

March 23, 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

<u>Low-Income Monthly Reports – February 2021</u>

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 February 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,

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 upon request.

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
		General Residential		
		Number of Residential Accounts, includes discount rate and AMP accounts (Active and	Calculated	Line 1.a + 1.b
		Final)	Calculated	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 table in the order of the order
	Credit and Collections Activity Report line 1	Number of ACTIVE 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 CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.
a	Report line 1			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-COMM
b		Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	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-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.
	Credit and Collections Activity	Total Billed, does not include ESCO	Page Center Rpt (NECO RP 82)	Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges
	Report line 2	Average active residential account bill ( line 2 / line 1.a)	Calculated	Line 2 divided by Line 1.a
		Total Receipts	PageCenter Rpt CN778	All payments for Active and Non-Active Accounts- 60/40 allocation
		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
a		Elderly	CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly)
b		Infant	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). Note
Ξ		Handicapped	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 35 is
d		Welfare	CCAE Query	not used in practice, as all welfare is by definition low income.
9		Unemployed	CCAE Query	Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
		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 code
		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)
		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 (Handicapped). No
		Handicapped	CCAE Query	that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities.
		Welfare	CCAE Query	Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare).  Note: CHC code 35 is not used in practice, as all welfare is by definition low income.
		Unemployed	CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)
		Seriously ill	CCAE Query	
		Delinquency (Includes Active and Pending final accounts)		Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code
		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a	Calculated	Line 8.a + 8.b
		bill  Number of accounts reported above that have an active DPA	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 reported above without an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
		Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	Calculated	Line 9.a + 9.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 accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA  Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA
		Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a	Calculated	Line 10.a + 10.b
a		Number of accounts reported above that have an active DPA	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
b		Number of accounts reported above without an active DPA  Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of	CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		a bill	Calculated	Line 11.a + 11.b
a 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 accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA  Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA
		Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 12.a + 12.b
a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA
.b		Number of accounts reported above without an active DPA  Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA
_		bill	Calculated	Line 13.a + 13.b
a b		Dollar value of accounts reported on above that have an active DPA  Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of accounts with oldest arrears aged at least 90 days old that are on an active DPA  Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA
a		Total Number of delinquent accounts  Number of accounts reported above that have an active DPA	Calculated Calculated	Line 14.a + 14.b Sum of lines 8.a, 10, a, and 12.a
b		Number of accounts reported above without an active DPA	Calculated	Sum of lines 8.b, 10.b, and 12.b
a		Total Dollar Value of delinquent accounts  Dollar Value of accounts reported above that have an active DPA	Calculated Calculated	Line 15.a + 15.b  Sum of lines 9.a, 11, a, and 13.a
b		Dollar Value of accounts reported above without an active DPA  Total Dollar Value of current accounts	Calculated CCAE Query	Sum of lines 9.b, 11b, and 13b  Dollar value of accounts with oldest arrears aged less than 30 days
		Total Active and Pending Final A/R	Calculated	Une 15 + 16
		Collection Agencies  Number of cases referred to collection agencies	Coll Agency Performance Report	Count of unique residential account numbers refered to tier 1 collection agencies
	DIFF 4 TOP 1	Payment Plans		
	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
		Number of active payment agreements	CCAE Query	The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rupayment plans
a		Number of Active Step-plan agreements	CCAE Query	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
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 the pla was authorized by the Division
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 the pla was authorized by the Division
d		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)
			0015 0	Count of budget plans with a start date in the reporting month
		Number of new budget plans, not including AMP Shut-Offs	CCAE Query	
	DKT 1725 line 6; Credit and Collections Activity Report line	Shut-Offs	CCAE Query CCAE Query	
	Collections Activity Report line 5 DKT 1725 line 1	Shut-Offs		Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT include
	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line	Shut-Offs  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 includ disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts
	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and	Shut-Offs  Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections 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 includ disconnect notice updates.
	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and	Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment  Number of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts
	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and	Shut-Offs  Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment  Number of Service Disconnections for non-payment on accounts with NO special	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts
a	Collections Activity Report line 5  DKT 1725 line 1  DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment  Number of Service Disconnections for non-payment on accounts with NO special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection	CCAE Query CCAE Query CCAE Query CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts  The number of accounts included above with NO a special protection as listed on lines 5 and 6  The number of accounts included above WITH a special protection as listed on lines 5 and 6
a b	Collections Activity Report line  5  DKT 1725 line 1  DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report  DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and	Number of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query CCAE Query CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts  The number of accounts included above with NO a special protection as listed on lines 5 and 6
a b c	Collections Activity Report line 5  DKT 1725 line 1  DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5  DKT 1725 line 4	Number of Service Disconnections for non-payment on accounts WiTH a special protection  Number of Service Disconnections for non-payment on accounts with NO special protection  Number of Service Disconnections for non-payment on accounts WiTH a special protection  Number of Service Disconnections for non-payment on accounts WiTH a special protection  Number of Service Disconnections for non-payment in excess of \$1000  Ratio of Service disconnections for non-payment to total Residential Customers  Average balance of Service Disconnections for non-payment to total Residential Customers	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts  The number of accounts included above with NO a special protection as listed on lines 5 and 6  The number of accounts included above WITH a special protection as listed on lines 5 and 6  Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect Line 24.d divided by line 1.a  Sum of balances at time of disconnections divided by the number of disconnects
a b c	Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment  Number of Service Disconnections for non-payment on accounts with NO special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection  Number of Service Disconnections for non-payment in excess of \$1000  Ratio of service Disconnections for non-payment to total Residential Customers  Average balance of Service Disconnections for non-payment Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts  The number of accounts included above with NO a special protection as listed on lines 5 and 6  The number of accounts included above WITH a special protection as listed on lines 5 and 6  Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect Line 24.d divided by line 1.a
a b c d	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment  Number of Service Disconnections for non-payment on accounts with NO special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection  Number of Service Disconnections for non-payment in excess of \$1000  Ratio of service disconnections for non-payment to total Residential Customers  Average balance of Service Disconnections for non-payment on accounts with NO special	CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT includ disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts  The number of accounts included above with NO a special protection as listed on lines 5 and 6  The number of accounts included above WITH a special protection as listed on lines 5 and 6  Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect Line 24.d divided by line 1.a  Sum of balances at time of disconnections divided by the number of disconnects
a b c d	Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment on accounts with NO special protection  Number of Service Disconnections for non-payment on accounts WiTH a special protection  Number of Service Disconnections for non-payment on accounts WiTH a special protection  Number of Service Disconnections for non-payment in excess of \$1000  Ratio of Service Disconnections for non-payment to total Residential Customers  Average balance of Service Disconnections for non-payment on accounts with NO special protection  Average balance of Service Disconnections for non-payment on accounts with NO special protection  Average balance of Service Disconnections for non-payment on accounts with NO special protection  Average balance of Service Disconnections for non-payment on accounts WiTH a special protection	CCAE Query  CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included inconnect notice updates.  Count of collection activities of type "CONP" on residential accounts  The number of accounts included above with NO a special protection as listed on lines 5 and 6  The number of accounts included above WITH a special protection as listed on lines 5 and 6  Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect line 24.d divided by line 1.a.  Sum of balances at time of disconnections divided by the number of disconnects  The average balance of accounts included above with NO a special protection as listed on lines 5 and 6  The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
l.a	Collections Activity Report line 5  DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5  DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Report Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment on accounts with NO special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection  Number of Service Disconnections for non-payment in excess of \$1000  Ratio of service Disconnections for non-payment to total Residential Customers  Average balance of Service Disconnections for non-payment on accounts with NO special protection  Average balance of Service Disconnections for non-payment on accounts with NO special protection	CCAE Query  CCAE Query  CCAE Query  CCAE Query  CCAE Query  CCAE Query  CAICulated  CCAE Query  CCAE Query  CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts  The number of accounts included above with NO a special protection as listed on lines 5 and 6  The number of accounts included above WiTH a special protection as listed on lines 5 and 6  Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect  Line 24.d divided by line 1.a  Sum of balances at time of disconnections divided by the number of disconnects  The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
a b c d	Collections Activity Report line 5 DKT 1725 line 1 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4 Terminations and Reconnects Report Terminations and Reconnects Report Terminations and Reconnects Report	Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment  Number of Service Disconnections for non-payment on accounts with NO special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection  Number of Service Disconnections for non-payment in excess of \$1000  Ratio of service Disconnections for non-payment to total Residential Customers  Average balance of Service Disconnections for non-payment on accounts with NO special protection  Average balance of Service Disconnections for non-payment on accounts with NO special protection  Restorations  Number of Service Restorations within 7 days of termination	CCAE Query  CCAE Query	Count of unique residential account numbers represented among all disconnect notices with a action date in the reporting month. Does NOT included disconnect notice updates.  Count of collection activities of type "CONP" on residential accounts  The number of accounts included above with NO a special protection as listed on lines 5 and 6  The number of accounts included above WITH a special protection as listed on lines 5 and 6  Count of collection activities of type "CONP" on residential accounts with a balance of \$1000 or higher at the time of disconnect line 24.d divided by line 1.a  Sum of balances at time of disconnections divided by the number of disconnects  The average balance of accounts included above WITH a special protection as listed on lines 5 and 6  The average balance of accounts included above WITH a special protection as listed on lines 5 and 6

