \$0	0 \$0 \$0 0 \$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0
	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0	\$0 \$0	50 50 5 50 50 5	0 \$0 \$0 0 \$0 \$0	50 \$0 \$0 \$0 \$0	50 \$0 \$0	50 \$0 \$0	50 \$0 50 \$0	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0
25.b Average balance of Service Disconnections for non-payment on accounts WITH a special protection		ېن <u>کې</u>			, vç ;	ڊ <sub>ک</sub> ې کې	יל טל טי	וכ טיך י	, <sub>20</sub> 30	י יי	, ,0 ,0	نڊ <sub>ک</sub> ې	

#### Monthly Utility Credit and Collections April 2021 RIPUC Docket No. 4770 Page 2 of 3

	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21 Feb	-21 Mar-21	Apr-21
	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas Electric	Gas	Electric Gas Electric	Gas Electric Gas	Electric Gas
Restorations												
26 Number of Service Restorations within 7 days of termination	0 0	0 0	0 0	0	0 0 0	0 0	0 0	0 0 0	0 0	0 0 0	° °	0 0
26.a Number of Service Restorations within 7 days of termination on accounts with NO special protection	0 0	0 0	0 0	0	0 0 0	0 0 0	0 0	0 0 0	0 0	0 0 0		0 0
26.b Number of Service Restorations within 7 days of termination on accounts WITH a special protection	0 0	0 (	0 0	0	0 0 0	0 (	0 0	0 0 0	0 0	0 0 0	0 0 0	0 0
27 Average balance of of service restorations	\$0 \$0	\$0 \$0	40 40	\$0 \$	0 \$0 \$0	) \$0 \$(	n śo śi	0 \$0 \$0	4.0 4.0	\$0 \$0 \$0	\$0 \$0 \$0	\$0 \$0
27.a Average balance of of service restorations on accounts with NO special protection	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0	) \$0 \$0 \$0 \$0 \$0	\$0 \$ \$0 \$	0 \$0 \$0 0 \$0 \$0	) <u>\$0</u> \$0 \$0 \$0 \$0	0 \$0 \$1 n \$0 \$1	φθ φθ	\$0 \$0 \$0 \$0	\$0 \$0 \$0 \$0 \$0 \$0	φο φο φο	\$0 \$0 \$0 \$0
27.b Average balance of of service restorations on accounts WITH a special protection	\$0 \$0 0.0 0.0	\$0 \$0 0.0 0.0	0 50 50	\$U \$	0 <u>50</u> 50	0.0 0.0	0 <u>50</u> 51	φθ φθ	\$0 \$0 10 0.0		φ <b>ο</b> φ <b>ο</b> φο	\$0 \$0 0.0 0.0
28 Average duration of service disconnection for Service Restorations within 7 days of termination Write-Offs	0.0 0.0	0.0 0.0	0.0 0.0	0.0 0.	0 0.0 0.0	0.0 0.0	0.0 0.1	0.0 0.0	0.0	0.0 0.0 0.0	0.0 0.0 0.0	0.0 0.0
29 Number of Accounts Classified as Written-Off	1,572 1,169	1,132 733	2,643 1,733	1.503 1.04	4 1,556 946	1.831 1.23	5 1.859 1.18	1 1,384 843 1,7	75 1,152	1.778 1.099 1.585	878 1,401 839	1.366 920
29.a Number of Residential Accounts Classified as Written-Off	1,391 1,099	1,015 673	2,395 1,598	1,376 97		1,695 1,142	,,,.	=,==,==================================		1,618 1,009 1,399		1,228 865
29.b Number of Commercial and Industrisal Classified as Written-Off	181 70	117 60	248 135	127 6	6 121 61	136 93	3 100 6		42 43	160 90 186		138 55
30 Dollar Value of Accounts Classified as Written-Off	\$1,033,307 \$832,185	\$731,439 \$469,103	\$1,567,556 \$1,192,575	\$922,616 \$748,58	1 \$719,811 \$492,963	\$725,776 \$648,204	4 \$878,972 \$578,16	5 \$879,835 \$678,315 \$1,025,1	99 \$607,649	\$1,310,709 \$628,819 \$1,189,148	\$570,781 \$936,569 \$499,859	\$999,195 \$653,142