	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
	OTHER REPORTS - MIAPPING		BAIAGONEL	GL033ATT
		Number of Service Restorations within 7 days of termination on accounts WITH a special	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
26.b	Report line 9; Terminations and Reconnects Report	protection	ed a garry	The number of decounts included above 11111 o special protection of state of times of the open of the number of th
27	Terminations and Reconnects	Average balance of of service restorations	CCAE Query	Sum of balances at time of restoration divided by the number of restorations
27.a	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		Number of Residential Accounts Classified as Written-Off	CCAE Query	Number of accounts that moved from final to write-off status in the reporting month
29.b	DKT 1725 row 10 had res and	Number of Commercial and Industrisal Classified as Written-Off	CCAE Query Calculated	Number of accounts that moved from final to write-off status in the reporting month  Line 30.a + 30.b
30 30.a	com combined	Dollar Value of Accounts Classified as Written-Off  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	DUT ATOM	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
32	DKT 1725 row 12 had res and com combined	Dollar value of NET A/R Write-Offs	Calculated	Line 30 minus line 31.
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 33.a		Number of Low-Income Accounts Number of Accounts (no rider)	CCAE Query	Line 33.a + 33.b  Number of accounts on a low-income rate and having NO active rider
33.b 34		Number of Accounts (with rider) Percent of customers on the low-income discount	CCAE Query Calculated	Number of accounts BOTH on a low-income rate and having an active rider  Line 33 divided by line 1.a
35		Total receipts	CCAE Query	All payments posted to low income accounts during the reporting month
36 36.a		Total receipts paid by LIHEAP Total receipts paid by Regular LIHEAP	Calculated CCAE Query	Line 36.a + 36.b  Subset of line 35 with a source code of Regular LIHEAP
36.b 37		Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	CCAE Query CCAE Query	Subset of line 35 with a source code of Crisis LIHEAP  Number of accounts coded low income to which a LIHEAP payment posted during the reporting month
38		Total billed	CCAE Query	Subset of line 1 attributed to low-income accounts
		Delinquency Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after	Calculated	Line 39.a + 39.b
39 39.a		issuance of a bill  Number of accounts reported above that have an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days HAVING an active DPA
39.b		Number of accounts reported above without an active DPA  Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days having NO active DPA
40		issuance of a bill	Calculated	Line 40.a + 40.b
40.a 40.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 39.a  Dollar value of total A/R on accounts reported in line 39.b
41		Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 41.a + 41.b
41.a 41.b		Number of accounts reported above that have 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
		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after		Accounts on a row-income rate with oldest debits aged between 60-89 days having NO active DPA  Line 42.a + 42.b
42 42.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 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		issuance of a bill	Calculated	Line 43.a + 43.b
43.a 43.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 90 or older days HAVING an active DPA Accounts on a low-income rate with oldest debits aged 90 days or older having NO active DPA
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		Total Number of low-income delinquent accounts	Calculated Calculated	Line 45.a + 45.b
45.a 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 Shut-Offs	Calculated	Sum of lines 40.b, 42.b and 44.b
47		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 Calculated	Subset of line 22 attributable to low-income accounts Line 48 divided by line 33
49		Residential Customers Restorations		
50		Number of low-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  Write-Off	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		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 54 55		Dollar Value of low income accounts classified as written-off Dollar Value of low-income write-off recoveries	CCAE Query CCAE Query	Subset of line 30 associated with low-income accounts Subset of line 31 associated with low-income accounts
55		Dollar value of NET low-income A/R Write-Offs  Arrearage Management Program	Calculated	Line 53 minus line 54.
56 57		Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez Calculated	Number of accounts actively on AMP at time of query
58		Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees	Pat Murray / Damaris Dominguez	Line 56 divided by line 33 Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
59		Total receipts paid by LIHEAP  Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.  Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP
50 51		Total billed to program participants, includes both arrears payment and current bill  Number of newly enrolled customers	Calculated	installments. Line 61.a + 61.b
		Number of newly enrolled customers: not associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollments
51.a		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
61.b 62		Number of customers exited the program	Calculated	Line 62.a + 62.b
52.a 52.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	Calculated	Number of AMP agreement with an end date in the reporting month and a status of cancelled  Line 63.a + 63.b
63.a		Number of customers successfully completing a 12-month program with remaining 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	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
		Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after	Pat Murray / Damaris Dominguez	Subset of line 55 having arrears aged 60 days or greater
64		issuance of a bill  Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Pat Murray / Damaris Dominguez	Total A/R on the accounts reported in line 63
65 66		Number of AMP program participants receiving LIHEAP	Pat Murray / Damaris Dominguez	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

		Feb	h-20	Mar-2	0	Apr-20	May-	20	Jun-20	n	Jul-20	)	Aug-2	'n	Sep-20		Oct-20	ī	Nov-20	)	Dec-2	0	Jan-21		Feb-21	$\overline{}$
		Electric	Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas		Gas		Gas	Electric	Gas	Electric	Gas		Gas	Electric	Gas
	General Residential																									
1	Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	450,309	256,801	450,316	256,771	450,501 256,688	450,479	256,473	450,469	256,122	450,601	256,019	450,744	255,861	450,789	255,914	451,054	256,083	451,263	256,508	451,451	256,621	446,118	253,312	446,147	253,231
1.a	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	442,291	252,069	442,301	251,897	442,478 251,834	442,464	251,599	442,454	251,248	442,586	251,145	442,729	250,987	442,774	251,040	443,019	251,318	443,233	251,752	443,418	251,858	443,666	251,780	444,005	252,076
1.b	Number of FINAL Residential Accounts, includes discount rate and AMP accounts	8,018	4,732	8,015	4,874	8,023 4,854	8,015	4,874	8,015	4,874	8,015	4,874	8,015	4,874	8,015	4,874	8,035	4,765	8,030	4,756	8,033	4,763	2,452	1,532	2,142	1,155
2	Total Billed, does not include ESCO	\$48,129,743	\$38,915,396	\$47,207,027 \$	36,163,008	\$46,253,989 \$30,056,840	\$43,428,945	\$25,091,761	\$44,969,329 \$	11,706,749	\$66,637,948	\$8,914,138	\$81,419,546	\$8,764,246	\$57,646,292 \$8	,223,757	\$46,990,900 \$10	0,158,138	\$48,236,571 \$1	19,110,382	\$54,340,468	\$31,760,159	\$64,163,258 \$49,	221,266	\$60,141,524 \$5	53,519,803
3	Average active residential account bill ( line 2 / line 1.a)	\$108.82	\$154.38	\$106.73	\$143.56	\$104.53 \$119.35	\$98.15	\$99.73	\$101.64	\$46.59	\$150.56	\$35.49	\$183.90	\$34.92	\$130.19	\$32.76	\$106.07	\$40.42	\$108.83	\$75.91	\$122.55	\$126.10	\$144.62	\$195.49	\$135.45	\$212.32
4	Total Receipts	\$25,677,600	\$18,918,400	\$24,450,319 \$	16,300,213	\$21,628,692 \$14,419,128	\$20,471,432	\$13,647,621	\$19,586,462 \$	13,057,641	\$26,856,555	\$3,662,258	\$32,309,978	\$4,405,906	\$33,111,574 \$4	,515,215	\$31,216,648 \$4	1,256,816	\$26,382,637	\$3,597,632	\$31,425,509	\$4,285,297	\$39,238,679 \$5,	350,729	\$41,867,443 \$	\$5,709,197
5	Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,706	4,249	6,773	4,298	6,790 4,296	6,745	4,260	6,773	4,250	6,826	4,287	6,767	4,250	6,734	4,232	6,655	4,182	6,666	4,188	6,660	4,185	6,639	4,162	6,591	4,128
6	Number of Standard Accounts Protected	3,875	2,468	3,942	2,478	3,974 2,484	3,949	2,477	3,884	2,412	3,975	2,459	4,012	2,457	4,084	2,507	4,166	2,522	4,246	2,557	4,242	2,598	4,127	2,609	4,098	2,596
6.a	Elderly	1,012	711	1,057	745	1,057 742	1,050	744	1,045	725	1,108	754	1,136	757	1,133	773	1,145	776	1,172	788	1,172	802	1,139	798	1,128	793
6.b	Infant	307		297	198	297 198	303	196	278	178	278	180	289	188	309	198	328	205	337	214	338	218	328	232	320	229
6.c	Handicapped	293		203	151	304 163	309	178	297	163	303	167	454	256	320	171	327	164	348	179	359	181	352	189	342	187
6.d	Welfare	0		0	0	0 0	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1	0	1
6.e	Unemployed	13		19	9	41 20	51	28	62	36	69	43	73	44	74	44	74	44	79	48	79	49	77	49	77	49
6.f	Seriously ill	2,250		2,286	1,375	2,275 1,361	2,236	1,330	2,202	1,309	2,217	1,314	2,060	1,211	2,248	1,320	2,292	1,332	2,310	1,327	2,294	1,347	2,231	1,340	2,231	1,337
7	Number of Low-Income Accounts Protected	2,831	, -		1,820	2,816 1,812	2,796	1,783	2,889	1,838	2,851	1,828	2,755	1,793	2,650	1,725	2,489	1,660	2,420	1,631	2,418	1,587	2,512	1,553	2,493	1,532
7.a	Elderly	764			517	780 512	783	509	790	518	786	526	796	527	754	503	718	488	706	483	716	484	749	479	746	473
7.b	Infant	325			241	296 241	286	234	306	244	293	236	270	222	243	201	217	189	204	178	198	167	204	151	203	146
7.c	Handicapped	347		309	177	319 187	324	198	328	190	325	190	476	272	295	175	276	170	271	165	268	168	276	159	275	159
7.0	Welfare	0		0	0	0 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	0	10		0
7.e	Unemployed Coriously ill	1 201	1	1 446	883	5 2	1 202	840	14	882	1 420	5	16	5	16	7	15	7	1 217	794	25	13	32	16 748	32	16
7.1	Seriously ill Delinquency (Includes Active and Pending final assounts)	1,394	846	1,446	883	1,416 870	1,393	840	1,451	882	1,430	871	1,197	/6/	1,342	839	1,263	806	1,217	/94	1,211	/55	1,251	/48	1,237	/38
0	Delinquency (Includes Active and Pending final accounts)	43.126	26 761	40.244	24.010	22 (42 20 424	20.020	10 427	31.190	17 175	20.400	12.007	34.494	14 102	39.849	15 244	22.776	15 257	22.001	17 412	22 200	10 210	27.255	10.010	20.104	20.625
0 2	Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill  Number of accounts reported above that have an active DPA	43,126 1,367	-, -	40,244	24,810	33,613 20,124 760 487	29,030	16,427	31,190 633	17,175	29,406 554	13,897	34,494 729	14,182	39,849 835	15,244	33,776 548	15,357 114	32,661 421	17,412	33,299 463	19,310	27,355 573	16,918 438	30,194 747	20,625
0.d 0.h		41,759	-,		24.106	32.853 19.637	28.363	16.048	30.557	16.874	28.852	13.748	33.765	14.078	39.014	15.141	33.228	15,243	32.240	17.300	32.836	19.067	26.782	16.480	29.447	19,999
0.0	Number of accounts reported above without an active DPA  Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	\$13.361.510			,	\$11.588.256 \$8.293.736	-,	\$7.066.576	\$10.127.918	-,-	\$9.815.138	-,	,	\$2.257.557	39,014 \$18.360.674 \$2		\$14.033.811 \$3		\$11.774.119 S		\$11.982.818	-,	\$12.422.343 \$6.5		\$14.629.968 \$1	