30.a Dollar Value of Residential Accounts Classified as Written-Off	\$852,973 \$791,167	\$560,979 \$423,782	\$1,345,311 \$1,102,646	\$834,028 \$710,28	4 \$561,473 \$463,218	\$644,570 \$599,242	2 \$801,018 \$552,904	4 \$799,656 \$413,294 \$914,1	44 \$590,357	\$1,079,077 \$551,386 \$965,055	\$493,298 \$800,963 \$455,988	\$814,122 \$607,553
30.b Dollar Value of Commercial and Industrisal Classified as Written-Off	\$180,335 \$41,018	\$170,460 \$45,321	\$222,245 \$89,929	\$88,588 \$38,29	7 \$158,338 \$29,745	\$\$\$1,205 \$48,96	2 \$77,954 \$25,26	1 \$80,179 \$265,021 \$111,0	54 \$17,292	\$231,632 \$77,434 \$224,094	\$77,483 \$135,606 \$43,871	\$185,074 \$45,588
31 Dollar Value of write-off recoveries	\$446,798 \$309,389	\$466,034 \$326,993	\$392,916 \$274,979	\$334,778 \$255,80	3 \$318,825 \$208,944	\$291,612 \$246,13	7 \$654,358 \$382,13	2 \$444,220 \$299,886 \$376,7	54 \$273,450	\$468,971 \$305,140 \$455,691	\$291,862 \$615,812 \$414,571	\$461,466 \$361,230
31.a Dollar Value of Residential write-off recoveries	\$432,770 \$302,725	\$431,793 \$320,811	\$383,253 \$271,256	\$316,605 \$251,98	5 \$300,664 \$200,931	\$272,372 \$240,290	0 \$600,263 \$357,03	3 \$392,472 \$265,836 \$355,3	60 \$262,612	\$409,161 \$290,538 \$406,233	\$271,922 \$591,337 \$405,880	\$439,929 \$345,741
31.b Dollar Value of Commercial and Industrisal write-off recoveries	\$14,028 \$6,664	\$34,241 \$6,182	\$9,663 \$3,723	\$18,172 \$3,81		\$19,240 \$5,848	8 \$54,095 \$25,09			\$59,810 \$14,602 \$49,458		\$21,537 \$15,490
32 Dollar value of NET A/R Write-Offs	\$586,510 \$522,796	\$265,405 \$142,110		\$587,838 \$492,77	- +····)	\$434,164 \$402,06				\$841,738 \$323,679 \$733,457		\$537,730 \$291,911
32.a Dollar Value of Residential NET A/R Write-Offs	\$420,203 \$488,442	\$129,186 \$102,971	\$962,057 \$831,390	\$517,423 \$458,29		\$372,199 \$358,952				\$669,916 \$260,848 \$558,822		\$374,193 \$261,813
32.b Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$166,307 \$34,355	\$136,219 \$39,139	\$212,582 \$86,205	\$70,416 \$34,48	0 \$140,177 \$21,733	\$61,965 \$43,11	5 \$23,859 \$16	2 \$28,431 \$230,971 \$89,6	61 \$6,454	\$171,822 \$62,831 \$174,636	\$57,543 \$111,131 \$35,180	\$163,536 \$30,099
Low Income Discount Rate	34.195 21.092	34,194 21,110	34.854 21.498	34.347 21.39	0 33.480 21.072	32,795 20,810	6 31,256 20,20	7 30,649 19,959 30,8	11 19.400	32,451 19,427 32,487	19,556 31,980 19,874	32,174 20,162
33 Number of Low-Income Accounts	34,195 21,092 29,601 18,083	34,194 21,110 29,602 18,101	34,854 21,498 30,252 18,486	<u> </u>	, ,.	2 32,795 20,810 7 27.883 17.600	6 31,256 20,20 D 26,493 17.07	7 30,649 19,959 30,8 5 25,953 16,854 26,0		<u>32,451 19,427 32,487</u> 27,644 16,304 27,658	//	32,174 20,162 27,171 16,906
33.a     Number of Accounts (no rider)       33.b     Number of Accounts (with rider)	4,594 3,009	4,592 3,009	4,602 3,012	4,558 2,99		4,912 3,210	6 4,763 3,13		======	4,807 3,123 4,829		5,003 3,256
34 Percent of customers on the low-income discount	7.7% 8.4%	7.7% 8.4%		7.8% 8.5			.,		32 3,113 9% 7.7%	7.3% 7.7% 7.3%		7.2% 8.0%
35 Total receipts	\$2,387,671 \$946,873	\$2,411,400 \$1,060,288				\$ \$2,086,773 \$434,409					\$1,549,180 \$3,080,091 \$1,947,544	\$1,532,230 \$966,749