0.2	Dollar Value of accounts reported above that have an active DPA	\$2,264,948	1 - / /		\$1.076.772	\$11,588,256 \$8,293,736	\$10,809,510	\$598.070	\$10,127,918	\$568.614	\$1,105,138	\$316.233	\$13,921,320	\$2,237,337	7-0,000,0 · 7-	5224.443	1 //- 1	\$276.195	\$11,774,119 \$	\$266.793	\$11,982,818	\$367,606	1 , , 1-,	592,704	. ,,	\$820,248
9.d	Dollar Value of accounts reported above that have an active DPA  Dollar Value of accounts reported above without an active DPA	\$11.096.562	1, -, -	1 //	\$8.166.219	\$10.410.828 \$7.628.395	\$9,704,856	\$6,468,507	, , ,	\$5,452,722	, ,,	\$2,509,192	\$1,541,534	\$2.021.692	1 / /	.020.668	1 / /	2.087.220	1 ,,.	\$2,424,745	. , .,	\$4,470,167	1 / / .	337.135	1 , , -	\$9,417,793
10	Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	14,835		1 -77	12,567	19,942 13,564	16,291	10,714	13,600	8.516	13,290	7.998	13,083	6,374	14,980	6.005	18,172	5,817	16,270	6,289	13,008	6,250	11,313	6,299	11,110	6,911
10.a	Number of accounts reported above that have an active DPA	1,973		,	1,523	1,203 883	1,053	609	954	567	825	275	777	222	1,033	161	1,300	102	968	230	699	215	858	404	902	606
10.b	Number of accounts reported above without an active DPA	12.862			11,044	18.739 12.681	15,238	10.016	12.646	7.949	12.465	7.623	12.306	6,151	13.947	5 844	16.872	5.625	15.302	6,059	12.309	6.035	10.455	5.895	10.208	6.305
11	Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$6,269,076	-,	,	\$5.515.932	\$8,037,428 \$6,259,422	\$7.448.856	\$5,542,921	\$7,134,979	. ,	\$6,395,682	,	,	\$2,171,804		,641,106		1,520,503	-,	\$1,754,804	\$7,448,439	-,	\$7,391,100 \$2,	-,	-,	\$4,263,198
11.a	Dollar Value of accounts reported above that have an active DPA	\$1,493,685		. , ,	\$882.187	\$996,693 \$599,415	\$930,370	\$554.762	\$983,842	\$564.952	\$985,245	\$503.916	\$910.031	\$275.062		208.281	1 / - / 1	\$207.490		\$248.020	\$1,030,234	\$191,243		315.314		\$436.805
11.b	Dollar Value of accounts reported above without an active DPA	\$4,775,391	- ,-	\$6,232,313	1 , -	\$7.040.734 \$5.660.007	\$6,518,485	\$4,988,159	, , .	\$4,372,743	\$5,410,437	1 /	\$5,654,065	\$1.896,741	1 //-	.432.825	\$9,804,918 \$	,	. ,,	\$1.506.784	. , , .	\$1.562,833	1 / /	586.962	. , ,	\$3.826.392
12	Number of delinguent accounts with oldest arrears aged 90+ Days after issuance of a bill	42,900	1 - , ,	, . ,	25,491	50.138 30.686	53,165	33,997	52,257	34,954	51,562	36.025	51,904	37,483	51,389	36,533	54,648	35,900	60,417	36.024	63,210	35,758	1 - 7 - 7 - 7 - 7	33,053	58,431	32,635
12.a	Number of accounts reported above that have an active DPA	9,372			3,811	6.287 2.873	6,087	3.090	6,619	3,615	7,305	4.247	6,653	3,997	6,021	3,696	7,462	4.049	8,803	4,270	8,080	3,562	7,944	3.281	7,398	3,011
12.b	Number of accounts reported above without an active DPA	33,528	19,992	35,012	21,680	43,851 27,813	47,078	30.907	45,638	31,339	44,257	31,778	45,251	33,486	45,368	32,837	47.186	31.851	51,614	31,754	55,130	32,196	51,348	29,772	51.033	29,624
13	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$31,632,079	\$17,944,625	\$32,965,511 \$	19,299,358	\$36,984,938 \$22,553,802	\$39,608,745	\$25,134,446	\$40,754,032 \$	26,819,356	\$43,203,552 \$	29,000,736	\$45,302,354	\$30,602,450	\$46,724,416 \$30	,038,351	\$51,395,635 \$29	9,577,066	\$57,777,198 \$2	29,534,097	\$63,107,442	\$29,584,098	\$63,176,302 \$28,	822,801	\$65,034,104 \$2	
13.a	Dollar value of accounts reported on above that have an active DPA	\$4,990,057	\$2,177,028	\$4,785,009	\$2,103,967	\$3,977,861 \$1,814,848	\$4,238,783	\$2,038,507	\$4,881,723	\$2,464,172	\$5,514,961	\$3,056,608	\$5,159,593	\$2,958,450	\$4,608,596 \$2	,601,669	\$5,615,064 \$3	2,869,395	\$6,844,646	\$2,958,010	\$6,241,409	\$2,306,102	\$6,301,110 \$2,	124,607	\$6,028,424 \$	\$1,973,248
13.b	Dollar value of accounts reported above without an active DPA	\$26,642,022	\$15,767,598	\$28,180,502 \$	17,195,390	\$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 \$	\$27,644,000	\$42,115,820 \$27	,436,682	\$45,780,570 \$20	5,707,671	\$50,932,552 \$2	26,576,088	\$56,866,033	\$27,277,996	\$56,875,192 \$26,	698,194	\$59,005,680 \$2	27,620,997
14	Total Number of delinquent accounts	100,861	60,296	103,216	62,868	103,693 64,374	98,486	61,138	97,047	60,645	94,258	57,920	99,481	58,039	106,218	57,782	106,596	57,074	109,348	59,725	109,517	61,318	97,960	56,270	99,735	60,171
14.a	Number of accounts reported above that have an active DPA	12,712	6,208	11,734	6,038	8,250 4,243	7,807	4,167	8,206	4,483	8,684	4,771	8,159	4,324	7,889	3,960	9,310	4,355	10,192	4,612	9,242	4,020	9,375	4,123	9,047	4,243
14.b	Number of accounts reported above without an active DPA	88,149	54,088	91,482	56,830	95,443 60,131	90,679	56,971	88,841	56,162	85,574	53,149	91,322	53,715	98,329	53,822	97,286	52,719	99,156	55,113	100,275	57,298	88,585	52,147	90,688	55,928
15	Total Dollar Value of delinquent accounts	\$51,262,666	\$31,323,544	\$53,343,756 \$	34,058,280	\$56,610,622 \$37,106,961	\$57,867,111	\$37,743,943	\$58,016,929 \$	37,778,386	\$59,414,372 \$	35,771,999	\$65,787,770 \$	\$35,031,811	\$73,539,124 \$33	,924,568	\$76,896,948 \$3	3,460,985	\$79,470,867 \$3	33,980,439	\$82,538,698	\$36,175,946	\$82,989,745 \$38,	654,916	\$87,675,382 \$4	44,095,483
15.a	Dollar Value of accounts reported above that have an active DPA	\$8,748,691			\$4,062,926	\$6,151,982 \$3,079,604	\$6,273,808	\$3,191,339	\$7,000,599	\$3,597,737	\$7,605,404		\$7,411,158	\$3,469,378	\$7,341,314 \$3	,034,393	\$8,841,758 \$			\$3,472,822	\$8,541,912	\$2,864,950	φο <sub>1</sub> ουοσίου φυί	032,625	\$8,743,111 \$	\$3,230,301
15.b	Dollar Value of accounts reported above without an active DPA	\$42,513,975	\$27,250,110	\$45,012,202 \$		\$50,458,640 \$34,027,356	\$51,593,303	, . , ,	\$51,016,330 \$		\$51,808,969 \$		\$58,376,612 \$	\$31,562,433	\$66,197,810 \$30	, ,	\$68,055,190 \$30		\$69,659,236 \$3	30,507,617	\$73,996,786		\$74,101,646 \$35,		\$78,932,271 \$4	
16	Total Dollar Value of current accounts	\$39,209,892	,,	, ,		\$35,407,641 \$21,004,424	\$33,530,144	,,	\$33,698,657	, ,	\$54,167,851		\$61,691,717	. ,, -	\$46,511,817 \$7	,,-	\$37,208,315 \$		\$35,686,158 \$1	-,- ,	\$39,649,051		\$48,143,189 \$34,		\$47,544,174 \$3	
17	Total Active and Pending Final A/R	\$90,472,558	\$59,710,022	\$88,410,564 \$	56,518,311	\$92,018,262 \$58,111,385	\$91,397,255	\$54,442,328	\$91,715,586 \$	46,653,471 \$	113,582,223 \$	43,345,493	\$127,479,487	\$42,411,271 \$	120,050,941 \$41	,160,592	\$114,105,263 \$4	2,451,649	\$115,157,026 \$4	47,857,860	\$122,187,750	\$58,925,106	131,132,934 \$72,	999,997 \$	\$135,219,556 \$8	31,613,132
	Collection Agencies																									بيتك
18	Number of cases referred to collection agencies	1,495	1,035	1,848	1,271	0 0	0	0	0	0	0	0	0	0	0	0	2,071	1,334	2,059	1,259	2,035	1,145	1,711	980	1,358	846
10	Payment Plans					4.454			2 - 2 - 2	4					2	4.005	2	4	0.100				2 = 2 :	4.4=-		
19	Number of new payments plans, not including AMP	3,579		· ·	1,865	1,454 954	1,771	1,128	2,626	1,578	2,309	1,307	1,800	790	2,642	1,037	3,672	1,513	3,138	1,296	2,557	1,192	2,724	1,471	2,126	1,393
20	Number of payment plans defaulted	3,116	,	-,	2,033	4,055 2,319	1,713	902	1,742	1,049	1,414	823	2,119	1,112	2,251	1,070	1,807	840	2,067	975	2,981	1,500	2,281	1,160	2,082	1,081
21 -	Number of active payment agreements	8,416		· ·	3,299	5,950 3,149 2 762 1 518	5,816	3,221	6,367	3,652	6,705	3,845	5,909 1.686	3,302	5,882	3,046	7,548	3,657	8,212	3,800	7,609	3,389	7,761	3,530	7,974	3,905
21.8	Number of Active Step-plan agreements	5,724	-, -	.,	2,443	2,702 1,510	2,190	1,252	2,101 4.036	1,290	2,059	1,263	-,	1,004	1,459	789	1,683	2 725	1,658	797	1,494	003	1,440	000	1,429	732
21.b	Number of Company issued non-Step plans	2,536		1,870	817	2,859 1,476	3,348	1,837	4,036 75	2,260	4,451 74	2,490	4,064 65	2,226	4,296 59	2,196	5,756 50	2,735	6,458	2,953	6,035 43	2,664	6,251	2,812	6,485	3,147
21.c	Number of regulatory order non-Step plans	142		104	33	J. 33	83	28	,,,	23		21	94	14		12		12	46 50	12	43	13	38	10	34	- 8
21.d	Number of Commission sanctioned "October Rule" payment plans  Number of new budget plans, not including AMP	1,380		3 11 3 1,105	718	235 122 601 387	765	104 434	155 911	79 427	1,049	/1 407	1,055	344	1,003	49	59 1,173	43	1,002	38 517	887	558	1,130	870	925	18
22	Shut-Offs	1,380	883	1,105	/18	UU1 38/	/05	434	911	427	1,049	407	1,055	344	1,003	415	1,1/3	601	1,002	21/	88/	558	1,130	6/0	925	/3/
23	Number of Accounts Sent Notice of Disconnection for non-payment	25,445	18,962	32,433	24,029	0 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
24	Number of Accounts Sent Notice of Disconnection for non-payment  Number of Service Disconnections for non-payment	25,445		2 32,433	24,029	0 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
24 24.a	Number of Service Disconnections for non-payment  Number of Service Disconnections for non-payment on accounts with NO special protection	10		2 11	51	0 0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
24.a 24.b	Number of Service Disconnections for non-payment on accounts with NO special protection  Number of Service Disconnections for non-payment on accounts WITH a special protection	0		0 0	21	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 on accounts with a special protection  Number of Service Disconnections for non-payment in excess of \$1000	6		7	47	0 0	0	0	0	0	0	0	0	0	0	0	0	n	0	0	0	0	0	n	0	
	Ratio 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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	0.0%	0.0%	0.0%	0.0%
25	Average balance of Service Disconnections for non-payment	\$1.864			\$3,760	\$0 \$0	\$0.0%	¢n.0%	\$0	\$0.070	\$0	0.0 <i>/</i> 0 \$Ω	\$0	\$0.076	\$0	5.0% \$0	\$0	5.076 \$N	\$0	¢n.	\$0	\$0.076	\$0	\$0.076	\$0	\$n
25.a	Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$1,864			\$3,760	\$0 \$0	\$0	\$0 \$0	\$0	\$0	\$0	<del>ς</del> 0	\$0	Śn	\$0	\$0 \$0	\$0	\$0 \$0	\$0	\$0 \$0	\$0	\$0	\$0	\$0	\$0	\$0
	Average balance of Service Disconnections for non-payment on accounts WITH a special protection	\$1,804		\$1,743	\$3,700	\$0 \$0	\$0	\$0 \$0	\$0	\$0 \$0	\$0	\$0 \$0	\$0 \$0	Śn	\$0	\$0 \$0	\$0	\$0 \$0	\$0	\$0	\$0	\$0	\$0 \$0	\$0	\$0	\$0