36 Total receipts paid by LIHEAP	\$67,935 \$281,120	\$70.629 \$427.398	\$36,228 \$81,579	\$52,985 \$111,08		\$39,413 \$275,463	3 \$1,697 \$1,51		\$0 \$0	\$410,715 \$1,357,357 \$114,242		\$106,917 \$501,900
36.a Total receipts paid by Regular LIHEAP	\$50,072 \$264,525	\$54,535 \$406,785	\$27,664 \$78,573	\$42,544 \$103,21		\$33,670 \$269,430	0 \$861 \$1,18		\$0 \$0	\$407,223 \$1,356,262 \$113,737		\$106,036 \$501,087
36.b Total receipts paid by Crisis LIHEAP	\$17,863 \$16,595	\$16,094 \$20,613	\$8,564 \$3,006	\$10,441 \$7,87	0 \$3,180 \$3,328	\$5,743 \$6,03	3 \$836 \$33	5 \$0 \$0	\$0 \$0	\$3,492 \$1,095 \$505	\$212 \$7,312 \$3,064	\$881 \$813
37 Total number of customers receiving a LIHEAP payment for the month	219 1,011	305 1,550	107 305	150 39	1 39 146	5 149 99 <u>9</u>	5 5	5 0 0	0 0	1,288 3,549 326	1,864 443 1,819	318 1,326
38 Total billed	\$2,490,755 \$1,987,731	\$2,338,159 \$1,665,886	\$2,320,559 \$787,016	\$3,271,171 \$604,18	8 \$4,143,790 \$596,537	\$2,882,931 \$612,99	7 \$2,272,532 \$670,84	4 \$2,427,344 \$1,275,122 \$2,573,1	86 \$1,925,675	\$3,226,105 \$3,033,407 \$3,099,629	\$3,149,092 \$2,788,107 \$2,689,610	\$2,422,732 \$1,940,726
Delinquency												
39 Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	2,784 1,253	2,664 1,092	2,475 910	2,457 77	0 5,101 000	3,349 822	2 2,860 90	2,510 550 2,5		2,106 1,413 2,693		2,648 1,494
39.a Number of accounts reported above that have an active DPA	161 85	136 68	118 33	130 2	1 165 20	162 18	8 120 1	e e	88 39	102 57 156		138 86
39.b Number of accounts reported above without an active DPA	2,623 1,168	2,528 1,024	,	2,327 75	-,	3,187 804	4 2,740 88	-,	, -	2,004 1,356 2,537		2,510 1,408
40 Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$221,363 \$138,536	\$165,173 \$76,500		\$160,464 \$38,13		\$276,948 \$21,528	8 \$178,680 \$25,865			\$155,329 \$105,364 \$212,033		\$213,331 \$187,009
40.a Dollar value of accounts reported above that have an active DPA 40.b Dollar value of accounts reported above without an active DPA	\$28,120 \$24,137 \$193,242 \$114,399	\$14,857 \$8,423 \$150.316 \$68.078	\$13,440 \$5,314 \$\$153.867 \$51.343	\$12,979 \$1,21 \$147.485 \$36.92		2 \$20,516 \$3,434 \$ \$256,432 \$18,094	4 \$12,666 \$1,00 4 \$166.014 \$24.86			\$14,668 \$11,262 \$21,806 \$140,661 \$94,102 \$190,227		\$25,896 \$11,523 \$187,435 \$175,486
	\$193,242 \$114,399 1.679 996	1.603 906	1	1,262 63	1 1/2 1 1 / 2	\$256,432 \$18,094 1.749 502	4 \$166,014 \$24,865 2 1 793 455			<u>\$140,661</u> <u>\$94,102</u> <u>\$190,227</u> <u>1,207</u> <u>737</u> <u>1,286</u>		1,242 1,113
<ul> <li>Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill</li> <li>Aumber of accounts reported above that have an active DPA</li> </ul>	252 141	233 139	224 121	1,202 03	7 175 35	243 28	2 1,795 45. 8 236 2/	5 1,010 SET 1,0	21 28	175 67 206	91 204 118	81 100
41.b Number of accounts reported above without an active DPA	1,427 855	1.370 767	1,238 727	1.073 56		1,506 474	4 1.557 42		62 474	1,032 670 1,080		1,161 1,013
42 Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill		\$280,664 \$189,352	\$232,237 \$142,295	\$216,769 \$78,07	,	\$ \$367,830 \$36,809	9 \$332,289 \$28,86			\$233,683 \$114,983 \$267,892		\$174,328 \$118,512