No.			Feb-7	-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	1	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21
1						•											
Part	26				_	20 2											
Second Continue of Continue	26			36	8		0	0 0		0	0	0 0		0 0	0 0	<u> </u>	0 0
Company   Comp				30 0			ů ů	ů ů		0		<u> </u>		0 0	0		, , ,
13   13   14   15   15   15   15   15   15   15	27		ŭ			· ·	0	<u> </u>	, ,	Ŭ	<u> </u>	0		Ů Ů	, ,		0 0
	27.a	Average balance of of service restorations on accounts with NO special protection	\$977	\$1,442	\$633 \$2,1	54 \$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0	\$0	\$0 \$0 \$0	\$0 \$	\$0 \$0 \$	0 \$0	\$0 \$0 \$0	\$0 \$0
Second Column	27.b	Average balance of of service restorations on accounts WITH a special protection	7.	\$0	T **			7.		\$0	T =	77 77		7 7	T -		
Second content of the content of t	28		1.0	1.0	1.0	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
Second content of the property of the proper	20		1 720	1 102	1 470 0	E4 1.572 1	160 1122	22 2.642	1 722 1 502	1.044	1 556 (	1 921 1 225	1 050 1 10	1 204 04	1 775	1 152 1 779 1 000	1 505 070
Second content of the property of the proper	29 29 a			1,102	·					978					<u> </u>		
State   Control of the control of				62						66		-,				,	
1	30	Dollar Value of Accounts Classified as Written-Off	\$1,566,865	\$874,146	\$1,007,628 \$607,8	26 \$1,033,307 \$832,	185 \$731,439 \$469,1	03 \$1,567,556 \$1,1	192,575 \$922,616	\$748,581	\$719,811 \$492,9	963 \$725,776 \$648,204	\$878,972 \$578,16	55 \$879,835 \$678,31	5 \$1,025,199 \$6	607,649 \$1,310,709 \$628,819	\$1,189,148 \$570,781
1.																	
1.   1.   1.   1.   1.   1.   1.   1.	30.b																
1	31		, ,	,,	1 - 7 1 7 -			1				1 - /- 1 / -	, , , ,	, , , . , . , . , , , ,			
1	31.d																
14   15   15   15   15   15   15   15	32		1 - 7				1.7										
20. 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	32.a	·	. , ,	, ,							1 /- 1 - /-						1 7 - 1 - 7
1	32.b	, , , , , , , , , , , , , , , , , , , ,	\$258,113	\$47,829	\$250,783 \$65,7	79 \$166,307 \$34,	\$136,219 \$39,1	39 \$212,582 \$	\$86,205 \$70,416	\$34,480	\$140,177 \$21,7		\$23,859 \$16	\$28,431 \$230,97	1 \$89,661	\$6,454 \$171,822 \$62,831	\$174,636 \$57,543
13.   13.		1 11 1 1111 1 111														10.100	
13.   13.	33							<u> </u>	, , .		, , , , , , , , , , , , , , , , , , , ,					· · · · · · · · · · · · · · · · · · ·	
1																	
1. Suppose	34	· · · ·					, , , , , , , , , , , , , , , , , , , ,			-			<del> </del>		· ·		
1	35							_								,	
15. St. contract pages from to tension and grapher from the form of policy of policy and grapher from the form of policy of policy and grapher from the form of policy	36	·	\$469,602	\$2,157,484	\$61,591 \$379,5												\$114,242 \$706,698
			1 7										1	\$4 \$0 \$			
State   Stat	36.b		, .	, ,	1 -7			1 - 7	1 - 7 7	\$7,870			1	\$5 \$0 \$	T -	70 70/100 7-/100	
Second	3/	<u> </u>		.,						391			-	5 0	-		
Part	30		\$2,507,299	\$2,100,795	\$2,555,565 \$2,274,4	44 \$2,490,733 \$1,967	751 \$2,556,159 \$1,005,0	80 \$2,320,339 \$7	33,271,171	3004,100	\$4,145,790 \$590,5	32,002,931 3012,997	\$2,272,332 \$070,62	32,427,344 \$1,273,12	2 32,373,100 31,9	35,220,103 \$5,033,407	\$5,099,029 \$5,149,092
Column   C		. ,															
Section of the content of personal and section of the c	39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	3,257	1,557	2,776 1,1	59 2,784 1,	253 2,664 1,0	92 2,475	910 2,457	776	3,164	3,349 822	2,860 90	2,318 95	2,199	1,271 2,106 1,413	2,693 1,712
Description of the control enterpret color with read control with the control pretent of the control pretent from enterpret color with read control pretent from enterpret	39.a	Number of accounts reported above that have an active DPA		125	153 1	06 161	85 136	68 118	33 130	21	165	20 162 18			7 88		
Section   Continue of a structure contract above that have a state of PA   54.55   55.06   55.04   5	39.b	Number of accounts reported above without an active DPA	3,002	1,432	2,623 1,0	53 2,623 1,	168 2,528 1,0	24 2,357	877 2,327	755	2,999 8	3,187 804	2,740 88	39 2,231 93	3 2,111	1,232 2,004 1,356	2,537 1,627
Section   Sect	40	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	¢200.450	Ć100.01F	ć220.422	72 6224 262 6420	20 6105 172 670 5	00 6167.207 6	*FC CER	¢20.424	¢226.724 ¢20.7	754 6276.040 624.526	¢170,000 ¢35,00	£ £122.747 £20.02	4 6152.200 6	CC2 0F1	¢242.022       ¢400.700
La substand at a construct england at a construct with a	40 40 a	Dollar value of accounts reported above that have an active DPA		1 7						700/-0:						1,	
The service of the informat attention and assess transfer and the assessment an	40.b																
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15 Number of accounts reported above without an active BPA 1557 97 1575 98 1577 98 157	41	Number of low-income definquent accounts with ordest arrears aged 60-89 days after issuance of a bill		1,154	2,129 1,1	40 1,679	996 1,603 9	06 1,462	848 1,262	633	1,377	523 1,749 502	1,793 45	1,616 52	1,083	502 1,207 737	1,286 847
2 Delia Value of form-scores definingent accounts with oldest arrows aged 60 80 pay after insurance of a bill 50 50 50 50 50 50 50 50 50 50 50 50 50				175						67							
Part	41.b	Number of accounts reported above without an active DPA	1,545	979	1,775 9	28 1,427	355 1,370 7	67 1,238	727 1,073	566	1,202	488 1,506 474	1,557 42	1,445 48	9 962	474 1,032 670	1,080 756
Part	42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$400.417	¢251 192	¢429 575     ¢201 7	16 \$220 724 \$246	177 \$290.664 \$190.3	52 \$222.227 \$1	(12 205 \$216 760	\$79.072	\$220 476 \$42 5	506 \$267.920 \$26.900	¢222 200     ¢20 06	\$5 \$242.022 \$27.77	n \$160.804 \$	54 166 \$222 602 \$114 002	\$267.902 \$109.557
22	42.a	Dollar value of accounts reported above that have an active DPA		,	1 ,		1, 1,.		,	1 -7-	1 -7 - 1 -7-	1 ,	1 ,	1 / 1 / 1	1,	. , , , ,	1 . /   1 /
Base   Bomber of accounts reported above without an arctive DPA   2,814   897   2,700   3,800   822   4,525   7,932   4,635   7,932   4,635			1 7	, ,	1			1 -7 1	-, - ,		1 , , , , , , , , , , , , , , , , , , ,	1 /	1 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7		, .,		1 /
Summer of accounts reported above without an active DPA   13,000	43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill		4,853	10,270 4,5	71 10,536 5,		44 10,361	5,446 10,140			789 9,334 5,445	9,056 5,23		9,762	5,155 9,806 4,733	
4. Dollar Valle of flow-income delinquent accounts with oldest arrears aged 90+ Days after isosance of a bill 51,196,576 5,536,682 51,280,985 51,380,985 5						-,	,-	-,		,		-,				-,	
	43.b	Number of accounts reported above without an active DPA	7,185	3,956	7,800 3,8	08 8,232 4,	255 7,932 4,0	82 7,830	4,434 7,515	4,633	7,672 4,8	337 7,434 4,612	7,042 4,38	39 7,293 4,45	7,878	4,524 7,810 4,177	7,742 4,057
As a   Dollar value of accounts reported above without an active DPA   \$2,256,867   \$3,109,382   \$2,588,867   \$3,109,382   \$2,588,867   \$3,248,389   \$3,248,389   \$3,248,389   \$3,278,672   \$3,276,672	11	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$11 916 976	\$6,050,692	\$12.480.090 \$5.020.0	23 \$12 775 475 \$6 416	252 \$12 929 277 \$6 255 0	83 \$13 649 962 \$6.0	59 556 \$12 690 776	\$6,940,677	\$13.825.006 \$6.750	757 \$13.840.225 \$6.211.150	\$13.448.585 \$5.020.45	6 \$13.284.741 \$5.950.00	\$13.684.226 \$5.6	558 167 \$14 354 560 \$5 524 503	\$14.895.560 \$5.065.926
44. b Oollar value of accounts reported above without an active DPA 59,00.06 54,851.01 59,993,256 54,90.447 510,324,762 53,326,003 510,993,05 53,326,003 510,903,265 50,993 511,933,787 55,045.77 513,032 53,388,00 512,403,025 53,388,00 512,403,025 53,388,00 512,403,025 51,403,00 51,403,0	44.a	Dollar value of accounts reported above that have an active DPA	1 //	1 - 7 7	1 ,, 1.,,.	- , , -, - , -,	- ,- ,- ,,- ,,-	7-0/0 .0/002 70/0									
15 Total Number of low-income delinquent accounts reported showe that have an active DPA 1,518 1,518 1,519 1						<del></del>		1 /2 /222 1 /	/ 1 -/ /	. , .,	T-1	7-/0: 0/:01 T000/010	1 //			, , , , , , , , , , , , , ,	
45.5 Number of accounts reported above without an active DPA 11,732 5,367 12,198 5,789 12,222 6,278 11,833 5,79 11,835 5,835 11,835 5,8	45		15,188	7,564						7,145							
Number of low-income service disconnections for non-payment to total low-income service disconnections for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment to total low-income service disconnection for restored accounts for non-payment for non-paymen	45.a	Number of accounts reported above that have an active DPA	-,	1,197	,- ,-		, , ,	,	,	1,191	, ,	007 2,305 879	2,370 88	·	,	, , ,	,
Deliar value of accounts reported above without an active DPA   \$2,995,755   \$2,288,396   \$2,711,482   \$5,104,515   \$2,537,280   \$1,104,515   \$2,537,280   \$1,104,515   \$2,537,280   \$1,210,715   \$1,104,515   \$2,537,280   \$1,210,715   \$1,210,785   \$1,210,715   \$1,210,785   \$1,210,715   \$1,210,785   \$1,210,715   \$1,210,785   \$1,210,715   \$1,210,785   \$1,210,715   \$1,210,785   \$1,210,785   \$1,210,715   \$1,210,785   \$1,210,715   \$1,210,785   \$1,210,785   \$1,210,715   \$1,210,785   \$1,2	45.b		,	6,367	12,130 3,7	05 12,202 0,	278 11,030 3,0	,	0,038 10,313	5,954	11,873 0,1	173 12,127 5,890	11,339 5,70	10,303 3,87	+ 10,551	0,230 10,640 0,203	11,333 0,440
46.b Dollar value of accounts reported above without an active DPA	46 46 a															-, - , -, -, -, -, -, -, -, -, -, -, -,	
Shut-Offs  47 Number of low-income Accounts Sent Notice of Disconnections for Non-Payment  48 Number of low-income Service Disconnections for Non-Payment  49 Ratio of low-income service disconnections for non-payment to total low-income Residential Customers  49 Restorations  48 Restorations  49 Restorations  40 Number of low-income Service Restorations for non-payment to total low-income Residential Customers  40 Number of low-income Service Restorations for non-payment to total low-income Residential Customers  41 Number of low-income Service disconnections for non-payment to total low-income Residential Customers  42 Number of low-income Service Restorations for non-payment to total low-income Residential Customers  43 Number of low-income Service Restorations for non-payment  44 Number of low-income Service Restorations for non-payment  45 Number of low-income Service Restorations for non-payment  46 Number of low-income Service Restorations for non-payment  47 Number of low-income Service Restorations for non-payment  48 Number of low-income Service Restorations for non-payment  49 Ratio of low-income Service Restorations for non-payment  40 Number of low-income Service Restorations for non-payment  41 Number of low-income Service Restorations for non-payment  42 Number of low-income Service Restorations for non-payment  43 Number of low-income Service Restorations for non-payment  44 Number of low-income Service Restorations for non-payment  45 Number of low-income Service Restorations for non-payment  46 Number of low-income Service Restorations for non-payment  47 Number of low-income Service Restorations for non-payment  48 Number of low-income Service Restorations for non-payment  49 Number of low																	T-/0 .0/-0: T0:0/0:0
48 Number of low-income Service Disconnections for Non-Payment  49 Ratio of low-income Service disconnections for nonpayment to total low-income Residential Customers  49 Restorations  49 Restorations  49 Restorations  40 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0			+5,512,654	, = , = 3 = , 5 5 4	, 2, 2. ,2 2	, , , , , , , , , , , , , , , , , , ,	+==,,s \$5,500,-	,: .5,65,	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	, ,, 5,, 67	, _,,	, ,,,-, , , , , , , , , , , , , , ,	,,, ,, , , , , , , , , , , , ,	,,,_,_,,_,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,	, - , - , - , - , - , - , - , - , - , -	, =,===,= :=
Ag Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	47	Number of low-income Accounts Sent Notice of Disconnection	217	388	269 2	67 0	0 0	0 0	0 0	0	0	0 0 0	0	0 0	0 0	0 0 0	0 0
## Restorations    Restorations   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 0	0 0
## Restorations    Restorations   0.0%   0.0		Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers											l		.1		
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	49		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% 0.09	6 0.0%	0.0% 0.0% 0.0%	0.0% 0.0%
51 Average duration of low-income service disconnection for restored accounts    Virte-Off	50		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 521 141 169 96 139 104 113 52 225 146 116 70 106 61 116 60 141 84 128 69 121 78 136 86 133 66 131 90 141 90	51			n				-		n	-			0 0			, , ,
52 Number of low-income accounts Classified as Written-Off 221 141 169 96 139 104 113 52 225 146 116 70 106 61 116 60 141 84 128 69 121 78 136 86 133 66 53 Dollar Value of low income accounts classified as written-off \$352,771 \$171,090 \$243,353 \$93,228 \$167,977 \$122,482 \$145,060 \$44,825 \$230,238 \$143,627 \$87,763 \$76,173 \$97,382 \$59,509 \$82,973 \$53,030 \$123,130 \$82,644 \$129,508 \$63,142 \$118,177 \$75,268 \$135,862 \$81,448 \$138,162 \$77,011			j		Ů		-			3		-	İ	T T		0	, o
	52	Number of low-income accounts Classified as Written-Off	221	141	169	96 139				70	106	61 116 60	141 8	128 6	9 121	78 136 86	133 67
54 [54 [54] [54 [54] [54] [54] [54] [54]																	
55 Dollar value of NET low-income A/R Write-Offs \$254,557 \$132,760 \$107,326 \$11,269 \$95,130 \$77,306 \$50,118 -\$7,745 \$162,656 \$96,202 \$26,169 \$40,532 \$15,575 \$39,868 \$39,088 \$4,106 -\$1,839 \$53,453 \$62,629 \$32,269 \$75,068 \$43,345 \$61,012 \$42,452 \$70,049 \$40,732	55	Dollar value of NET low-income A/R Write-Offs	\$254,557	\$132,760	\$107,326 \$11,2	69 \$95,130 \$77,	306 \$50,118 -\$7,7	45 \$162,656 \$	96,202 \$26,169	\$40,532	\$15,575 \$39,8	\$59,088 \$4,106	-\$1,839 \$53,45	s \$62,629 \$32,26	9 \$75,068 \$	43,345 \$61,012 \$42,452	\$70,049 \$40,733