42.a Dollar value of accounts reported above that have an active DPA	\$58.447 \$42.271	\$56,852 \$41,542	\$46,019 \$28,215	\$42,345 \$8,83		\$71,860 \$5,93	1 \$59,890 \$4,81			\$44.808 \$11.987 \$59.399	\$29.826 \$54.614 \$39.594	\$13,894 \$10,442
42.b Dollar value of accounts reported above without an active DPA	\$281,287 \$203,906	\$223,812 \$147,810	\$186,217 \$114,080	\$174,424 \$69,23	4 \$196,700 \$39,027	\$295,970 \$30,878	8 \$272,399 \$24,04			\$188,875 \$102,997 \$208,494	\$168,730 \$247,640 \$309,889	\$160,434 \$108,069
43 Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	10,536 5,060	10,276 4,944	10,361 5,446	10,140 5,73	6 9,774 5,789	9,334 5,44	5 9,056 5,23	0 9,316 5,230 9,7	62 5,155	9,806 4,733 9,741	4,616 9,235 4,712	10,749 6,006
43.a Number of accounts reported above that have an active DPA	2,304 805	2,344 862	2,531 1,012	2,625 1,10	3 2,102 952	1,900 833	3 2,014 84	1 2,023 778 1,8	84 631	1,996 556 1,999	559 2,059 625	2,646 996
43.b Number of accounts reported above without an active DPA	8,232 4,255	7,932 4,082	1,050 1,151	7,515 4,63	1,012 1,001	7,434 4,612	2 7,042 4,38	,,230 1,132 ,,0	1,521	7,810 4,177 7,742	4,057 7,176 4,087	8,103 5,010
44 Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$12,775,475 \$6,416,252	\$12,929,377 \$6,355,983	\$13,649,862 \$6,959,556	\$13,689,776 \$6,940,67	7 \$13,825,006 \$6,769,757	\$13,840,235 \$6,211,159	9 \$13,448,585 \$5,928,47	6 \$13,284,741 \$5,850,995 \$13,684,2	26 \$5,658,167 \$	\$14,354,569 \$5,534,582 \$14,895,560	\$5,965,836 \$14,839,573 \$6,612,236	\$15,919,855 \$7,503,266
44.a Dollar value of accounts reported above that have an active DPA	\$2,450,713 \$1,095,748	\$2,559,461 \$1,071,394	<i><i><i><i>ϕ</i>=<i></i>=<i></i>=<i></i>=<i></i>=<i></i>=<i></i>=<i></i>=<i></i>=<i></i>=<i></i></i></i></i>	\$3,002,172 \$1,276,12		\$2,376,462 \$898,013	3 \$2,469,901 \$919,44			\$2,334,844 \$568,752 \$2,465,032		\$3,476,346 \$1,165,129
44.b Dollar value of accounts reported above without an active DPA	\$10,324,762 \$5,320,503	\$10,369,916 \$5,284,589	\$10,705,552 \$5,712,241	\$10,687,605 \$5,664,54	. , ,. , ,.,. ,.,.	\$11,463,772 \$5,313,14	6 \$10,978,684 \$5,009,03		1.7.5 7.5 7	\$12,019,724 \$4,965,830 \$12,430,528		\$12,443,509 \$6,338,137
45 Total Number of low-income delinquent accounts	14,999 7,309	14,543 6,942	14,298 7,204	13,859 7,14		14,432 6,769	9 13,709 6,59			13,119 6,883 13,720		14,639 8,613
45.a Number of accounts reported above that have an active DPA	2,717 1,031 12,282 6,278	2,713 1,069	2,873 1,166	2,944 1,19	,,	2,305 879	9 2,370 883 0 11 339 5 70			2,273 680 2,361 10,846 6,203 11,359	735 2,387 812 6 440 10 371 6 447	2,865 1,182
45.b Number of accounts reported above without an active DPA	12,282 6,278 \$13,336,572 \$6,800,964	11,830 5,873 \$13,375,214 \$6,621,835	11)125 0)050	10,515 5,55	1 11,010 0,110	12,121 3,050	11,000 0,10	10,505 5,671 10,5	0,200	10,010 0,200 11,000		11,774 7,431
46 Total Dollar Value of low-income delinquent accounts	\$13,336,572 \$2,537,280 \$1,162,156	\$13,375,214 \$6,621,835 \$2,631,170 \$1,121,358	\$14,049,405 \$7,158,509 \$\$3,003,769 \$1,280,844	1 / / / / /		<pre>\$14,485,013 \$6,269,490 \$2,468,839 \$907,378</pre>				\$14,743,580 \$5,754,929 \$15,375,485 \$2,394,320 \$592,000 \$2,546,237		\$16,307,513 \$7,808,787 \$3,516,136 \$1,187,094
46.a Dollar value of accounts reported above that have an active DPA	\$10,799,292 \$5,638,809	\$10,744,044 \$5,500,477				\$2,468,839 \$907,378 \$12,016,174 \$5,362,118				\$2,394,320 \$12,349,260 \$5,162,929 \$12,829,248		\$12,791,377 \$6,621,692
46.b Dollar value of accounts reported above without an active DPA Shut-Offs	\$10,799,292 \$5,058,809	\$10,744,044 \$5,500,477	\$11,045,057 \$5,877,004	\$11,009,515 \$5,770,70	7 311,732,038 33,730,410	312,010,174 35,502,110	5 311,417,097 33,037,94	511,224,226 55,121,171 511,820,5	50 \$5,104,512 \$	\$12,549,200 \$5,102,929 \$12,829,248	\$5,082,278 \$12,550,228 \$0,515,524	\$12,791,577 \$0,021,092
47 Number of low-income Accounts Sent Notice of Disconnection	0 0	0 (	0 0	0	0 0 0	0 0	0 0	0 0 0	0 0	0 0 0	0 0 0	0 0
48 Number of low-income Service Disconnections for Non-Payment	0 0	0 0	0 0	0		0 0	0 0	0 0 0	0 0	0 0 0	0 0	0 0
49 Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0%		0.0% 0.0%	6 0.0% 0.0%	5	0% 0.0%	0.0% 0.0% 0.0%	-	0.0% 0.0%
Restorations	0.070	0.07	0.07		0.070	0.07	0.07			0.07		2.3/0
50 Number of low-income Service Restorations for non-payment	0 0	0 (	0 0	0	0 0 0	0 (	0 0	0 0 0	0 0	0 0 0	0 0 0	0 0
51 Average duration of low-income service disconnection for restored accounts	0 0	0 0	0 0	0	0 0 0	) 0 (	0 0	0 0 0	0 0	0 0 0	0 0 0	0 0
Write-Off												
52 Number of low-income accounts Classified as Written-Off	139 104	113 52	225 146	116 7	0 106 61	116 60	0 141 84		21 78	136 86 133		102 73
53 Dollar Value of low income accounts classified as written-off	\$167,977 \$122,482	\$145,060 \$44,825	\$230,238 \$143,627	\$87,763 \$76,17	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		0 \$123,130 \$82,64			\$135,862 \$81,448 \$138,162		\$116,030 \$68,333
54 Dollar Value of low-income write-off recoveries	\$72,847 \$45,175	\$94,942 \$52,570	φοι <b>)</b> σσ= φιι).=σ	\$61,594 \$35,64	- +/	\$43,885 \$48,924	4 \$124,969 \$29,19	÷•••••••••••••••••••••••••••••••••••••	το το -je = σ	\$74,850 \$38,996 \$68,113	+•••••••	\$85,327 \$70,501
55 Dollar value of NET low-income A/R Write-Offs	\$95,130 \$77,306	\$50,118 -\$7,745	\$162,656 \$96,202	\$26,169 \$40,53	2 \$15,575 \$39,868	\$39,088 \$4,10	6 -\$1,839 \$53,453	3 \$62,629 \$32,269 \$75,0	68 \$43,345	\$61,012 \$42,452 \$70,049	\$40,733 -\$34,741 -\$3,607	\$30,704 -\$2,169

# Monthly Utility Credit and Collections April 2021 RIPUC Docket No. 4770 Page 3 of 3

		Apr-2	0	May-2	0	Jun-2	20	Jul-2	0	Aug-20	0	Sep-2	0	Oct-20	)	Nov-2	)	Dec-2	0	Jan-21		Feb-2	1	Mar-2	1	Apr-21	
		Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	1,844	928	1,734	842	1,674	757	1,729	748	1,513	617	1,332	558	1,149	464	1,091	422	1,037	388	1,043	365	1,004	345	1,047	350	1,043	359
57	Percent of low-income customers enrolled on the AMP	5.4%	4.4%	5.1%	4.0%	4.8%	3.5%	5.0%	3.5%	4.5%	2.9%	4.1%	2.7%	3.7%	2.3%	3.6%	2.1%	3.4%	2.0%	3.2%	1.9%	3.1%	1.8%	3.3%	1.8%	3.2%	1.8%
58	Total receipts paid by enrollees	\$174,911	\$52,282	\$176,446	\$53,142	\$169,987	\$49,822	\$175,766	\$47,126	\$162,726	\$43,260	\$156,985	\$38,052	\$132,737	\$30,746	\$124,409	\$24,825	\$126,115	\$24,140	\$107,258	\$23,717	\$112,465	\$22,421	\$131,439	\$28,206	\$120,460	\$29,354