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

		Feb-	20	Mar-2	20	Apr-	20	May-	20	Jun-2	0	Jul-20		Aug-2	:0	Sep-20	)	Oct-2	20	Nov-20	)	Dec-2	0	Jan-2	1	Feb-2	2 <b>1</b>
		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)	1,867	999	1,852	959	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
57	Percent of low-income customers enrolled on the AMP	5.6%	5.1%	5.5%	4.7%	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%
58	Total receipts paid by enrollees	\$179,985	\$59,886	\$182,036	\$59,682	\$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
59	Total receipts paid by LIHEAP	\$74,091	\$253,815	\$7,121	\$26,905	\$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	\$0	\$0	\$0	\$0
60	Total billed to program participants, includes both arrears payment and current bill	\$333,394	\$121,349	\$314,142	\$100,333	\$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
61	Number of newly enrolled customers	164	73	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37	142	40	104	29
61.a	Number of newly enrolled customers: not associated with service restoration	164	73	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37	142	40	104	29
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	249	102	133	73	41	16	71	26	293	157	104	45	268	156	238	92	244	97	163	78	134	54	134	50	137	58
62.a	Number of customers exited the program by default	215	90	103	61	20	10	50	22	261	150	45	25	233	147	180	66	193	79	134	68	106	43	98	41	98	38
62.b	Number of customers exited the program by cancellation	34	12	30	12	21	6	21	4	32	7	59	20	35	9	58	26	51	18	29	10	28	11	36	9	39	20
63	Number of customers successfully completing a 12-month program	41	34	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12	19	13	40	15
63.a	Number of customers successfully completing a 12-month program with remaining arrears	41	34	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12	19	13	40	15
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	1,586	666	1,587	625	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
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$2,264,291	\$1,115,584	\$2,242,512	\$1,014,857	\$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
66	Number of AMP program participants receiving LIHEAP	89	306	9	33	5	34	12	62	4	5	13	16	5	8	12	38	0	0	0	0	0	0	18	31	6	14
67	Percent of AMP customers receiving LIHEAP payments	4.8%	30.6%	0.5%	3.4%	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%

Note: The collection agency referral process is automated. Therefore, agencies continued to receive referrals, but made no collection efforts due to COVID-19. 1,857 1,235 1,539 1,032 1,510 944 1,819 1,055 2,183 1,291 1,593 984 UPDATE: Effective 10/1/2020, collection agencies are working all referrals.

## 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

March 23, 2021

Date

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