59	Total receipts paid by LIHEAP	\$4,584	\$28,185	\$10,793	\$50,571	\$3,575	\$3,715	\$11,284	\$12,390	\$4,936	\$6,198	\$11,458	\$29,620	\$0	\$0	\$0	\$0	\$0	\$0	\$15,769	\$23,493	\$4,686	\$9,775	\$17,719	\$18,296	\$10,682	\$29,259
60	Total billed to program participants, includes both arrears payment and current bill	\$264,190	\$96,089	\$293,670	\$133,017	\$523,678	\$204,455	\$557,442	\$196,236	\$515,476	\$197,220	\$519,523	\$181,162	\$431,561	\$171,062	\$446,524	\$133,140	\$417,650	\$112,082	\$436,843	\$113,080	\$447,426	\$104,183	\$521,426	\$102,983	\$509,446	\$121,550
61	Number of newly enrolled customers	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37	142	40	104	29	172	55	119	52
61.a	Number of newly enrolled customers: not associated with service restoration	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37	142	40	104	29	172	55	119	52
61.b	Number of newly enrolled customers: associated with service restoration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
62	Number of customers exited the program	41	16	71	26	293	157	104	45	268	156	238	92	244	97	163	78	134	54	134	50	137	58	157	64	105	38
62.a	Number of customers exited the program by default	20	10	50	22	261	150	45	25	233	147	180	66	193	79	134	68	106	43	98	41	98	38	96	34	70	27
62.b	Number of customers exited the program by cancellation	21	6	21	4	32	7	59	20	35	9	58	26	51	18	29	10	28	11	36	9	39	20	61	30	35	11
63	Number of customers successfully completing a 12-month program	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12	19	13	40	15	53	17	23	8
63.a	Number of customers successfully completing a 12-month program with remaining arrears	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12	19	13	40	15	53	17	23	8
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	1,526	629	1,439	633	1,420	607	1,473	607	1,222	491	1,090	419	1,012	368	950	331	885	298	872	271	890	271	937	289	1,048	355
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$2,171,163	\$1,017,078	\$2,061,851	\$964,650	\$2,215,844	\$918,765	\$2,332,116	\$893,786	\$2,040,340	\$746,723	\$1,879,947	\$653,612	\$1,676,734	\$576,314	\$1,632,315	\$530,333	\$1,496,934	\$474,086	\$1,587,353	\$487,885	\$1,679,085	\$510,379	\$1,761,972	\$529,811	\$1,924,781	\$621,940
66	Number of AMP program participants receiving LIHEAP	5	34	12	62	4	5	13	16	5	8	12	38	0	0	0	0	0	0	18	31	6	14	20	24	15	40
67	Percent of AMP customers receiving LIHEAP payments	0.3%	3.7%	0.7%	7.4%	0.2%	0.7%	0.8%	2.1%	0.3%	1.3%	0.9%	6.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.7%	8.5%	0.6%	4.1%	1.9%	6.9%	1.4%	11.1%

cy referral process is automated. Therefore, agencies continued to receive referrals, but made no collection 1,857 1,235 1,539 1,032 1,510 944 1,819 1,055 2,183 1,291 1,593 UPDATE: Effective 10/1/2020, collection agencies are working all referrals. 984

### Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.

Joanne M. Scanlon

<u>May 25, 2021</u> Date

## National Grid Docket No. 4770 (Rate Application) & Docket No. 4780 (PST) Combined Service list updated 4/1/2021

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